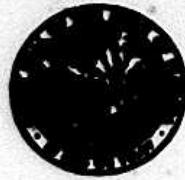


Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
SUSAN F. CLARK  
J. TERRY DEASON  
JOE GARCIA  
DIANE K. KIESLING



DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(904) 413-6600

COPY

# Public Service Commission

April 3, 1997

Mr. Anthony R. Catinella, President  
Strategic Telecom Systems, Inc.  
6420 Baum Drive  
Knoxville, TN 37919

RE: Refund for Ms. Tangerine Orr-Homburg.

Dear Mr. Catinella:

Another inquiry has been filed by Ms. Tangerine Orr-Homburg, 1300 N.W. 62 Avenue, Margate, Fl. 33603, concerning her request for a refund from Strategic Telecom Systems, Inc. (STS).

For your information I have attached a copy of the material Ms. Orr-Homburg forwarded to this Commission. The letter is self explanatory and is similiar to that of another complaint mailed to you on April 1, 1997 (Ms. Cynthia Burks).

Again for whatever the reason, STS has shown a lack of involvement and interest in refunding 90% of Ms. Orr-Homburg' initial investment. I remind you again, would it be in "the public interest" to grant STS a certificate (Docket No. 961421-TI) at the April 14, 1997 agenda conference to conduct intrastate telecommunication service in Florida?

It is staff's recommendation that due to the circumstances, instead of the 90% refund a full refund in the amount of \$328.68 be paid to Ms. Orr-Homburg.


Please respond in writing by April 11, 1997, regarding the complaint and why you believe STS is operating in the public interest.

ACK  
AFA  
APP  
CAL  
CMU  
CTR  
EAG  
LEG  
LIN  
OPC  
RCM  
SEC  
WAY

DOCUMENT NUMBER-DATE  
1330-488-45  
CONTACT@PSC.STATE.FL.US  
FPSC-RECORDS/REPORTING

Mr. Anthony R. Catinella  
April 3, 1997  
page two

If you have any questions, I can be reached at (904) 413-6586.

Sincerely,  
  
Thomas E. Williams, III  
Engineer  
Bureau of Service Evaluation

cc: Orr-Homburg  
Nowalsky  
Records and Reporting  
Pena, Legal  
TMS #2852

March 27, 1997

**Jim Strong  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399**

**Dear Mr. Strong,**

**I was referred to you by Ron & Dierdre Perks. They stated that you were helpful in their effort to receive a refund from STS, Inc. I too was a member and I have also requested a refund. My original request was in November and I have failed to hear word one from them regarding this matter. I did receive my return authorization number and followed their directions to the letter.**

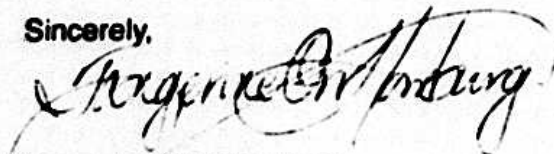
**I feel I have given this an ample amount of time, 4 months to be exact. I will be moving out of the area in a few months and I am concerned I will never get the refund that is due me.**

**I would appreciate any assistance that you could give me as I do not know the proper procedure in matters such as this.**

**If you would like to reach me by phone, my daytime number at work is (954) 359-9555, evenings at my home number listed above. I have included some paperwork that I feel may be helpful. If any other information is needed, please let me know.**

**Thanking you in advance for your help.**

**Sincerely,**



**Tangerine Orr-Homburg**



**cc: STS, Inc.**

Call Street Address for overnight shipping:  
1731 Lyons View Plaza, Knoxville, Tennessee 37919

**PRODUCT ORDER FORM A**

**USE BLACK INK ONLY.  
PLEASE PRINT WITH CAPITAL LETTERS.**

Only **ORIGINAL SIGNED FORMS** will be accepted. NO FAXES!

