

FLORIDA PUBLIC SERVICE COMMISSION  
Capital Circle Office Center • 2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

M E M O R A N D U M

MARCH 20, 1997

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF LEGAL SERVICES (CULPEPPER) *bc mcb*  
DIVISION OF COMMUNICATIONS (ISLER) *Pic*  
DIVISION OF CONSUMER AFFAIRS (DURBIN) *SP BON*

RE: DOCKET NO. ~~961551~~-TI - DISCOUNT NETWORK SERVICES, INC. -  
INITIATION OF SHOW CAUSE PROCEEDINGS FOR VIOLATION OF  
RULE 25-4.118, FLORIDA ADMINISTRATIVE CODE, INTEREXCHANGE  
CARRIER SELECTION

AGENDA: APRIL 1, 1997 - REGULAR AGENDA - INTERESTED PERSONS MAY  
PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\CMU\WP\961551TI.ROM

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CASE BACKGROUND

Discount Network Services, Inc. (DNS) is a provider of interexchange telecommunications service and was certificated on October 12, 1995. The company holds Certificate No. 4077.

In a previous case, the Commission issued Order No. PSC-96-0721-FOF-TI on May 29, 1996, requiring DNS to pay a \$250 fine for failing to inform the Commission of its new address, telephone number, and contact person within 10 days of the change. The company paid the \$250 fine, provided staff with the required information, and the docket was closed.

Between January 1 and November 30, 1996, the Division of Consumer Affairs received a total of 72 complaints against DNS concerning unauthorized carrier changes (slamming).

Staff opened this docket with the intention of recommending the Commission order DNS to show cause why it should not be fined or have its certificate cancelled for slamming violations. Prior to staff filing a recommendation, the company's attorney contacted staff and asked that we delay filing the recommendation to allow DNS time to file a proposed settlement offer.

DOCUMENT NUMBER-DATE

02937 MAR 20 97

FPSC-RECORDS/REPORTING

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At the February 18, 1997 Agenda Conference, the Commission deferred this item to allow staff time to gather additional information from DNS.

On March 18, 1997, DNS issued an amended settlement offer. Staff believes that the company's amended settlement proposal is fair and reasonable, and adequately addresses staff's concerns regarding the slamming complaints. This is staff's recommendation to accept the proposed settlement offer.

DISCUSSION OF ISSUES

**ISSUE 1:** Should the Commission accept the settlement proposed by Discount Network Services, Inc. in lieu of requiring the company to show cause why it should not be fined or have its interexchange certificate number 4077 cancelled for violation of Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection?

**RECOMMENDATION:** Yes. The Commission should accept Discount Network Services, Inc.'s proposed settlement offer, forego a show cause proceeding, and require the company to file a report with staff within 45 days of the date of issuance of the Commission's Order, which explains when the credits and refunds were issued.

**STAFF ANALYSIS:** The Division of Consumer Affairs received a total of 72 slamming complaints against DNS in an 11-month period. The majority of the customers contacting the Commission advised that DNS's telemarketers were misleading and that the customers were led to believe that they were speaking with AT&T representatives.

Prior to staff filing a recommendation to initiate show cause proceedings, the company's attorney, Mr. Lance Steinhart, contacted staff and advised that a settlement proposal would be forthcoming.

Staff subsequently filed a recommendation to accept DNS's settlement offer; however, the recommendation was deferred at the February 18, 1997, Agenda Conference. Since then, staff has been in contact with Mr. Steinhart numerous times in an attempt to negotiate an amended settlement proposal. On March 18, 1997, staff received the company's proposed settlement offer (Attachment A).

Discount Network Services, Inc.'s proposed settlement offer can be summarized as follows:

- 1) Credit customer billings in the amount of \$8,631.59 in accounts receivable. (DNS has already taken this action.)
- 2) Refund to customers within 30 days all previously collected revenues in the amount of \$10,062.37.
- 3) Effective February 1, 1997, removed all references to AT&T in its telemarketing scripts and implemented an employee training program.

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- 4) Promise to comply with all Commission rules and orders.
- 5) Promptly refund or credit customer billings for the PIC change fee for any other Florida consumer who complains that their service was switched without proper authorization.
- 6) Promptly refund or credit customer billings for the difference between the consumer's preferred carrier and DNS' rates, if any, for any other Florida consumer who complains that their service was switched without proper authorization.
- 7) Provide a detailed billing report of the customers who filed FPSC complaints. (Attachment B)
- 8) Pay \$5,000 to the Commission within 90 days of the date the Order becomes final.

