

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Application for ) DOCKET NO. 941164-TI  
certificate to provide ) ORDER NO. PSC-95-0924-FOF-TI  
interexchange telecommunications ) ISSUED: July 31, 1995  
service by TELCOM UNITED NORTH, )  
INC. )  
\_\_\_\_\_ )

The following Commissioners participated in the disposition of this matter:

SUSAN F. CLARK, Chairman  
J. TERRY DEASON  
JOE GARCIA  
JULIA L. JOHNSON  
DIANE K. KIESLING

NOTICE OF PROPOSED AGENCY ACTION  
ORDER GRANTING CERTIFICATE

BY THE COMMISSION:

NOTICE IS HEREBY GIVEN by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

Telcom United North, Inc. (TUNI) was previously certificated (TI168, FPSC Certificate No. 3197) as an Interexchange Carrier in Florida. However, on March 11, 1994, the Commission received a request from Ms. Gail Matteo, Administrative Vice President, Telcom United North, Inc. to cancel the company's certificate, effective immediately. Accordingly, the certificate was cancelled by Order No. PSC-94-0552-FOF-TI, issued May 11, 1994, in Docket No. 940298-TI.

Subsequently, complaints were received by the Division of Consumer Affairs regarding the business practices of Telcom United North, Inc. These complaints concerned unauthorized switching of consumers' telephone service from their original carrier to Telcom United North, Inc. During the investigation of these complaints, staff also became aware of complaints that Telcom United North, Inc. was misrepresenting themselves as AT&T representatives. The company resells an AT&T service called, "Software Defined Network" (SDN) and uses AT&T "Bill Manager" Service to bill and collect from subscribers for the resold SDN service. A Show Cause proceeding to

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address these market conduct violations has been initiated by separate order issued in this docket today.

Because a certificate is required to resell telecommunication services, Telcom United North, Inc. was contacted and another application was mailed to the company on August 8, 1994. The application for certification was completed, returned and docketed on November 1, 1994.

As stated above, Telcom United North, Inc.'s previous certificate was cancelled at its request on June 2, 1994. TUNI has stated that it believed certification was not needed when AT&T "Bill Manager" Service was used to bill and collect from subscribers for the resold SDN service.

We believe certification is appropriate. Telcom United North, Inc.'s application satisfies our certification requirements. TUNI has agreed to abide by the applicable provisions of Florida Administrative Code and has assured that each complaint will be satisfactorily resolved. Further, certification will ensure that TUNI has an approved operating tariff on file with this Commission. Therefore, we find that TUNI's application should be approved.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that **Florida Public Service Certificate No. 3985** shall be granted to Telcom United North, Inc. to provide interexchange telecommunications service within the State of Florida. It is further

ORDERED that this Order, if it becomes final and effective, will serve as Telcom United North, Inc.'s certificate. Telcom United North, Inc. should retain this Order as evidence of certification by this Commission.

ORDERED that this docket shall remain open pending the resolution of the show cause proceeding.

By ORDER of the Florida Public Service Commission, this 31st day of July, 1995.



BLANCA S. BAYÓ, Director  
Division of Records and Reporting