

MEMORANDUM

April 23, 1998

**RECEIVED**

APR 23 1998

1:35

FPSC - Records/Reporting

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (BEDELL) *CB MB*

RE: DOCKET NO. 97-1487-TI - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST LCI INTERNATIONAL TELECOM CORP. FOR VIOLATION OF RULE 25-4.118, F.A.C., INTEREXCHANGE CARRIER SELECTION.

98-0566-SC-TT

Attached is an ORDER TO SHOW CAUSE, to be issued in the above referenced docket. (Number of pages in order - 44)

CB/slh  
Attachment  
cc: Division of Communications  
I: 971487.ord

*See 2, 6*

*(see 2 etc)*  
*Confirmed 4/23*  
*4 needed per [unclear]*  
*[unclear]*

**ATTACHMENT(S) NOT ON-LINE**

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against LCI International Telecom Corp. for violation of Rule 25-4.118, F.A.C., Interexchange Carrier Selection.

DOCKET NO. 971487-TI  
ORDER NO. PSC-98-0566-SC-TI  
ISSUED: April 23, 1998

The following Commissioners participated in the disposition of this matter:

JULIA L. JOHNSON, Chairman  
J. TERRY DEASON  
SUSAN F. CLARK  
JOE GARCIA  
E. LEON JACOBS, JR.

ORDER TO SHOW CAUSE

BY THE COMMISSION:

1. BACKGROUND

On July 21, 1989, we granted LCI International Telecom Corp. (LCI) Certificate Number 2300 to provide intrastate interexchange telecommunications service.

Thereafter, from January 1, 1996, until March 4, 1998, our Division of Consumer Affairs has received a total of 241 complaints against LCI. Of those complaints received, 71 are apparent unauthorized carrier change (slamming) infractions in violation of Rule 25-4.118, Florida Administrative Code. There are numerous additional complaints that are either pending closure in the Division of Consumer Affairs or response from the company.

In addition, Docket Number 971403-TI was opened against LCI to investigate a complaint filed by the Attorney General's office along with the Office of Public Counsel on behalf of David Howe for slamming. By Order Number PSC-98-0069-PCO-TI, Docket Number 971403-TI was consolidated with this docket. This Order specifically discusses Mr. Howe's complaint on page 3, and includes

(1)

04/27/98

8

13

his complaint in the violations considered in reaching our decision.

On February 28, 1998, after this docket was opened, LCI filed a proposed offer of settlement in which LCI offered to implement validity checks, audits of a percentage of LOAs, use of acknowledgment forms from distributors, and a payment of \$25,000.

## II. ALLEGED VIOLATIONS

LCI uses independent representatives, sweepstakes, inbound sales representatives, and direct representatives to obtain new long distance customers. It appears that LCI is submitting numerous preferred interexchange carrier (PIC) changes with forged customer signatures. In addition, in some instances, the name and address listed on the letter of authorization (LOA) is not the name and address of the authorized person for the telephone number listed on the LOA.

A. Rule 25-4.118(2), Florida Administrative Code, states in pertinent part:

A LEC shall also accept PIC change requests from a certificated interexchange company (IXC) acting on behalf of the customer. A certified IXC that will be billing in its name may submit a PIC change request, other than a customer-initiated PIC change, directly or through another IXC, to a LEC only if it has certified to the LEC that at least one of the following actions has occurred prior to the PIC change request:

(a) the IXC has on hand a ballot or letter from the customer requesting such change;

We are concerned that adequate steps have not been taken by LCI to prevent unauthorized carrier changes and to ensure compliance with our Rules.

Examples of complaints received from consumers include the following:

On May 12, 1997, Mr. Glen Jackson, Ms. Nellie Hancock's son-in-law, contacted staff and stated that Ms. Hancock's long distance service was switched without authorization. LCI's report stated that the company received an LOA signed by Mr. Talbot Hancock on February 20, 1997. The company considered it to be valid and forwarded it for processing. Mr. Jackson informed staff that Mr. Hancock died on January 27, 1997. (Attachment A)

On June 30, 1997, Ms. Alice Monroe contacted staff and stated that her long distance service was switched without authorization. LCI's report stated that the company received an LOA signed by Mr. Joe Monroe on February 16, 1997. The company considered it to be valid and forwarded it for processing. Ms. Monroe informed staff that Mr. Monroe has been deceased for fourteen years. (Attachment B)

On March 28, 1997, Mr. David Howe contacted staff and stated that his long distance service was switched without authorization. LCI's report stated that the company received an LOA signed by Mr. David Howe. The company considered it to be valid and forwarded it for processing. Mr. Howe informed staff that the signature as well as the information about his long distance charges is a forgery. (Attachment C)

On April 22, 1997, Ms. Theresa Chen contacted staff and stated that her long distance service was switched without authorization. LCI's report stated that the distributorship who sold the account was unable to provide a copy of the LOA. (Attachment D)

B. Rule 25-4.118(3)(d), Florida Administrative Code states:

Ballots or letters will be maintained by the  
**IXC** for a period of one year.

Based on the complaints described below, we are concerned that LCI has not taken adequate steps to properly maintain copies of LOAs and to ensure compliance with our rules.

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DOCKET NO. 971487-TI  
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Examples of complaints in which no authorization could be produced include the following:

On June 27, 1996, Ms. Kathlyn Landry contacted staff and stated that her long distance telephone service was switched from AT&T to LCI without authorization. LCI's report stated that when establishing an account for another customer in New York, a keying error occurred, the incorrect area code was entered, and consequently, Ms. Landry's telephone number was switched to LCI. (Attachment E)

On June 2, 1997, Ms. Carmen Quinones Fuentes contacted staff and stated that her long distance telephone service was switched from AT&T to LCI without authorization. LCI's report stated that when the customer called to request information about LCI's access code, an order was established to convert her service to LCI. (Attachment F)

LCI has not satisfied us that it is in compliance with the Commission's rules. Accordingly, by Section 364.285, Florida Statutes, the Commission is authorized to impose upon any entity subject to its jurisdiction a penalty of not more than \$25,000 for each day a violation continues, or cancel its certificate, if such entity is found to have refused to comply with or to have willfully violated any lawful rule or order of the Commission, or any provision of Chapter 364, Florida Statutes. Utilities are charged with knowledge of the Commission's rules and statutes. Additionally, "[i]t is a common maxim, familiar to all minds, that 'ignorance of the law' will not excuse any person, either civilly or criminally." Barlow v. United States, 32 U.S. 404, 411 (1833).

We believe that LCI's apparent conduct in switching PICs without customer authorization has been "willful" in the sense intended by Section 364.285, Florida Statutes. In Order No. 24306, issued April 1, 1991, in Docket No. 890216-TL titled In re: Investigation Into The Proper Application of Rule 25-14.003, Florida Administrative Code, Relating To Tax Savings Refund for 1988 and 1989 For GTE Florida, Inc., having found that the company had not intended to violate the rule, the Commission nevertheless found it appropriate to order it to show cause why it should not be fined, stating that "In our view, willful implies intent to do an act, and this is distinct from intent to violate a rule." Thus,

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any intentional act, such as LCI's conduct at issue here, would meet the standard for a "willful violation."

III. CONCLUSION

Upon consideration and based on the 71 apparent unauthorized carrier change infractions, we find that LCI does not have adequate safeguards to protect consumers from unauthorized carrier changes. Further, we find the proposed offer of settlement to be insufficient for the harm to the public caused by LCI's violations of our rules. Accordingly, we hereby order LCI to show cause in writing within twenty (20) days of the effective date of this Order why it should not be fined \$10,000 per apparent infraction for a total of \$710,000 or have its certificate canceled for its apparent violations of Rule 25-4.118, Florida Administrative Code.

