

August 9, 2004

DISTRIBUTION CENTER

Ms. Blanca Bayo
Florida Public Service Commission
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COMMISSION
CLERK

AUG 16 AM 9:44

RECEIVED FPSC

RE: Docket No. 040129-TX / Extension
Ms. Bayo,

FLATEL has submitted a notice agreed upon and approved by the Commission to all 6300 of its End Users bill. In the notice, FLATEL offered to remove the Freeze from the End Users line at no charge. In a good faith effort, FLATEL has also elected to revise its LOA not to mention any Local Service Freeze.

FLATEL sent to BellSouth a Bulk Order of 3826 from our Resale Account to the UNEP Account and was informed that the Local Service Freeze along with the Inside Wire Maintenance Plan would automatically be removed. We were informed that those services would be dropped once the conversion was completed.

It has come to our attention that some of the customers who we requested the freeze be removed did not have their freeze removed and immediately contacted BellSouth to find out why. FLATEL contacted LCSC Hitops Department for assistance and was forwarded to the Professional Services Department who is currently working with us to resolve this matter as soon as possible.

FLATEL is requesting that the Florida Public Service Commission please extend the deadline to September 30 so that we can fix the problem and proceed. If the problem is corrected earlier than the requested date, FLATEL will contact the Commission and notify that we are prepared to proceed.

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- SCR _____
- SEC 1
- OTH _____

We sincerely apologize for any inconvenience this may have caused and look forward to resolving the matter immediately. If you have any questions or concerns regarding this letter, please do not hesitate to contact our office at the information provided in the letterhead.

Best Regards,



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