

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against Accutel Communications, Inc. for Unlawful Billing Practices in violation of Section 364.10(1) and Section 364.604(2), F.S., and Insufficient Management Capability pursuant to Section 364.337(3), F.S.

DOCKET NO. 981488-TI  
ORDER NO. PSC-99-1619-SC-TI  
ISSUED: August 18, 1999

The following Commissioners participated in the disposition of this matter:

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

ORDER TO SHOW CAUSE

BY THE COMMISSION:

I. BACKGROUND

Accutel Communications, Inc. (Accutel) was granted Certificate Number 4854 on May 13, 1997, to provide intrastate interexchange telecommunications service. As a certificated telecommunications company, Accutel is subject to the regulations of this Commission.

From September 30, 1997, through May 6, 1999, our Division of Consumer Affairs has received 171 consumer complaints against Accutel. These complaints were closed as unauthorized charges (cramming) in apparent violation of Sections 364.10 (1) and 364.604 (2), Florida Statutes. Accutel has offered no explanation as to the genesis and nature of the \$4.95 charge that appears on the customers' telephone bills as a service rendered by Accutel. Accutel, however, has provided refunds or credits in the amount of \$2,440.81 for 155 of the 171 apparent cramming violations. Attached to this Order as Attachment A, which by reference is incorporated herein, is, a list of these complaints.

DOCUMENT NUMBER-DATE

09809 AUG 18 99

FPSC-RECORDS/REPORTING

II. DISCUSSION

A. APPARENT CRAMMING VIOLATIONS

this agency received its first cramming complaint against Accutel on September 30, 1997, just four months after Accutel received its certificate. Since that time, as previously stated, the Division of Consumer Affairs has closed a total of 171 consumer complaints against Accutel as apparent unauthorized charges (cramming) infractions through May 6, 1999. All of these complaints included the following: Unauthorized telephone charges from Accutel; Accutel can give no explanation how the charges originated; and Accutel failed to properly explain its actions that resulted in the customer charges.

Section 364.10 (1), Florida Statutes, states:

A telecommunications company may not make or give any undue or unreasonable preference or advantage to any person or locality or subject any particular person or locality to any undue or unreasonable disadvantage in any respect whatsoever.

By Accutel's actions, Florida customers stand in harm's way since it seems Accutel selects a telephone number at random, and "crams" charges onto the consumer's bill. It appears that Accutel's operation seizes the opportunity that the consumer will not realize the charge is on the bills.

Section 364.604 (2), states:

A customer shall not be liable for any charges for telecommunications or information services that the customer did not order or that were not provided to the customer.

The Division of Consumer Affairs requested proof of authorization on each of these complaints. In every case, no proof of authorization or origination of those charges was provided. It appears Accutel is charging customers for service not ordered or solicited. Therefore, we find that Accutel has apparently violated both Sections 364.10 (1) and 364.604, (2), Florida Statutes.

By Section 364.285, Florida Statutes, this Commission is authorized to impose a penalty of not more than \$25,000 for each day a violation continues, 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 our 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 Accutel's apparent conduct in submitting unauthorized charges to consumer telephone bills 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, F.A.C., 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, this 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, any intentional act, such as Accutel's conduct at issue here, would meet the standard for a "willful violation."

Based on the 171 complaints, we hereby find there is sufficient cause to order Accutel to show cause in writing within 21 days of the issuance date of this order why it should not be fined \$10,000 per infraction for a total of \$1,710,000 or have its certificate canceled for its apparent violations of Sections 364.10 (1) and 364.604(2), Florida Statutes. Any collected fine monies will be forwarded to the Office of the Comptroller for deposit in the state General Revenue Fund pursuant to Section 364.285(1), Florida Statutes.

B. LACK OF ADEQUATE MANAGEMENT CAPABILITY

Section 364.337 (3), Florida Statutes states:

The commission shall grant a certificate of authority to provide intrastate interexchange telecommunications service upon a showing that the applicant has sufficient technical, financial, and managerial capability to provide such service in the geographic area proposed to be served.

As indicated above, in its response to all consumer complaints, Accutel has failed to explain why and how charges appeared on each customer's bill, and Accutel has made no effort to correct the cause of the cramming complaints. It appears Accutel lacks managerial control and is disregarding Commission rules and regulations regarding its current operations. This pattern of conduct indicates Accutel has not established sufficient safeguards to protect consumers from unauthorized charges.

### III. CONCLUSION

Pursuant to Section 364.285 (1), Florida Statutes, the Commission may impose a fine or revoke a certificate if a company fails to comply with Florida Statutes or Commission Rules and Orders. Accordingly, we hereby order Accutel to show cause in writing within 21 days of the issuance date of this Order why it should not have its Certificate No. 4854 revoked for failure to comply with Section 364.337(3), Florida Statutes.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Accutel Communications, Inc. shall show cause in writing within 21 days of the issuance date of this Order why it should not be fined \$10,000 per infraction for a total of \$1,710,000 or have its certificate canceled for its apparent violations of Sections 364.10 (1) and 364.604(2), Florida Statutes. It is further

ORDERED that any collected fine monies shall be forwarded to the Office of the Comptroller for deposit in the state General Revenue Fund pursuant to Section 364.285(1), Florida Statutes. It is further

ORDERED that Accutel Communications, Inc shall show cause in writing within 21 days of the issuance date of this Order why it should not have its Certificate No. 4854 revoked for its apparent failure to comply with Section 364.337(3), Florida Statutes. It is further

ORDERED that any response to this Order to Show Cause filed by Accutel Communications, Inc. shall contain specific allegations of fact and law. It is further

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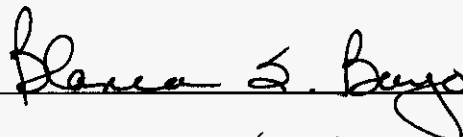
ORDERED that if Accutel timely responds to this Order to Show Cause, this docket shall remain open pending resolution of the show cause proceeding. It is further

ORDERED that failure to respond to this Order to Show Cause in the manner and by the date set forth in the "Notice of Further Proceedings or Judicial Review," attached hereto, shall constitute an admission of the violations described in the body of this Order, as well as a waiver of right to a hearing, and will result in the automatic assessment of the appropriate fine and cancellation of certificate. It is further

ORDERED that in the event Accutel Communications, Inc. fails to respond to this Order, and the fine is not received within five business days after the expiration to the show cause response period, the fine shall be deemed assessed, Certificate No. 4854 shall be canceled, and this docket shall be closed administratively. It is further

ORDERED that if after reasonable efforts the Commission is unable to collect the fine, then the matter shall be forwarded to the Comptroller's Office for collection.