If LCI timely responds to this Order, this docket shall remain open pending resolution of the show cause proceeding. If LCI does not respond to this Order, the fines shall be deemed assessed. If LCI fails to respond to this Order and the fines are not received within five business days after the expiration of the show cause response period, LCI's certificate shall be canceled and this docket closed administratively. Any fines remitted shall be deposited in the General Revenue Fund pursuant to Section 364.285, Florida Statutes.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that LCI International Telecom Corp. show cause in writing, within twenty (20) days of the effective date of this Order why its Certificate No. 2300 should not be canceled or why it should not be fined \$10,000 per violation for a total of \$710,000 for apparent violations of Rule 24-4.118, Florida Administrative Code. It is further

ORDERED that LCI International Telecom Corp.'s response shall contain specific allegations of fact and law. It is further

ORDERED that failure to respond to this Order in the manner and by the date set forth in the Notice of Further Proceedings or Judicial Review section of this Order shall constitute an admission

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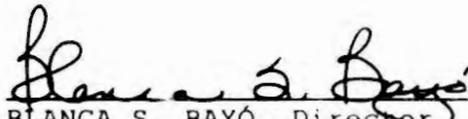
of the violations described in the body of this Order and waiver of a right to a hearing. It is further

ORDERED that if LCI International Telecom Corp. fails to respond to this Order within twenty (20) days of its effective date, the fine shall be deemed assessed. It is further

ORDERED that if LCI International Telecom Corp. fails to respond and does not pay the fine within five (5) business days after the expiration of the show cause response period, its certificate shall be canceled. It is further

ORDERED that the Commission shall forward any fine payment to Office of the Comptroller for deposit in the General Revenue Fund, pursuant to Section 364.285, Florida Statutes.

By ORDER of the Florida Public Service Commission this 23rd day of April, 1998.

  
\_\_\_\_\_  
BLANCA S. BAYÓ, Director  
Division of Records and Reporting

( S E A L )

CB

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

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Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

This order is preliminary, procedural or intermediate in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, as provided by Rule 25-22.037(1), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a) and (f), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on May 13, 1998.

Failure to respond within the time set forth above shall constitute an admission of all facts and a waiver of the right to a hearing pursuant to Rule 25-22.037(3), Florida Administrative Code, and a default pursuant to Rule 25-22.037(4), Florida Administrative Code. Such default shall be effective on the day subsequent to the above date.

If an adversely affected person fails to respond to this order within the time prescribed above, that party may request judicial review by the Florida Supreme Court in the case of any electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting, and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the effective date of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure.

ATTACHMENT A

ORDER NO. PSC-98-0566-SC-TI  
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Name HANCOCK TALBOT (NELLIE) Company LCI INTERNATIONAL TELECOM CORP.  
 Address GLEN JACKSON, SON IN LAW Attn. MICHELLE LANDOW 172109  
123 HANCOCK LANE Consumer's Telephone # (904) 476-6767  
 City/Zip PENSACOLA 32503 County ESC Can Be Reached \_\_\_\_\_  
 Account Number \_\_\_\_\_ Note \_\_\_\_\_  
 Company Contact \_\_\_\_\_ Limited Response Y

Request No. 1721091  
 By DBM Time 5:08 PM Date 05/12/97  
 To CO Time FAX Date 05/12/97  
 Type S Form Phone  
 Category \_\_\_\_\_  
 Infraction LS-13H  
 Closed by DBM Date 07/11/97  
 Reply Received I

Customer's son in law called. Customer's service was changed from Excel to LCI International without her authorization. The son in law said that when proof of authorization was requested, LCI sent a supposed LOA containing the signature of Talbot Hancock. Customer believes this is a forgery. The LOA is dated February 20, 1997. As information, Talbot Hancock passed away on January 27, 1997. For over a year prior to the change of service, Mr. Hancock was in a nursing home and incapable of authorizing anything. Please provide proof of authorization. Appropriate credits are requested to reflect a refund of switching fees/ service charges that apply as well as an adjustment of rates to those of the customer's preferred carrier. Please send the customer a copy of your response to this inquiry.

05-19-97- Report received with explanation, credit and copy of LOA.  
 07-11-97- File closed.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
 TALLAHASSEE, FL. 32399-0850  
 904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Doug Martin

DUE: 05/29/97



Via Fax: 904-413-6362

May 15, 1997

Mr. Doug Martin  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Complaint filed by Talbot (Nellie) Hancock  
File No. 172109I

Dear Mr. Martin:

With regard to the above referenced complaint, please be advised that LCI International Telecom Corp. (LCI) has completed a review of the issues raised by the complainant.

LCI received the enclosed letter of agency (LOA) from a third party distributor of LCI service. As you will see, the LOA appears to have been signed by Talbot Hancock. LCI accepted this LOA in good faith and maintains the account was appropriately established. All LCI distributors are required to act within the bounds of applicable state and federal law and abide by LCI's policies regarding PIC code changes (a copy of this policy is enclosed). LCI has contacted the distributor involved to investigate the matter and, if appropriate, take action with the sales person involved, including termination.

LCI has issued a courtesy credit of \$15.35 to the complainant's account. This credit constitutes the total charges accrued on the account as well as the fees associated with routing the line to the LCI network. This credit will appear on the complainant's LEC invoice within one to two billing cycles. LCI apologizes for any inconvenience this matter has caused the complainant.

Should you have questions regarding this matter, please contact the undersigned at (703)848-4465.

Sincerely,

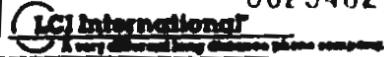
A handwritten signature in cursive script that reads "Michelle Landow".

Michelle Landow  
Tariff Specialist

cc: Glen Jackson

0825482

AUTHORIZATION TO CHANGE LONG DISTANCE CARRIERS



ACCOUNT NAME & ADDRESS (print or EXACTLY as on phone bill)

LAST NAME: HANCOCK  
FIRST NAME: TALBOT  
ADDRESS: 123 HANCOCK LANE  
CITY: PENSACOLA FL 32503 7704

Present Long Distance Carrier: ATT

Are Long Distance Portals of your Monthly Bill: 35

Area Code

904 476 6767

WORLD CARD #1

FIRST NAME: TALBOT  
WORLD CARD #2

LAST NAME: HANCOCK

FIRST NAME: NELLIE

LAST NAME: HANCOCK

Extend Your Ready Option (200 per year minimum)

I authorize LCI International to act as my agent to notify my local phone company of my decision to change from my current long distance carrier to LCI service. I understand that my local phone company may charge me a fee to switch long distance carriers. Selection of LCI will apply to the telephone number(s) listed on this form. I understand that I may discontinue only one long distance carrier for my own telephone number for business usage, and hereby designate LCI as my primary carrier for all long distance service, including international, international (where applicable) and international.

CUSTOMER SIGNATURE: Talbot Hancock

DATE: 2-20-97

Representative Signature: Michael Chambers

LOC. SEC. # 555 94 3735

Michael Chambers

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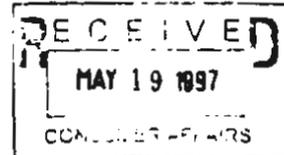
TOTAL PAGE 02  
TOTAL PAGE 03

**LCI International**  
**Worldwide Telecommunications**

Via Fax: 904-413-6362

May 15, 1997

Mr. Doug Martin  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



Re: Complaint filed by Talbot (Nellie) Hancock  
File No. 172109I

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LCI has issued a courtesy credit of \$15.35 to the complainant's account. This credit constitutes the total charges accrued on the account as well as the fees associated with routing the line to the LCI network. This credit will appear on the complainant's LEC invoice within one to two billing cycles. LCI apologizes for any inconvenience this matter has caused the complainant.

