

# AMERICAN NORTEL COMMUNICATIONS, INC.

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

DECEMBER 09, 1998

THE DIRECTOR  
DIVISION OF RECORDS AND REPORTING  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: MS. KAY FLYNN

RE: DOCKET #981247-TI / ORDER # PSC 98-1555-SC-TI

DEAR MS. FLYNN,

WE ARE IN RECEIPT OF YOUR ORDER TO SHOW CAUSE AND HAVE REACHED THE FOLLOWING CONCLUSIONS.

WE ARE A SWITCHLESS TELECOMMUNICATION COMPANY, WHICH RELIES ON MARKETING, TELEMARKETING AND ACQUISITIONS TO DEVELOP OUR BUSINESS. AS WITH ANY OTHER TELECOMMUNICATION COMPANY, WE WILL HAVE SITUATIONS DEVELOP WITH A PARTICULAR MARKETER, TELEMARKETER OR ACQUISITION WHICH REQUIRES ADJUSTMENTS TO CUSTOMERS ACCOUNTS.

AS TO THE 16 CASES IN QUESTION, THE TOTAL BILLING FOR THESE ACCOUNTS WAS \$1202.64 AND UPON BEING INFORMED THAT THERE WAS A PROBLEM, WE ISSUED \$778.07 OF CREDIT. IN FACT, FOR NINE OF THE ACCOUNTS WE ISSUED A 100% CREDIT.

WE ARE CURRENTLY CONDUCTING A SYSTEMATIC INVESTIGATION OF OUR OLD FLORIDA LOA'S AND/OR TRANSCRIPTS FOR THE AFOREMENTIONED CUSTOMERS. DUE TO THE DATES OF THESE ACCOUNTS, THEY ARE IN STORAGE. WE WILL BE HAPPY TO SUPPLY THEM AS THEY BECOME AVAILABLE.

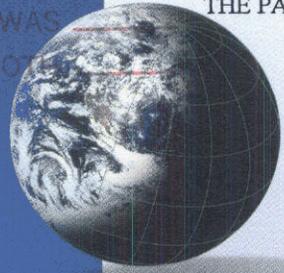
AS STATED IN OUR CORRESPONDENCE DATED AUGUST 10, 1998, NEITHER ANC NOR ANY OF OUR MARKETING COMPANIES HAS ANY KNOWLEDGE OF GTM COMMUNICATIONS AND THEIR SWEEPSTAKES. WE RECEIVED A COPY OF THEIR FACEPLATE THAT WAS KINDLY SENT BY MR. YAMBOR FROM YOUR OFFICES AND WE HAD NEVER SEEN THIS AD BEFORE. MR. YAMBOR WAS ALSO HELPFUL IN DISCUSSING WITH OUR MARKETING COMPANY THE CORRECT LANGUAGE FOR OUR LOA'S.

ENCLOSED PLEASE FIND A COPY OF THE CORRESPONDENCE SENT TO SAID CUSTOMERS ADDRESSING THEIR SPECIFIC NEEDS. WHEN WE ISSUE CREDITS TO CUSTOMERS FROM OUR CORPORATE OFFICE WE FORWARD THEM TO INTEGRETTEL, OUR BILLING COMPANY. THEY, IN TURN, SEND THEM ON TO THE LEC TO BE POSTED TO THE ACCOUNT INVOLVED. THIS ENTIRE PROCESS TAKES AT LEAST ONE TO TWO BILLING CYCLES. CUSTOMERS ARE ADVISED THAT THEY SHOULD CONTACT THEIR LEC AND LET THEM KNOW SAID AMOUNT(S) IS "IN DISPUTE".

FURTHER, WE PLACE A BLOCK ON SAID CUSTOMER'S PHONE NUMBER(S) IN OUR SYSTEM AS TO PREVENT FURTHER BILLING OR MONTHLY FEES AFTER WE HAVE RESOLVED ISSUES OF CONCERN TO THE PARTICULAR CUSTOMER.

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RECORDS AND  
REPORTING

PAGE 2  
MS. KAY FLYNN  
DECEMBER 09, 1998

WE ARE MOST INTERESTED IN GETTING THIS SITUATION CLEANED UP. WE HAVE CEASED MARKETING  
ACTIVITIES IN FLORIDA UNTIL RESOLUTION OF THIS MATTER WITH OUR MARKETING COMPANIES.

IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CONTACT MY OFFICES.

SINCERELY,

A handwritten signature in cursive script that reads "Linda Boyd". The signature is written in black ink and has a long, sweeping underline that extends to the right.

LINDA BOYD  
EXECUTIVE DIRECTOR

ENCLOSURES

**AMERICAN NORTEL COMMUNICATIONS, INC.**

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

**SENT VIA FAX**

OCTOBER 27, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: CAROL BROOME

RE: MR. AND MRS ARMONDO URGELLES JR.

DEAR MS. BROOME ,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MRS. URGELLES.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

WE APOLOGIZE FOR THIS SITUATION AND THE INCONVENIENCE IT HAS CAUSED M/M URGELLES. WE DO ACQUISITION OTHER TELECOMMUNICATION /TELEMARKETING COMPANIES AS WELL AS, CONTRACT OUTSIDE TELEMARKETING FIRMS TO SOLICIT OUR SERVICES. THERE ARE THOSE CIRCUMSTANCES INVOLVING SUCH ENTITIES THAT DO LEAVE US WITH UNFORESEEN SITUATIONS SUCH AS THIS. IT IS OUR POLICY TO PROVIDE EVERY COURTESY TO THE CUSTOMER WHILE WORKING WITHIN THE GUIDELINES SET FORTH BY THE FCC.

OUR RECORDS INDICATE VICTORIA DIEZ AS THE END USER ON THIS ACCOUNT. IN VERIFYING OUR RECORDS WITH INTEGRETTEL, THE TOTAL BILLING ON THIS ACCOUNT IS \$14.63 AND NO CREDITS HAVE BEEN ISSUED. WE HAVE GONE AHEAD AND ISSUED A FULL CREDIT ON THIS ACCOUNT. THIS WILL BE FORWARDED TO INTEGRETTEL WHO WILL IN TURN SEND SAID CREDIT TO THE LEC. IT NORMALLY TAKES ONE TO TWO BILLING CYCLES BEFORE A CREDIT ISSUED FROM OUR OFFICE APPEARS ON CUSTOMER BILLING.

WE HAVE ALSO DELETED SAID CUSTOMER FROM OUR DATABASE AND PLACED A BLOCK ON THE NUMBER IN OUR SYSTEM.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
EXECUTIVE DIRECTOR

**AMERICAN NORTEL COMMUNICATIONS, INC.**  
7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

**SEND VIA FAX**

AUGUST 28, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: ELLEN PLENDL

RE: JUDITH CANNING #2236644I

DEAR MS. PLENDL

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY JUTH CANNING.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

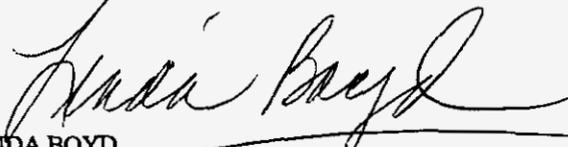
IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

OUR RECORD INDICATE THAT THE END USER SAID ACCOUNT SHOWS A BALANCE OF \$295.88 AND CREDIT OF \$132.68 WAS ISSUED ON JULY 29,1998.

THIS ACCOUNT HAS, HOWEVER BEEN DELETED FROM OUR DATABASE AND A BLOCK HAS BEEN PLACED ON THIS NUMBER, IN OUR SYSTEM.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,

  
LINDA BOYD  
EXECUTIVE DIRECTOR

*Abundant Janice -  
end user*

# AMERICAN NORTEL COMMUNICATIONS, INC.

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

JULY 14, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: KATE SMITH

RE: JANET AARON # 2169821

DEAR MS. SMITH,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS. AARON.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

OUR RECORDS INDICATE THAT SAID CUSTOMER HAS A BALANCE OF \$9.34 WITH A CALL RANGE OF 5/7/98 TO 5/11/98.

SAID CUSTOMER MADE NO CONTACT WITH INTEGRETTEL SO THIS MATTER COULD HAVE BEEN RESOLVED IN A MORE TIMELY FASHION. WE HAVE AGREED WITH THE CUSTOMER TO CREDIT SAID AMOUNT IN FULL. IT WILL HOWEVER TAKE ONE TO TWO BILLING CYCLES BEFORE SAID CREDIT APPEARS ON HER BILL.

