

Talbott
Vandiver

WJ

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

MEMORANDUM

January 22, 1998

RECEIVED

JAN 22 1998

1:50
FPSC - Records/Reporting

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

FROM: DIVISION OF LEGAL SERVICES (BOX, BOWMAN) *WJC*
DIVISION OF COMMUNICATIONS (BIEGALSKI) *KB*
DIVISION OF CONSUMER AFFAIRS (DURBIN) *KB*

RE: DOCKET NO. ~~971403-TI~~ - INITIATION OF SHOW CAUSE
PROCEEDING AGAINST LCI INTERNATIONAL TELECOM CORP. FOR
VIOLATION OF RULE 25-4.118, FLORIDA ADMINISTRATIVE CODE,
INTEREXCHANGE CARRIER SELECTION

AGENDA: 02/03/98 - REGULAR AGENDA - INTERESTED PERSONS MAY
PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:\PSC\CMU\WP\971487TI.RCM

CASE BACKGROUND

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

Thereafter, from August 11, 1994, until January 13, 1998, the Commission's Division of Consumer Affairs has closed 88 complaints against LCI as unauthorized carrier change (slamming) infractions in apparent violation of Rule 25-4.118, Florida Administrative Code. Other complaints have been received by the Division of Consumer Affairs and are pending resolution.

In addition to staff's investigation into slamming complaints, 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. In Order Number PSC-98-0069-PCO-TI, Docket Number 971403-TI was consolidated with this docket.

DOCUMENT NUMBER-DATE

~~971403-TI~~ JAN 22 98

FPSC-RECORDS/REPORTING

DOCKET NO. 971487-11
DATE: January 22, 1998

According to LCI's responses to the consumer complaints, the company utilized various methods of obtaining new long distance customers. LCI used independent representatives, sweepstakes, inbound sales representatives, and direct representatives. 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.

In light of the numerous complaints received from consumers and the claims of forgery, it is staff's opinion that LCI has apparently violated Commission rules and has not established sufficient safeguards to protect consumers from unauthorized carrier changes. Therefore, staff believes the following recommendations are appropriate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission order LCI to show cause why it should not have Certificate Number 2300 canceled or be fined \$10,000 per violation for a total of \$880,000 for failure to comply with Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection?

RECOMMENDATION: Yes. The Commission should order LCI to show cause in writing within 20 days of the effective date of the order why it should not have Certificate Number 2300 canceled or be fined \$10,000 per violation for a total of \$880,000 for failure to comply with Rule 25-4.118, Florida Administrative Code. Any collected fine monies should be forwarded to the Office of the Comptroller for deposit in the state General Revenue Fund pursuant to Section 364.285(1), Florida Statutes. (Biegalski)

STAFF ANALYSIS: Staff reviewed the numerous complaints received in the Division of Consumer Affairs regarding LCI's alleged slamming infractions. Staff's review has identified complaints from consumers regarding LOAs from customers other than the customer of record, and unauthorized carrier changes occurring due to consumers calling the customer service center.

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

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DATE: January 22, 1998

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; or

(b) the customer initiates a call to an automated 800 number and through a sequence of prompts, confirms the customer's requested change

Staff is concerned that adequate steps have not been taken by LCI to prevent unauthorized carrier changes and to ensure compliance with the rules of the Florida Public Service Commission.

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, Pages 6-10)

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, Pages 11-20)

On August 19, 1996, Ms. Donna Picerno contacted staff and stated that her long distance service was switched without authorization. She stated that she realized the change when she received her telephone bill. LCI's report stated that the company received an LOA signed by Mr. Randy Waters. The company considered it to be valid and forwarded it for processing. Further investigation determined that the signature on the LOA did not match the person authorized to make decisions regarding the long distance service. (Attachment C, Pages 21-24)

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DATE: January 22, 1998

On March 22, 1996, Mr. Robert Cranmer contacted staff and stated that his 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, a keying error occurred and consequently, Mr. Cranmer's telephone number was routed to LCI's network. (Attachment D, Pages 25-26)

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 E, Pages 27-29)

LCI has not satisfied staff 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. 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).