Should you have questions regarding this matter, please contact the undersigned at (703)848-4465.

Sincerely,

*Michelle Landow*

Michelle Landow  
Tariff Specialist

cc: Glen Jackson

0825482

AUTHORIZATION TO CHANGE LONG DISTANCE CARRIERS



ACCOUNT NAME & ADDRESS (Must be EXACTLY as on phone bill)

[Redacted]

LAST NAME Hancock

FIRST NAME Talbot

MOBILE ( ) SOC. SEC. # [Redacted]

NO. OR ST 123 Hancock Lane

CITY Pensacola

ZIP F1-32503 7704

Personal Long Distance Service Att

As Long Distance Portion of your Monthly Bill \$ 35

[Redacted]

RESIDENTIAL

BUSINESS

OTHER LINE

904 476 6767

WORLDCARD #1

FIRST NAME Talbot

LAST NAME Hancock

WORLDCARD #2

FIRST NAME Nellie

LAST NAME Hancock

Extend Your Reach Option (\$88 per year minimum)

I, my signature on this form authorizes LCI International to act as my agent to notify my local phone company of my decision to change from my current long distance carrier to LCI service. I understand that my local phone company may charge me a fee to switch long distance carriers. Selection of LCI will apply to the telephone number(s) listed on this form. I understand that I may designate only one long distance carrier for my one telephone number for international usage, and hereby designate LCI as my primary carrier for all long distance service, including international, Inland, Inland/International (where applicable) and International.

CUSTOMER SIGNATURE Talbot Hancock

DATE 2-20-97

Representative Signature Michael Chambers

SOC. SEC. # 555 94 3735

Michael Chambers

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ATTACHMENT B

487-TT

NAME: ALICE R.  
 COMPANY: TEL. INTERSTATE COMM. TELECOM. CORP.  
 ADDRESS: 007 BRIMLEY BLVD.  
 CITY: PERDUEVILLE, KY 40374 COUNTY: ESC  
 PHONE: (502) 478-8875  
 FAX: \_\_\_\_\_  
 DATE: \_\_\_\_\_  
 SUBJECT: Unwanted Long-Distance

Request No. 177563L  
 by CRP Date 9/5/97 File No. 06/30/97  
 by CO Date FAR File No. 07/01/97  
 Type S from FRNL  
 Category GL 97  
 Subcategory \_\_\_\_\_  
 Closed by REP Date 10/20/97  
 Reply Received

Customer says the following:

Her long distance service was switched without her knowledge.

Customer's PIC is ABB.

As an added note, her husband, Mr. John P. Harro, Sr., did not order this switch as he has been dead for the past fourteen years.

Notify Nerve Voice Applications, Inc. of this investigation. The customer is officially disputing this bill and change of carrier.

Attached is the customer's correspondence.

Please provide the PIC with a report and proof of authorization.

c: Commissioner Bob Crawford  
BACS

07/07/97 Received report with explanation, LRA and \$28.17 credit.

10/20/97 Closed by letter. Replied inquiry 07909862.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

300 UNIVERSITY CENTER BUILDING  
 TALLAHASSEE, FL 32304-4250  
 (904) 493-6000

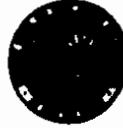
PLEASE RETURN THIS FORM  
 WITH REPORT OF ACTION TO:

Consumer Form

DATE: 07/17/97

Commissioners  
John L. Graham, Chairman  
Henry Quast  
Robert P. Quinn  
David S. Lankford  
and Cynthia

STATE OF FLORIDA



MARCH 26, 1998  
Public Service  
320415449  
Tel. Pub. 1-800-342-3352

7-TT

## Public Service Commission

October 23, 1997

Ms. Alice R. Monroe  
607 Detroit Boulevard  
Panama, FL 32334

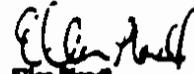
Dear Ms. Monroe:

We have reviewed your complaint against LCI International Telecom Corporation (LCI).

To resolve your complaint, we contacted LCI and requested a detailed written report regarding your concern. It is my understanding that a representative from the utility contacted you to discuss this matter. Based on a review of the information provided to the Florida Public Service Commission (PSC), it appears that the company did not obtain the necessary information to make a switch in your telephone service. LCI has issued a credit of \$28.17 to your local telephone company.

The PSC monitors complaints very closely and tracks any trend which indicates there may be a problem and further action is needed. Our complaint records are often checked for information before commissioners make final decisions and serve as a valuable source of information. I hope this provides you with the information you need. If you wish to discuss this or have any questions, please let me know. I can be reached at 1-800-342-3352.

Sincerely,

  
Elin Pineda  
Regulatory Specialist I  
Division of Consumer Affairs

MEP:grw



DOCKET NO. 97-1487-TI  
MARCH 26, 1998

Via Fax: 904-413-4363

July, 2, 1997

Ms. Carmen Posa  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0890



Re: Complaint filed by Alton R. Moura; File No. 177563E

Dear Ms. Posa:

With respect to the above-referenced complaint, please be advised that LCI International Telecom Corp. (LCI) has completed a review of the issues raised by the complainant. As a result of that review, it is LCI's position that an intentional, unauthorized primary interconnecting carrier (PIC) code change was not indicated with respect to this complainant.

As the enclosed letter of agency demonstrates, Joe Moura authorized LCI to provide service for the telephone number 904-476-8813 and represented that he had the authority to request this service. As such, LCI maintains the account was properly established. In the interest of customer service, LCI has issued a credit of \$28.17 to the complainant's account. This credit constitutes the long distance charges assessed to the account. This credit will appear on the complainant's LCI invoice within the next one to two billing cycles. The complainant is no longer billing with LCI.

Should you have any questions regarding this matter, please contact the undersigned at (703) 848-4466.

Sincerely,

A handwritten signature in cursive script that reads 'Michelle Lendorf'.

Michelle Lendorf  
Toll-Free Specialist

0163J59

AUTHORIZATION TO CHANGE LONG DISTANCE CARRIERS

ACCOUNT NAME & ADDRESS (Must be EXACTLY as on phone bill)

7-TT

MARCH 26, 1998

= Monroe  
= Joe = A =  
= 607 West Detroit Blvd =  
= Pensacola = FI-32534 3609

ATT  
[Redacted] x [Redacted] 35

904 476 8815

= Joe A = MONROE

[Redacted]  
I hereby authorize the telephone company to change my long distance carrier to [Redacted] effective [Redacted] and to bill me for the service. I understand that this authorization is valid for the period of time specified and that I may terminate this authorization at any time by calling my telephone company. I understand that this authorization is not valid for international service, and hereby authorize [Redacted] as my primary carrier for all long distance service, including international, domestic, and international premium rate service.

[Redacted] 2-2-98  
Tina M. Hooks 560 79 8280

TINA M HOOKS

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0163J59

0163J59

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STATE OF FLORIDA

DOCKET NO. 971487-TI  
MARCH 24, 1998

COMMISSIONERS  
JULIA L. JOHNSON, CHAIRMAN  
J. TERRY DEASONS  
SUSAN F. CLARK  
DAVID E. KIRKLAND  
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS  
REVERIE DEBELLO  
DIRECTOR  
(889) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

July 8, 1997

Mr. Alton R. Monroe  
607 Detroit Blvd.  
Panama, FL 32334

Dear Mr. Monroe:

Thank you for your recent letter concerning LCI International Telecom Corporation.