By ORDER of the Florida Public Service Commission this 18th day of August, 1999.



BLANCA S. BAYÓ, Director  
Division of Records and Reporting

( S E A L )

WPC

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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.

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 this show cause order may file a response within 21 days of issuance of the show cause order as set forth herein. This response 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 September 8, 1999.

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 and a default pursuant to Rule 28-106.111(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.

Name CHAPMAN, SHARON Company ACCUTEL COMMUNICATIONS, INC.  
Address 432 MONITOR COURT Attn. Lynn Soreide212196R  
City/Zip MERRITT ISLAND 32952 County BRE Consumer's Telephone # (407)-453-8516  
Can Be Reached (407)-455-1500  
Account Number \_\_\_\_\_ Note \_\_\_\_\_  
Caller's Name SHARON CHAPMAN Informal Conf. \_\_\_\_\_

Request No. 212196R  
By MEP Time 9:33 AM Date 05/04/98  
To CO Time MAIL Date 05/04/98  
Type B Form Phone  
Category IS-09  
Infraction \_\_\_\_\_  
Closed by MEP Date 05/12/98  
Reply Received I

Customer states that she is being billed for unauthorized services and/or unknown charges added to her phone bill. Specifically at issue is as charge appearing on her 04/22/98 Bell South bill for \$4.95. Customer states that she has made previous contact with the company to try to resolve this matter.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report to include the following information: any applicable credits as well as any LOA and/or tape authorization you have on record for this customer regarding the use of the services in dispute.

Inquiry taken by C. Broome.

Customer has been instructed to send a copy of the bill in dispute. Upon receipt, a copy will be forwarded to the company.

05/04/98 Received bills from the customer.

05/04/98 FAX TO CO. See attached bills regarding the above issue.

05/12/98 Received report as letter to customer with explanation and \$5.22 credit.

**CONSUMER REQUEST**

**FLORIDA PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

ELLEN PLENDL

DUE: 05/19/98

ATTACHMENT A

FLORIDA PUBLIC SERVICE COMMISSION  
 DIVISION OF CONSUMER AFFAIRS

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SPECIAL REQUEST REPORT  
 REPORT # 7 PRINTED ON: 07/02/1999

UTILITY	COMPLAINANT	TYPE	RECD	SB	T	CLOSE	STAFF	COUNTY	COMPLAINT NO.	SAVINGS	CODE	DIV. PHONE
ACCUTEL COMMUNICATIONS, INC	WEBB, DENNA	18-09	09/22/1998	T	09/24/1998EAA	FLB	228214R		228214R	9.90	T1622	(561)-733-4672
ACCUTEL COMMUNICATIONS, INC	WHITS, EARL	18-09	09/23/1998	T	09/23/1998MCS	OKA	228385R		228385R	4.95	T1622	(407)-666-2162
ACCUTEL COMMUNICATIONS, INC	WAGGERS, KATHY	18-09	09/24/1998	T	09/29/1998EAA	SEM	228653R		228653R	14.85	T1622	(407)-699-9610
ACCUTEL COMMUNICATIONS, INC	WHITS, EARL	18-09	09/24/1998	T	09/25/1998EAA	OKA	228665R		228665R	0.00	T1622	(407)-862-2162
ACCUTEL COMMUNICATIONS, INC	WIEB, TERRY	18-09	10/09/1998	T	12/15/1998LEB	LEON	230717I		230717I	9.90	T1622	(850)-580-5635
ACCUTEL COMMUNICATIONS, INC	WELCH, JACK	18-09	10/09/1998	T	10/20/1998CAB	HILL	230819R		230819R	0.00	T1622	(813)-752-8378
ACCUTEL COMMUNICATIONS, INC	MORAN, TOM	18-09	10/13/1998	T	10/15/1998WEP	MIQ	231049I		231049I	14.85	T1622	(407)-453-0996
ACCUTEL COMMUNICATIONS, INC	JET SERVICE	18-09	10/13/1998	T	10/20/1998CAB	MAN	231149I		231149I	10.94	T1622	(941)-355-5245
ACCUTEL COMMUNICATIONS, INC	JONES, KATHLEEN	18-09	10/15/1998	T	12/10/1998LES	FLB	231373I		231373I	24.75	T1622	(561)-833-9698
ACCUTEL COMMUNICATIONS, INC	SMITH, LARRY	18-09	10/15/1998	T	11/30/1998TVG	MAN	231542I		231542I	14.85	T1622	(941)-729-9417
ACCUTEL COMMUNICATIONS, INC	MENHART, OLGO	18-09	10/19/1998	T	04/05/1999MCS	HILL	231671R		231671R	10.20	T1622	(813)-978-1346
ACCUTEL COMMUNICATIONS, INC	JOHNSON, VANESSA	18-09	10/26/1998	T	10/26/1998WEP	DADE	232643I		232643I	9.90	T1622	(325)-326-2571
ACCUTEL COMMUNICATIONS, INC	MANDEL, MAX	18-09	11/05/1998	T	04/05/1999MCS	FLB	234015R		234015R	24.75	T1622	(561)-967-7444
ACCUTEL COMMUNICATIONS, INC	BROOME, DAVID	18-09	11/12/1998	T	12/10/1998LES	LEON	234761R		234761R	9.90	T1622	(209)-439-2231
ACCUTEL COMMUNICATIONS, INC	LASSITER, MARY MARGH	18-09	11/19/1998	T	12/10/1998LES	MAN	235673I		235673I	14.85	T1622	(941)-766-4560
ACCUTEL COMMUNICATIONS, INC	ROYAL, THOMAS E.	18-09	12/03/1998	T	04/05/1999MCS	SEM	236807I		236807I	5.10	T1622	(407)-323-8959
ACCUTEL COMMUNICATIONS, INC	KNAPP, GEORGE	18-09	12/03/1998	T	12/07/1998MCS	BRO	236901I		236901I	24.75	T1622	(954)-763-5024
ACCUTEL COMMUNICATIONS, INC	RICHARDSON, SHELLEN	18-09	01/25/1999	T	02/11/1999MCS	MRE	241520I		241520I	0.00	T1622	(407)-268-8278
ACCUTEL COMMUNICATIONS, INC	DANLEY, MICHAEL	18-09	01/26/1999	T	02/09/1999WEP	BRO	241647I		241647I	10.20	T1622	(954)-985-6270
ACCUTEL COMMUNICATIONS, INC	PIDSON, CAROL	18-09	01/28/1999	T	02/11/1999MCS	FLB	241951I		241951I	30.60	T1622	(561)-793-2038
ACCUTEL COMMUNICATIONS, INC	LYTER, RICK	18-09	02/02/1999	T	02/11/1999EAA	VOL	242431R		242431R	30.60	T1622	(407)-574-5120
ACCUTEL COMMUNICATIONS, INC	DANBY, MICHAEL	18-09	02/03/1999	T	03/05/1999CAB	BRO	242540R		242540R	16.76	T1622	(561)-684-3993
ACCUTEL COMMUNICATIONS, INC	MOUL, MARIE	18-09	02/26/1999	T	03/12/1999WEP	MRE	245869I		245869I	4.95	T1622	(352)-796-4484
ACCUTEL COMMUNICATIONS, INC	KIRKMAN, ALAN	18-09	02/25/1999	T	02/25/1999WEP	BRO	245974I		245974I	14.85	T1622	(954)-475-2559
ACCUTEL COMMUNICATIONS, INC	WAGGERS, DONALD	18-09	03/01/1999	L	03/30/1999WEP	COLL	246229I		246229I	9.90	T1622	(941)-352-1849
ACCUTEL COMMUNICATIONS, INC	GEORGE, MORRIS	18-09	03/12/1999	L	04/05/1999WEP	FLB	248142I		248142I	19.80	T1622	(561)-766-2809
ACCUTEL COMMUNICATIONS, INC	POLO INSURANCE AGENCY	18-09	05/06/1999	L	06/24/1999MCS	FLB	257300I		257300I	15.30	T1622	(561)-798-5443