Concerning the first condition listed above, the company has already issued the credits and they appeared on the March 3, 1997, billing cycle.

Concerning the second condition listed above, the company advised staff that it had billed and collected \$10,062.37 from the customers who complained to the Commission. Therefore, refunds will be processed to those customers within 30 days from the date the Commission's Order is issued.

Concerning the eighth condition listed above, the \$5,000 contribution will be deposited in the State General Revenue Fund pursuant to Section 364.285 (1), Florida Statutes.

In addition to the above conditions, staff believes DNS should be required to provide staff a report within 45 days of the date of issuance of the Commission's Order, after all credits and refunds have been issued. The report should explain when the credits and refunds were issued. With the addition of the report, staff believes the settlement offer proposed by DNS adequately addresses the slamming complaints. However, if the Commission staff fails to see an improvement in the number of complaints, we plan to open a separate docket to address them. Therefore, staff believes the \$5,000 contribution DNS has agreed to pay should be accepted and forwarded to the Office of the Comptroller for deposit

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in the State General Revenue Fund pursuant to Section 364.285 (1),  
Florida Statutes.

**ISSUE 2:** Should this docket be closed?

**RECOMMENDATION:** Yes, this docket should be closed with the approval of Issue 1, remittance of the \$5,000 contribution for deposit in the General Revenue Fund of the State of Florida, and receipt of Discount Network Services, Inc.'s report to staff within 45 days of the date of issuance of the Commission's Order.

**STAFF ANALYSIS:** If the Commission accepts staff's recommendation in Issue 1, upon remittance of the \$5,000 settlement by DNS, and receipt of the company's report to staff, this docket may be closed.

Lance J.M. Steinhart  
Attorney At Law  
6455 East Johns Crossing  
Suite 285  
Duluth, Georgia 30155

Also Admitted in New York  
and Maryland

Telephone: (770) 232-9200  
Facsimile: (770) 232-9208

March 18, 1997

VIA FACSIMILE AND  
FIRST CLASS MAIL

Beth Culpepper, Esq.  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Discount Network Services, Inc.  
Docket No. 961551-TI

Dear Ms. Culpepper:

Pursuant to my discussions with Paula Isler of your office and to address Commission concerns, on behalf of Discount Network Services, Inc. ("DNS"), I am hereby making this revised offer of settlement in the above-referenced matter.

In regard to the Florida customers which filed complaints with the Commission in 1996, DNS collected revenue in the amount of \$10,062.37. As of the end of January, DNS had accounts receivable of approximately \$8,600 (intrastate, interstate and international) for such customers. DNS In light of the foregoing, DNS proposes the following:

1. Credit customer billings in the amount of the \$8,600 in accounts receivable. Please note that DNS has already processed these credits.
2. Return all collected revenues (interstate, intrastate and international) in the amount of \$10,062.37 to customers. These refunds will be processed within 30 days.

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Beth Culpepper, Esq.  
Florida Public Service Commission  
March 18, 1997  
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3. Remove all references to AT&T in its telemarketing scripts to insure that all customers are affirmatively selecting DNS as its long distance carrier. DNS ceased using AT&T's name in its telemarketing as of February 1, 1997 and DNS promises to immediately institute an employee training program. Please see the attachments to this letter which include a letter from Patrick Corrigan, President of DNS, a revised tape verification script without reference to AT&T, and new sales and verification procedures.
4. DNS promises to comply with all Commission rules and orders.
5. DNS will promptly refund or credit customer billings for the PIC change fee for any other Florida consumer who complains that their service was switched without proper authorization.
6. DNS will promptly credit customer billings for the difference between the consumer's preferred carrier and DNS' rates, if any, for any other Florida consumer who complains that their service was switched without proper authorization.
7. DNS will provide a detailed billing report to the Commission for the customers which filed complaints with the Commission.
8. DNS will pay \$5,000 to the Commission within 90 days of the adoption of this settlement by the Commission.

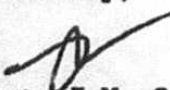
Bath Culpepper, Esq.  
Florida Public Service Commission  
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This offer is made for settlement purposes and is not to be used against DNS in any pending or future proceeding. DNS neither admits nor denies any wrongdoing.

Please return a stamped copy of the extra copy of this letter in the enclosed preaddressed prepaid envelope.

If you have any questions or if I may provide you with any additional information, please do not hesitate to call me.

