

ORIGINAL

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF COMMUNICATIONS

DOCKET NO. 961309--TI

DIRECT TESTIMONY OF THOMAS E. WILLIAMS, III
BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

MAY 19, 1999

Q. PLEASE STATE YOUR NAME, AND BUSINESS ADDRESS.

A. My name is Thomas E. Williams, III and my business address is Florida Public Service Commission, Division of Communications, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850.

Q. IN WHAT CAPACITY ARE YOU EMPLOYED?

A. I am employed by the Florida Public Service Commission as an Engineer IV in the Division of Communications.

Q. HOW LONG HAVE YOU BEEN EMPLOYED BY THE COMMISSION?

A. Since January 6, 1977.

- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- MAS 3/1/99 25
- OPC _____
- RRR _____
- SEC 1 _____
- WAW _____
- OTH _____

DOCUMENT NUMBER-DATE
06847 MAY 19 99
FPSC-RECORDS/REPORTING

1 Q. WOULD YOU PLEASE EXPLAIN YOUR POSITION RESPONSIBILITIES?

2 A. I regularly review applications for certification as interexchange
3 telecommunication company providers, alternative access vendor
4 providers, shared tenant service providers, alternative local
5 exchange company providers for compliance with Commission rules and
6 regulations, and engineering and service standards. I coordinate
7 the Bureau's recommendations with the Division of Auditing and
8 Financial Analysis and the Division of Legal Services and I make
9 appropriate recommendations to the Division for disposition of such
10 dockets. I periodically assist in the preparation and revision of
11 rules, regulations, and standards of service and the interpretation
12 and implementation of Commission rules and policies relative to the
13 telephone industry.

14

15 Q. HAVE YOU EVER TESTIFIED BEFORE THE FLORIDA PUBLIC SERVICE
16 COMMISSION?

17 A. Yes, I have testified many times before the Commission at Water and
18 Wastewater hearing's when I was employed with that Division.

19

20 Q. ARE YOU FAMILIAR WITH THE APPLICATION OF VENDORMATIC, INC. d/b/a
21 HSS VENDING DISTRIBUTORS (VENDORMATIC) FOR CERTIFICATION AS AN
22 INTEREXCHANGE CARRIER IN FLORIDA?

23 A. Yes, I am. I have attached it to my testimony as Exhibit TEW-1.

24

25

1 Q. WHAT HAS BEEN YOUR ROLE IN PROCESSING VENDORMATIC'S APPLICATION?

2 A. I reviewed the application to see if it was in compliance with
3 Commission Rule 25-24.471, Florida Administrative Code, Application
4 for Certificate, and Section 364.337, Florida Statutes, Alternative
5 local exchange telecommunication; intrastate interexchange
6 telecommunications services; certificate. I further coordinated
7 with the Division of Auditing and Financial Analysis to see if the
8 applicant had met the requirements of Section 364.337(3), Florida
9 Statutes.

10

11 Q. WHEN DID VENDORMATIC FILE ITS APPLICATION WITH THE COMMISSION?

12 A. Vendormatic filed its application on November 1, 1996.

13

14 Q. WHO FILED VENDORMATIC'S APPLICATION?

15 A. Janet S. Livengood, Esquire, Vendormatic, 601 Fourth Avenue,
16 Coraopolis, PA 15108

17

18 Q. WHAT CONDITIONS MUST AN APPLICANT FOR CERTIFICATION AS AN
19 INTEREXCHANGE CARRIER MEET IN FLORIDA?

20 A. To become certificated the application must be in compliance with
21 Commission Rule 25-24.471, Florida Administrative Code, which, in
22 part, requires the applicant to file an application on Commission
23 Form PSC/CMU 31 (12/96) with a non-refundable application fee of
24 \$250 and instructs that the Commission may grant a certificate if
25 the Commission determines that certification in the public

1 interest. The application must also be in compliance with Section
2 364.337, Florida Statutes, which among other things, instructs in
3 subpart (3) that the Commission may grant a certificate upon
4 showing that the applicant has sufficient technical, financial, and
5 managerial capability to provide such service in the geographic
6 area proposed to be served.

7

8 Q. WHAT IS THE POLICY OF THE COMMISSION THAT COMMISSION STAFF
9 IMPLEMENTS WHEN CONSIDERING AN APPLICATION FOR CERTIFICATION AS AN
10 INTEREXCHANGE CARRIER?

11 A. Staff seeks to implement the public policy that the
12 telecommunications industry in Florida should become truly
13 competitive as soon as possible by facilitating the entry of all
14 qualified, potential competitors. Secondly, Commission Staff
15 reviews all information provided with the application to see if the
16 application is in compliance with Commission Rule 25-24.471,
17 Florida Administrative Code. If additional information is needed,
18 Commission Staff routinely contacts the appropriate person
19 identified in the application to advise what additional information
20 the applicant needs to provide in an effort to help the applicant
21 become certificated.