WE WILL HOWEVER PLACE A BLOCK ON SAID NUMBER, IN OUR SYSTEM, SO THERE WILL BE NO FURTHER INTERRUPTIONS IN THEIR SERVICE BY OUR COMPANY.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,

LINDA BOYD  
EXECUTIVE DIRECTOR

# AMERICAN NORTEL COMMUNICATIONS, INC.

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

May 28, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: ELLEN PLENDL

RE: MICHELINE DIONNE #213986I

DEAR MR. GONZALEZ,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS DIONNE.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

ACCORDING TO OUR RECORDS, SAID CUSTOMER WAS CANCELLED BEFORE SUSTAINING ANY CHARGES TO THEIR ACCOUNT. IF IN THE INTERIM SAID CUSTOMER WAS TO SUSTAIN ANY TYPE OF CHARGES, PLEASE CONTACT MY OFFICE AND WE WILL ADDRESS THE ISSUE IMMEDIATELY.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,

LINDA BOYD  
CUSTOMER RELATIONS DIRECTOR

**AMERICAN NORTEL COMMUNICATIONS, INC.**

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

**SENT VIA FAX**

**SEPTEMBER 29, 1998**

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: NANCY SIMMONDS

RE: MARJORIE BOULAY 225013I

DEAR MS. SIMMONDS,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS. BOULAY.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST SERVICE POSSIBLE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

WE APOLOGIZE FOR THIS SITUATION AND THE INCONVENIENCE IT HAS CAUSED MS. BOULAY. WE DO ACQUISITION OTHER TELECOMMUNICATION/TELEMARKETING COMPANIES AS WELL AS CONTRACT OUTSIDE TELEMARKETING FIRMS TO SOLICIT OUR SERVICES. THERE ARE THOSE CIRCUMSTANCES INVOLVING SUCH ENTITIES THAT DO LEAVE US WITH UNFORESEEN SITUATIONS SUCH AS THIS. IT IS OUR POLICY TO PROVIDE EVERY COURTESY TO THE CUSTOMER WHILE WORKING WITHIN THE GUIDELINES SET FORTH BY THE FCC.

WE HAVE GONE AHEAD AND SUBMITTED AN ADJUSTMENT FOR SAID CUSTOMER TO INTEGRETTEL FOR THE FULL AMOUNT OF OUR BILLING. ANY BILLING WE DID NOT DIRECTLY BILL, MUST BE CREDITED BY THE LEC

WE HAVE PLACED A BLOCK ON SAID NUMBER IN OUR SYSTEM, AND MS. BOULAY WAS DELETED FROM OUR DATABASE ON AUGUST 25.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,

LINDA BOYD  
EXECUTIVE DIRECTOR

# AMERICAN NORTEL COMMUNICATIONS, INC.

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

JULY 7, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: ELLEN PLENDL

RE: ALINA HAYS #2157061

DEAR MS. PLENDL,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS HAYS.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

OUR RECORDS INDICATE THIS PHONE NUMBER IS LISTED TO A LORI AARON.

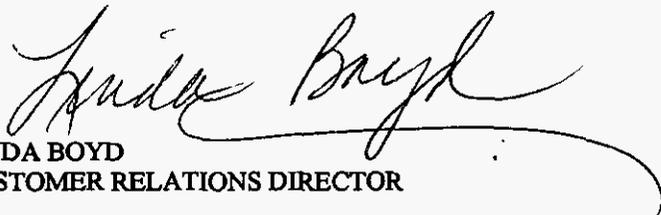
ACCORDING TO OUR RECORDS, MS. HAYS SPOKE WITH OUR CUSTOMER SERVICE DEPARTMENT ON MAY 21, 1998. SHE REQUESTED THE SWITCHING FEES BE CREDITED BY OUR COMPANY AND WE EXPLAINED THAT AS WE DO NOT CHARGE THESE FEES WE ARE UNABLE TO CREDIT SUCH. WE FURTHER EXPLAINED THAT SHE NEEDED TO SPEAK WITH HER LEC REGARDING THESE FEES.

UPON FURTHER INVESTIGATION I FIND THAT SHE INCURRED A MONTHLY SERVICE FEE OF \$2.50 ON HER JULY BILLING. I HAVE CREDITED HER ACCOUNT BUT THIS WILL NOT APPEAR ON HER BILL FOR ONE TO TWO BILLING CYCLES.

