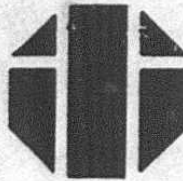


INTEGRETEL

Oakbrook Terrace Atrium
17 W 220 22nd Street
Suite 220
Oakbrook Terrace, Illinois 60181

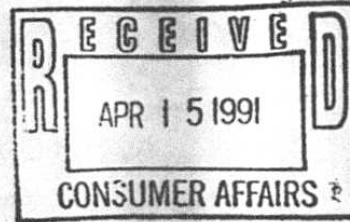


Phone: (708) 530-3350
Fax: (708) 530-4116

April 9, 1991

**ORIGINAL
FILE COPY**

FLORIDA PUBLIC SERVICE COMMISSION
COMPLAINTS DIVISION
101 EAST GAINES STREET
TALLAHASSEE, FL 32399-0850



RE: END USER COMPLAINTS

Dear Sirs:

This letter is to inform the Commission and it's staff that IntegreTel has made progress in improving our systems and procedures for handling end user complaints.

We have two individuals who are dedicated to resolving all end user Commission complaints in a timely fashion. This includes advising the Commission in writing of the status and/or outcome.

You may contact either Teresa Sikita or Steve Mostowski by calling our toll free number 1-800-444-1642. You may also write to them at the address listed above. For proper and quicker handling, all correspondence should be directed to them.

We are attempting to ensure that all complaints have been handled and that none are outstanding. Please advise either Teresa or Steve if you have any outstanding complaints. We will give those items top priority.

Again, we wish to thank you for your understanding during this time. Should you have any questions or comments, do not hesitate to contact us.

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU /
- CTR _____
- EAG _____
- LEG /
- LIN _____
- OPC _____
- RCH _____
- SEC /
- WAS _____
- OTH _____

Sincerely,

D. James Hudson
Vice President
Regulatory Affairs

Florida Public Service Commission
RECEIVED
 APR 17 1991
 DOCUMENT NUMBER-DATE
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 03845 APR 22 1991
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