

ORIGINAL

This is a settlement offer received
in Docket #980950. Please place
in file.

Thanks,
Kelly

ACK _____
AFA _____
APP _____
CAF _____
CMU _____
CTR _____
EAG _____
LEG _____
LIN _____
OPC _____
RCH _____
SEC 1 _____
WAS _____
OTH _____

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FPSC-RECORDS/REPORTING

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January 12, 1999

VIA HAND DELIVERY

Mr. Lou Yembor
Communications Division
Florida Public Service Commission
2540 Shumard Oak Boulevard
Suite 270
Tallahassee, FL 32399-0850

RE: Docket No. 980950-TI
Corporate Services Telcom, Inc.

RECEIVED

JAN 13 1999

CMU

Dear Lou:

I want to follow up on our meeting last Friday with Cathy Bedell about the Corporate Services Telcom ("CST") docket.

1. Enclosed are marketing and verification scripts to be used in Florida. CST has currently ceased Florida marketing while this docket is being resolved. When marketing resumes these scripts will be used. Prior to that time, CST's tariff will be revised so the precise rates offered will be in conformance with the tariff.

2. On Friday afternoon, I provided to CST the current Commission printout (which you provided to me) of customer inquiries/complaint files. The CST customer service office is making sure all customers identified therein have been or will promptly be contacted and their complaints resolved, including account credits where appropriate.

3. Upon further review of the case, CST is now prepared to make a contribution of \$15,000.00 to resolve the docket. Such a contribution constitutes 12.7% of its total 1998 Florida intrastate revenues. In light of this fact and CST's full cooperation in addressing customer inquiries and complaints, I believe a payment of this magnitude is quite reasonable - while representing a huge penalty to this small company. I urge the Staff to accept this proposal.

Mr. Lou Yambor
January 12, 1999
Page 2

If the above is acceptable, I will provide a more complete letter outlining CST's circumstances and settlement offer suitable to be attached to a Staff Recommendation. I look forward to hearing from you.

Sincerely,

A handwritten signature in cursive script, appearing to read "C. Everett Boyd, Jr.", written in dark ink.

CEBJr/bc
Enclosures

cc: Cathy Bedell, Esq.

CORPORATE SERVICES TELCOM

TELEMARKETING SCRIPT

Hello. This is _____ from Corporate Services Telcom.

Mr./Ms. _____, I am calling to solicit a change in your long distance and local toll provider. Of course, your long distance provider will not be changed unless you authorize the change.

Mr./Ms. _____, this means Corporate Services Telcom wants to be your long distance carrier and we're offering you a special rate of 9.9 cents per minutes, 7 days a week, 24 hours a day on all of your long distance calls.

Now, to get the savings started right away, I have your main number with your local carrier as (name local carrier) - is that still correct? And your fax number is ?

I have your physical address as _____. Right?

Is that also where the telephone bill goes?

Do you have any other locations we can add to this service?

Your present long distance carrier is?

To make sure that we discount each phone line property, how many total lines do you have at the business, including computer lines, cell phone numbers and 800? Do all these numbers appear on the same bill?

You are not currently under a contract, right? And, if you are ever offered a better rate, call our toll free number and we will match it or pay to switch you to the carrier of your choice! That number is 1-800-819-9334.

Finally, the FCC requires that we have a third party record a verification. The verifier will make sure you have the authority to make Corporate Services Telcom your long distance provider and it will take just a minute to set up your discount. Again, my name is _____, and I am your customer service representative. Please hold, I'll be right back.

VERIFICATION SCRIPT

TSR: This is _____, Room Q-250. My number is _____ . I have a customer on the line with _____ BTNs and _____ additional numbers. Those numbers are _____ . I have Mr./Ms. _____ on the line with us.

VER: Hello, Mr./Ms. _____. This is _____ with the verification center. We are recording this call for quality control and to verify the accuracy of this order. Mr./Ms. _____, I need to confirm that you have the authority to approve Corporate Services Telcom, an independent reseller, to be your long distance and local toll provider offering a special rate of 9.9 cents per minute on your interstate calls every day, 24 hours a day, 7 days a week. Is that correct?

The representative is going to read me your information. If you hear anything that is incorrect, please feel free to interrupt.

TSR: Billing name as it appears on your local phone bill: _____. Billing address: _____. Physical address, if different: _____. All numbers _____. Current long distance carrier: _____. LEC: _____.

VER: Is all that information correct, Mr./Ms. _____? Your authorization today will apply only to these numbers you have given us, and there may be only one presubscribed provider for toll and local toll for each number. I need to also tell you that your local telephone company may charge a fee for each provider change. You are not currently under a signed contract, is that correct? And your total phone lines? Just to verify that we spoken on _____ (date), may I have the day and month of your birthday? Thank you. You will know your new plan is in effect when you see Corporate Services Telcom on your bill. Have a good day.

THE CUSTOMER HANGS UP. VERIFIER AND REPRESENTATIVE STAY ON THE LINE TO RECAP AND GET VERIFICATION NUMBER. TELL VERIFIER THAT YOU WILL RECAP ALL SPELLING AND NUMBERS WHEN THE CUSTOMER IS OFF THE LINE.

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January 21, 1999

VIA HAND DELIVERY

Ms. Kelly Biegalski
Division of Communications
Florida Public Service Commission
Room 280
Gerald Gunter Building
Tallahassee, FL 32399

RE: Docket No. 980950-TI
Corporate Services Telcom, Inc.