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

Based on the number of complaints received by the Division of Consumer Affairs, and the 88 complaints closed by the Division of Consumer Affairs as apparent violations of Rule 25-4.118, Florida Administrative Code, staff believes that LCI does not have adequate safeguards, as well as the managerial and technical ability to protect consumers from unauthorized carrier changes. Accordingly, staff believes that there is sufficient cause to order LCI to show cause in writing within 20 days of the effective date of the order

DOCKET NO. 971487-TI
DATE: January 22, 1998

why it should not have Certificate Number 2300 canceled or be fined \$10,000 per infraction for a total of \$880,000 for its apparent violations of Rule 25-4.118, Florida Administrative Code.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: If staff's recommendation in Issue 1 is approved, then LCI will have 20 days from the issuance of the Commission's show cause order to respond in writing why it should not have Certificate Number 2300 canceled or be fined in the amount proposed. If LCI timely responds to the show cause order, this docket should remain open pending resolution of the show cause proceeding. If LCI does not respond to the Commission's Order to Show Cause, the fines should be assessed. If LCI fails to respond to the Order to Show Cause, and the fines are not received within five business days after the expiration of the show cause response period, LCI's certificate should be canceled and this docket closed administratively. (Cox, Bowman)

STAFF ANALYSIS: If staff's recommendation in Issue 1 is approved, then LCI will have 20 days from the issuance of the Commission's show cause order to respond in writing why it should not have Certificate Number 2300 canceled or be fined in the amount proposed. If LCI timely responds to the show cause order, this docket should remain open pending resolution of the show cause proceeding. If LCI does not respond to the Commission's Order to Show Cause, the fines should be assessed. If LCI fails to respond to the Order to Show Cause, and the fines are not received within five business days after the expiration of the show cause response period, LCI's certificate should be canceled and this docket closed administratively.

Name HANCOCK, TALBOT (NELLIE)

Company LCI INTERNATIONAL TELECOM CORP.

Request No. 1721091

Address GLEN JACKSON, SON IN LAW

Attn. MICHELLE LANDOW 172109

By DBM Time 5:08 PM Date 05/12/97

123 HANCOCK LANE

Consumer's Telephone # (904)-476-6767

To CO. Time FAX Date 05/12/97

City/Zip PENSACOLA 32503 County ESC

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Response Y

Infraction LS-13H

Closed by DBM Date 07/11/97

Reply Received T

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

ATTACHMENT A
DOCKET NO. 971487-T1
JANUARY 22, 1998

1
1



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. 1721091

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 (must be EXACTLY as on phone bill)

[Redacted]

LAST NAME: HANCOCK

FIRST NAME: TALBOT

AREA: L SEC. SEC. # 442000

NO. 123 HANCOCK Lane

CITY: Pensacola

FL 32503 7704

Present Long Distance Carrier: ATT

An Long Distance Profile of your Identity: 35

[Redacted]

RESIDENTIAL

BUSINESS

ACCOUNT NO. - 904

904 476 6767

WORLDCARD #1

FIRST NAME: Talbot

LAST NAME: HANCOCK

WORLDCARD #2

FIRST NAME: Mellie

LAST NAME: HANCOCK

Extend Your Swap Option (\$30 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 carriers. Selection of LCI will apply to the telephone number(s) listed on this form. I understand that I may designate only one interexchange carrier for any one telephone number for business usage, and hereby designate LCI as my primary carrier for all long distance service, including domestic, interstate, international (where applicable) and international.