171 records printed

TOTAL SAVINGS: 2440.01

ATTACHMENT A



FLORIDA PUBLIC SERVICE COMMISSION  
 DIVISION OF CONSUMER AFFAIRS

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SPECIAL REQUEST REPORT  
 REPORT # 7 PRINTED ON: 07/02/1999

TILITY	COMPLAINANT	TYPE	RCVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO.	SAVINGS	CODE	DIV. PHONE
CCUTEL COMMUNICATIONS, INC	FRASSELL, DANIEL	IS-09	07/30/1998	T	04/06/1999	CRP	FLA	221719R	65.61	T1622	(813) 525-2124
CCUTEL COMMUNICATIONS, INC	STYLES, JUDITH	IS-09	06/03/1998	L	11/20/1998	SRG	FLA	221940R	4.95	T1622	(561) 689-4994
CCUTEL COMMUNICATIONS, INC	POST, BUCKLEY, SCHEIN & JENNIGAN	IS-09	08/04/1998	L	01/21/1999	SRG	SAR	222109R	0.00	T1622	(941) 954-4034
CCUTEL COMMUNICATIONS, INC	FISK, ROBERT	IS-09	08/04/1998	L	11/05/1998	CAB	ORL	222162R	0.00	T1622	(407) 823-8020
CCUTEL COMMUNICATIONS, INC	ROGERS, SUZAN	IS-09	08/04/1998	T	08/21/1998	SAS	BRG	222199R	5.20	T1622	(954) 722-3514
CCUTEL COMMUNICATIONS, INC	HARNER, DONNA	IS-09	08/05/1998	T	06/13/1998	CRP	BRG	222214R	15.30	T1622	(954) 983-3325
CCUTEL COMMUNICATIONS, INC	JONES, KATHLEEN	IS-09	04/05/1998	T	12/17/1998	SRG	ALA	222223R	10.20	T1622	(352) 331-8837
CCUTEL COMMUNICATIONS, INC	NASSEY-YARDLEY CHRYSLER-DODGE	IS-09	08/06/1998	T	12/18/1998	KES	STL	222196R	19.00	T1622	(561) 879-0177
CCUTEL COMMUNICATIONS, INC	CURELLO, JO	IS-09	08/06/1998	T	12/29/1998	KES	STL	222627R	5.44	T1622	(561) 879-0030
CCUTEL COMMUNICATIONS, INC	GALE INDUSTRIES	IS-09	08/06/1998	T	12/14/1998	SRG	VOL	222485I	0.00	T1622	(904) 304-2222
CCUTEL COMMUNICATIONS, INC	FELIAT, JOHN C.	IS-09	08/06/1998	T	12/16/1998	SRG	WILL	222504R	0.00	T1622	(813) 251-5150
CCUTEL COMMUNICATIONS, INC	FERNANDES, JUAN	IS-09	08/06/1998	T	09/18/1998	SRP	ORL	222523I	2.70	T1622	(407) 238-0803
CCUTEL COMMUNICATIONS, INC	CRENS, ROBERT	IS-09	08/07/1998	T	12/16/1998	SRG	VOL	222563R	14.85	T1622	(407) 860-2500
CCUTEL COMMUNICATIONS, INC	ENGINEERING CONCEPTS	IS-09	08/07/1998	L	01/23/1999	SRG	FLA	222576R	0.00	T1622	(813) 866-8077
CCUTEL COMMUNICATIONS, INC	FUSSELL, JODEE	IS-09	08/07/1998	T	09/18/1998	SRP	ORL	222598I	9.90	T1622	(407) 898-5705
CCUTEL COMMUNICATIONS, INC	FROST, JACK	IS-09	08/10/1998	T	08/18/1998	CRP	ORL	222719R	19.80	T1622	(407) 671-3190
CCUTEL COMMUNICATIONS, INC	MARABELLA, DAN	IS-09	08/10/1998	T	04/06/1999	KES	HART	222813R	4.95	T1622	(561) 287-1192
