Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 980336-T1

Company: Coral Communications, Inc.

Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

Referred to: ("()" indicates	OPR)	ADH X	AFA	APP		CHIT	EAG		(LEG)	RAR	RRR	WAU	
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· Hearing Officer(s)

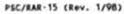
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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member 14 assigned the full Commission decides the case.

- Prehearing Officer

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Section 1 - Division of Records and Repo g (RAR) Completes

Docket No. 980336-TI

Company Coral Communications, Inc.

Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470. F.A.C. Certificate of Public Convenience and Necessity

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Approved DD/nH Date 02/01/1999

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Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 980336-T1

Company: Coral Communications, Inc.

Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Hember is assigned the full Commission decides the case.

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Section 1 - Division of Records and Reporting (RAR) Completes

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Docket	mu.	A00230-11

Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

Company: Coral Communications, Inc.

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
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Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 980336-T1

Company: Coral Communications, Inc.

Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24,470, ons, Inc.

F.A.C., Certificate of Public Convenience and Necessity Required.

Referred to: ("()" indicates	OPR)	ADH X	AFA	APP	CAF	N.	EAG	ecr.	(LEG)	RAR .	RRR		
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Section 1 - Division of Records and Repo The (RAR) Completes

Docket No. 980336-11

Company: Coral Communications, Inc.

Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

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Section 1 - Division of Records and Report (RAR) Completes

Docket No. 980336-T1

Company: Cora Communications, Inc.

Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

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Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 980336-11

Company: Coral Communications, Inc.

Date Docketed: 03/05/1998 Title: Initiation of show cause proceedings against Coral Communications, Inc. for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission Staff inquiries.

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- Hearing Officer(s)

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Hember is assigned the full Commission decides the case.

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PSC/RAR-15 (Rev. 1/98) • COMPLETED EVENTS

MEMORANDUM

April 29, 1999

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RECORDS AND REPORTING

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (B. KEATING) & CB

RE:

DOCKET NO. 980336-TI - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST CORAL COMMUNICATIONS, INC. FOR VIOLATION OF RULE 25-24.470, F.A.C., CERTIFICATE OF

PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

99-0858- FOF

Attached is an <u>ORDER CANCELING CERTIFICATE NO. 5771</u>, to be issued in the above-referenced docket. (Number of pages in order - 3)

BK/anr

Attachment

cc: Division of Communications

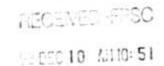
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MEMORANDUM

December 10, 1998



TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (B. KEATING)

RE:

980336-TI - INITIATION OF SHOW CAUSE DOCKET NO. PROCEEDINGS AGAINST CORAL COMMUNICATIONS, INC. FOR VIOLATION OF RULE 25-24.470, F.A.C., CERTIFICATE OF

PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

Attached is an ORDER APPROVING SETTLEMENT OFFER, to be issued in the above-referenced docket. (Number of pages in order - 6)

BK/anr

Attachment

cc: Division of Communications

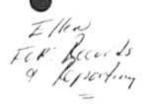
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ATTACHMENT(S) NOT ON-LINE

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STATE OF FLORIDA





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

Public Service Commission

June 30, 1998

Mr. Joseph P. Healey 215 West Grand Central, Apt. 801 Tampa, FL 33606-1993

Dear Mr. Healey:

Chairman Julia L. Johnson referred your letter to me regarding the billing of unauthorized charges, or "cramming," by ITA on behalf of Coral Communications, Inc. (Coral). The Florida Public Service Commission (PSC) will investigate your complaint against this company and contact you again with the results of the investigation.

On January 27, 1998, the PSC became aware that Coral may be operating in Florida without a certificate. Although the company claimed that it was not marketing its products in Florida. On March 3, 1998, we found out that shoppers at a mall in Tallahassee, Florida were submitting entry forms for a contest promoted by Coral. Unfortunately, they were also obligating themselves for a \$7.50 monthly charge for a discount calling or travel card with a 25-cent per minute usage charge plus other fees. The PSC immediately contacted the media about the problem and initiated show cause proceedings against Coral for violating the PSC's rules and regulations. The PSC has received a number of complaints about cramming—when charges for telephone services are added or crammed onto telephone bills without the subscriber's knowledge or consent. We have issued a warning about this emerging telephone service scam and are taking action against cramming. We have heard from consumers about all kinds of telephone charges mysteriously popping up on their bills.

Similar to slamming (when a company changes a consumer's telephone company without permission), cramming occurs when consumers are charged for optional telephone services without prior agreement. These services (like voice mail, pagers, personal 800 numbers, information and entertainment calls) are offered by unregulated third-party providers and are frequently billed through local telephone companies.

The PSC has recently proposed the nation's strictest rule amendments designed to reduce slamming. The Commission will also consider rule amendments which will provide additional safeguards to subscribers by making available a "billing block" option to prevent unauthorized cramming charges on their local telephone bills.