22

23 Q. PLEASE DESCRIBE WHAT YOU FOUND UPON STUDY OF VENDORMATIC
24 APPLICATION?

25 A. The application in its original state was incomplete. The company

1 was not registered with the Secretary of State, Division of
2 Corporations, and minor changes were needed in the tariff.
3 However, staff was informed in a memo dated January 24, 1997, that
4 the Division of Consumer Affairs, as of January 6, 1997, had
5 received 60 complaints from residents of Florida concerning the
6 unauthorized switching of their telephone service (slamming) by
7 Vendormatic. I have attached these some of these complaints to my
8 testimony as Exhibit TEW-2.

9
10 **Q. PLEASE RELATE WHEN AND THE MANNER IN WHICH THE COMPANY WAS INFORMED**
11 **OF THESE DEFICIENCIES IN THE APPLICATION AND OF ITS APPARENT**
12 **VIOLATION OF COMMISSION RULE 25-24.470, FLORIDA ADMINISTRATIVE**
13 **CODE, CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY REQUIRED?**

14 **A.** I conveyed the deficiencies in the application to Vendormatic in
15 conversations with Vendormatic. I notified the company its apparent
16 violation of Commission Rule 25-24.470, Florida Administrative
17 Code, Certificate of Public Convenience and Necessity Required, by
18 letter dated February 19, 1997. I have attached this letter to my
19 testimony as Exhibit TEW-3.

20
21 **Q. DESCRIBE THE COMPANY'S RESPONSE?**

22 **A.** The company forwarded all the information needed to complete the
23 application. On March 4, 1997, Vendormatic informed Commission
24 Staff that it no longer solicited discount call cards. It stated
25 that all the people that complained who desired to be removed for

1 the program were removed and credits were issued to them. I have
2 attached this response to my testimony as Exhibit TEW-4.

3

4 Q. HOW DID THE COMMISSION STAFF RECOMMEND TO THE COMMISSION THAT IT
5 SHOULD RULE ON VENDORMATIC'S APPLICATION?

6 A. Staff recommended to the Commission at the July 15, 1997, regular
7 agenda conference that the application for certification should be
8 approved and that Vendormatic should be require to show cause in
9 writing why it should not be fined \$25,000 for apparent violation
10 of Rule 25-24.470, Florida Administrative Code. I have attached
11 this recommendation to my testimony as Exhibit TEW-5

12

13 Q. WHAT WERE COMMISSION STAFF'S REASONS FOR ITS RECOMMENDATION?

14 A. On October 3, 1996, the Commission staff informed Vendormatic that
15 a certificate of public convenience and necessity was required to
16 operate in Florida as an interexchange telecommunications service
17 provider. However, by January 6, 1997, 60 complaints had been
18 filed with the Division of Consumer Affairs. This showed that
19 Vendormatic had operated in Florida without the proper
20 authorization.

21

22 Q: HOW AND WHEN DID THE COMMISSION ORDER ITS APPROVAL OF STAFF'S
23 RECOMMENDATION?

24 A: The Commission unanimously approved Staff's recommendation at the
25 July 15, 1997, regular agenda conference and memorialized its

1 decision in Proposed Agency Action Order No. PSC-97-0937-FOF-TI,
2 issued August 5, 1997.

3

4 Q: DESCRIBE THE COMPANY'S ACTION UPON ISSUANCE OF THE COMMISSION'S
5 ORDER?

6 A: The company filed a Petition for Formal Proceeding in accordance
7 with Rule 25-22.029, Florida Administrative Code, on August 26,
8 1997. I have attached this petition to my testimony as Exhibit No.
9 TEW-6

10.

11 Q: DOES COMMISSION STAFF POSSESS TODAY ANY FURTHER INFORMATION THAT
12 WOULD CAUSE IT TO MAKE A DIFFERENT RECOMMENDATION CONCERNING
13 VENDORMATIC.

14 A: No.

15

16 Q: WOULD YOU SUMMARIZE YOUR TESTIMONY?

17 A: Although the Commission granted Vendormatic a certificate to
18 conduct intrastate telecommunications services in Florida however,
19 Vendormatic apparently provided these services before the
20 Commission authorization. As a result, the Commission ordered to
21 Vendormatic to show cause in writing why it should not be fined
22 \$25,000 for violation of Commission Rule 25-470, Florida
23 Administrative Code, Certificate of Public Convenience and
24 Necessity Required.