CCUTEL COMMUNICATIONS, INC	MARTYCO, RUFUS C.	IS-09	08/11/1998	L	11/30/1998	KES	DAY	223052R	34.65	T1622	(850) 271-1744
CCUTEL COMMUNICATIONS, INC	DELGADO, RIGOBERTO	IS-09	08/12/1998	L	10/12/1998	SRP	FLA	223099R	24.75	T1622	(561) 547-2494
CCUTEL COMMUNICATIONS, INC	HANSFIELD, MYRON	IS-09	08/12/1998	T	12/15/1998	SRG	FLA	223130R	26.10	T1622	(561) 473-1074
CCUTEL COMMUNICATIONS, INC	LONGHURST, GREGORY E.	IS-09	08/13/1998	T	06/20/1998	SRP	FLA	223337R	9.90	T1622	(561) 793-3274
CCUTEL COMMUNICATIONS, INC	VILLAR, ALEX	IS-09	08/14/1998	T	12/15/1998	KES	HR	223440R	19.80	T1622	(561) 564-0764
CCUTEL COMMUNICATIONS, INC	PETERSON, JANICE	IS-09	08/14/1998	T	09/16/1998	SRP	FLA	223465R	5.22	T1622	(561) 795-8874
CCUTEL COMMUNICATIONS, INC	VOLLERTSEN, EDWARD	IS-09	08/18/1998	T	09/18/1998	SAS	JEP	223756I	4.95	T1622	(850) 997-1935
CCUTEL COMMUNICATIONS, INC	DEBOTO MACHINE SHOP	IS-09	08/18/1998	T	06/28/1998	SRP	DESO	223806R	41.55	T1622	(941) 993-4111
CCUTEL COMMUNICATIONS, INC	HOFFMAN, SILBEN	IS-09	08/20/1998	T	12/10/1998	KES	FLA	224079R	9.90	T1622	(561) 478-1366
CCUTEL COMMUNICATIONS, INC	SIN, STACEY	IS-09	08/21/1998	T	08/25/1998	SRP	HER	224207I	4.95	T1622	(352) 603-1129
CCUTEL COMMUNICATIONS, INC	MERINDEZ, ENRIQUETA	IS-09	08/21/1998	T	02/01/1999	KES	HILL	224246I	5.10	T1622	(813) 978-9491
CCUTEL COMMUNICATIONS, INC	ACE BEAUTY CO. ( GREGG ENERGY)	IS-09	08/25/1998	L	04/05/1999	SRG	FLA	224466I	54.45	T1622	(813) 564-8861
CCUTEL COMMUNICATIONS, INC	CALANAM, DANNY	IS-09	08/25/1998	T	10/01/1998	SRG	LES	224728I	14.85	T1622	(941) 482-8015
CCUTEL COMMUNICATIONS, INC	HAMILTON, BETTYE H.	IS-09	08/25/1998	T	02/01/1999	KES	DADE	224857I	19.80	T1622	(305) 770-1717
CCUTEL COMMUNICATIONS, INC	OWENS, CHERYL	IS-09	08/26/1998	T	04/06/1999	KES	BRG	224991I	5.54	T1622	(954) 739-4378
CCUTEL COMMUNICATIONS, INC	FINNERTY, ROGER	IS-09	08/27/1998	T	09/04/1998	CAB	BRG	225084R	9.90	T1622	(407) 722-2546
CCUTEL COMMUNICATIONS, INC	STEMMKT, JEFFREY D.	IS-09	09/11/1998	T	09/23/1998	SRG	ORL	226068R	4.95	T1622	(407) 889-2320
CCUTEL COMMUNICATIONS, INC	LOPEZ-FARFAN	IS-09	09/16/1998	L	02/19/1999	CAB	DADE	227387R	9.90	T1622	(305) 571-9676
CCUTEL COMMUNICATIONS, INC	FOREST, MARK	IS-09	09/21/1998	T	09/22/1998	SRP	FLA	227844R	19.80	T1622	(561) 790-6639

ATTACHMENT A

FLORIDA PUBLIC SERVICE COMMISSION  
DIVISION OF CONSUMER AFFAIRS

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SPECIAL REQUEST REPORT  
REPORT # 7 PRINTED ON: 07/02/1999