I WOULD LIKE TO TAKE THIS OPPORTUNITY TO APOLOGIZE FOR NOT RESPONDING SOONER TO YOUR INQUIRY.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
CUSTOMER RELATIONS DIRECTOR

**AMERICAN NORTEL COMMUNICATIONS, INC.**

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

**SENT VIA FAX**

SEPTEMBER 29, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: ELLEN PLENDL

RE: MICHAEL HYMAN 2232231

DEAR MS. PLENDL,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MR. HYMAN.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST SERVICE POSSIBLE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

WE APOLOGIZE FOR THIS SITUATION AND THE INCONVENIENCE IT HAS CAUSED MR. HYMAN. WE DO ACQUISITION OTHER TELECOMMUNICATION/TELEMARKETING COMPANIES AS WELL AS CONTRACT OUTSIDE TELEMARKETING FIRMS TO SOLICIT OUR SERVICES. THERE ARE THOSE CIRCUMSTANCES INVOLVING SUCH ENTITIES THAT DO LEAVE US WITH UNFORESEEN SITUATIONS SUCH AS THIS. IT IS OUR POLICY TO PROVIDE EVERY COURTESY TO THE CUSTOMER WHILE WORKING WITHIN THE GUIDELINES SET FORTH BY THE FCC.

WE HAVE GONE AHEAD AND SUBMITTED AN ADJUSTMENT FOR SAID CUSTOMER TO INTEGRETTEL FOR THE FULL AMOUNT OF OUR BILLING. ANY BILLING WE DID NOT DIRECTLY BILL, MUST BE CREDITED BY THE LEC.

WE HAVE PLACED A BLOCK ON SAID NUMBER IN OUR SYSTEM, AND MR. HYMAN WAS DELETED FROM OUR DATABASE ON JUNE 8<sup>TH</sup>.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
EXECUTIVE DIRECTOR

**AMERICAN NORTEL COMMUNICATIONS, INC.**  
7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

**SENT VIA FAX**

OCTOBER 28, 1998

State of Florida  
Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850  
Attn: Kate Smith

Re: Anthony Patrick #2299611

Dear Ms. Smith,

We have arrived at the following conclusion regarding the complaint by Mr. Patrick.

American Nortel Communications, Inc. (ANC) is a switchless telecommunication company, which provides long distance service throughout the United States.

We apologize for this situation and the inconvenience it has caused Mr. Patrick. We do acquisition other telecommunication /telemarketing companies as well as, contract outside telemarketing firms to solicit our services. There are those circumstances involving such entities that do leave us with unforeseen situations such as this. It is our policy to provide every courtesy to the customer while working within the guidelines set forth by the FCC.

In verifying our records with Integretel, the total billing on this account is \$38.95 and a credit issued in the amount of \$32.51. This was forwarded to Integretel who will in turn send said credit to the LEC. It normally takes one to two billing cycles before a credit issued from our office appears on customer billing.

We have also deleted said customer from our database and placed a block on the number in our system.

Thank you for bringing this matter to our attention. If I can be of further assistance, please do not hesitate to call.

Sincerely,



Linda Boyd  
Executive Director

**AMERICAN NORTEL COMMUNICATIONS, INC.**

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

JULY 20, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: ELLEN PLENDL

RE: A. BUD KRATER & ASSOCIATES #218663I

DEAR MS. PLENDL,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY JAMES McMANUS.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

OUR CUSTOMER SERVICE DEPARTMENT SHOWS A CREDIT ISSUED ON THEIR MAY BILLING FOR \$ 19.98 AND AN ADDITIONAL CREDIT IN THE AMOUNT OF \$ 10.96. THESE CREDITS HAVE BEEN CONFIRMED WITH THE CUSTOMER. IN THE EVENT THEY HAVE ANY ADDITIONAL BILLING THEY CAN CALL OUR TOLL FREE NUMBER AND WE WILL RESOLVE ANY ISSUES THEY HAVE AT THAT TIME. 1 888 371-2052.