Sincerely,



Lance J.M. Steinhart, Esq.  
Attorney for Discount  
Network Services, Inc.

Enclosures  
cc: Mr. Pat Corrigan  
LJS/as

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# DNS

DISCOUNT NETWORK SERVICES INC.

20217 Ann Arbor Trail • Ste 101  
Dearborn Hts, MI 48127  
313-982-3001  
Fax 313-982-3014

January 30, 1997

Lance Steinhart  
500 Northpark Town Center  
1100 Abernathy Road  
Suite 112  
Atlanta, GA 30328

Re: Florida PSC

Dear Lance,

Following up and confirming our previous conversations, effective February 1, 1997 we will be making numerous changes to our selling and verification procedures for all orders sold in the state of Florida.

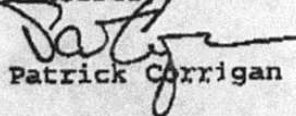
Attached please find an overview for the new procedures and our new verification script. As I stated before we have dropped all references to "AT&T" during the verification process. Apparently there was too much confusion created this past year when our staff tried to explain to the customer how a reseller of a major carrier operates.

Although we are instituting these new procedures immediately, we may still have some customers in the "pipe-line" at AT&T that have not yet received an invoice. Hopefully there will be few, if any, customer inquires between now and when these customer receive their first invoice.

We feel very confident that these new procedures will eliminate virtually all customer complaints in the future.

Thanks for your assistance.

Sincerely,

  
Patrick Corrigan

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*Business Long Distance Service Utilizing the AT&T Network*

### TAPE VERIFICATION SCRIPT

HELLO, MR/MRS. \_\_\_\_\_, THIS IS \_\_\_\_\_ FROM  
NETWORK VERIFICATION, I AM FOLLOWING UP ON YOUR PREVIOUS  
CONVERSATION WITH: \_\_\_\_\_ ABOUT THE LONG  
DISTANCE SAVINGS PROGRAM THROUGH **DISCOUNT NETWORK SERVICES**  
IN ORDER TO PROCESS THIS DISCOUNT PLAN WE ARE REQUIRED BY THE  
FCC TO RECORD YOUR AUTHORIZATION.

THIS WILL ONLY TAKE A COUPLE OF MINUTES, AND WITH YOUR  
PERMISSION I WOULD LIKE TO START THE RECORDED PORTION NOW.

1. DID YOU RECEIVE AND REVIEW THE INFORMATION SHEET SENT TO YOU  
BY *(SALES REPRESENTATIVE NAME)*
2. COULD YOU PLEASE CONFIRM YOUR COMPANIES NAME AND PHYSICAL  
ADDRESS ?
3. IS THAT ALSO THE BILLING ADDRESS ?
4. YOUR COMPANY WISHES TO CHANGE YOUR LONG DISTANCE SERVICE  
TO **DISCOUNT NETWORK SERVICES** ?
5. THE TELEPHONE LINES THAT WILL PLACED ON THIS PROGRAM ARE:

LIST BTN AND WTN'S

6. YOUR COMPANY'S AVERAGE LONG DISTANCE BILL PER MONTH IS?
7. YOUR POSITION WITH YOUR COMPANY IS \_\_\_\_\_ AND YOU ARE  
AUTHORIZED TO CHANGE YOUR COMPANY'S LONG DISTANCE CARRIER.
8. THE SAVINGS PROGRAM WILL BE BILLED THROUGH DISCOUNT  
NETWORK SERVICES. YOUR LOCAL PHONE COMPANY MAY CHARGE YOU  
\$5.00 FOR THE PIC CHANGE, WHICH DNS WILL REIMBURSE.
9. THERE WILL BE A WELCOME PACKAGE SENT OUT WITHIN A WEEK IF  
YOU HAVE ANY QUESTIONS AT THAT TIME, PLEASE CALL THE 800 #  
INCLUDED IN THE PACKAGE.

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# SALES AND VERIFICATION PROCEDURES

## 1. Initial Sale

- A. Sales representatives are responsible for explaining the long distance program to prospective customers.
- B. Sales representatives must either fax or mail information sheet to all prospects that wish to change long distance service to Discount Network Services.
- C. Orders can only be submitted to the verification center after confirmation that the perspective customer has reviewed the information sheet.

## 2. Verification Center Procedure

### A. Verifiers

- 1. Orders submitted by sales agent must be verified within a 24 hour period from the time delivered by the sales agent.
- 2. The verification script must be followed.
- 3. If the customer has questions regarding service DO NOT STOP TAPE, answer the question, and if the customer still wishes to change service continue with the verification.