UTILITY	COMPLAINANT	TYPE	RCVD	SB T	CLOSE	STAFF COUNTY	COMPLAINT NO.	SAVINGS	CODE	DIV PHONE
ACCUTEL COMMUNICATIONS, INC	JAMES FRANK & MARISTTA WILLIAMS	IS-09	07/06/1998	T	04/05/1999CRP	LAKE	219212R	14.85	T1622	(352)-429-6688
ACCUTEL COMMUNICATIONS, INC	PROER, BRIAN	IS-09	07/06/1998	T	04/02/1999CRP	LEON	219222R	0.00	T1622	
ACCUTEL COMMUNICATIONS, INC	ORBI JR., JOHN	IS-09	07/06/1998	T	08/18/1998BRG	PLB	219248R	29.80	T1622	(561)-793-6755
ACCUTEL COMMUNICATIONS, INC	BRINDOLAN, PIERINA	IS-09	07/06/1998	T	08/18/1998BRG	PLB	219252R	4.95	T1622	(561)-626-5900
ACCUTEL COMMUNICATIONS, INC	JOHNSON, WILLIE	IS-09	07/06/1998	T	10/16/1998BRG	PLB	219259R	14.85	T1622	(561)-840-1036
ACCUTEL COMMUNICATIONS, INC	SHAN, BILLY	IS-09	07/07/1998	T	04/05/1999TVG	COLJ	219344R	14.85	T1622	(904)-752-6311
ACCUTEL COMMUNICATIONS, INC	MACDONOHO, JOHN	IS-09	07/07/1998	T	12/21/1998BRG	STL	219409R	14.85	T1622	(561)-465-4726
ACCUTEL COMMUNICATIONS, INC	DINGER, JOHN R.	IS-09	07/07/1998	T	08/18/1998CRP	POLK	219446R	24.75	T1622	(941)-424-0411
ACCUTEL COMMUNICATIONS, INC	HADAMON, ARMAN	IS-09	07/08/1998	T	01/26/1999CRP	DADE	219479R	0.00	T1622	(305)-387-4998
ACCUTEL COMMUNICATIONS, INC	COMBZ, MARIA	IS-09	07/08/1998	T	08/18/1998CRP	DADE	219484R	24.75	T1622	(305)-889-1762
ACCUTEL COMMUNICATIONS, INC	HINRICHS, WALTER D.	IS-09	07/08/1998	T	08/21/1998BRG	VOL	219598R	15.66	T1622	(904)-441-1367
ACCUTEL COMMUNICATIONS, INC	WILSON, RICHARD K.	IS-09	07/08/1998	T	02/16/1999BRG	DADE	219601R	5.22	T1622	(305)-233-1777
ACCUTEL COMMUNICATIONS, INC	MCDANIEL, NEAL	IS-09	07/09/1998	T	03/12/1999BRG	PLB	219652R	15.30	T1622	(561)-967-9961
ACCUTEL COMMUNICATIONS, INC	HANFPELOT, JOHN	IS-09	07/10/1998	T	07/16/1998BRG	CHA	219759R	14.85	T1622	(941)-637-8666
ACCUTEL COMMUNICATIONS, INC	ROBINSON, JACALYN	IS-09	07/10/1998	T	04/05/1999BRG	BRO	219828R	19.80	T1622	(954)-680-6102
ACCUTEL COMMUNICATIONS, INC	JONES, RANDALL S.	IS-09	07/10/1998	T	04/05/1999BRG	BRO	219846R	10.44	T1622	(954)-431-7384
ACCUTEL COMMUNICATIONS, INC	SCHULTE, PAUL	IS-09	07/11/1998	T	08/18/1998CRP	PLB	219971R	9.90	T1622	(561)-966-9799
ACCUTEL COMMUNICATIONS, INC	CLEMMING, ALAN	IS-09	07/11/1998	T	07/15/1998HEP	HILL	219984R	9.90	T1622	(813)-719-7153
ACCUTEL COMMUNICATIONS, INC	BROWN, CARRIE	IS-09	07/14/1998	T	07/16/1998BRG	DUV	220171R	14.85	T1622	(904)-355-4887
ACCUTEL COMMUNICATIONS, INC	CARR, LOUIS	IS-09	07/14/1998	T	07/16/1998BRG	FLAG	220192R	14.85	T1622	(904)-445-1902
ACCUTEL COMMUNICATIONS, INC	MCGRAN, GILDA	IS-09	07/15/1998	T	07/16/1998BRG	DADE	220252R	14.85	T1622	(305)-233-8772
ACCUTEL COMMUNICATIONS, INC	BOZA, JAVIER	IS-09	07/15/1998	T	07/16/1998BRG	BRO	220258R	24.75	T1622	(954)-704-0351
ACCUTEL COMMUNICATIONS, INC	MARCUSO, MARY A.	IS-09	07/16/1998	T	04/05/1999CRP	CIT	220406R	14.85	T1622	(352)-860-1623
ACCUTEL COMMUNICATIONS, INC	VARGAS, ADRIANA	IS-09	07/16/1998	T	04/05/1999BRG	VOL	220411R	9.90	T1622	(904)-774-5083
ACCUTEL COMMUNICATIONS, INC	RODRIGES, ORLANDO	IS-09	07/16/1998	T	04/05/1999CRP	DADE	220434R	34.65	T1622	(305)-858-7292
ACCUTEL COMMUNICATIONS, INC	SEPE, KATHERINE	IS-09	07/16/1998	T	02/11/1999BRG	FLA	220476R	9.90	T1622	(904)-445-9417
ACCUTEL COMMUNICATIONS, INC	JEFFERSON, IRVING C.	IS-09	07/20/1998	T	02/10/1999BRG	LEON	220463R	19.80	T1622	(850)-562-0012
ACCUTEL COMMUNICATIONS, INC	ROBERTS, ALAN	IS-09	07/21/1998	T	07/23/1998CRP	BRE	220826R	14.85	T1622	(807)-952-1837
ACCUTEL COMMUNICATIONS, INC	BILLS, RICHARD	IS-09	07/21/1998	T	02/08/1999BRG	PIM	220849R	4.95	T1622	(727)-526-9559
ACCUTEL COMMUNICATIONS, INC	OVERMANN, PHYLLIS	IS-09	07/21/1998	T	07/23/1998HEP	VOL	2208761	20.88	T1622	(904)-677-8575
ACCUTEL COMMUNICATIONS, INC	SMITH, DERAL	IS-09	07/21/1998	T	07/23/1998CRP	BRO	220906R	19.80	T1622	(954)-987-6775
ACCUTEL COMMUNICATIONS, INC	HINRICHS, WALTER D.	IS-09	07/23/1998	T	07/23/1998HEP	VOL	2210781	20.88	T1622	(904)-441-1367
ACCUTEL COMMUNICATIONS, INC	HICKS, DEBRA	IS-09	07/23/1998	T	07/23/1998CRP	PLB	221080R	29.70	T1622	(561)-966-9524
ACCUTEL COMMUNICATIONS, INC	KELLY, MARGUERITE	IS-09	07/23/1998	T	10/22/1998BRG	NA	221090R	4.95	T1622	(941)-732-7737
ACCUTEL COMMUNICATIONS, INC	MCDOVAN, MABEL	IS-09	07/23/1998	L	08/20/1998HEP	SUN	221144R	9.90	T1622	(352)-748-0811
ACCUTEL COMMUNICATIONS, INC	MARREN, NATHAN	IS-09	07/27/1998	L	09/15/1998BRG	DADE	221487R	5.22	T1622	(305)-949-6267