CUSTOMER SIGNATURE: *Talbot Hancock*

DATE: 2-20-97

Representative Signature: *Michael Chambers*

SOC. SEC. # 555 94 3735

Michael Chambers

1-8

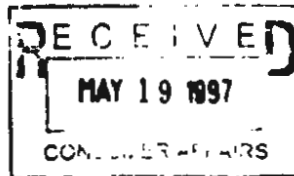
ATTACHMENT A
DOCKET NO. 971487-T1
JANUARY 22, 1998



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. 1721091

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 (Must be EXACTLY as on phone bill)



LAST NAME Hancock

FIRST NAME Talbot

AREA CODE L SEC. 1 OF FED. 01

NO. 123 Hancock Lane

CITY Pensacola

ZIP CODE FL 32503 7704

Personal Long Distance Center Att

As Long Distance Portion of your Monthly Bill 35



RESIDENTIAL

BUSINESS

CHARGE LINE

CHARGE LINE

904 476 6767

WORLD CARD #1

FIRST NAME Talbot

LAST NAME Hancock

WORLD CARD #2

FIRST NAME Nellie

LAST NAME Hancock

Extend Your Month Option (\$50 per year minimum)

My signature on this form authorizes LGI International to act as my agent to verify 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 interchange carrier for any one telephone number for interstate usage, and hereby designate LCI as my primary carrier for all long distance service, including interstate, intrastate, international (where applicable) and international.

CUSTOMER SIGNATURE Talbot Hancock

DATE 2-20-97

Representative Signature Michael Chambers

SEC. SEC. 1 OF FED. 01 555 94 3735

michael chambers

ATTACHMENT A
DOCKET NO. 871487-TI
JANUARY 22, 1998

Name MONROE, ALICE R. Company LCI INTERNATIONAL TELECOM CORP.
Address 607 DETROIT BLVD. Attn. MICHELLE LANDOW - 177563L
City/Zip PENSACOLA 32534 County ESC Can Be Reached _____
Account Number _____ Date _____
Company Contact _____ Limited Response

Request No 177563L
By CRP Time 9:53 AM Date 06/30/97
To CO Time FAX Date 07/01/97
Type S Form MAIL
Category G1-07
Infraction _____
Closed by MEP Date 10/20/97
Reply Received T

Customer says the following:

Her long distance service was switched without her knowledge.

Customer's PIC is ATBT.

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

Notify Micro 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 PSC with a report and proof of authorization.

c: Commissioner Bob Crawford
DACS

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

10/20/97 Closed by letter. Refiled inquiry #1905861.

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-8850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Carmen Pena

DUE: 07/17/97

ATTACHMENT B
DOCKET NO. 971487-T1
JANUARY 22, 1998

ATTACHMENT B
DOCKET NO. 971487-T1
JANUARY 22, 1998

COMMISSIONERS
JULIA L. JOHNSON, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
DANIE K. KIESELING
JOE GARCIA

STATE OF FLORIDA



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

Public Service Commission

October 23, 1997

Ms. Alice R. Monroe
607 Detroit Boulevard
Pensacola, FL 32534

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 concerns. 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 indicate 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 1-800-342-3552.

Sincerely,

A handwritten signature in cursive script that reads "Ellen Plendl".

Ellen Plendl
Regulatory Specialist I
Division of Consumer Affairs

MEP:ewe

Via Fax: 904-413-6362

July, 2, 1997

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



Re: Complaint filed by Alice R. Monroe; File No. 177563L

Dear Ms. Pena:

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 interexchange carrier (PIC) code change was not initiated with respect to this complainant.

As the enclosed letter of agency demonstrates, Joe Monroe authorized LCI to provide service for the telephone number 904-476-8815 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 accrued to the account. This credit will appear on the complainant's LEC 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) 848-4465.

Sincerely,

Michelle Landow

Michelle Landow
Tariff Specialist

AUTHORIZATION TO CHANGE LONG DISTANCE CARRIERS

0163359



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

LAST NAME Monroe

FIRST NAME Joe

MOBILE A SOC. SEC. # [REDACTED]

NO. 607 West Detroit Blvd #1

CITY Pensacola FL 32534 3609

Present Long Distance Carrier A++

Air Long Distance Portion of your Monthly Bill \$ 35

RESIDENTIAL BUSINESS OTHER LINE

MOBILE LINE - 900

904 476 8815

WORLD CARD #1

FIRST NAME Joe A LAST NAME Monroe

FIRST NAME [REDACTED]

LAST NAME [REDACTED]

Extend Your Reach Option (\$80 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 carriers. Selection of LCI will apply to the telephone number(s) listed on this form. I understand that I may discontinue only one international service for any one telephone number for interstate usage, and hereby designate LCI as my primary carrier for all long distance service, including interstate, international, international-inland (where applicable) and international.