25

1 Q: DOES THAT CONCLUDE YOUR TESTIMONY?

2 A: Yes.

DOCKET NO. 961309-TI - Application for certificate to provide interexchange telecommunications service by Vendormatic, Inc. d/b/a HSS Vending Distributors, and initiation of show cause proceedings for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

WITNESS: DIRECT TESTIMONY OF THOMAS E. WILLIAMS, III, ON BEHALF COMMISSION STAFF

EXHIBIT: TEW-1 (APPLICATION FORM)

CM4



APPLICATION FORM
FOR AUTHORITY TO
PROVIDE
INTEREXCHANGE
TELECOMMUNICATION
SERVICE WITHIN THE
STATE OF FLORIDA

DOCUMENT NUMBER-DATE

01065 JAN 27 5

FPSO-RECORDS/REPORTING

**** FLORIDA PUBLIC SERVICE COMMISSION ***

DIVISION OF COMMUNICATIONS
BUREAU OF SERVICE EVALUATION

APPLICATION FORM
for
AUTHORITY TO PROVIDE INTEREXCHANGE TELECOMMUNICATIONS SERVICE
WITHIN THE STATE OF FLORIDA

Instructions

- A. This form is used for an original application for a certificate and for approval of sale, assignment or transfer of an existing certificate. In case of a sale, assignment or transfer, the information provided shall be for the purchaser, assignee or transferee (See Appendix A).
- B. Respond to each item requested in the application and appendices. If an item is not applicable, please explain why.
- C. Use a separate sheet for each answer which will not fit the allotted space.
- D. If you have questions about completing the form, contact:
- E. Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of \$250.00 to:

Florida Public Service Commission
Division of Communications
Bureau of Service Evaluation
2540 Shumard Oak Blvd.
Gunter Building
Tallahassee, Florida 32399-0850
(904) 413-6600

Florida Public Service Commission
Division of Administration
2540 Shumard Oak Blvd.
Gunter Building
Tallahassee, Florida 32399-0850
(904) 413-6251

1. Select what type of business your company will be conducting (check all that apply):

- Facilities based carrier** - company owns and operates or plans to own and operate telecommunications switches and transmission facilities in Florida.
- Operator Service Provider** - company provides or plans to provide alternative operator services for IXCs; or toll operator services to call aggregator locations; or clearinghouse services to bill such calls.
- Reseller** - company has or plans to have one or more switches but primarily leases the transmission facilities of other carriers. Bills its own customer base for services used.
- Switchless Rebiller** - company has no switch or transmission facilities but may have a billing computer. Aggregates traffic to obtain bulk discounts from underlying carrier. Rebills end users at a rate above its discount but generally below the rate end users would pay for unaggregated traffic.
- Multi-Location Discount Aggregator** - company contracts with unaffiliated entities to obtain bulk/volume discounts under multi-location discount plans from certain underlying carriers. Then offers the resold service by enrolling unaffiliated customers.
- Prepaid Debit Card Provider** - any person or entity that purchases 800 access from an underlying carrier or unaffiliated entity for use with prepaid debit card service and/or encodes the cards with personal identification numbers.

2. This is an application for (check one):

- Original Authority (New company),
- Approval of Transfer (To another certificated company).
- Approval of Assignment of existing certificate (To an uncertificated company).
- Approval for transfer of control (To another certificated company).

3. Name of corporation, partnership, cooperative, joint venture or sole proprietorship:

Vendormatic, Inc.

4. Name under which the applicant will do business (fictitious name, etc.):

Vendormatic, Inc. d/b/a HSS Vending Distributors

5. National address (including street name & number, post office box, city, state and zip code).

601 Fourth Avenue, Coraopolis, PA 15108

6. Florida address (including street name & number, post office box, city, state and zip code):

7. Structure of organization;

- Individual Corporation
- Foreign Corporation Foreign Partnership
- General Partnership Limited Partnership
- Other, _____

8. If applicant is an individual or partnership, please give name, title and address of sole proprietor or partners.

(a) Provide proof of compliance with the foreign limited partnership statute (Chapter 620.169 FS), if applicable.

(b) Indicate if the individual or any of the partners have previously been:

(1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings,

(2) officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

9. If incorporated, please give:

- (a) Proof from the Florida Secretary of State that the applicant has authority to operate in Florida.

Corporate charter number: F95000005007

- (b) Name and address of the company's Florida registered agent. CT Corporation System, 1200 South Pine Island Road, Plantation, FL 33324

- (c) Provide proof of compliance with the fictitious name statute (Chapter 865.09 FS), if applicable.

Fictitious name registration number: _____

- (c) Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(1) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings.