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ACCUTEL COMMUNICATIONS, INC	SIMON, ELAINE	IS-09	09/30/1997	T	07/20/1998MM	INR			1006501	35.42	T1622		(561) 589-0025
ACCUTEL COMMUNICATIONS, INC	CHAPMAN, SHARON	IS-09	05/04/1998	T	05/12/1998MRP	BRE			212196R	5.22	T1622		(407) 453-8510
ACCUTEL COMMUNICATIONS, INC	JONES, ROBIN	IS-09	06/11/1998	T	10/27/1998MM	PLA			213000R	9.90	T1622		(561) 790-5042
ACCUTEL COMMUNICATIONS, INC	SURVISTA	IS-09	05/15/1998	T	04/05/1998LSD	DADE			213716R	5.50	T1622		(305) 630-2020
ACCUTEL COMMUNICATIONS, INC	MOOTY, MIKE	IS-09	05/15/1998	L	11/16/1998VM	SAR			213002R	9.90	T1622		(941) 370-0895
ACCUTEL COMMUNICATIONS, INC	MAHER, JOHN	IS-09	05/19/1998	T	05/20/1998SRQ	SAR			214073R	9.90	T1622		(941) 922-5050
ACCUTEL COMMUNICATIONS, INC	WILSON, JOHN	IS-09	05/21/1998	T	04/05/1998LJS	LACR			214459R	0.00	T1622		(561) 654-5460
ACCUTEL COMMUNICATIONS, INC	PERLITA, JOAQUIN C.	IS-09	05/21/1998	L	10/22/1998MCS	HILL			214459R	0.00	T1622		(813) 251-5150
ACCUTEL COMMUNICATIONS, INC	TACY, JAMES	IS-09	05/22/1998	T	07/13/1998MM	PIH			214545I	0.00	T1622		(813) 190-0067
ACCUTEL COMMUNICATIONS, INC	SHERMAN, FRANCINE B.	IS-09	05/23/1998	T	04/05/1998LJS	DADE			214639I	0.00	T1622		(305) 559-4420
ACCUTEL COMMUNICATIONS, INC	MINGEL, LAURA	IS-09	06/26/1998	T	02/03/1998LJS	DADE			214730I	14.05	T1622		(305) 682-0725
ACCUTEL COMMUNICATIONS, INC	MCCFARLANE, JOHN	IS-09	05/27/1998	T	04/05/1998JRD	PLA			214831R	19.00	T1622		(561) 960-8070
ACCUTEL COMMUNICATIONS, INC	MISTWOOD, MARY ANN	IS-09	05/27/1998	T	09/10/1998MM	PLA			214864R	10.44	T1622		(561) 960-0710
ACCUTEL COMMUNICATIONS, INC	MCCARTHY, EDWARD	IS-09	05/27/1998	T	04/04/1998LJS	VOL			214940R	9.90	T1622		(407) 600-0091
ACCUTEL COMMUNICATIONS, INC	FITZGERALD, RAYMOND	IS-09	05/28/1998	T	10/14/1998MCS	PLA			215019I	4.95	T1622		(561) 960-8060
ACCUTEL COMMUNICATIONS, INC	JOHNSON, DONALD	IS-09	05/28/1998	L	04/05/1998SRQ	OKL			215154I	24.00	T1622		(941) 763-1795
ACCUTEL COMMUNICATIONS, INC	MERNADES, KERRY	IS-09	05/29/1998	T	06/17/1998KBD	DADE			215205I	4.95	T1622		(305) 949-5009
ACCUTEL COMMUNICATIONS, INC	GOROOL, RANDELL	IS-09	05/29/1998	L	04/05/1998JRD	BRE			215206R	22.86	T1622		(407) 253-6196
ACCUTEL COMMUNICATIONS, INC	BRYANT, SHIRLEY	IS-09	06/01/1998	L	07/01/1998JRD	ORN			215466R	4.95	T1622		(407) 380-1772
ACCUTEL COMMUNICATIONS, INC	MOSHER, FRANCIS	IS-09	06/01/1998	T	04/05/1998LJS	DADE			215470R	19.00	T1622		(305) 091-0071
ACCUTEL COMMUNICATIONS, INC	SUPPERS, KAREN	IS-09	06/01/1998	L	03/16/1998TVG	BAY			215492R	0.00	T1622		(850) 471-3409
ACCUTEL COMMUNICATIONS, INC	ROBERTS, RICHARD	IS-09	06/01/1998	T	04/05/1998CRP	VOL			215546R	4.95	T1622		(904) 477-5310
ACCUTEL COMMUNICATIONS, INC	SCHUTT, MARK	IS-09	06/03/1998	L	07/03/1998JRD	HILL			215755R	9.90	T1622		(813) 907-9566
ACCUTEL COMMUNICATIONS, INC	BANG, OLA	IS-09	06/03/1998	L	10/14/1998MCS	VOL			215010R	14.05	T1622		(904) 710-9232
ACCUTEL COMMUNICATIONS, INC	OHMAN, JEAN	IS-09	06/03/1998	T	04/05/1998CRP	VOL			215070R	24.75	T1622		(407) 860-4230
ACCUTEL COMMUNICATIONS, INC	DOUGLAS, TERRY	IS-09	06/03/1998	L	07/01/1998JRD	SEM			215872I	39.70	T1622		(407) 323-4925
ACCUTEL COMMUNICATIONS, INC	HOLLAND, SUSAN	IS-09	06/03/1998	T	12/12/1998TVG	MAN			215801R	29.90	T1622		(941) 792-3001
ACCUTEL COMMUNICATIONS, INC	LYONS, A. M.	IS-09	06/04/1998	T	07/23/1998KES	HILL			215952R	0.00	T1622		(813) 872-0752
ACCUTEL COMMUNICATIONS, INC	BRETTSCHNEIDER, MYRON	IS-09	06/05/1998	T	10/15/1998MCS	PLA			216235I	4.95	T1622		(561) 642-0400
ACCUTEL COMMUNICATIONS, INC	VANZUIDEN, ANN	IS-09	06/09/1998	T	04/05/1998TVG	HILL			216047I	5.10	T1622		(813) 989-8037
ACCUTEL COMMUNICATIONS, INC	REYES, LOUISA	IS-09	06/09/1998	T	10/14/1998MM	DADE			216550R	19.00	T1622		(305) 231-8009
ACCUTEL COMMUNICATIONS, INC	ASKEN, KRISTEN	IS-09	06/09/1998	T	04/04/1998CRP	BAY			216625I	19.00	T1622		(850) 747-0935
ACCUTEL COMMUNICATIONS, INC	TETERMAN, CY	IS-09	06/10/1998	T	04/04/1998JRD	DADE			216032I	138.40	T1622		(305) 274-1956
ACCUTEL COMMUNICATIONS, INC	UBERMAN, MYRA	IS-09	06/11/1998	T	06/11/1998CRP	PLA			210000I	14.05	T1622		(561) 607-9675
ACCUTEL COMMUNICATIONS, INC	TUELE, ROBERT	IS-09	06/12/1998	T	07/01/1998JRD	OKA			217001I	14.95	T1622		(850) 802-8000
ACCUTEL COMMUNICATIONS, INC	HANKELL, ANTHONY & SHERI	IS-09	06/12/1998	T	00/23/1998SRQ	OSG			217001R	9.90	T1622		(407) 957-9422