WE ALSO PLACED A BLOCK ON SAID NUMBER, IN OUR SYSTEM, SO THERE WILL BE NO FURTHER INTERRUPTIONS IN THEIR SERVICE BY OUR COMPANY.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
EXECUTIVE DIRECTOR

# AMERICAN NORTEL COMMUNICATIONS, INC.

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

JULY 14,1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: ELLEN PLENDL

RE: A AFFORDABLE PLUMBING SERVICE #2180591

DEAR MS. PLENDL,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS. LITTLE.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

OUR RECORDS INDICATE THAT SAID CUSTOMER HAS A BALANCE OF \$16.89 WITH A CALL RANGE OF 4/98 TO 5/18/98.

FOR WHATEVER REASON THE TELCO RECOURSED \$2.00 LEAVING A BALANCE OF \$14.89, WHICH OUR CUSTOMER SERVICE DEPARTMENT HAS CREDITED IN FULL. PLEASE BE ADVISED THAT IT WILL TAKE ONE TO TWO BILLING CYCLES BEFORE SAID CREDIT WILL APPEAR ON THEIR MONTHLY PHONE BILL

AS THE TELCO INITIATES THE SWITCHING FEES, THEY MUST BE CONTACTED TO REVERSE SAID FEES. WE ARE ONLY ABLE TO CREDIT CUSTOMERS FOR BILLING THAT WE HAVE GENERATED.

WE WILL HOWEVER PLACE A BLOCK ON SAID NUMBER, IN OUR SYSTEM, SO THERE WILL BE NO FURTHER INTERRUPTIONS IN THEIR SERVICE BY OUR COMPANY.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,

LINDA BOYD  
CUSTOMER RELATIONS DIRECTOR

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**AMERICAN NORTEL COMMUNICATIONS, INC.**

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

SEPTEMBER 23, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: KATE SMITH

RE: ABC TRANSLATION SERVICE/224823I

DEAR MS. SMITH,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MR. GREINER.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

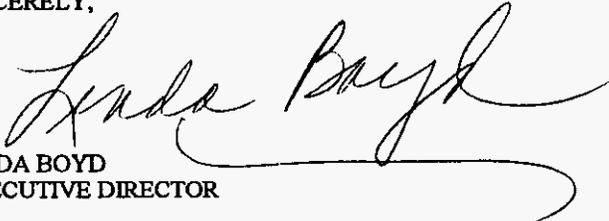
IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

OUR RECORDS INDICATE CALL DETAIL IN THE AMOUNT OF \$98.35 AND CREDITS/ADJUSTMENTS IN THE AMOUNT OF \$78.41. SAID CUSTOMER WAS CANCELED ON JULY 2, 1998.

WE HAVE PLACED A BLOCK ON SAID NUMBERS, IN OUR SYSTEM, SO THERE WILL BE NO FURTHER INTERRUPTIONS IN THEIR SERVICE BY OUR COMPANY.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
EXECUTIVE DIRECTOR

**AMERICAN NORTEL COMMUNICATIONS, INC.**

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

AUGUST 28, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: KATE SMITH

RE: ABC TRANSLATION SERVICES # 224823I

DEAR MS. SMITH,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS. SMITH.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

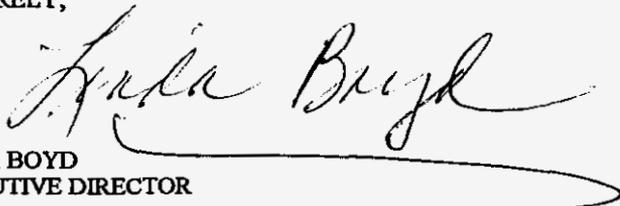
IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

ACCORDING TO OUR RECORDS, SAID CUSTOMER HAS CALL DETAIL TOTALING \$93.10, HER LEC RECOURSED \$78.41.

THIS CUSTOMER WAS DELETED FROM OUR DATABASE ON JULY 2, 1998. WE HAVE ALSO PLACED A BLOCK ON THIS NUMBER IN DATABASE.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
EXECUTIVE DIRECTOR

**AMERICAN NORTEL COMMUNICATIONS, INC.**

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

**SEND VIA FAX**

AUGUST 28, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: DICK DURBIN

RE: GAIL ANDERSON ABBAS #220327I

DEAR MR. DURBIN

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS. SMITH.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

OUR RECORDS INDICATE THAT SAID CUSTOMER HAS CALL DETAIL TOTALING \$43.34 AND ON JULY 10<sup>TH</sup> HER LEC RECOURSED \$38.09.