(2) officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

10. Who will serve as liaison with the Commission in regard to (please give name, title, address and telephone number):

- (a) The application; Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108
(412) 264-9040
- (b) Official Point of Contact for the ongoing operations of the company;
Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108 (412) 264-9040
- (c) Tariff; Richard G. Hersperger, President
501 Fourth Avenue
Coraopolis, PA 15108
(412) 264-9040
- (d) Complaints/Inquiries from customers;
Richard G. Hersperger, President
601 Fourth Avenue, Coraopolis, PA 15108
(412) 264-9040

11. List the states in which the applicant:

- (a) Has operated as an interexchange carrier,
GA, LA, MI, MS, TX, CA
- (b) Has applications pending to be certificated as an interexchange carrier.
OH
- (c) Is certificated to operate as an interexchange carrier.
GA, LA, MI, MS, TX, CA
- (d) Has been denied authority to operate as an interexchange carrier and the circumstances involved.
None
- (e) Has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.
None
- (f) Has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.
None

FORM PSC/CMU 31 (11/95)

Required by Commission Rule Nos. 25-24.471, 25-24.473, and 25-24.480(2).

12. What services will the applicant offer to other certificated telephone companies:

- Facilities. Operators, Service
- Billing and Collection. Sales.
- Maintenance,
- Other: _____

13. Do you have a marketing program? No

14. Will your marketing program: N/A

- Pay commissions?
- Offer sales franchises?
- Offer multi-level sales incentives?
- Offer other sales incentives?

15. Explain any of the offers checked in question 14 (To whom, what amount, type of franchise, etc.). N/A

16. Who will receive the bills for your service (Check all that apply)?

- Residential customers. Business customers.
- PATS providers. PATS station end-users,
- Hotels & motels. Hotel & motel guests.
- Universities. Univ. dormitory residents.
- Other: (specify) Parties called by inmates of secured facilities.

17. Please provide the following (if applicable):

(a) Will the name of your company appear on the bill for your services, and if not who will the billed party contact to ask questions about the bill (provide name and phone number) and how is this information provided? HSS Vending will appear on the bill for our service.

(b) Name and address of the firm who will bill for your service.

Zero Plus Dialing, Inc. (ZPDI)
9311 San Pedro
San Antonio, TX 78216

18. Please provide all available documentation demonstrating that the applicant has the following capabilities to provide interexchange telecommunications service in Florida.

A. Financial capability.

Regarding the showing of financial capability, the following applies:

The application should contain the applicant's financial statements for the most recent 3 years, including:

1. the balance sheet
2. income statement
3. statement of retained earnings,

Further, a written explanation, which can include supporting documentation, regarding the following should be provided to show financial capability.

1. Please provide documentation that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.

2. Please provide documentation that the applicant has sufficient financial capability to maintain the requested service.

3. Please provide documentation that the applicant has sufficient financial capability to meet its lease or ownership obligations.

NOTE: This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau reports, and descriptions of business relationships with financial institutions.

If available, the financial statements should be audited financial statements.

If the applicant does not have audited financial statements, it shall be so stated. The unaudited financial statements should then be signed by the applicant's chief executive officer and chief financial officer. The signatures should affirm that the financial statements are true and correct.

B. Managerial capability.

C. Technical capability.

See Appendix F.

19. Please submit the proposed tariff under which the company plans to begin operation. Use the format required by Commission Rule 25-24.485 (example enclosed).

See Appendix G.

20. The applicant will provide the following interexchange carrier services (Check all that apply):

MTS with distance sensitive per minute rates

Method of access is FGA

Method of access is FGB

Method of access is FGD

Method of access is 800

MTS with route specific rates per minute

Method of access is FGA

Method of access is FGB

Method of access is FGD

Method of access is 800

MTS with statewide flat rates per minute (i.e. not distance sensitive)

Method of access is FGA

Method of access is FGB

Method of access is FGD

Method of access is 800

X MTS for pay telephone service providers

X Block-of-time calling plan (Reach out Florida, Ring America, etc.).

X 800 Service (Toll free)

X WATS type service (Bulk or volume discount)
X Method of access is via dedicated facilities
X Method of access is via switched facilities

X Private Line services (Channel Services)
(For ex. 1.544 mbs., DS-3, etc.)

X Travel Service
 Method of access is 950
X Method of access is 800

X 900 service

X Operator Services
X Available to presubscribed customers
X Available to non presubscribed customers (for example to patrons of hotels, students in universities, patients in hospitals.
X Available to inmates

Services included are:

X Station assistance 0
X Person to Person assistance 0
X Directory assistance 555-1212
X Operator verify and interrupt 0
X Conference Calling 0

21. What does the end user dial for each of the interexchange carrier services that were checked in services included (above).