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ACCUTEL COMMUNICATIONS, INC	PINCUS, SHARI	18-09	06/12/1998	L	10/13/1998MCS	BRD		217056R	4.95	T1622	(954) 455-4725
ACCUTEL COMMUNICATIONS, INC	STEPHENS, A. L.	18-09	06/12/1998	T	08/31/1998BRD	BRD		217094R	4.95	T1622	(941) 983-8041
ACCUTEL COMMUNICATIONS, INC	DUBOIS, JENNETH	18-09	06/12/1998	T	08/26/1998BRD	BRD		217136R	9.90	T1622	(954) 421-8905
ACCUTEL COMMUNICATIONS, INC	MCCALL, VERBA	18-09	06/15/1998	T	08/18/1998CRP	BRD		217189R	19.88	T1622	(954) 584-5655
ACCUTEL COMMUNICATIONS, INC	MORGAN, WILLIAM	18-09	06/15/1998	T	10/14/1998MCS	PLB		217202R	14.85	T1622	(561) 776-0040
ACCUTEL COMMUNICATIONS, INC	VAN HOOVER, BARBARA	18-09	06/15/1998	T	04/06/1999TVG	ORH		217236I	0.00	T1622	(407) 277-8044
ACCUTEL COMMUNICATIONS, INC	PATTERSON, BRIAN	18-09	06/16/1998	T	06/22/1998MCP	LEON		217342R	4.95	T1622	(850) 513-3178
ACCUTEL COMMUNICATIONS, INC	PATTERSON, JANICE	18-09	06/16/1998	T	06/22/1998MCP	PLB		217386R	14.85	T1622	(561) 795-8874
ACCUTEL COMMUNICATIONS, INC	SHRY, DAVID	18-09	06/18/1998	T	08/18/1998CRP	PLB		217614R	29.70	T1622	(561) 548-7573
ACCUTEL COMMUNICATIONS, INC	DIXIE LODGE	18-09	06/18/1998	T	08/11/1998CRP	VOL		217677R	9.90	T1622	(904) 734-4830
ACCUTEL COMMUNICATIONS, INC	ROLAND, VERNA	18-09	06/18/1998	T	10/29/1998BRD	PLB		217712R	24.75	T1622	(561) 622-5014
ACCUTEL COMMUNICATIONS, INC	NAVAH, MIRO	18-09	06/19/1998	T	08/11/1998CRP	PLB		217762R	19.80	T1622	(561) 964-1666
ACCUTEL COMMUNICATIONS, INC	BRANTLEY-BROWN, BARBARA	18-09	06/19/1998	T	10/14/1998MCS	RAY		217789R	14.85	T1622	(850) 913-0661
ACCUTEL COMMUNICATIONS, INC	MARTINEZ, ANTONIO	18-09	06/19/1998	T	10/14/1998MCS	BRD		217812I	9.90	T1622	(954) 525-4463
ACCUTEL COMMUNICATIONS, INC	DARBAU, BENNETT	18-09	06/19/1998	T	08/18/1998CRP	DADE		217833R	9.90	T1622	(305) 235-9376
ACCUTEL COMMUNICATIONS, INC	NICKS, WILLIAM	18-09	06/22/1998	T	04/05/1999CRP	PLB		217899R	5.22	T1622	(561) 798-2109
ACCUTEL COMMUNICATIONS, INC	BUCK, JERRY	18-09	06/22/1998	T	10/14/1998MCS	PIH		217978I	17.68	T1622	(813) 526-7198
ACCUTEL COMMUNICATIONS, INC	PAYTON, KYNBERLY	18-09	06/23/1998	T	07/01/1998MCP	STL		218043R	19.80	T1622	(561) 785-8960
ACCUTEL COMMUNICATIONS, INC	GNUTE, MANUEL	18-09	06/23/1998	T	09/19/1998CRP	DADE		218121R	9.90	T1622	(305) 325-0876
ACCUTEL COMMUNICATIONS, INC	LOPEZ JR., NELSON	18-09	06/23/1998	L	08/24/1998MCP	DADE		218123R	19.80	T1622	(305) 253-4842
ACCUTEL COMMUNICATIONS, INC	MANES, RICHARD	18-09	06/23/1998	T	04/05/1999JRD	SDH		218127R	4.95	T1622	(407) 349-5776
ACCUTEL COMMUNICATIONS, INC	MAGNES, JOSEPH	18-09	06/24/1998	T	08/28/1998BRD	DADE		218188R	14.85	T1622	(305) 251-8703
ACCUTEL COMMUNICATIONS, INC	WOML, MARIE	18-09	06/25/1998	T	08/28/1998BRD	MR		218348R	14.85	T1622	(352) 796-6484
ACCUTEL COMMUNICATIONS, INC	MIRANDA, LENO	18-09	06/25/1998	T	10/14/1998MCS	DADE		218370R	14.85	T1622	(305) 252-6726
ACCUTEL COMMUNICATIONS, INC	SUTHERIN, WILLIAM	18-09	06/25/1998	T	08/18/1998CRP	PLB		218449R	1.80	T1622	(561) 627-4558
ACCUTEL COMMUNICATIONS, INC	MCLAULIN, HENRY	18-09	06/26/1998	T	07/13/1998BRD	SRH		218473R	9.90	T1622	(407) 322-6427
ACCUTEL COMMUNICATIONS, INC	SMON, JEAN	18-09	06/29/1998	T	08/28/1998BRD	PLB		218637R	4.95	T1622	(561) 369-0693
ACCUTEL COMMUNICATIONS, INC	WINDISCH, PAUL	18-09	06/29/1998	T	08/11/1998CRP	VOL		218674R	14.85	T1622	(407) 574-7372
ACCUTEL COMMUNICATIONS, INC	MILLER, MARYLOUISE	18-09	06/29/1998	T	08/11/1998CRP	BRD		218676R	4.95	T1622	(407) 267-3217
ACCUTEL COMMUNICATIONS, INC	MARTIN, THOMAS	18-09	06/29/1998	T	08/28/1998BRD	VOL		218691R	9.90	T1622	(407) 860-3602
ACCUTEL COMMUNICATIONS, INC	FLETCHER, MICHELLE	18-09	06/29/1998	T	07/21/1998MCP	RAY		218699R	14.85	T1622	(850) 271-9555
ACCUTEL COMMUNICATIONS, INC	CUESTA, ANTONIO	18-09	06/29/1998	T	08/28/1998BRD	DADE		218722R	19.10	T1622	(305) 553-2628
ACCUTEL COMMUNICATIONS, INC	LYTER, RICK	18-09	06/29/1998	T	10/14/1998MCS	VOL		218730R	19.80	T1622	(407) 574-5120
ACCUTEL COMMUNICATIONS, INC	ANDERSON, JANET	18-09	06/30/1998	T	04/06/1999SRD	SRH		218803R	11.85	T1622	(407) 321-5177
ACCUTEL COMMUNICATIONS, INC	SMITH, CHESTER	18-09	07/01/1998	L	04/05/1999CRP	PLB		218961I		T1622	(561) 743-2972
ACCUTEL COMMUNICATIONS, INC	HALIZER, LORA MAE	18-09	07/02/1998	T	02/16/1999SRD	WASH		219038K	85	T1622	(850) 638-1889