We will look into the matter you outlined, advise the company to contact you to resolve the problem, and require the company to provide the Public Service Commission with a letter outlining its resolution of the matter.

If you have any further questions, I can be reached at 1-800-342-3552.

Sincerely,

Handwritten signature of Carmen R. Pinn in cursive.

Carmen R. Pinn  
Regulatory Specialist III  
Division of Consumer Affairs

CP:pr

State of Florida  
Department of Agriculture and Consumer Services  
BOB CRAWFORD, Commissioner  
Division of Consumer Services  
CONSUMER COMPLAINT FORM

97- MARCH 26, 1998 116

PLEASE TYPE OR PRINT CLEARLY (ONLY LEGIBLE COPIES WILL BE ACCEPTED) DATE June 16 1997

Person Complaining  
Name: Mrs. Alice R.  
(Last Name, First Name, Middle Initial)  
Address: 1474 Detroit Blvd  
Pensacola Fla Escambia  
(City) (County)  
FLA 32534  
(State) (Zip Code)  
Telephone: (800) 984-476-8815 Telephone: ( ) ( )  
(WKS) ( )

Business or Person Complained Against  
Microville Applications  
(Use full legal name)  
NO Address Available  
(City) (County)  
(State) (Zip Code)

Product or service involved: Telephone Service  
Date of purchase: \_\_\_\_\_ Cost of product or service: \_\_\_\_\_  
Did you sign a contract or any other similar paper? NO What? none  
Where? \_\_\_\_\_

Attach copies of any letters written to or received from the business. Also, attach copies of contracts, canceled checks and other proofs of purchase. DO NOT SEND ORIGINALS.

Are you presently represented by a lawyer? NO If so, you should rely on the advice of your lawyer  
Have you filed suit in court? NO

IF YOUR COMPLAINT INVOLVES THE PURCHASE OF A NEW CAR OR TRUCK, PLEASE SUPPLY THE FOLLOWING INFORMATION:

Vehicle Year	Make	Model	Date Purchased
Purchase New	Dealer	Licensed	Current Mileage
Vehicle Use Personal	Commercial		
How many times has the vehicle been in for repairs for the same problem? _____			
How many days has the vehicle been out of service for repairs? _____			

(Pena) 1775734

(para)

177:

DOCKET NO. 97-1487-TI

in your complaint fully, describing events in the order they occurred. (REMEMBER TO TYPE OR PRINT CLEARLY. *They (MIA) claimed I ordered them to switch my long distance fr AT&T to them which I did not. On Verbil or other wires I plainly told them no I wanted to I was not interested in change to anyone else I was not aware of this change until my bill came in in April under the IC International name. I called AT&T & told them to assist in fact which they did not have paid a charge against my phone bill to date.*)

If your complaint concerns a product or service which was advertised, attach a copy of the advertisement.

What would satisfy your complaint? *to drop the charges I don't owe*

I do  do not  authorize you to send a copy of my complaint to the business I am complaining about or to any other government agency necessary for purposes of mediation, investigation or enforcement.

(If your complaint is referred to another agency it might become public record and released to individuals over whom the Division of Consumer Services has no control. If permission is denied, your complaint will be filed for information only.)

**FALSE OFFICIAL STATEMENTS** - Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084, Florida Statutes.

I understand that your office does not give legal advice. I also understand that your office cannot take legal action for me. I am filing this complaint to notify your office of the services of the business/individual and to seek any assistance you may be able to render.

*Alvin R. Mousas*  
(Signature)

**RETURN COMPLETED COMPLAINT FORM TO:**  
**FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**  
Division of Consumer Services  
Mayo Building  
Tallahassee, Florida 32399-0000  
  
(904) 489-3331  
1-800-HELPFLA (Florida Only)

ORDER NO. PSC-98-0566-SC-TI  
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 PAGE 20

177563 L



**LCI International**

ALICE BROWN  
 Account Number: 900 436-0075 421 0547  
 Bill Period Date: Apr 25, 1997

Page 6

For LCI INTERNATIONAL Billing Questions, Call 1 800 840-2285

**Retained Statement of Charges**

Incurred Calls							Amount
Date	Place Called	Number Called	Area	Time	Rate		
1. 04/20	MEMPHIS AL	504 947-6000	AL	10:57AM	0.3	.06	
2. 04/20	CHAND DAY AL	504 945-3400	AL	04:00PM	0.4	.17	
3. 04/21	CHAND DAY AL	504 945-3400	AL	07:00PM	0.3	.07	
4. 04/21	CHAND DAY AL	504 945-3400	AL	04:00PM	17.7	2.46	
5. 04/20	CHAND DAY AL	504 945-3400	AL	06:57PM	3.8	.54	
6. 04/20	BIRMINGHAM AL	504 947-0007	AL	05:00PM	0.9	.60	
7. 04/21	BIRMINGHAM AL	504 947-0007	AL	05:00PM	1.1	.66	
8. 04/20	CHAND GA	404 900-0004	GA	00:10AM	10.0	1.70	
						<b>6.26</b>	

JOHN P MONROE SR  
607 W DETROIT BLVD  
PENSACOLA, FL  
32534

*P.S My husband has been  
dead for 14 years!*

Dear Sir/Madame:

Re: **DELINQUENT TELEPHONE CHARGES**

Creditor Name: MicroVoice Applications Inc.  
Debt (as of 26 May 1997): \$200.20  
File No.: MAJ-0000

Please be advised that I am an attorney and agent for MicroVoice Applications Inc. MicroVoice Applications Inc. ("MAJ") owns and operates telephone services.

I am advised that you are presently indebted to MAJ in the sum of \$200.20 for telephone services provided at your request and charged at your direction to your local telephone company. I am further advised that your local telephone company has been instructed by you to charge back your indebtedness to MAJ.

Please forward the sum of \$200.20, by first class mail, payable to "A. Patrick Wymes in Trust", within thirty days of receipt of this correspondence. Be advised that if payment in full is not received within the time frame set out herein, I will seek instructions from MAJ to retain an attorney in PENSACOLA, FL to commence legal action to recover your existing indebtedness. You shall be responsible for any and all legal costs incurred herein in addition to your existing debt.

If you have any questions, please call (905) 474-1270 and ask for Extension 54.

If you have made payment to MAJ in full, kindly disregard this correspondence.

ORDER NO. PSC-98-0566-SC-TI  
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PAGE 22

( Peña

ALICE K. MOORE

**Debt Validation Notice**

You have thirty (30) days from the day you received this notice to dispute all or part of the debt. If you notify our office in writing that all or part of the debt is disputed, we will provide you with a verification of the debt by mail. Unless you dispute all or part of the debt in writing within this period of time, we will assume the debt is valid.

If the current creditor is different from the original creditor of this debt, we will provide you with the name and address of the original creditor by mail if you request this in writing within 30 days from the date you received this notice.

During the 30 day notification period legal proceedings will not proceed. Your right to verification of the debt or identity of the creditor within the time provided by law will not be affected by any legal action herein.

This is an attempt to collect a debt and any information obtained will be used for that purpose.