22. X Other: Resell internet services

**** APPLICANT ACKNOWLEDGEMENT STATEMENT ****

1. **REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of its gross operating revenue derived from intrastate business, Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required,
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business,
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** A non-refundable application fee of \$250.00 must be submitted with the application.
5. **RECEIPT AND UNDERSTANDING OF RULES:** I acknowledge receipt and understanding of the Florida Public Service Commission's Rules and Orders relating to my provision of interexchange telephone service in Florida. I also understand that it is my responsibility to comply with all current and future Commission requirements regarding interexchange service.
6. **ACCURACY OF APPLICATION:** By my signature below, I the undersigned owner or officer of the named utility in the application, attest to the accuracy of the information contained in this application and associated attachments. I have read the foregoing and declare that to the best of my knowledge and belief, the information is a true and correct statement.

Further, I am aware that pursuant to Chapter 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 official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083",

UTILITY OFFICIAL:

Richard G. Hersperger
Richard G. Hersperger

Signature

10-28-96

Date

Richard G. Hersperger

President

Title

(412) 264-9040

Telephone No.

FORM PSC/CMU 31 (11/95)

Required by Commission Rule Nos. 25-24.471, 25-24.473, and 25-24.480(2).

**** APPENDIX A ****

CERTIFICATE TRANSFER STATEMENT

I, (TYPE NAME) Richard G. Hersperger,
(TITLE) President, of (NAME OF COMPANY)
Vendomatic, Inc., and current
holder of certificate number F95000005007, have reviewed
this application and join in the petitioner's request for a
transfer of the above-mention certificate.

UTILITY OFFICIAL:

Richard G. Hersperger
Richard G. Hersperger 10-28-96
Signature Date

Richard G. Hersperger
President (412) 264-9040
Title Telephone No.

**** APPENDIX B ****

CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

A statement of how the Commission can be assured of the security of the customer's deposits and advance payments may be responded to in one of the following ways (applicant please check one):

- (X) The applicant will not collect deposits nor will it collect payments for service more than one month in advance.
- () The applicant will file with the Commission and maintain a surety bond in an amount equal to the current balance of deposits and advance payments in excess of one month. (Bond must accompany application.)

UTILITY OFFICIAL:

Richard G. Hersperger
Richard G. Hersperger

Signature

10-28-96

Date

Richard G. Hersperger

President

Title

(412) 264-9040

Telephone No.

**** APPENDIX C ****

INTRASTATE NETWORK

1. **POP:** Addresses where located, and indicate if owned or leased. None in Florida

1) 2)

3) 4)

2. **SWITCHES:** Address where located, by type of switch, and indicate if owned or leased. None in Florida

1) 2)

3) 4)

3. **TRANSMISSION FACILITIES:** Pop-to-Pop facilities by type of facilities (microwave, fiber, copper, satellite, etc.) and indicate if owned or leased.

1) POP-to-POP TYPE OWNERSHIP

2) None

4. **ORIGINATING SERVICE:** Please provide the list of exchanges where you are proposing to provide originating service within thirty (30) days after the effective date of the certificate (Appendix D),

Entire state of Florida

5. **TRAFFIC RESTRICTIONS:** Please explain how the applicant will comply with the EAEA requirements contained in Commission Rule 25-24.471 (4) (a) (copy enclosed). Company proposes to provide toll service over its own facilities, however, the local exchange company shall be the sole carrier for 1+, 0+ and 0- intralATA local and toll calls dialed by end users, pursuant to Rule 25-24.471(4)(a).

6. **CURRENT FLORIDA INTRASTATE SERVICES;** Applicant has () or has not (X) previously provided intrastate telecommunications in Florida. If the answer is has, fully describe the following:

a) What services have been provided and when did these services begin?

b) If the services are not currently offered, when were they discontinued?

UTILITY OFFICIAL:

Richard G. Hersperger
Richard G. Hersperger

Signature

10-28-96

Date

Richard G. Hersperger

President

Title

(412) 264-9040

Telephone No.

**** APPENDIX D ****

FLORIDA TELEPHONE EXCHANGES

AND

EAS ROUTES

Describe the service area in which you hold yourself out to provide service by telephone company exchange. If all services listed in your tariff are not offered at all locations, so indicate. ***

In an effort to assist you, attached is a list of major exchanges in Florida showing the small exchanges with which each has extended area service (EAS).