Mr. Joseph P. Healey Page 2 June 30, 1998

Here are some quick tips consumers should use to avoid being crammed:

- Carefully read the fine print before filling out a contest form or coupon offer. You may be agreeing to a new or additional telephone services.
- Carefully review your telephone bill each month. Look for company names you do not recognize, charges for calls you did not make and charges for services you did not authorize.
- Educate your children and other individuals who make telephone calls from your telephone that calls placed to information and entertainment services may result in a charge to your telephone account even if the caller does not dial a 900 number.

We monitor complaints very closely and track any trend which indicates that there may be a problem and further action is needed. Our complaint records are often checked for information before Commissioners make final decisions, and complaints serve as a valuable source of information.

As you requested, your letter has been placed in Coral's correspondence docket file. Your comments will be available for review by Commissioners and all other parties associated with this case. However, the PSC does not have any authority to adjudicate your \$5,000 claim against the company, but we have the authority to fine the company for any violations of the PSC's rules and regulations.

If you have any questions, please give me a call at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6107.

Sincerely,

Beverlee S. DeMeilo, Director Division of Consumer Affairs

Burellos Demello

BSD:sas

c: Chairman Julia L. Johnson

Division of Records and Reporting (Docket No. 980336-TI)

Coral Communications, Inc.

Joseph Healy #801 215 W Grand Central Louda, ET 98-0625 Compy, 1828 33606-1993 Chairman! Puflio Service Commission: Julia golneon: Division of Consumer Affairs Quee Slammed By "CORAL COMM, Inco On January y 4888. I was selled By 170 for the Domico. now I have Tried for 5 months to have This Fraud Cornetted, 174 would not help me, also they usual to good me Cofel Comow. In Other NR, oR, address. they comment, de what you want It to sendow The Leadership of Mr Jim margano, did not graved my a Cordit my ". He and the other Republ. To answer my shone call's of light Ellean help me. Just you to make me a Port of four class action Duit against Coval and appeted from this Fraud. Alue my health has been effected I exact Here do not thereshire Crost unde I am Obyed. Tomo antidaptor 200 Grown antial aprilo

EX	TERRAL CONTACT TRACKING ADD FORM	
CONTACT NO: 02624 CHAIRMAN'S CONTACT TYPE: LETTER ENTERED BY: VERONICA WASHINGTON LAST NAME	NO: 00625 DATE OF CONTACT: 06 NATURE OF CONTACT: CO RECEIVED BY: JOHNSON FIRST	3/1998 DUE DATE: 07/02/1998 ONSUMER CONCERN REFERRED BY: MI
HEALY	ЈОЅЕРН	MR.
MAILING ADDRESS 215 W. GRAND CENTRAL	CITY TAMPA EIP: 33606 1993	STATE FL
WORK PHONE: NAME OF ORGANIZATION: INTERNET/E-MAIL: COMPANY NAME: CORAL COMMUNICATION COMPANY CODE: TJ115 ACCT NO: TYPE: LS NOTES: RESPOND - CC:CHAIRMAN'S OR ASSIGNED TO: ACTION TAKEN	SUBJECT: SLAMMING	ECEIVE JUN 25 1998 Division of Consumer Affairs
DIVISION ASSIGNED: CAF RESPONSE: DATE CLOSED:	RESPONSE DAT	TE:
	RESPONSE INSTRUCTIONS	
RESPOND TO I	TER FOR THE CHAIRMAN'S SIGNATURE LETTER AND CC: CHAIRMAN'S OFFICE S WILLIAMS BEFORE ACTING ON THIS	CE
no response	NECESSARY	1

MEMORANDUM

April 22, 1998

RECEIVED

APR 23 1998

FPSC - Records/Reporting

TO:

DIVISION OF RECORDS AND REPORTING

FROM:

DIVISION OF LEGAL SERVICES (BEDELL) CB MCB

RE:

DOCKET NO. 980336-TI - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST CORAL COMMUNICATIONS, INC. FOR VIOLATION OF RULE 25-24.470, F.A.C., CERTIFICATE OF

PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

Attached is an ORDER TO SHOW CAUSE AND PROPOSED AGENCY ACTION ORDER REQUIRING CORAL COMMUNICATIONS, INC., TO CEASE BILLING, REQUIRING INTEREXCHANGE CARRIERS TO DENY OR DISCONTINUE SERVICE CORAL COMMUNICATIONS, AND REQUIRING LOCAL EXCHANGE CARRIERS TO DENY BILLING SERVICE TO CORAL COMMUNICATIONS WITHOUT THIRD-PARTY VERIFICATION, to be issued in the above referenced docket. (Number of pages in order - 8)

CB/anr

Attachment

cc: Division of Communications

980336.ord I:

See 5

20 K. F. all LECS 20 K. F. all LECS 20 All 1988 1/24 Senture