Dear Kelly:

I understand that you have taken over responsibility from Lou Yambor for the referenced docket involving my client, Corporate Services Telcom, Inc. ("CST"). I have been working closely with Lou in an effort to resolve this slamming show cause docket and look forward to concluding the matter with you.

By my letter to Lou of January 12, 1999, CST proposed to settle the docket by payment of a \$15,000.00 contribution to the Florida General Revenue Fund. My letter observed that such a contribution would constitute some 12.7% of CST's 1998 Florida intrastate revenues. That statement was in error. A \$15,000.00 contribution would amount to 12.7% of CST's 1997 Florida intrastate revenues of \$117,765.00.¹ Obviously, such a contribution would represent a substantial penalty when compared to the 1997 intrastate revenues.

Lou Yambor also inquired about CST's 1998 revenues. The CST 1998 Regulatory Assessment Fee Return will report 1998 intrastate revenues of \$371,219.85. Even with the increased revenues, a \$15,000.00 contribution will still represent a penalty of equal to 4% of those revenues - not an insubstantial portion of revenues.

¹ Enclosed is a copy of CST's 1997 Regulatory Assessment Fee Return as filed with the Commission.

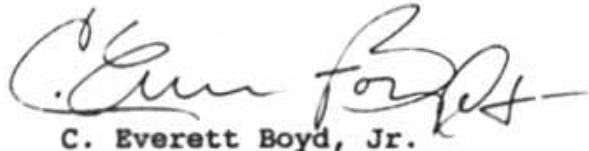
Ms. Kelly Biegalski
January 21, 1999
Page 2

I would also point out that nearly all of the customer complaints being addressed by the Commission arose from customer transactions in 1997, so that is perhaps the better source of comparison.

Thus, I renew CST's offer to settle this docket by payment of a \$15,000.00 contribution. The other representations made in my January 12, 1999, letter also remain in effect.

I trust the foregoing offer will be acceptable to the Staff and we can get this matter amicably concluded in this fashion.

Sincerely,



C. Everett Boyd, Jr.

CEBJr/bc
Enclosure

cc: Catherine Bedell, Esq.

Interexchange Companies Regulatory Assessment Fee Return

STATUS

_____ Actual Return
 _____ Estimated Return

Florida Public Service Commission

(See Filing Instructions on back of Form)

Corporate Services Telecom, Inc.
 360 Merrimac Street Building #5
 Lawrence, MA 01843

FOR PSC USE ONLY

Check # _____

\$ _____ 0603001
 003001

\$ _____ P 0603001
 004011

\$ _____ I

Payment Due _____

Initials of Preparer _____

PERIOD COVERED

Jan. 1, 1997 -
 Dec. 31, 1997

Please Complete Below if Address Was Changed

 (Name of Company) (Address) (City/State) (Zip)

LINE NO.	ACCOUNT CLASSIFICATION	GROSS OPERATING REVENUE	INTRASTATE REVENUE
1.	Long Distance Services	\$ 274,708.00	\$ 117,765.00
2.	Access Services		
3.	Private Line Services		
4.	Leased Facilities & Circuits Services	0.00	0.00
5.	Miscellaneous Services	0.00	0.00
6.	TOTAL Telephone Services	\$ 274,708.00	\$ 117,765.00
7.	LESS: Amounts Paid For Services To Local Telephone Companies* (Attach Listing)	()	(0.00)
8.	TOTAL REVENUES For Regulatory Assessment Fee Calculation		\$ 117,765.00
9.	Regulatory Assessment Fee Due (Multiply Line 8 by 0.0015)		\$ 1.7665
10.	Penalty for Late Payment		44.17
11.	Interest for Late Payment		19.43
12.	TOTAL AMOUNT DUE		\$ 240.23

*Total amount paid by an interexchange telecommunications company to a telecommunications company providing local service for use of the local network shall be deducted from intrastate revenue for purposes of determining the amount of the regulatory fee assessed the interexchange telecommunications company.

AS PROVIDED IN SECTION 364.336, FLORIDA STATUTES, THE MINIMUM ANNUAL FEE IS \$68

CURRENT COMPANY STATUS

() Facilities-Based Carrier (X) Reseller () Call Aggregator
 () Alternative-Operator Service (X) Rebiller () Other: None

BILLING INFORMATION

Complete below if billing agent is other than yourself.

ACUS _____ See AT&T See AT&T
 (Name) (Address: City/State/Zip) (Telephone)

What is the total amount of customer deposits collected?
 Amount \$0 for 1997

What is the total amount of bond held (if applicable)?
 Amount \$0 Expires N/A

COMPANY INFORMATION

Do you lease telecommunications facilities? () YES (X) NO
 If YES, who do you lease facilities from: Name: _____
 Address: _____

I, the undersigned owner/officer of the above-named company, have read the foregoing and declare that to the best of my knowledge and belief, the above information is a true and correct statement. I am aware that pursuant to Section 837.06, Florida Statutes, whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his/her duty shall be guilty of a misdemeanor of the second degree.

X _____ President
 (Signature of Company Official) (Title)
 Christopher LeShay Telephone Number: 508-681-1222 (Date)
 (Please Print Name)

P.E.L.No. 88-0345534