**** FLORIDA EAS FOR MAJOR EXCHANGES ****

<u>Extended Service Area</u>	<u>with</u>	<u>These Exchanges</u>
PENSACOLA:		Cantonment, Gulf Breeze Pace, Milton Holley-Navarre.
PANAMA CITY:		Lynn Haven, Panama City Beach, Youngstown-Fountain and Tyndall AFB.
TALLAHASSEE:		Crawfordville, Havana, Monticello, Panacea, Sopchoppy and St. Marks.
JACKSONVILLE:		Baldwin, Ft. George, Jacksonville Beach, Callahan, Maxville, Middleburg Orange Park, Ponte Vedra and Julington.
GAINESVILLE:		Alachua, Archer, Brooker, Hawthorne, High Springs, Melrose, Micanopy, Newberry and Waldo.
OCALA:		Belleview, Citra, Dunnellon,

Forest Lady Lake (B21),
McIntosh, Oklawaha,
Orange Springs, Salt Springs and
Silver Springs Shores,

DAYTONA BEACH:

New Smyrna Beach.

TAMPA:

Central	None
East	Plant City
North	Zephyrhills
South	Palmetto
West	Clearwater

CLEARWATER:

St. Petersburg, Tampa-West and
Tarpon Springs.

ST. PETERSBURG:

Clearwater.

LAKELAND:

Bartow, Mulberry, Plant City,
Polk City and Winter Haven.

ORLANDO:

Apopka, East Orange, Lake Buena
Vista, Oviedo, Windermere,
Winter Garden,
Winter Park, Montverde, Reedy
Creek, and Oviedo-Winter
Springs.

WINTER PARK:

Apopka, East Orange, Lake Buena Vista,
Orlando, Oviedo, Sanford, Windermere,
Winter Garden, Oviedo-Winter Springs
Reedy Creek, Geneva and Montverde.

TITUSVILLE:

Cocoa and Cocoa Beach.

COCOA:

Cocoa Beach, Eau Gallie,
Melbourne and Titusville.

MELBOURNE:

Cocoa, Cocoa Beach, Eau Gallie
and Sebastian.

SARASOTA:

Bradenton, Myakka and Venice.

FT. MYERS:

Cape Coral, Ft. Myers Beach, North Cape
Coral, North Ft. Myers, Pine Island, Lehigh
Acres and Sanibel-Captiva Islands.

NAPLES:

Marco Island and North Naples.

WEST PALM BEACH:

Boynton Beach and Jupiter.

POMPANO BEACH:	Boca Raton, Coral Springs, Deerfield Beach and Ft, Lauderdale.
FT. LAUDERDALE:	Coral Springs, Deerfield Beach, Hollywood and Pompano Beach,
HOLLYWOOD:	Ft. Lauderdale and North Dade,
NORTH DADE:	Hollywood, Miami and Perrine,
MIAMI:	Homestead, North Dade and Perrine

***The Company offers all of its services throughout the State of Florida in all extended service areas.

**** APPENDIX E ****

**** GLOSSARY ****

ACCESS CODE: The term denotes a uniform four or seven digit code assigned to an individual IXC. The five digit code has the form 10XXX and the seven digit code has the form 950-XXXX.

BYPASS: Transmission facilities that go direct from the local exchange end user to an IXC point of presence, thus bypassing the local exchange company.

CARRIERS CARRIER: An IXC that provides telecommunications service, mainly bulk transmission service, to other IXC only.

CENTRAL OFFICE: A local operating unit by means of which connections are established between subscribers' lines and trunk or toll lines to other central offices within the same exchange or other exchanges. Each three (3) digit central office code (NXX) used shall be considered a separate central office unit.

CENTRAL OFFICE CODE: The term denotes the first three digits (NXX) of the seven (7) digit telephone number assigned to a customer's telephone exchange service.

COMMISSION: The Florida Public Service Commission.

COMPANY, TELEPHONE COMPANY, UTILITY: These terms may be used interchangeably herein and shall mean any person, firm, partnership or corporation engaged in the business of furnishing communication service to the public under the jurisdiction of the Commission.

DEDICATED FACILITY: The term denotes a transmission circuit which is permanently for the exclusive use of a customer or a pair of customers.

END USER: The term denotes any individual, partnership, association, corporation, governmental agency or any other entity which (A) obtains a common line, uses a pay telephone or obtains interstate service arrangements in the operating territory of the company or (B) subscribes to interstate services provided by an IXC or uses the services of the IXC when the IXC provides interstate service for its own use.

EQUAL ACCESS EXCHANGE AREAS; EAEA means a geographic area, configured based on 1987 planned toll center/access tandem areas, in which local exchange companies are responsible for providing equal access to both carriers and customers of carriers in the most economically efficient manner.

EXCHANGE: The entire telephone plant and facilities used in providing telephone service to subscribers located in an exchange area. An exchange may include more than one central office unit,

EXCHANGE (SERVICE) AREA: The territory, including the base rate suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.

EXTENDED AREA SERVICE: A type of telephone service furnished under tariff provision whereby subscribers of a given exchange or area may complete calls to, and receive messages from, one or more other contiguous exchanges without toll charges, or complete calls to one or more other exchanges without toll message charges.