SOCIAL SECURITY NUMBER (or Fed. I.D. #)

066-27-0771

HOME PHONE #

1154-970-8000

**0214**

COMPANY NAME (Maximum of 17 Letters)

WORK PHONE #

INDEPENDENT REPRESENTATIVE'S LAST NAME

FIRST

MI

STREET NUMBER

STREET NAME

APT #

1660

NW 65 AVE

CITY

STATE

ZIP

MARGATE

FL 32003

**YOU MAY SELECT ONE OF THE FOLLOWING 10 ITEMS. CHECK ONE BOX ONLY.**

**Tri Pac Starter Series**

**Single Starter Series**

- 1351 TRI PAC STARTER SERIES - 900 minutes + 3 Bonus Collector Cards 747.00 600.00
- 1352 TRI PAC COMBO 9 30-min. cards, 27 10-min. cards, 300 minutes + 2 Collector Cards 727.00 600.00
- 1353 RETAIL TRI PAC 27 30-min. cards + 3 Bonus Collector Cards 747.00 600.00
- 1354 10-MIN TRI PAC 81 10-min. cards + 1 Bonus Collector Card 667.00 600.00
- 1355 10-MIN RETAIL TRI PAC 54 10-min. cards + 9 30-min. cards, 1 Bonus Collector Card 707.00 600.00
- 1356 RETAIL 10-MIN TRI PAC 18 30 min. cards + 27 10-min. cards, 2 Bonus Collector Cards 727.00 600.00

- 0930 RETAIL PAC - 9 30-min. cards + 1 Bonus Collector Card \$249.00 \$200.00
- 1001 STARTER SERIES - 300 minutes + 1 Bonus Collector Card 249.00 200.00
- 1004 27 10-min. PROMOTIONAL CALLING CARDS 229.00 200.00
- 1010 10 10-min. PROMOTIONAL CALLING CARDS 85.00 75.00

SubTotal > \$ 200.00

P.O. Boxes may NOT be used for shipping orders.

**SHIPPING & HANDLING**

**UPS 2 DAY (Continental US ONLY) \$10.00/PAK/NUMBER 24**

**UPS SERVICES AVAILABLE**

- Hawaii & Alaska...\$30.00
- Puerto Rico...\$35.00
- Virgin Islands...\$70.00

Sales Tax: Your State and Local Rate >

Total Enclosed >

Cashier's Check

Money Order

**"A PARTICIPANT IN THIS MULTILEVEL MARKETING PLAN HAS A RIGHT TO CANCEL AT ANY TIME, REGARDLESS OF REASON. CANCELLATIONS MUST BE SUBMITTED IN WRITING TO THE COMPANY AT ITS PRINCIPAL PLACE OF BUSINESS."**

By signing below, I acknowledge that I am an Independent Representative (IR) for Strategic Telecom Systems, Inc. (STS) I have enclosed my money order or cashier's check (Personal checks are NOT accepted) for the amount indicated above. I understand that once a package is opened, there is no refund for return of these prepaid long distance cards. For other than my initial order of product, I certify that I have sold to retail customers at least 70% of all STS products that I have previously purchased. I further certify that I have made five (5) retail sales within the last calendar month and that I will keep records of these sales for inspection by the company upon its request.

Signature X

*Therrence Howard*

Date 7/5/96

**OFFICE USE ONLY**

Product Order Form - A Form # 0214

Barcode area with empty boxes for tracking information.

# STB

**VERY IMPORTANT!**

PLEASE FILL OUT BOXED AREA NEATLY AS SHOWN, MAKING SURE NOT TO WRITE OUTSIDE OF BOXES.

**28543190HDEWRKD**

To insure proper processing of your information complete on shown in black or blue ink.

**IR APPLICATION AND AGREEMENT**

Date:     
 SOCIAL SECURITY NUMBER (or Fed. I.D. #)

COMPANY NAME

REGISTRATION REPRESENTATIVE'S LAST NAME

HOMBERG

POST TANGERINE

STREET NUMBER

1300

STREET NAME

W W B 2 AVE

CITY

MARSHAFTE

STATE

SD

ZIP

33063

PHONE NUMBER # 954-970-8004

PHONE NUMBER # 954-359-9555

Circle here for nonprofit charitable organization

**NOTE**

SPONSOR'S NAME (Attach FV form B purchase STB for Fed. I.D.)  
 Sponsor above. New Representatives will be placed under this SIC.  
 SOCIAL SECURITY NUMBER (or Fed. I.D. #)  
 F R E D D I N G T O W N

**VERY IMPORTANT**  
 SPONSOR'S Phone # > 407-952-1498  
 PLACEMENT Phone # > 941-637-0982

PLACEMENT STATE GREAT		Complete this section only if sponsor's name	
Sponsor above.	New Representative will be placed under this SIC.	SPONSOR'S NAME	PLACEMENT STATE
SOCIAL SECURITY NUMBER (or Fed. I.D. #)		SOCIAL SECURITY NUMBER (or Fed. I.D. #)	

<b>VERY IMPORTANT</b>	
PLACEMENT Phone # >	SPONSOR'S Phone # >
PLACEMENT Phone # >	SPONSOR'S Phone # >

By placing my signature below and attaching on the back side of this form, I acknowledge that I have carefully read all of the terms and conditions on both sides of this Application and Agreement.