CUSTOMER SIGNATURE *Joe Monroe*

DATE 2-16-97

Representative Signature *Tina M. Hooks*

SOC. SEC. # 560 79 8280

REPRESENTATIVE PLEASE PRINT TINA M HOOKS

Order is processed through LCI International and its affiliated long distance network

White Copy - OFFICE White Copy - REP. Pink Copy - CUSTOMER BSNF ACH-000 ACH #1000

TOTAL P. 02 PAGE 02

-14-

JUL-02-1997 11:05

ATTACHMENT B DOCKET NO. 971487-TI JANUARY 22, 1998

JUL 02 '97 11:04

ATTACHMENT B
DOCKET NO. 971487-TI
JANUARY 22, 1998

STATE OF FLORIDA

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



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

Public Service Commission

July 8, 1997

Ms. Alice R. Monroe
607 Detroit Blvd.
Pensacola, FL 32534

Dear Ms. 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,

A handwritten signature in cursive script that reads "C. R. Pena".

Carmen R. Pena
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

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

Person Complaining		Business or Person Complained Against	
Mrs/Ms Mrs/Mr	<u>MONROE Alica R.</u> (Last Name, First Name, Mid Initial)	<u>MICRONILE Applications</u> (Use full, legal name)	
Address:	<u>607W Detroit Blvd</u> <u>Pensacola FLA Escambia</u> (City) (County)	Address	<u>NO ADDRESS AVAILABLE</u> (City) (County)
	<u>FLA</u> <u>32534</u> (State) (Zip Code)		(State) (Zip Code)
Telephone (HM)	<u>(904) 476-8815</u>	Telephone	()
(WK)	()		

Product or service involved Telephone Service
Date of purchase _____ Cost of product or service _____
Did you sign a contract or any other similar papers? NO When? 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? ✓

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

Vehicle Year	Make	Model	Date Purchased
Purchases New	Demo	Leased	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? _____			

(Perla) 1775462

Explain your complaint fully, describing events in the order they occurred. (Use additional sheets if necessary.) REMEMBER TO TYPE OR PRINT CLEARLY.

They (MIA) CLAIMED I ordered them to switch my Long Distance from AT&T to them which I DID NOT do verbally or otherwise. I plainly told them I wanted to I was not interested in changing to anyone else. I was not aware my bill had been changed until my bill came in in April under the LC International name. I called AT&T & told them to switch me back which they did. I have paid all charges 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

§ 775 082, § 775 083, or § 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 activities of this business/individual and to seek any assistance you may be able to render.

Alicia R. Menzies
(Signature)

RETURN COMPLETED COMPLAINT FORM TO:
FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

Division of Consumer Services
Mayo Building
Tallahassee, Florida 32399-0800

(904) 488-2221
1-800-HELPFLA (Florida Only)

(1 page)
177563 L



ALICE MONROE
Account Number: 904 476-8815 427 0567
Bill Period Date: Apr 25, 1997

For LCI INTERNATIONAL Billing Questions, Call 1 800 860-2255

Detailed Statement of Charges

<i>Itemized Calls</i>							<u>Amount</u>
<i>Direct Dialed Calls</i>							
<i>Date</i>	<i>Place Called</i>	<i>Number Called</i>	<i>Rate*</i>	<i>Time</i>	<i>Min</i>		
1. 03/22	ROBERTSOL AL	334 947-6392	AR	10:57AM	0.5	.06	
2. 03/22	GRAND BAY AL	334 865-5350	AR	06:30PM	6.4	.77	
3. 03/23	GRAND BAY AL	334 865-5350	AE	07:29PM	0.5	.07	
4. 03/23	GRAND BAY AL	334 865-5350	AE	08:25PM	17.7	2.48	
5. 03/30	GRAND BAY AL	334 865-5350	AE	06:57PM	3.8	.54	
6. 04/02	BAYMINETTE AL	334 937-8447	AE	06:44PM	4.9	.69	
7. 04/03	BAYMINETTE AL	334 937-8447	AE	05:37PM	1.1	.16	
8. 04/04	OXFORD CA	805 984-4133	AR	07:18AM	14.8	1.78	
						<u>6.55</u>	

-18-

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.: MAI-55590**

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

I am advised that you are presently indebted to MAI 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 MAI.