Yours very truly,



A. PATRICK WYMES  
APW:wmg  
cc: MicroVoice Applications Inc.

Name HOWE, JID Company LCI INTER ONAL TELECOM CORP. Request No. 1664751  
 Address 925 LANGLEY AVENUE Attn. MICHELLE LANDOW 1664751 By KES Time 9:43 AM Date 03/28/97  
 City/Zip PENSACOLA 32504 County ESC Consumer's Telephone # (904)-476-7188 To CO Time FAX Date 03/28/97  
 Account Number Ext 5025 Can Be Reached (904)-478-8496 Type S Form Phone  
 Company Contact \_\_\_\_\_ Note forgery Category \_\_\_\_\_  
 Limited Response N Infraction LS-13H

Closed by KES Date 04/23/97  
 Reply Received T

---

**CONSUMER REQUEST**


---

**FLORIDA PUBLIC  
 SERVICE  
 COMMISSION**

2540 SHUMARD OAK BOULEVARD  
 TALLAHASSEE, FL. 32399-0050  
 904-413-6100

PLEASE RETURN THIS FORM  
 WITH REPORT OF ACTION TO:

Kate Smith

DUE: 04/14/97

Customer said that his service was changed without his authorization on March 3rd. He discovered this when he received a welcome package. The company sent him a copy of the LOA, but the signature is a forgery. Information about his long distance charges is inaccurate and fraudulent. Customer was never contacted by the company in any way. He is requesting a full refund of all charges. Please investigate, provide a copy of the LOA, contact customer and advise.

3/31/97 Supplemental documentation received from customer.  
 4/04/97 Report with explanation, full credit. Customer was not contacted.  
 4/23/97 I called customer and we discussed the report and credit. He will contact me if the problem has not been resolved. Close by phone.

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DOCKET NO. 97-1487-TI  
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APR 04 '97 08:39 FR LCI

7038484424 TO 819044136352 P.02/05



Via Fax: 904-413-6362

April 4, 1997

Ms. Kate Smith  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Complaint filed by David Howe; File No. 1664751

Dear Ms. Smith:

With regard to the above referenced complaint, please be advised that LCI International Telecom Corp. (LCI) has completed a review of the issues raised by the complainant. As a result of that review, it is LCI's position that an intentional, unauthorized primary interexchange carrier (PIC) code change was not initiated with respect to this complainant.

LCI received the enclosed letter of agency (LOA) from a third party distributor of LCI service. As you will see, the LOA appears to have been signed by David Howe. LCI accepted this LOA in good faith and maintains the account was appropriately established. All LCI distributors are required to act within the bounds of applicable state and federal law and abide by LCI's policies regarding unauthorized PIC code changes (a copy of this policy is enclosed). LCI has contacted the distributor involved to investigate the matter and demanded appropriate action be taken against the sole person involved.

Additionally, LCI has issued a courtesy credit of \$12.42 to the complainant's account. This credit constitutes the total charges accrued on the account as well as the fees associated with routing the line to the LCI network. LCI apologizes for any inconvenience this matter has caused the complainant.

Should you have questions regarding this matter, please contact the undersigned at (703)848-4465.

Sincerely,

*Michelle Landow*

Michelle Landow  
Tariff Specialist

APP 04 '97 08:40 FR LCI

707EJ84424 TO 813044136352 P.04 05

Exhibit \_\_\_\_\_

LCT'S POLICIES AND PROCEDURES REGARDING SLAMMING PREVENTION

ADVISORY TO ALL REPRESENTATIVES SELLING LCI INTERNATIONAL LONG DISTANCE SERVICES:

All sales agents/distributors selling LCI International Telecom Corporation's (LCI) long distance service must carefully read the contents of this document. It will explain LCI's policies and procedures for the sale of LCI long distance services. The purpose of this document is to explain what can cause unauthorized switching of a customer. The importance of preventing such switching, and the seriousness of the matter to LCI, its authorized sales agents, and their independent distributors. This document includes an "Acknowledgment" that must be read, signed, and returned to the Sales Agent by each individual selling LCI services. Sales agents/distributors must make a signed copy of this document available to LCI, upon request.

A. COMMON CAUSES OF SLAMMING:

- Incorrect telephone number on submitted LOAs - means that incorrect telephone number is switched without the customer's written consent. To make matters worse, the customer who did want LCI service did not get switched to LCI.
- The submitted LOA is illegible and directly causes the person that tries to enter the wrong name and/or phone number
- The person who "submitted" switching orders really didn't have the authority to make the switch. Sometimes children or relatives authorize a switch to qualify for some sort of premium or other inducement.
- A simple misunderstanding when one spouse or roommate doesn't tell the other spouse or roommate about selecting a new long distance service. This is especially true when it is the other person who pays the bills. The bill-paying spouse or roommate sees a new long distance carrier name and thinks something is wrong. Please ask your customer to inform their spouse and/or roommate about changing long distance carriers.
- Signing up one roommate when the telephone number is in the name of another roommate. By the time the switch is completed, the roommates have often parted way.
- The person receiving the bill notices the change and alleges a claim has occurred. Be sure the roommate requesting service has the authority to do so.
- Someone may sign up an elderly parent without prior consent from the parent.
- Signing someone up just to "get the sale" or reach a qualification or commission level.
- Signing someone up, without the customer's knowledge, as a result of spending a lot of time with that individual and assuming that the person would be satisfied with LCI service.

B. EFFECTS OF SLAMMING:

- It is illegal and will not be tolerated by LCI!
- Causes a bad image and adversely affects LCI's and the Sales Agent's/Distributor's reputation
- Takes time to investigate and correct.
- If we can get information verified, it will save us:
  1. Order rejects
  2. Returned mail
  3. Time to process valid and accurate orders
- Frustrating experience for individual who was slammed.
- Usually the local telephone company levies a charge to make the initial switch to LCI and then charges again to switch the affected customer back to the original long distance company. LCI and then the distributor and its sales Agents are billed for those costs. These LCI charges will probably be billed by distributors to their agents. This leads to serious consequences for the agent, including termination of the sales agent relationship with LCI.

LCI AS WELL AS FEDERAL, STATE, AND LOCAL REGULATORY AGENCIES VIEW "SLAMMING" AS A VERY SERIOUS PROBLEM. THE FCC CAN IMPOSE SIGNIFICANT FINES ON A PER VIOLATION BASIS.

C. HOW CAN A SALES AGENT PROTECT AGAINST SLAMMING:

- You are strongly encouraged to verify information against each new customer's actual telephone bill for each LOA.
- The person signing the LOA should be the same person whose name appears on the telephone bill. If not, it is essential that the person signing the LOA has authority to change long distance carriers. *Now that children and roommates typically do not have the authority to change long distance carriers for the parents/roommates whose name appears on the telephone bill. Unless it is a situation where one spouse is signing on behalf of another spouse, if the person signing the LOA is different from the person whose name appears on the telephone bill, you should attempt to contact the other person. While this policy might jeopardize some sales initially, you have a chance to retain sales by demonstrating your concern and professionalism.*
- Take your time. Review the LOA for accuracy and legibility, especially the telephone number. Confirm the person's telephone number -- you would be surprised at the number of people that give out the wrong telephone number.
- NEVER sign someone else's name on an LOA or any other document!
- Don't force a sale that is not there.

ORDER NO. PSC-98-0566-SC-TI  
DOCKET NO. 97-1487-TI

APP 04 '97 08:40 FR LCI

7038484424 TO 819044136362 P.05 05

Exhibit \_\_\_\_\_

**ACKNOWLEDGMENT**

This will verify that I have received, read, understood, and will comply with the document entitled "LCT'S POLICIES AND PROCEDURES REGARDING SLAMMING PREVENTION". I fully understand and appreciate my obligations as an LCI sales agent OR INDEPENDENT CONTRACTOR not to engage in or facilitate the practice of "slamming" customers. I understand that LCI will not tolerate further occurrences of "slamming", and that LCI will take whatever actions are necessary to protect against slamming including, without limitation, termination of the sales agent relationship and enforcement of all applicable legal rights and remedies.