FACILITIES BASED: An IXC that has its own transmission and/or switching equipment or other elements of equipment and does not rely on others to provide this service.

FOREIGN EXCHANGE SERVICES: A classification of exchange service furnished under tariff provisions whereby a subscriber may be provided telephone service from an exchange other than the one from which he would normally be served.

FEATURE GROUPS: General categories of unbundled tariffs to stipulate related services.

Feature Group A: Line side connections presently serving specialized common carriers.

Feature Group B: Trunk side connections without equal digit or code dialing.

Feature Group C: Trunk side connections presently serving AT&T-C.

Feature Group D: Equal trunk access with subscription.

INTEREXCHANGE COMPANY: means any telephone company, as defined in Section 364.02(4), F.S. (excluding Payphone Providers), which provides telecommunication service between exchange areas as those areas are described in the approved tariffs of individual local exchange companies.

INTER-OFFICE CALL: A telephone call originating in one central office unit or entity but terminating in another central office unit or entity both of which are in the same designated exchange area.

INTRA-OFFICE CALL: A telephone call originating and terminating within the same central office unit or entity.

INTRASTATE COMMUNICATIONS: The term denotes any communications in Florida subject to oversight by the Florida Public Service Commission as provided by the laws of the State.

INTRA-STATE TOLL MESSAGE: Those toll messages which originate and terminate within the same state.

LOCAL ACCESS AND TRANSPORT AREA: LATA means the geographic area established for the administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

LOCAL EXCHANGE COMPANY (LEC): Means any telephone company, as defined in Section 364.02(4), F.S., which, in addition to any other telephonic communication service, provides telecommunication service within exchange areas as those areas are described in the approved tariffs of the telephone company.

OPTIONAL CALLING PLAN: An optional service furnished under tariff provisions which recognizes a need of some subscribers for extended area calling without imposing the cost on the entire body of subscribers.

900 SERVICE: A service similar to 800 service, except this service is charged back to the customer based on first minute plus additional minute usage.

PIN NUMBER: A group of numbers used by a company to identify their customers.

PAY TELEPHONE SERVICE COMPANY: Means any telephone company, other than a Local Exchange Company, which provides pay telephone service as defined in Section 364.335(4), F.S.

POINT OF PRESENCE (POP): Bell-coined term which designates the

FORM PSC/CMU 31 (11/95)

Required by Commission Rule Nos. 25-24.471, 25-24.473, and 25-24.480(2).

actual (physical) location of an IXC's facility. Replaces some applications of the term "demarcation point."

PRIMARY SERVICE: Individual line service or party line service.

RESELLER: An IXC that does not have certain facilities but purchases telecommunications service from an IXC and then resells that service to others.

STATION: A telephone instrument consisting of a transmitter, receiver, and associated apparatus so connected as to permit sending and/or receiving telephone messages.

SUBSCRIBER, CUSTOMER: These terms may be used interchangeably herein and shall mean any person, firm, partnership, corporation, municipality, cooperative organization, or governmental agency supplied with communication service by a telephone company.

SUBSCRIBER LINE: The circuit or channel used to connect the subscriber station with the central office equipment.

SWITCHING CENTER: Location at which telephone traffic, either local or toll, is switched or connected from one circuit or line to another. A local switching center may be comprised of several central office units.

TRUNK: A communication channel between central office units or entities, or private branch exchanges.

ATTACHMENTS:

- A - CERTIFICATE TRANSFER STATEMENT
- B - CUSTOMER DEPOSITS AND ADVANCE PAYMENTS
- C - INTRASTATE NETWORK
- D - FLORIDA TELEPHONE EXCHANGES and EAS ROUTES
- E - GLOSSARY

**APPENDIX F **

UNAUDITED FINANCIAL DATA
VENDORMATIC, INC.
 COMPARATIVE INCOME STATEMENTS
 For the Years Ended
 (\$000 omitted)

	June 30	
	1996	1995
<u>SALES AND SERVICES</u>		
Vending	\$ 3,689	\$ 3,704
Telecommunications	10,391	10,474
NET SALES	\$ 14,080	\$ 14,178
COST OF GOODS SOLD	2,100	1,772
GROSS PROFIT	\$ 11,980	\$ 12,406
<u>EXPENSES</u>		
Telecommunications	3,601	4,037
Payroll	2,184	2,070
General and Administrative	2,394	2,329
Sales and Marketing	2,935	2,836
Total	\$ 11,114	\$ 11,272
NET INCOME BEFORE TAXES	\$ 865	\$ 1,134
PROVISION FOR INCOME TAXES	346	454
NET INCOME AFTER TAXES	\$ 519	\$ 680

The above information is true and correct.