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NETWORK SERVICES

313 982 3014 01-30-97 04:29PM [6] #3

4. Please keep a detailed log sheet of the orders that are verified. This log sheet will be used to locate the tape if there is a PIC dispute.
5. Clearly mark orders that do not verify, with a detailed explanation of why the customer did not want the service. This will aid the sales agents in the future.

## **B. Supervisors**

1. Supervisors will be responsible for 5 verifiers.
2. Please make sure that verifiers follow the script, and are completing the log sheets correctly.
3. Review the orders that do not pass verification for weekly meetings with VP of Sales at Discount Network Service .
4. Report any major discrepancies with manager so that problems can be handled immediately with Discount Network Services.

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313 982 3014 03-18-97 11:50AM [88] #1

# DNS

DISCOUNT NETWORK SERVICES INC.

20217 Ann Arbor Trail • Ste 101  
Dearborn Hts, MI 48127  
313-982-3001  
Fax 313-982-3014

3/16/97

4 pages

TO: LANCE STEINHART  
FR: PATRICK CORRIGAN  
RE: FLORIDA

THANKS FOR HAVING THE FLA PUC  
FAX US THEIR LISTING OF CUSTOMER  
COMPLAINTS, SO WE COULD BOTH USE  
THE SAME INFORMATION.

ATTACHED ARE TWO REPORTS. "A" + "B"

"A" ARE COMPANIES WHO NEVER RECEIVED  
A BILL FROM OUR COMPANY. THEY EITHER  
CANCELLED UPON RECEIVING "WELCOME LETTER"  
OR WE NEVER EVEN HAD THEM LISTED IN OUR  
PROSPECT FILES.

"B" ARE COMPANIES WHO WERE ON OUR  
SERVICE. THIS REPORT SHOWS TOTAL  
CHARGES, PAYMENTS AND CREDITS.

HOPE THIS HELPS YOU CONCLUDE THIS MATTER.

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NETWORK SERVICES  
FLORIDA PUBLIC SERVICE COMMISSION REPORT

313 982 3014

03-18-97 11:51AM

[88] #2

(A)

**DISCOUNT NETWORK SERVICES INC.**

FOLLOWING COMPLAINTS NEVER PLACED ON LONG DISTANCE SERVICE

ACCOUNT	BTN	COMPLAINT #	Name	PAYMENTS	ADJUSTMENTS	TOTAL CHARGES
NONE	613-791-1289	131906	AMERICAN INSURANCE ADM. GROUP	\$0.00	\$0.00	\$0.00
NONE	941-484-3748	128738	AMERICAN SPEEDY PRINTING	\$0.00	\$0.00	\$0.00
NONE	854-785-0907	131988	BACKWATER MARINE	\$0.00	\$0.00	\$0.00
NONE	943-484-2077	131954	INDEPENDENT INVENTORY SERVICE	\$0.00	\$0.00	\$0.00
NONE	382-629-8888	132914	OCALA'S BREEDERS FRED & SUPPLY	\$0.00	\$0.00	\$0.00
NONE	904-476-0118	137483	SANDPIPER SPORTSWEAR	\$0.00	\$0.00	\$0.00

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NETWORK SERVICES

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FLORIDA PUBLIC SERVICE COMMISSION REPORT

(B)

DISCOUNT NETWORK SERVICES INC.