\_\_\_\_\_  
Signature Of Representative Selling LCI International Long Distance Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Home phone number

\_\_\_\_\_  
Print Name of Company

\_\_\_\_\_  
Channel code

\_\_\_\_\_  
Organization code

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DOCKET NO. 97-1487-TI  
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APR 22 '97 14:47 FR ACN CORPORATE OFFICE 610 530 6790 TO : 7839494424

P. 22/22

0826283

**AUTHORIZATION TO CHANGE LONG DISTANCE CARRIERS**

ACCOUNT NAME & ADDRESS (Must be EXACTLY as on phone bill)

NAME: **LOWE**  
NAME: **DAVID**  
ADDRESS: **925 LANGLEY AVE**  
CITY: **PENSACOLA**  
STATE: **FL** ZIP: **32504 7063**

WORKING PHONE NUMBER: **ATT**  
AREA CODE: **904** NUMBER: **476 7188**

NAME: **DAVID P**  
NAME: **JUDY E**

NAME: **AOWE**  
NAME: **HOWE**

As Long-Distance Partner of your Month, 2000

35

RESIDENTIAL

BY: **Michael Chambers** DATE: **2/17/96**

NAME: **Michael Chambers** NUMBER: **555 94 3225**

NAME: **Michael Chambers**

By signing this authorization, I authorize LCI International and its agents to sell my phone service to the carrier of my choice. I understand that I will be responsible for any charges or fees for long distance service. I understand that I will be responsible for any late payment charges for late payment of my bill. I understand that I will be responsible for any late payment charges for late payment of my bill. I understand that I will be responsible for any late payment charges for late payment of my bill.

Using is provided through LCI International and its affiliated long distance carriers.

ORDER NO. PSC-98-0566-SC-TI  
DOCKET NO. 97-1487-TI  
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Printed by CAF Internet E-mail 3/31/97 8:20am

-----  
From: DAVHOW @ SMTP (David P Howe) (davhow@juno.com)  
To: CAF Internet E-mail  
Subject: Attn: Mrs. Kate Smith; case # 166475 re:LCI International  
-----

-----NOTE----- 3/28/97 10:00am-----  
Return-Path: <davhow@juno.com>  
Received: from x7.boston.juno.com (205.231.100.24)  
by mail.psc.state.fl.us (Connect2-SMTP 4.30A.1000128)  
for <CONTACT@PSC.STATE.FL.US>; Fri, 28 Mar 1997 10:03:32 -0500  
Received: (from davhow@juno.com) by x7.boston.juno.com (queuemail)  
id KKN16111; Fri, 28 Mar 1997 10:00:00 EST  
To: CONTACT@PSC.STATE.FL.US  
Subject: Attn: Mrs. Kate Smith; case # 166475 re:LCI International  
Message-ID: <19970328.090348.11719.0.Davhow@juno.com>  
X-Mailer: Juno 1.15  
X-Juno-Line-Breaks: 0-5,7-77  
From: davhow@juno.com (David P Howe)  
Date: Fri, 28 Mar 1997 10:00:00 EST

From: Davhow  
To: CONTACT@PSC.STATE.FL.US  
Date: Tue, 11 Mar 1997 06:26:17 PST  
Subject: LCI INTERNATIONAL  
Message-ID: <19970311.062955.11239.0.Davhow@juno.com>

ATTACHED IS A COPY OF A LETTER SENT TO LCI REGARDING A RECENT EPISODE I  
ENCOUNTERED WITH "SLAMMING".

Any and all helps would be appreciated.

David P. Howe  
925 Langley Avenue  
Pensacola, Florida  
32504-7063  
(904) 476-7188

925 Langley Avenue  
Pensacola, Florida  
32504

March 11, 1997

Mr. Lawrence Jones  
Director, Customer Service  
LCI International  
4650 Lakehurst Court  
Dublin, Ohio 43016

Dear Mr. Jones:

I have had an extremely frustrating  
experience with your organization.

was transferred from MCI long distance to LCI. This was done with neither my knowledge nor consent.

I first found of this "slamming" episode on March 10, 1997, when I arrived home after a fourteen hour workday. Imagine my surprise to find that I was being "welcomed" to a long distance carrier that a mere fifteen minutes before I had never heard of.

When I tried to contact your company, my first contact "Lynn" promptly hung up on me. This after waiting through ten minutes of noise.

My second contact, "Calvin", assured me that "we are an honest company, we would never 'slam' anyone." This assurance came after I reaffirmed that I for one knew the difference between requesting a carrier and slamming.

I have now spent in excess of one hour of my time to correct an error made either by your company or its agents.

I intend to pursue this through the Public Service Commission of Florida as well as the FCC Detroit, Michigan and Washington, D.C. offices.

I await your reply.

Sincerely yours,

David P. Howe

---

**LCI International**  
**Worldwide Telecommunications**

Via Fax: 904-413-6362

April 4, 1997

Ms. Kate Smith  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



Re: Complaint filed by David Howe; File No. 1664751

Dear Ms. Smith:

With regard to the above referenced complaint, please be advised that LCI International Telecom Corp. (LCI) has completed a review of the issues raised by the complainant. As a result of that review, it is LCI's position that an intentional, unauthorized primary interexchange carrier (PIC) code change was not initiated with respect to this complainant.

LCI received the enclosed letter of agency (LOA) from a third party distributor of LCI service. As you will see, the LOA appears to have been signed by David Howe. LCI accepted this LOA in good faith and maintains the account was appropriately established. All LCI distributors are required to act within the bounds of applicable state and federal law and abide by LCI's policies regarding unauthorized PIC code changes (a copy of this policy is enclosed). LCI has contacted the distributor involved to investigate the matter and demanded appropriate action be taken against the sales person involved.

Additionally, LCI has issued a courtesy credit of \$12.42 to the complainant's account. This credit constitutes the total charges accrued on the account as well as the fees associated with routing the line to the LCI network. LCI apologizes for any inconvenience this matter has caused the complainant.

Should you have questions regarding this matter, please contact the undersigned at (703)848-4465.

Sincerely,

*Michelle Landow*

Michelle Landow  
Tariff Specialist

0826283

AUTHORIZATION TO CHANGE LONG DISTANCE CARRIERS



ACCOUNT NAME & ADDRESS (Please list EXACTLY as on phone bill)

MR HOWE  
 MR DAVID  
 925 LANGLEY AVE  
 PENSACOLA FL - 32504 7063  
 ATT  
 As Long Distance Port of your Monthly Bill 35  
 RESIDENTIAL  BUSINESS  
 704 476 7188

FOR CARD #1 DAVID P AOWE  
 FOR CARD #2 JUDY E HOWE  
 (Select Your Month Option (300 per year minimum))

My signature on this form authorizes LCI International to act as my agent to notify my local phone company of my decision to change from my current long distance carrier to LCI service. I understand that my local phone company may charge me a fee to switch long distance service. Selection of LCI will apply to the telephone number(s) listed on this form. I understand that I may discontinue my long distance service for any one telephone number for excessive usage, and hereby designate LCI as my primary carrier for all long distance service. (Restrictions, limitations, and conditions apply to all services.)

CUSTOMER SIGNATURE: *Michael Chambers* DATE: 2/17/96  
 OPERATOR: *Michael Chambers* 555 94 3735

OPERATOR NAME: Michael Chambers  
 Billing is provided through LCI International and its affiliated long distance network.