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 MAI 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 Extention 56.

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

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 PICERNO, DONNA

Company LCI INTERNATIONAL TELECOM CORP.

Request No. 1369861

Address 11229 RUSTIC PINE CIRCLE

Attn. SHERRI RONNEBAUM 1369861

By SAS Time 2:25 PM Date 08/19/96

Consumer's Telephone # (904)-268-7152

To CO Time FAX Date 08/19/96

City/Zip JACKSONVILLE 32257 County DUY

Can Be Reached (904)-268-7152

Type S Form Phone

Account Number _____

Note RARE/NOI

Category _____

Company Contact _____

Limited Response N

Infraction LS-13C

Closed by MEP Date 09/11/96

Reply Received I

Ms. Picerno says that her long distance service was switched from AT&T without her authorization, and she found out about the switch when she received her July bill. She says that she had AT&T's True Savings and True Reward calling plans, and she objects to the unauthorized switch. (PLEASE INVESTIGATE AND PROVIDE A DETAILED WRITTEN REPORT INCLUDING LOA/TAPE AND APPLICABLE CREDITS FOR THE SWITCHING FEES AND LONG DISTANCE CALLS AFTER YOUR CONTACT WITH THE CUSTOMER.)

8/22 Report with explanation and credit.
File closed.

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:

Shirley Stokes

DUE: 09/04/96

ATTACHMENT C
DOC#ET NO. 971487-TI
JANUARY 22, 1998

-21-



LEGAL DEPARTMENT
4650 Lakhurst 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: Shirley Stoker

COMPANY: Florida Public Service Commission

FAX NUMBER: 904.413.6362

DATE: 8/22/98

TIME: 10:42 am

FROM: Sheri Ronnebaum
Regulatory Analyst

PHONE NO.: (814) 798-8813

FAX NO.: (814) 798-8488

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

Page 1 of 3 Pages (including this cover page)

COMMENTS: Re. Donna Peirino

sch1naseoffan1

LCI International
Worldwide Telecommunications

Via Fax: 904-613-6362

August 22, 1996

Ms. Shirley Stokes
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Picozo, Donna; File No. 1369861

Dear Ms. Stokes:

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

As the enclosed letter of agency demonstrates, Mr. Randy Waters authorized LCI to provide long distance service for 904-268-7152. Mr. Waters represented to LCI that he had the authority to request LCI service for that number. As such, LCI maintains the account was properly established. The complainant contacted LCI on August 19, 1996 to discuss this matter. The customer service representative explained that a Mr. Waters had established service and disconnected the account pursuant to the complainant's request. In addition, the LCI customer service representative issued a courtesy credit of \$39.06 to the account. This credit constitutes the difference between the rates charged by LCI and the rates the complainant would have been charged by her carrier of choice, as well as the fees involved in routing the line to the LCI network. No further action will be taken by LCI at this time.

Should you have any questions regarding this matter, please contact me at (614) 798-6813.

Sincerely,



Sherri Ronnebaum
Regulatory Analyst

Enclosure

ATTACHMENT C
DOCKET NO. 971487-T1
JANUARY 22, 1998

AT&T Interactions
A very different long distance phone company

Authorization to change long distance carriers

RANDY WATERS
11207 SANDY PT. BLVD
JACKSONVILLE FL 32257

Account No. [] [] [] [] [] [] [] [] [] []
Billing Address (please use printed address)

By **AT&T** \$5.00

RESIDENTIAL BUSINESS
Add'l Chg. Fee Number

I have requested this service. Contact me with any questions.
REGALIA

If you require additional information, call 1-800-451-4515. This form is valid for 30 days from the date of completion. If you do not receive a call from us within 30 days, you may need to reauthorize this service. Please allow 4-6 weeks for service to be activated. Service may be suspended if you do not pay your bill on time. Service may be terminated if you do not pay your bill on time. Service may be terminated if you do not pay your bill on time.