ACCOUNT	BTN	COMPLAINT #	Name	PAYMENTS	ADJUSTMENTS	TOTAL CHARGES
7828647	407-287-6847	1351411	CROSSCON ENTERPRISES	\$0.00	(\$8.18)	\$8.18
7828689	681-697-6689	1052701	LOUISE'S POOL MAINTENANCE	\$0.00	(\$89.38)	\$89.38
7890330	305-238-8816	1170121	VARLEY INC.	\$0.00	(\$14.16)	\$14.16
7890377	305-820-2678	1073411	WESLEY & WESLEY ENTERPRISES	\$0.00	(\$44.09)	\$44.09
7890526	407-333-8903	1241121	ZYTEK INC.	(\$147.79)	(\$147.78)	\$295.57
7890584	407-678-8834	1211631	ALLEN SAW CO.	\$0.00	(\$57.16)	\$57.16
7890803	407-728-8908	1324111	PAK MAIL CENTERS OF AMERICA	(\$149.92)	(\$149.30)	\$299.22
7890804	881-734-3803	1197801	DOAN AND CO.	\$0.00	(\$107.04)	\$107.04
7891097	813-927-8111	1238181	RUMMEL COMPANIES	(\$389.92)	(\$12.62)	\$372.56
7891328	804-882-8079	1104281	CHARTERS BY TUCKER	\$0.00	(\$6.98)	\$6.98
7891372	352-891-1884	1289881	FRIEST PEST CONTROL	\$0.00	(\$25.54)	\$25.54
7893818	305-586-0279	1122481	COUNTY WIDE ELECTRIC	\$0.00	(\$135.97)	\$135.97
7893883	407-988-8545	1106701	JACKSON ENGINEERING & MANUFACT	(\$288.80)	(\$534.40)	\$823.33
7894380	804-738-8918	1157221	GULF STATE PLASTER	\$0.00	(\$257.19)	\$257.19
8007373	813-822-0281	1136391	PETAL HEAVEN	(\$76.58)	\$0.00	\$76.58
8007441	813-870-3844	1270161	DESIGN TRAVEL INTERNATIONAL IN	(\$100.00)	(\$112.50)	\$212.50
8007885	804-730-8438	1120821	INTERNATIONAL BARTENDING INSTI	(\$304.38)	\$0.00	\$304.38
8041608	854-748-0708	1385881	KEBRAN INSURANCE SYSTEMS	\$0.00	(\$10.78)	\$10.78
8041823	305-758-4167	1249791	THE ALTERNATIVE PROGRAM INC	(\$3.48)	(\$87.24)	\$90.88
8042054	407-258-3447	1284881	ALTMAN	(\$50.00)	(\$3.12)	\$53.12
8042195	881-682-3138	1162771	HOGAN & SONS INC	\$0.00	(\$329.62)	\$329.62
8042244	407-783-8129	1302681	FOUNTAIN ENTERPRISES	(\$41.67)	\$0.00	\$41.67
8043183	813-732-4768	1218731	JIM MAGNUM CONSTRUCTION	\$0.00	(\$38.91)	\$38.91
8078838	804-477-5908	1368001	ERIC GLEATON REALTY	\$0.00	(\$20.35)	\$20.35
8077051	352-789-4286	1302521	M & M PIMENTEL	\$0.00	(\$68.28)	\$68.28
8077059	804-894-1314	1168881	BUDDY POWELL CONSTRUCTION	\$0.00	(\$98.89)	\$98.89
8077378	841-837-8088	1187081	RAINBOW FLORIST	\$0.00	(\$80.72)	\$80.72
8082322	681-337-8242	1287071	ACTION AIR CONDITIONING & HEAT	\$0.00	(\$20.38)	\$20.38
8082387	881-633-1387	1508771	LEO BLOOM REAL ESTATE	(\$110.88)	\$0.00	\$110.88
8082597	804-263-6388	1218221	BART JONES SCHOOL OF REAL ESTA	(\$76.08)	(\$17.12)	\$93.20
8100584	407-862-1989	1331071	GAMBLE REALTY	\$0.00	(\$8.88)	\$8.88
8155731	305-885-8804	1367821	TILE MART INC	\$0.00	(\$310.88)	\$310.88
8186029	407-423-3887	1237411	DIOCESE OF CENTRAL FLORIDA	(\$1,208.28)	\$0.00	\$1,208.28
8186118	407-678-8884	1262881	NEW LIFE WORSHIP	(\$83.64)	\$0.00	\$83.64
8186817	352-376-4888	1314871	AMERICAN RED CROSS	(\$184.78)	(\$184.77)	\$369.55
8189888	804-457-3289	1281881	COGGINS INSURANCE AGENCY	(\$113.23)	(\$19.42)	\$132.65
8189708	804-478-0111	1371251	SOS SHUTE ORGANIZATIONAL SVCS.	(\$10.00)	(\$21.17)	\$31.25