Mr. Gary - 555-94-3735 Mr. Gary - 555-94-3735 Mr. Gary - 555-94-3735

ORDER NO. PSC-98-0566-SC-TI  
 DOCKET NO. 97-1487-TI  
 PAGE 31

Exhibit \_\_\_\_\_

LCI'S POLICIES AND PROCEDURES REGARDING SLAMMING PREVENTION

ADVISORY TO ALL REPRESENTATIVES SELLING LCI INTERNATIONAL LONG DISTANCE SERVICES:

All sales agents/distributors selling LCI International Telecom Corporation's (LCI) long distance service must carefully read the contents of this document. It will explain LCI's policies and procedures for the sale of LCI long distance services. The purpose of this document is to explain what can cause unauthorized switching of a customer, the importance of preventing such switching, and the seriousness of the matter to LCI, its authorized sales agents, and their independent distributors. This document includes an "Acknowledgment" that must be read, signed, and returned to the Sales Agent by each individual selling LCI services. Sales agents/distributors must make a signed copy of this document available to LCI, upon request.

A. COMMON CAUSES OF SLAMMING:

- Incorrect telephone number on submitted LOAs - means that incorrect telephone number is switched without the customer's written consent. To make matters worse the customer who did want LCI service did not get switched to LCI.
- The submitted LOA is illegible and directly causes the person that keys the order into the system to enter the wrong name and/or phone number
- The person who "authorized" switching carriers really didn't have the authority to make the switch. Sometimes children or relatives authorize a switch to qualify for some sort of premium or other inducement.
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- Someone may sign up an elderly parent without prior consent from the parent.
- Signing someone up just to "get the sale" or reach a qualification or commission level.
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- It is illegal and will not be tolerated by LCI!
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- Takes time to investigate and correct.
- If we can get information verified, it will save on:
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  2. Returned mail
  3. Time to process valid and accurate orders
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- NEVER sign someone else's name on an LOA or any other document!
- Don't force a sale that is not there.

ORDER NO. PSC-98-0566-SC-TI  
DOCKET NO. 97-1487-TI  
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Exhibit \_\_\_\_\_

**ACKNOWLEDGMENT**

This will verify that I have received, read, understood, and will comply with the document entitled "LCI'S POLICIES AND PROCEDURES REGARDING SLAMMING PREVENTION". I fully understand and appreciate my obligations as an LCI sales agent OR INDEPENDENT CONTRACTOR not to engage in or facilitate the practice of "slamming" customers. I understand that LCI will not tolerate further occurrences of "slamming", and that LCI will take whatever actions are necessary to protect against slamming including, without limitation, termination of the sales agent relationship and enforcement of all applicable legal rights and remedies.

\_\_\_\_\_  
Signature Of Representative Selling LCI International Long Distance Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Home phone number

\_\_\_\_\_  
Print Name of Company

\_\_\_\_\_  
Channel code

\_\_\_\_\_  
Organization code

Name CHEN, RESA Y B Company LCI INTERNAL TELECOM CORP. Request No. 1693741  
 Address 6229 NW 181 TER Attn. Michelle Landow By RMP Date 11:22 AM  
 City/Zip MIAMI 33015 County DADE Consumer's Telephone # (305)-362-9689 To CO Date FAX  
 Account Number \_\_\_\_\_ Can Be Reached \_\_\_\_\_ Type S Form Phone  
 Company Contact \_\_\_\_\_ Date \_\_\_\_\_ Category \_\_\_\_\_  
 Limited Response N Outreach \_\_\_\_\_ Infraction LS-132

Closed by RMP Date 05/1  
 Reply Received I

Customer said her service was switched from AT&T in March without her authorization. Customer said she found out on Apr 1. Customer said Bellsouth service was switched to LCI. Please investigate, contact customer and provide a response by the date below. Include a copy of the LOA and apply appropriate credits.

5-6 Fax copy received.

5-9 Reply received. Customer sent copy of PSC report by LCI.

File closed.

## CONSUMER REQUEST

## FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
 TALLAHASSEE, FL 32399  
 904-413-6100

PLEASE RETURN THIS FILE WITH REPORT OF ACTION

Ruth W. McHarque

DUE: 05/07/97

ORDER NO. PSC-98-0566-SC-TI  
DOCKET NO 97-1487-TI  
PAGE 35

MAI 06 '97 15:00 FR LCI

7038484424 TO 819044136352 P.01 02

**LCI International.**  
**Worldwide Telecommunications**

Regulatory Department  
8180 Greensboro Drive, 9th Floor  
McLean, Virginia 22102

To: Ruth McHargue

From: Michelle Landow

Pages: \_\_\_\_\_

For Information Call: \_\_\_\_\_

Date: 5/6/97

Fax Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Response to ~~Theresa~~ Chen's complaint; File No. 169974I

8180 Greensboro Drive  
9th Floor  
McLean, VA 22102

Phone 703-848-4465  
800-296-0220  
Fax 703-848-4404

ORDER NO. PSC-98-0566-SC-TI  
DOCKET NO. 97-1487-TI  
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MAY 06 '97 15:00 FR LCI

7038484424 TO 819044106352

P.02 C2



Via Fax: 904-413-6362

May 6, 1997

Ms. Ruth W. McHargue  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Complaint filed by Theresa Chen; File No. 1693741

Dear Ms. McHargue:

With regard to the above referenced customer complaint, please be advised that LCI International Telecom Corp. (LCI) has evaluated the matter and believes that LCI did not initiate an intentional, unauthorized primary interexchange carrier (PIC) code change, or "slam" with regard to this customer.

LCI's distributorship who sold the account was unable to provide a copy of a letter of agency (LOA) signed by the complainant. Therefore, in accordance with LCI's commitment to customer service, LCI has applied a credit of \$31.68 to the complainant's account. This amount represents a rebate for charges billed to the account in addition to the switching fees billed by the local telephone company. As such, no further action will be taken by LCI at this time.

Should you have any questions regarding this matter, please contact the undersigned at (703) 848-4465.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Landow".

Michelle Landow  
Tariff Specialist

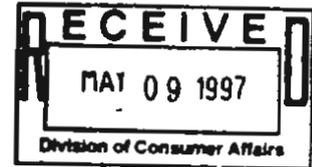
cc: Theresa Chen

**LCI International**  
**Worldwide Telecommunications**

Via Fax: 904-413-6362

May 6, 1997

Ms. Ruth W. McHargue  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



Re: Complaint filed by Theresa Chen; File No. 1693741

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Sincerely,

*Michelle Landow*

Michelle Landow  
Tariff Specialist

cc: Theresa Chen

ATTACHMENT E

Name LANDI KATHLYN

Company LCI INTERNATIONAL TELECOM CORP.

Request No. 1309731

Address 1821 SE ENFIELD AVENUE

Attn. SHERRI RONNEBAUM 130973

By JRD Time 11:36 AM Date 06/27

City/Zip PORT SAINT LUCIE 34952 County STL

Consumer's Telephone # (561)-398-0518

To CO Time FAX Date 06/27

Can Be Reached (561)-398-0522

Type S Form Phone

Account Number \_\_\_\_\_

Note keypunch

Category \_\_\_\_\_

Company Contact \_\_\_\_\_

Limited Response N

Infraction LS-130

Customer says her PIC was switched from AT&T to LCI without her permission.  
Please provide proof of authorization.

Closed by MEP Date 07/03/96

Reply Received I

7/1 Report  
Letter and copy of report sent to customer.  
File closed.

**CONSUMER REQUEST**

**FLORIDA PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEY  
TALLAHASSEE, FL. 32399-0854  
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO

Richard Durbin

DUE: 07/15/96

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DOCKET NO. 97-1487-TI  
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ORDER NO. PSC-98-0566-SC-TI  
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07 01 98 08:04 27014 103 0480

LCI INTL LEGAL

4001 002



LEGAL DEPARTMENT  
4650 Lakehurst Court, Dublin, Ohio 43016

FACSIMILE TRANSMITTAL SHEET

\*\*\*NOTICE\*\*\*

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE ADDRESSEE. IT MAY CONTAIN INFORMATION WHICH IS CONFIDENTIAL UNDER THE ATTORNEY-CLIENT PRIVILEGE OR OTHERWISE NOT SUBJECT TO DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OF THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THIS MESSAGE TO THE INTENDED RECIPIENT, ANY USE, COPYING OR DISSEMINATION OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS MESSAGE IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE, AND RETURN THE ORIGINAL OF THIS DOCUMENT TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE.