Signature: **REGALIA VANDERBEEK**
Phone: **42 8442**
Address: **Puttini Med...**

1-800-451-4515 1-800-451-4515 1-800-451-4515

Name CRAMER, ROBERT

Company LCI INTERNATIONAL TELECOM CORP.

Request No. 1183881

Address 14829 SW 80 STREET #103

Attn. SHERI BONNEBAUM 118388

By SAS Time 11:22 AM Date 03/22/96

Consumer's Telephone # (305)-386-3204

To CO Time FAX Date 03/22/96

City/Zip MIAMI 33193 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Date KEYMURCH

Category _____

Company Contact _____

Limited Response M

Infraction LS-130

Closed By MEP Date 04/16/96

Reply Received L

The customer said his service was switched without his authorization to LCI from AT&T. He would like any credit for switching fees, and he would like his calls rerated. Please provide proof of authorization, and follow up by the date below.

04-10 report indicating error and crediting switch fee. No usage charges

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:

Shirley Stokes

DUE: 04/08/96

-52-

ATTACHMENT D
DOCKET NO. 971487-T1
JANUARY 22, 1998



April 10, 1996

Ms. Shirley Stokes
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Cranner, Robert; Request No. 1183881

Dear Ms. Stokes:

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 processed with regard to the complainant.

The complainant's telephone line was routed to the LCI network for long distance service as the result of an error in establishing an account for another LCI customer. Rather than servicing our customer's telephone line, LCI inadvertently established an account under the complainant's telephone number. In the interest of customer service, LCI has applied a credit of \$10.00 to the complainant's account. This credit constitutes the switching fees assessed to the complainant for switching his long distance carrier to LCI and the fee for returning to his carrier of choice. The complainant did not accrue long distance charges while his line was routed to LCI. No further action will be taken by LCI at this time.

LCI apologizes for any inconvenience this situation has caused the complainant. Should you have any questions regarding this matter, please contact the undersigned at (614) 798-6813.

Sincerely,

A handwritten signature in cursive script that reads "Sherri Ronnebaum".

Sherri Ronnebaum
Regulatory Analyst

Name QUINONES FUENTES, CARMEN
Address 1610 SANDUSKY STREET
SOUTH EAST
City/Zip PALM BAY 32909 County BRE
Account Number _____
Company Contact _____

Company LCI INTERNATIONAL TELECOM CORP.
Attn. MICHELLE LANDOW - 1743991
Consumer's Telephone # (407)-676-7037
Can Be Reached _____
Note _____
Limited Response N

Request No. 1743991
By CRP Time 1:32 PM Date 06/02/97
To CO Time FAX Date 06/02/97
Type S Form Phone
Category _____
Infraction LS-13C
Closed by CRP Date 10/13/97
Reply Received T

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.

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:

Carmen Pena

DUE: 06/17/97

ATTACHMENT E
DOCKET NO. 971487-TI
JANUARY 22, 1998

- 27 -

ATTACHMENT E
DOCKET NO. 971487-TI
JANUARY 22, 1998

COMMISSIONERS
JULIA L. JOHNSON, CHAIRMAN
J. TERRY OLSON
SUSAN F. CLARK
DEANE K. KERR, SR.
JOE GARCIA

STATE OF FLORIDA



DIVISION OF CONSUMER AFFAIRS
BEVERLY DEBILLO
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

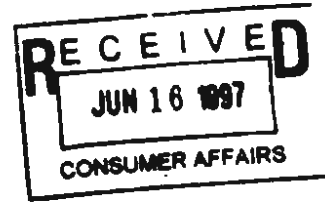
Attachments: Company report
Slamming Special Report

LCI International
Worldwide Telecommunications

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,

Michelle Landow

Michelle Landow
Tariff Specialist