

ORIGINAL

REQUEST TO ESTABLISH DOCKET  
(PLEASE TYPE)

Date 06/11/98

Docket No. 980739-TT

1. Division Name/Staff Name Legal/Pellegrini

2. OPR Legal Services/Pellegrini

3. OCR Communications/Isler

4. Suggested Docket Title Initiation of Show Cause Proceedings Against Total National Telecommunications, Inc. d/b/a Total World Telecom ("TWT") for Violation of Rules 25-4.043, F.A.C., Response to Commission Staff Inquiries, 25-24.480(2)(a)(b), F.A.C., Records and Reports: Rules Incorporated, and 25-24.935, F.A.C., Discontinuance of Service

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

Total National Telecommunications, Inc. d/b/a Total World Telecom ("TWT")

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

2. Interested Persons and their representatives (if any)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

6. Check one:

- Documentation is attached.
- Documentation will be provided with recommendation.

I:\PSC\RAR\MP\ESTDKT.  
PSC/RAR 10 (Revised 01/96)

DOCUMENT NUMBER-DATE

06227 JUN 11 98

FPSC-RECORDS/REPORTING

Name J. A.

Company TOTAL WORLD TELECOM ("TWT") (TOTAL

Request No. 214681R

Address C/O BOX 152-D

Attn. \_\_\_\_\_

By PJI Time 10:37 AM Date 05/26/1998

City/Zip BURLY 98322 County DADE

Consumer's Telephone # \_\_\_\_\_

To \_\_\_\_\_ Time BLANK Date / /

Account Number \_\_\_\_\_

Can Be Reached \_\_\_\_\_

Type S form MAIL

Caller's Name J. A.

Note \_\_\_\_\_

Category IS-06

Informal Conf. \_\_\_\_\_ Outreach OTHER

Infraction \_\_\_\_\_

Closed by PJI Date 06/10/1998

Reply Received L

Customer advised that he purchased a prepaid calling card and the 800 numbers have been disconnected. He stated he never used any time on the card and is out \$20. Please investigate and respond in writing by June 10, 1998. I can be reached at (850) 413-6502-voice, 413-6503-fax, and by internet e-mail at pislser@psc.state.fl.us.

06/03/98 - My letter to the company was returned by the Post Office marked "Undeliverable as addressed" and "Forwarding Order Expired".

06/05/98 - I called the number listed in MCD and received a recording that the number has been disconnected or is no longer in service.

06/10/98 - I discussed with Rick Moses and he advised me to show cause/cancel this company's certificate. Case Closed.

## 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:

PAULA ISLER

DUE: 06/10/1998

State of Florida  
**Public Service Commission**

2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850



*[Handwritten signature]*

Ms. Gloria Cross  
Director of Regulatory Affairs  
Total World Telecom  
1001 Fannin, Suite 300  
Houston, TX 77002



STATE OF FLORIDA

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



DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

**Public Service Commission**

May 26, 1998

J. A.  
c/o Box 152-D  
Burly, WA 98322

Dear J. A.:

This will acknowledge receipt of your recent letter concerning Blackstone and Total World Telecom. We will investigate and get back in touch with you in about thirty (30) days.

In the meantime, if you have any questions, please let me know. I can be reached at (850) 413-6502-voice, (850) 413-6503-fax, and by internet e-mail at [pisler@psc.state.fl.us](mailto:pisler@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Paula J. Isler".

Paula J. Isler  
Research Assistant  
Bureau of Service Evaluation

c: File No. 214679R and 214681R

STATE OF FLORIDA

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



DIVISION OF COMMUNICATIONS  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

**Public Service Commission**

May 26, 1998

Ms. Gloria Cross  
Director of Regulatory Affairs  
Total World Telecom  
1001 Fannin, Suite 300  
Houston, TX 77002

Dear Ms. Cross:

Enclosed is a consumer complaint. Please investigate and respond, in writing, to all the consumer's concerns within fifteen (15) days from the date of this letter, no later than June 10, 1998.

If you have any questions or wish to discuss this, please let me know. I can be reached at (850) 413-6502-voice and (850) 413-6503-fax.

Sincerely,

A handwritten signature in cursive script that reads "Paula J. Isler".