TO: *Richard Stenberg*

COMPANY: *Florida Public Service Commission*

FAX NUMBER: *904.413.6362*

DATE: *7-1-96*

TIME: *9:50am*

FROM: **Shari Ronnebaum**  
Regulatory Analyst

PHONE NO.: (614) 798-6813

FAX NO.: (614) 798-6498

HARD COPY:  Will be sent via regular mail.  
 Will be sent via overnight mail.  
 Will be sent by facsimile only.

Page 1 of *2* Pages (including this cover page)

COMMENTS: *- Re: Hatley's Laundry*

**LCI International**  
**Worldwide Telecommunications**

July 1, 1996

Mr. Richard Durbin  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Landry, Kathlyn; Request No. 1309731

Dear Mr. Durbin:

With regard to the above-referenced complaint, please be advised that LCI International Telecom Corp. (LCI) has completed a review of the issues raised by the complainant. As a result of that review, it is LCI's position that an intentional, unauthorized primary interexchange carrier (PIC) code change was not initiated with respect to this complainant.

The complainant's telephone number is one digit off from another LCI customer located in New York's 516 area code. A keying error occurred while LCI was establishing an account for its customer that resulted in the complainant's number being routed to the LCI network instead of the customer's number. LCI contacted the complainant's local telephone company to learn whether or not the complainant was still routed to the LCI network. The local telephone company indicated the complainant had not yet contacted them to select a new carrier. LCI cannot request a switch back to the carrier of choice on behalf of the complainant. The local telephone company did note the account so that one of their representative's would contact the complainant and assist her in resolving this situation.

LCI apologizes for any inconvenience this matter has caused the complainant. In the interest of customer service, LCI has processed a credit of \$2.98 to the complainant's account. This credit constitutes the fees associated with switching the complainant's line to LCI and back to her carrier of choice. LCI does not believe the complainant accrued long distance charges. Should you have any questions regarding this matter, please contact the undersigned at (614) 798-6813.

Sincerely,



Sherri Ronnebaum  
Regulatory Analyst

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DOCKET NO. 97-1487-TI  
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**State of Florida**

Commissioners:  
SUSAN F. CEARK, CHAIRMAN  
J. TERRY DEASON  
JULIA L. JOHNSON  
DIANE K. KIESLING  
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DeMELLO  
DIRECTOR  
(904) 413-6100  
TOLL FREE 1-800-342-3552

**Public Service Commission**

July 5, 1996

Ms. Kathlyn Landry  
1821 SE Enfield Avenue  
Port St. Lucie, Florida 34952

Dear Ms. Landry:

This is a follow-up to your recent complaint regarding the unauthorized change of your long distance service by LCI International.

We have filed your complaint with the company and received a report. Enclosed is a copy of the report indicating what caused the problem and that credits have been issued.

We appreciate your bringing this problem to our attention, and your complaint will remain on record at the Public Service Commission.

If you have any questions or problems, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read "Nancy Pruitt".

Nancy Pruitt  
Consumer Services Consultant  
Division of Consumer Affairs

NP/ah

enclosure

Name QUINO FUENTES, CARMEN Company LCI INTERN IONAL TELECOM CORP. Request No. 1743991  
 Address 1610 SANDUSKY STREET Attn. MICHELLE LANDOW - 1743991 By CRP Time 1:32 PM Date 06/1  
SOUTH EAST Consumer's Telephone # (407)-676-7037 To CO Time FAX Date 06/1  
 City/Zip PALM BAY 32909 County BRE Can Be Reached \_\_\_\_\_ Type S Form Phone  
 Account Number \_\_\_\_\_ Note \_\_\_\_\_ Category \_\_\_\_\_  
 Company Contact \_\_\_\_\_ Limited Response N Infraction LS-13C

Customer says the following:

Her long distance service was switched without her knowledge.

Customer's PIC is AT&T.

Please provide proof of authorization.

06/16/97 Received report with explanation and \$31.58 credit.

10/13/97 Closed.

10-20-97 Closeout letter sent to the customer.

Closed by CRP Date 10/13/97

Reply Received T

### CONSUMER REQUEST

## FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOWL LEVA  
TALLAHASSEE, FL. 32399-0850  
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Carmen Pena

DUE: 06/17/97

STATE OF FLORIDA

COMMISSIONERS  
JULIA L. JOHNSON, CHAIRMAN  
J. TERRY DEARON  
SUSAN P. CLARK  
DEANE K. KESSELING  
JOE GARCIA



DIVISION OF CONSUMER AFFAIRS  
BEVERLY DEBELLIO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

October 23, 1997

Ms. Carmen Quinones Fuentes  
1610 Sandusky Street Southeast  
Palm Bay, FL 32909

Dear Ms. Fuentes:

We have reviewed your complaint against LCI International Telecom Corporation (LCI).

To resolve your complaint, we contacted the company, and requested a detailed written report regarding your concerns. It is my understanding that a representative from the utility contacted you. Based on a review of the information provided to the Florida Public Service Commission (PSC), it appears that the company did not obtain the necessary information to make a switch in your telephone service. LCI has issued a credit of \$31.58 to your local telephone company.

Thank you for the opportunity to address your concerns. The PSC is concerned about unauthorized changes in customer's local toll and long distance carriers or "slamming". As information, the Commission, along with staff from the Attorney General's Office and the Office of Public Counsel, will be holding ten (10) rule development workshops throughout the State to listen to consumers testimony regarding their slamming experiences. For your review, I have enclosed additional information on these workshops which lists their time and locations.

Again thank you for the opportunity to address your concerns. If you have any questions, please contact me. I may be reached at 1-800-342-3552.

Sincerely,

Handwritten signature of Carmen R. Peña in cursive script.

Carmen R. Peña  
Regulatory Specialist III  
Division of Consumer Affairs

CRP:ewe

Attachments: Company report  
Slamming Special Report

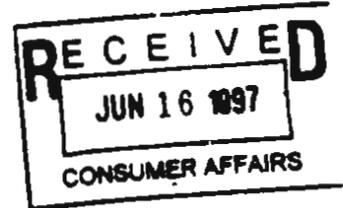
ORDER NO. PSC-98-0566-SC-TI  
DOCKET NO. 97-1487-TI  
PAGE 44



Via Fax: 904-413-6362

June 12, 1997

Ms. Carmen Pena  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



Re: Complaint filed by Carmen Quinones Fuentes; File No. 1743991

Dear Ms. Pena:

With regard to the above-referenced complaint, please be advised that LCI International Telecom Corp. (LCI) has completed a review of the issues raised by the complainant. As a result of our review, it is LCI's position that an intentional, unauthorized primary interexchange carrier (PIC) code change was not initiated with respect to this complainant.

LCI's records indicate that the customer was inadvertently switched to LCI. The customer had requested information regarding the use of LCI's access code. Due to an LCI error, an order was generated through the LEC and the customer's line was converted to LCI. As such, LCI has issued a credit of \$31.58 for the total charges billed to the complainant. This amount will be reflected on the customer's LEC invoice within the next one to two billing cycles.

Should you have any questions regarding this matter, please contact the undersigned at (703)848-4465.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Landow".

Michelle Landow  
Tariff Specialist