I understand the terms and conditions contained in this Agreement and I agree to be bound by them.  
 I understand and agree that the company's Compensation Plan and Policies and Procedures are incorporated by reference into this Agreement.  
 I acknowledge that I have received a copy of each of those documents and that I have read the same and agree to be bound by the conditions contained therein.

I understand that no purchase or payment is necessary to become an IR OWNER. **SEND THE PURCHASE OF AN IR REPRESENTATIVE SALES KIT, which is available to all IR owners and representatives, via credit card or by mail. PURCHASE BY CREDIT CARD: SPONSORS, REPs, and Reps, who wish to purchase their IR SALES KIT.**

Yes! Please send me my Representative Sales Kit.  
 Payment enclosed by check, check or money order.  
 Send I have already received my Rep Kit from my Sponsor.  
**Kit Price:** \$99.00 plus your sponsor gives you in the game to the right >


Plus YOUR state and local sales tax: \$99.00 + \$95.00 = \$194.00  
 Price includes Shipping & Handling: \$104.00 + \$90.00 = \$194.00  
 Total Amount Enclosed > \$104.00 + \$90.00 = \$194.00

Make your money work for you

**+ FIRST UNION BANK CHECK \***

0328.68 1-5-96

**"A PARTICIPANT IN THIS MULTILEVEL MARKETING PLAN HAS A RIGHT TO CANCEL AT ANY TIME. READINESS OF REASON. CANCELLATIONS MUST BE SUBMITTED IN ORIGINAL WRITING TO THE COMPANY AT ITS PRINCIPAL PLACE OF BUSINESS."**

Signature  Date 7/5/96

SEND WHITE COPY TO: SPONSOR; MARSHAFTE SYSTEMS • YELLOW TO: A-D-E-R-G-H-I-K-L • PINK FOR B-S-O-U-S-O-K

**November 25, 1996**

**Strategic Telecom Systems, Inc  
ATTN: RETURNS  
6602 Deane Hill Drive  
Knoxville, TN 37919**

**Inventory of contents included for refund:**

- 1 - Career Manual and accompanying literature, brochures, etc.**
- 1 - STS Step to the Future Video - still packaged**
- 1 - STS Next Step to Success Video - still packaged**
- 1 - STS Audio Tape - Brand New**
- 1 - Retail Workbook**
- 3 - Vincent Van Gogh's Collector Series Cards**
- 28 - Good as Gold Prepaid Calling Cards (unused, pin number unexposed, 16 of which are due to expire 12/31/97)**

UPS

UPS 2nd Day Air

PAK 008205

See instructions on back. For additional information, call 1-800-PICK-UPS (800-742-5877).

S285 6052 549

SHIPMENT FROM

SHIPPER'S UPS BILLING NO. PHONE NO. 362-X19

REFERENCE NUMBER MA # 77854 (954) 970-8004  
NAME ANIGUZINE HOMBURG TELEPHONE (954) 970-8004  
COMPANY

REET ADDRESS 300 NW 62 AVE  
TY TARGATE, STATE FL ZIP CODE 33063

DELIVER TO

NAME ITTN: RETURNS TELEPHONE (423) 584-4460  
COMPANY STRATEGIC TELECOM SYSTEMS INC.  
REET ADDRESS 602 DEANE HILL DRIVE DEPT./FLOOR  
TY NOXVILLE TN STATE TN ZIP CODE 37919

<input type="checkbox"/> SATURDAY PICKUP <small>See instructions</small>	\$	17.00
<input type="checkbox"/> DECLARED VALUE AMOUNT <small>Contents are automatically protected up to \$100 For declared value over \$100, see instructions</small>	\$	.35
<input type="checkbox"/> COD AMOUNT <small>RECORD: extra amount to be collected upon delivery. See instructions. UPS COD tag is required.</small>	\$	
<input type="checkbox"/> An Additional Handling Charge applies for certain items. See instructions	\$	
	\$	17.35