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NETWORK SERVICES

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03-18-97

11:51AM

[88] #4

FLORIDA PUBLIC SERVICE COMMISSION REPORT

8158721	904-479-0607	1227811	ALL STATE INSURANCE	(\$106.19)	(\$0.27)	\$106.46
8158296	941-878-0185	1394311	DJS AUTO SALES	\$0.00	(\$31.17)	\$31.17
8208200	305-892-6920	1308478	GARD DISTRIBUTING CO	(\$60.00)	(\$51.20)	\$111.20
8208217	305-892-9901	1298901	FAST FLOW INC	(\$882.82)	(\$1,203.81)	\$2,186.63
8208385	305-856-6318	1391489	ADSLR PAUL HAROLD OPTICAL	\$0.00	(\$86.05)	\$86.05
8208313	407-676-8901	1273023	COVENANT CHRISTIAN SCHOOL	(\$68.08)	(\$32.42)	\$99.47
8208458	407-851-3538	1324088	ORLANDO HOSE & FITTINGS INC	(\$721.51)	(\$425.56)	\$1,147.08
8211206	813-756-3301	1361623	FASSON SALVAGE & EQUIPMENT	(\$90.27)	\$0.00	\$90.27
8211484	352-242-0073	1254788	JAYMARK BUILDERS & DEVEL	(\$487.90)	(\$478.31)	\$866.21
8211488	904-258-2275	1288911	SMITH FURNITURE INC	(\$14.46)	\$0.00	\$14.46
8212338	941-455-3111	1335533	BAY WEST NURSERY	(\$75.38)	(\$69.37)	\$144.76
8212374	941-751-5878	1288638	SOUTHWEST FLORIDA FRANCHISES	(\$127.84)	(\$85.23)	\$213.07
8212433	854-824-0944	1388581	GUTTERS & SHUTTERS INC	(\$4.82)	(\$34.66)	\$39.84
8226783	407-423-7815	1258201	COLINS CO	(\$80.88)	(\$50.41)	\$131.29
8228807	581-622-7494	1291359	OUELLETTE SVC CO	\$0.00	(\$25.07)	\$25.07
8228811	581-627-1935	1318323	MARINE CONSTRUCTION INC	\$0.00	(\$10.49)	\$10.49
8228829	581-688-2464	1431359	PALMDALE OIL CO INC	\$0.00	(\$100.82)	\$100.82
8229024	813-535-0008	1388848	DESTINATION MARKETING & SVC IN	(\$831.81)	(\$1,481.82)	\$2,112.83
8229038	813-626-1870	1323821	SENIORAPIC ARTS INC	\$0.00	(\$43.25)	\$43.25
8228269	904-280-4550	1293681	REMAX REAL ESTATE SPECIALTY	(\$87.84)	(\$29.23)	\$96.87
8229039	941-847-5155	1321388	SPECTRUM COMMUNICATIONS INC	(\$180.00)	(\$217.04)	\$377.04
8288508	904-427-5280	1387591	CHARLIE COBB STATE FARM INSURA	(\$372.19)	\$0.00	\$372.19
8288518	904-445-4545	1328788	STATE FARM INS.	(\$190.00)	(\$69.25)	\$259.25
8318457	407-660-9400	1387821	PAYROLL 1 INCORP.	(\$1,372.41)	\$0.00	\$1,372.41
8318237	813-849-0047	1292488	JESSE'S MOVING SVC	\$0.00	(\$8.70)	\$8.70
8318222	941-283-1728	1394421	FLORIDA MARINE CONSTRUCTION	(\$134.33)	(\$51.47)	\$185.80
8341278	305-284-2080	1435298	EMERALDS INTERNATIONAL	\$0.00	(\$31.84)	\$31.84
8341383	305-892-9500	1396088	K.T.T. ENTERPRISES INC	(\$723.82)	(\$688.21)	\$1,381.83
8343855	407-870-2242	1333221	VIP MANAGEMENT GROUP INC	(\$182.21)	\$0.00	\$182.21
8344150	813-884-4718	1362601	UNIVERSITY PRODUCTS INC	\$0.00	(\$80.49)	\$80.49
8344153	813-863-1158	1382511	BARTER WORLD USA	\$0.00	(\$63.82)	\$63.82
8401857	904-623-2243	1370981	LEWIS FUNERAL HOME	\$0.00	(\$95.89)	\$95.89
8428847	613-382-1978	1384111	AAA TAX AND LIMO CO	\$0.00	(\$67.48)	\$67.48
8428854	613-838-7084	1404441	PRIMEDCO	(\$75.00)	(\$27.82)	\$102.82
8430748	941-494-7533	1440381	DE SOTO APPLIANCE	\$0.00	(\$17.76)	\$17.76
8430882	954-487-8308	1388831	LEIGH ROBINSON KERR & ASSOC. I	(\$67.38)	\$0.00	\$67.38
			<b>TOTALS</b>	<b>(\$18,062.37)</b>	<b>(\$8,831.59)</b>	<b>\$18,693.96</b>

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