WE HAVE ALSO DELETED HER FROM OUR DATABASE AND PLACED A BLOCK ON HER NUMBER IN OUR SYSTEM.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,

  
LINDA BOYD  
EXECUTIVE DIRECTOR

# AMERICAN NORTEL COMMUNICATIONS, INC.

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

## SENT VIA FAX

OCTOBER 20, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: CAROL BROOME

RE: THE ELEGANT TOUCH FLORIST #227240I

DEAR MS. BROOME,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS. CLEARY.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

WE APOLOGIZE FOR THIS SITUATION AND THE INCONVENIENCE IT HAS CAUSED MS. CLEARY. WE DO ACQUISITION OTHER TELECOMMUNICATION /TELEMARKETING COMPANIES AS WELL AS, CONTRACT OUTSIDE TELEMARKETING FIRMS TO SOLICIT OUR SERVICES. THERE ARE THOSE CIRCUMSTANCES INVOLVING SUCH ENTITIES THAT DO LEAVE US WITH UNFORESEEN SITUATIONS SUCH AS THIS. IT IS OUR POLICY TO PROVIDE EVERY COURTESY TO THE CUSTOMER WHILE WORKING WITHIN THE GUIDELINES SET FORTH BY THE FCC.

(941) 267-8873 IN VERIFYING OUR RECORDS WITH INTEGRETTEL, THE TOTAL BILLING ON THIS ACCOUNT IS \$21.48 AND NO CREDITS HAVE BEEN ISSUED. WE HAVE GONE AHEAD AND ISSUED A CREDIT IN THE AMOUNT OF \$21.48. THIS WILL BE FORWARDED TO INTEGRETTEL WHO WILL IN TURN SEND SAID CREDIT TO THE LEC FOR POSTING TO THE ACCOUNT. IT NORMALLY TAKES ONE TO TWO BILLING CYCLES BEFORE A CREDIT ISSUED FROM OUR OFFICE APPEARS ON CUSTOMER BILLING.

(800) 226-5545 WE SHOW THIS ACCOUNT DOES NOT HAVE BILLING.

(941) 489-1109 WE SHOW BILLING IN THE AMOUNT OF \$6.59 AND NOT CREDIT ISSUED. WE HAVE GONE AHEAD AND ISSUED A CREDIT IN THE AMOUNT OF \$6.59.

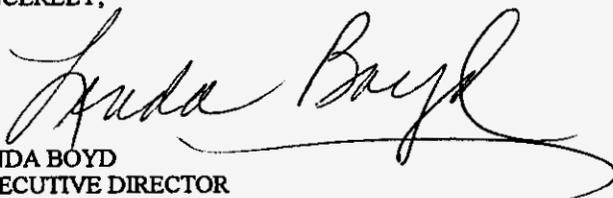
(941) 495-6658 WE SHOW BILLING IN THE AMOUNT OF \$453.80 AND A CREDIT HAS BEEN ISSUED IN THE AMOUNT OF \$12.35. WE ARE SENDING AN ADDITIONAL CREDIT IN THE AMOUNT OF \$220.73.

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FLA-PUC  
OCTOBER 20,1998

WE HAVE ALSO DELETED SAID CUSTOMER FROM OUR DATABASE AND PLACED A BLOCK ON THE NUMBERS IN OUR SYSTEM.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
EXECUTIVE DIRECTOR

# AMERICAN NORTEL COMMUNICATIONS, INC.

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

**SENT VIA FAX**

OCTOBER 19, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: ELLEN PLENDL

RE: EILEEN EDGE 2248421

DEAR MS. PLENDL,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY MS. EDGE.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

WE APOLOGIZE FOR THIS SITUATION AND THE INCONVENIENCE IT HAS CAUSED MS. EDGE. WE DO ACQUISITION OTHER TELECOMMUNICATION /TELEMARKETING COMPANIES AS WELL AS, CONTRACT OUTSIDE TELEMARKETING FIRMS TO SOLICIT OUR SERVICES. THERE ARE THOSE CIRCUMSTANCES INVOLVING SUCH ENTITIES THAT DO LEAVE US WITH UNFORESEEN SITUATIONS SUCH AS THIS. IT IS OUR POLICY TO PROVIDE EVERY COURTESY TO THE CUSTOMER WHILE WORKING WITHIN THE GUIDELINES SET FORTH BY THE FCC.