Paula J. Isler  
Research Assistant  
Bureau of Service Evaluation

Enclosure

cc: File No. 214681R

MAILING AND LIAISON INFORMATION

AS OF 05/26/1998

Total World Telecom ("TWT") (Total National Telecommunications, Inc. d/b/a) (TI300)

Mailing name

Total World Telecom ("TWT")

Company code

TI300

Mailing address

Total World Telecom ("TWT")  
1001 Fannin, Suite 300  
Houston, TX 77002

Company liaison(s)

Mike Irwin, Vice President  
Gloria Cross, Director of Regulatory Affairs

FAX number(s)

(713) 308-1062

4:14  
6/5  
# disconnected  
or no longer in  
service

COMPANY INFORMATION

AS OF 05/26/1998

Total World Telecom ("TWT") (Total National Telecommunications, Inc. d/b/a) (TI300)

Location address

Total World Telecom ("TWT")  
1001 Fannin, Suite 300  
Houston, TX 77002

Regulation date

12/23/1994

Certificate(s)

3600

Corporate type

Corporation

Services provided

OSP. SWR. PDC

# OFFICE OF THE ATTORNEY GENERAL



THE CAPITOL

TALLAHASSEE, FLORIDA 32399-1050

ROBERT A. BUTTERWORTH  
*Attorney General  
State of Florida*

May 15, 1998

RECEIVED

MAY 20 1998

CMU

J.A.  
Box 152 - D  
Burly, WA 98322

Dear Sir or Madame:

The Attorney General's Office is in receipt of your letter regarding Blackstone and Total World Telecom prepaid calling cards.

In an effort to be of assistance, I have taken the liberty of forwarding your correspondence to the Florida Public Service Commission, the state agency which regulates investor-owned utilities including long distance carriers. The telephone number is (850)413-6100, or toll-free (800)342-3552 from within Florida.

I hope this referral proves helpful. Thank you for contacting the Florida Attorney General's Office.

Sincerely,

Paula Wood  
Administrative Assistant

PW/flw

cc: Public Service Commission  
Consumer Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850



Attorney General  
The Capitol, P.O.  
Tallahassee, Florida 32399-0100

Trans. 202 April 78  
Co. of Utilities

03/22/87 11:00 AM

Find enclosed a copy of two (2) prepaid cards both homebased out of Florida. Both of these issuers have disappeared(?). Both have had their tie lines (The 1-800's) disconnected. Please furnish me with a location <sup>where</sup> that they may be reached by mail. I sure would like to get my money's worth out of their cards, or is it too late? Do you have a complaint list on those two issuers?

#1) Blockbuster / Unicali Phone Card > 103 minutes remaining  
Tallahassee

#2) Total World Telecomm / Unlimited Prepaid Calling Card

TWC Hollywood, Florida

Account used out 2/21

w/ regards

J.A.  
Po Box 152-D  
Berly, Wash  
98322

**BLACKSTONE**

MIAMI, FLORIDA

PIN 343 2367 1002

131  
Thomson-Matteson

**1 Dial: 1-800-563-8712**

Listen and follow the instructions.

2. When prompted, enter the PIN number located above.

3. Domestic Calls: Dial 1 + Area Code + Telephone Number

International Calls: Dial 011 + Country Code + City Code + Local Number

**1 Marque: 1-800-563-8712**

Escuche y siga las instrucciones.

2. Marque el número PIN (vease arriba) cuando se lo indique.

3. Llamadas Domésticas: Marque el 1 + Código de Área + el Número de Teléfono

Llamadas Internacionales: Marque 011 + Código del País + el Código de la Ciudad + el Número de Teléfono Local

Valid Through

**4558949**

Customer Service/ Servicio al Cliente: 1-800-553-9815

Terms and conditions provided by Total World Telecom. Red de servicios globales por Total World Telecom. Términos y condiciones provistos por Total World Telecom. Este tarjeta expira seis meses después de la fecha de su primer uso.

Where did those numbers disappear to?

307 DOMESTIC MINUTES

**Total World Telecom**

Scratch-off/Raspar PIN: 5641 3987 447

**1: Dial 1-800-563-8712**

Listen and follow the instructions.

2: When prompted, enter the PIN number located above.

3: Domestic Calls: Dial 1 + Area Code + Telephone Number

International Calls: Dial 011 + Country Code + City Code + Local Number

**1: Marque 1-800-563-8712**

Escuche y siga las instrucciones.

2: Marque el número PIN (vease arriba) cuando se lo indique.

3: Llamadas Domésticas: Marque el 1 + Código de Área + el Número de Teléfono

Llamadas Internacionales: Marque 011 + Código del País + el Código de la Ciudad + el Número de Teléfono Local

CARD/TARJETA # 126065

Customer Service/Servicio al Cliente: 1-800-553-9815

Terms and conditions provided by Total World Telecom. Términos y condiciones provistos por Total World Telecom.

This card expires six months from the date of first use. Esta tarjeta expira seis meses después de la fecha de su primer uso.