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Name JONES, ROBIN Company ACCUTEL COMMUNICATIONS, INC.  
Address 12501 BOTH LANE NORTH Attn. Lynn Sorvide 213080R  
City/Zip WEST PALM BEACH 33412 County PLB Consumer's Telephone # (561)-790-5432  
Account Number \_\_\_\_\_ Can Be Reached (561)-790-5432  
Callee's Name JOHN FELTON Informal Conf. \_\_\_\_\_

Request No. 213080R  
By BMM Time 1:36 PM Date 05/11/98  
To CD Time MAIL Date 05/11/98  
Type B Form Phone  
Category IS-09  
Infraction \_\_\_\_\_  
Closed by MEP Date 10/27/98  
Reply Received I

Customer states that he is being billed for unauthorized services and/or unknown charges added to his phone bill. Specifically at issue are charges on their bill for a monthly service charge of \$4.95. Customer states that he has made previous contact with the company to try to resolve this matter.

Please investigate this issue, contact the customer and provide the senior analyst, assigned to this case, with a detailed written report to include the following information: any applicable credits as well as any LOA and/or tape authorization you have on record for this customer regarding the use of the services in dispute.

Inquiry taken by C. Broome.

Customer has been instructed to send a copy of the bill in dispute. Upon receipt, a copy will be forwarded to the company.

05/28/98 Received report with explanation and full credit.

10/27/98 Closed by letter.

10/28/98 Received report with explanation and additional credit of \$9.90.

**CONSUMER REQUEST**

**FLORIDA PUBLIC  
SERVICE  
COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850  
850-413-6100

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

RUTH MCHARGUE

DUE: 05/27/98

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Name HAGER, JOHN Company ACCUTEL COMMUNICATIONS, INC.  
Address 3123 ESPANOLA DRIVE AREA Lynn Soraida 214073R  
City/Zip SARASOTA 34239 County SAR Consumer's Telephone # (941)-922-5058  
Account Number \_\_\_\_\_ Can Be Reached \_\_\_\_\_  
Callor's Name ANGELA HAGER Note NIS  
Informal Conf. \_\_\_\_\_

Request No. 214073R  
By SRG Time 1:24 PM Date 05/19/98  
To CO Time MAIL Date 05/19/98  
Type B Form Phone  
Category IS-09  
Infraction \_\_\_\_\_  
Closed by SRG Date 05/28/98  
Reply Received I

Customer says the following:

He received a bill for additional charges that he never requested.

Customer is disputing the charges for the amount of \$4.95 plus taxes.

Customer is requesting the termination of these services.

Please provide the PSC with a copy of an answer given to the customer and a solution to this matter.

5/28/98 Report received. The company stated that this customer was connected to their system incorrectly, and because of that it is going to issue a credit to this customer for two service fees which equal to \$9.90. The customer has been contacted, but he should contact the company or the FPSC if there are any further problems concerning this matter.

**CONSUMER REQUEST**

**FLORIDA PUBLIC  
SERVICE  
COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-0850  
850-413-6100

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

SAM GONZALEZ

DUE: 06/04/98

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