IN VERIFYING OUR RECORDS WITH INTEGRETTEL, THE TOTAL BILLING ON THIS ACCOUNT IS \$45.86 AND A CREDIT HAS BEEN ISSUED FROM OUR CORPORATE OFFICES IN THE AMOUNT OF \$40.61, LEAVING A BALANCE OF \$5.25 WHICH WE HAVE GONE AHEAD AND CREDITED. THIS ADDITIONAL CREDIT WILL BE FORWARDED TO INTEGRETTEL WHO WILL IN TURN SEND SAID CREDIT TO THE LEC FOR POSTING TO THE ACCOUNT. IT NORMALLY TAKES ONE TO TWO BILLING CYCLES BEFORE A CREDIT ISSUED FROM OUR OFFICE APPEARS ON CUSTOMER BILLING.

WE HAVE ALSO DELETED SAID CUSTOMER FROM OUR DATABASE AND PLACED A BLOCK ON THE NUMBER IN OUR SYSTEM.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
EXECUTIVE DIRECTOR

# AMERICAN NORTEL COMMUNICATIONS, INC.

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

May 28, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: SAM GONZALEZ

RE: A-AAKREE INC. #21109I

DEAR MR. GONZALEZ,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY A-AAKREE INC..

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

ACCORDING TO OUR RECORDS, SAID CUSTOMER WAS CANCELLED BEFORE SUSTAINING ANY CHARGES TO THEIR ACCOUNT. OUR DATA SYSTEM DID HOWEVER NOT RECEIVE THIS INFORMATION IN TIME SO THERE IS AN OUTSTANDING BALANCE OF \$5.25 WHICH I HAVE CREDITED TO INTEGRETTEL AND THEY IN TURN WILL SEND THIS CREDIT TO THE LEC. IT WILL TAKE ONE TO TWO BILLING CYCLES BEFORE THE CREDIT APPEARS ON THEIR PHONE BILL.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,

LINDA BOYD  
CUSTOMER RELATIONS DIRECTOR

**AMERICAN NORTEL COMMUNICATIONS, INC.**

7201 E. CAMELBACK RD, SUITE 320 SCOTTSDALE, ARIZONA 85251 PHONE 602 945-1266 FAX 602 945-1909

JULY 20, 1998

STATE OF FLORIDA  
PUBLIC SERVICE COMMISSION  
2540 SHUMARD OAK BLVD  
TALLAHASSEE, FL 32399-0850  
ATT: ELLEN PLENDL

RE: A. BUD KRATER & ASSOCIATES #218663I

DEAR MS. PLENDL,

WE HAVE ARRIVED AT THE FOLLOWING CONCLUSION REGARDING THE COMPLAINT BY JAMES McMANUS.

AMERICAN NORTEL COMMUNICATIONS, INC. (ANC) IS A SWITCHLESS TELECOMMUNICATION COMPANY WHICH PROVIDES LONG DISTANCE SERVICE THROUGHOUT THE UNITED STATES.

IT IS OUR STANDARD PRACTICE TO PROVIDE OUR CUSTOMERS WITH THE BEST POSSIBLE SERVICE AND RESOLVE ISSUES OF IMPORTANCE TO THE CUSTOMER.

OUR CUSTOMER SERVICE DEPARTMENT SHOWS A CREDIT ISSUED ON THEIR MAY BILLING FOR \$ 19.98 AND AN ADDITIONAL CREDIT IN THE AMOUNT OF \$ 10.96. THESE CREDITS HAVE BEEN CONFIRMED WITH THE CUSTOMER. IN THE EVENT THEY HAVE ANY ADDITIONAL BILLING THEY CAN CALL OUR TOLL FREE NUMBER AND WE WILL RESOLVE ANY ISSUES THEY HAVE AT THAT TIME. 1 888 371-2052.

WE ALSO PLACED A BLOCK ON SAID NUMBER, IN OUR SYSTEM, SO THERE WILL BE NO FURTHER INTERRUPTIONS IN THEIR SERVICE BY OUR COMPANY.

THANK YOU FOR BRINGING THIS MATTER TO OUR ATTENTION. IF I CAN BE OF FURTHER ASSISTANCE, PLEASE DO NOT HESITATE TO CALL.

SINCERELY,



LINDA BOYD  
EXECUTIVE DIRECTOR