<input checked="" type="checkbox"/> Ins. Coverage	<input type="checkbox"/> Bill Receiver	<input type="checkbox"/> Ins. Third Party	<input type="checkbox"/> Register & Print	<input type="checkbox"/> Master Card	<input checked="" type="checkbox"/> VISA	<input type="checkbox"/> M/C	<input type="checkbox"/> UPS Net Card
RECORD ACCOUNT NO. IN SECTION 9							

RECEIVER'S THIRD PARTY'S UPS ACCOUNT NO. OR MAJOR CREDIT CARD NO. EXPLANATION

THIRD PARTY'S COMPANY NAME

STREET ADDRESS

CITY STATE ZIP CODE

SHIPPER'S SIGNATURE X *[Signature]* DATE 11/11/95

SHIPPER'S COPY

It is the shipper's responsibility to insure the contents of the shipment. The shipper hereby warrants and agrees that the shipment value of each item shipped by this carrier is \$100. There is a maximum weight and maximum length and the maximum number of packages per shipment is 100. There are no restrictions on the number of packages of the same size and weight. The carrier does not have the right to refuse to transport any shipment.

020191125 2/94 W



**STRATEGIC Telecom Systems, Inc.**

*"The Right Solution For Financial Success"*

**Merchandise Return Procedure**

Date: 11-21-96

Dear: Ingerini

We recently received your inquiry about returning merchandise. Your refund will be ninety percent (90%) of the price paid by you for product returned in reusable and resalable condition, including sales tax, less all commissions, bonuses or rebates already paid to you on these products or sales aids.

You are not required to return merchandise in order to resign. To date, our records indicate that you have received commissions totaling \_\_\_\_\_. This amount will be deducted from your refund. If you choose to resign as a Representative and not return merchandise, please indicate on the back side of this form and return via certified mail.

Reusable and resalable merchandise does not include the following:

- partially used
- pin number exposed
- damaged
- outdated (expired or due to expire within six months)
- premier series orders
- products delivered in envelopes with security seals broken

If you choose to return merchandise for a refund and resign, please complete the back side of this form and ship all reusable and resalable merchandise to:

Strategic Telecom Systems, Inc.  
ATTN: RETURNS  
6602 Deane Hill Drive  
Knoxville, TN 37919

All freight and insurance costs of shipping the product back must be prepaid by you. The exterior of the package must have a return authorization number prominently displayed or the package will be returned to you. A separate return authorization number must be obtained for each account. Multiple returns on a single return authorization number will not be processed. Your return authorization number is:

RMA# \_\_\_\_\_

After completing the back side of this form please insert it in your package before shipment. Thank you for your help in expediting your refund.

Sincerely,

STS Support Services

6420 Baum Drive • Knoxville, TN 37919 • (423) 584-4460 • FAX (423) 450-5076



## RESIGNATION INFORMATION

Please initial one of the following options.

           I wish to resign as an Independent Representative for Strategic Telecom Systems, Inc.  
I will not be forwarding any product or sales aids for refund.

SR I wish to resign as an Independent Representative for Strategic Telecom Systems, Inc.  
I have enclosed materials for a refund of ninety percent (90%) of the price I paid,  
including sales tax, less all commissions, bonuses or rebates already paid to me by  
Strategic Telecom Systems, Inc.

Please complete all requested information below.

Social Security Number \_\_\_\_\_

Address 1300 NW 62 Avenue

Margate, FL 33063

Phone (954) 970-8004

I, Tangerine Homburg, resign as an Independent Representative for Strategic  
Telecom Systems, Inc.

In consideration of this refund, and as part of the eligibility for this refund, I hereby forever  
release, discharge, and acquit Strategic Telecom Systems, Inc., 6420 Baum, Knoxville,  
Tennessee, its officers, agents, successors, and assigns, from any and all claims, damages, or other  
relief, relating to my Independent Representative Agreement with Strategic Telecom Systems,  
Inc., or relating to my solicitation as an Independent Representative with Strategic Telecom  
Systems, Inc., my sponsorship as an Independent Representative into Strategic Telecom Systems,  
Inc., or my experience as an Independent Representative with Strategic Telecom Systems, Inc.

I understand that Strategic Telecom Systems, Inc., will inspect the products and sales aids being  
returned by me and will issue a refund check within a reasonable time from the date said products  
and sales aids are received. I further understand that making unnecessary calls to check the status  
of my refund may delay the normal processing time.

SIGNATURE

T. Homburg

DATE 11-25-96