J. Richard Bletz
 Chief Financial Officer

UNAUDITED FINANCIAL DATA
VENDORMATIC, INC.
 COMPARATIVE BALANCE SHEETS
 as of
 (\$000 omitted)

June 30	
1996	1995

ASSETS

CURRENT ASSETS

Cash	\$ 338	\$ 289
Trade Accounts Receivable	915	264
Trade Notes Receivable	120	138
Vending Supplies Inventory - at cost	439	409
Prepaid Insurance	28	22
Refundable Deposits	4	4
Total Current Assets	\$ 1,844	\$ 1,126

FIXED ASSETS

Furniture and Fixtures	143	111
Computers and Equipment	819	691
Vending Equipment	7,387	5,064
Vehicles	197	229
Leashold Improvements	23	23
Total	\$ 8,569	\$ 6,118
Less: Accumulated Depreciation	(1,351)	(850)
Net Fixed Assets	\$ 7,218	\$ 5,268

TOTAL ASSETS	\$ 9,062	\$ 6,394
--------------	----------	----------

UNAUDITED FINANCIAL DATA
YENDORMATIC, INC.
COMPARATIVE BALANCE SHEETS
as of
(\$000 omitted)

June 30
1996 1995

LIABILITIES AND STOCKHOLDER'S EQUITY

CURRENT LIABILITIES

Bank Installment Auto Loans - current portion	\$ 101	\$ 28
Loan Payable - secured by customer accounts receivable	403	122
Trade Accounts Payable	462	138
Payroll Taxes	185	67
Total Current Liabilities	<u>\$ 1,151</u>	<u>\$ 355</u>

LONG TERM LIABILITIES

Bank Installment Auto Loans	144	
Less: Portion Classified Current	<u>(101)</u>	
Total	<u>\$ 43</u>	

STOCKHOLDER'S EQUITY - NET	<u>7,868</u>	<u>6,039</u>
TOTAL LIABILITIES AND STOCKHOLDER'S EQUITY	<u>\$ 9,062</u>	<u>\$ 6,394</u>

The above information is true and correct.

J Richard Bilty
Chief Financial Officer

Owner and Chief Executive Officer

Richard G. Hersperger
President and Founder

Mr. Hersperger, the President and founder of HSS opened the Telecommunications Division of the company shortly after the divestiture in 1984. Mr. Hersperger became partners with Northwestern Bell in 1986 to distribute their product lines. In 1990 he and a team of developing engineers began developing their own switching products ranging from Operator Services to SS7 Platforms.

Marketing Division

James R. Darr
Vice President - Marketing

James Darr comes from a long and prestigious communications background that began with the cable television industry in 1979. He was associated with national companies such as TCI, Westinghouse, and Comcast. He crossed over into the private pay phone industry in 1985 and began to build a network in South Florida for American Paytel. In 1990 Mr. Darr entered into the alternative Operator Services field while working with TCG. At the present time he spearheads the Hospitality and Point of Presence Agreements on a national basis.

Research and Development Division

Theodore Marinich
Manager Technology and Systems Engineering

Theodore Marinich is Manager of Technology and Systems Engineer and is also Product Development Manager. He is in charge of the development of the HSS 5000 Switch, the switching products and the special programs developed for the Corrections Division.

Ted has 26 years of experience in all aspects of the field of Electronic Engineering and Technology and a varied background in hardware engineering, field engineering, technical writing, systems documentation, sales and marketing, consulting and management.

His management experience includes the design and development of an OS/2 platform, 5000 trunk, telecommunications switch which involved hardware system integration and complete software design and development. He has also managed several turnkey projects through design development, installation and testing as well as contractor development personnel working on process control projects for systems support groups.

He has been responsible for the design and development of a PC platform based 4800 trunk Feature Group D telecommunications switch with operator stations, real time model development, system analysis, hardware and software purchase recommendations, Novell Networks system installation, and custom software development, installation, and implementation.

Customer Service and Technical Support

Christopher Garrand

Chris Garrand has 11 years of experience in the communications field in the areas of installation, contractor coordination, technical support and customer service. Having held management positions with such companies as Bell of PA, Nynex, AT&T, Westinghouse, and PPG he has obtained hands on training and experience in the installation of many well known manufacturers equipment including but not limited to AT&T, Mitel, Northern Telecom, Toshiba, and Elcotel.

In 1993 Chris cross over to the public communications field and is currently in charge of nationwide contractor coordination and technical support along with customer service.

**APPENDIX G **

TITLE SHEET

FLORIDA TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Vendormatic, Inc. d/b/a HSS Vending Distributors, with principal offices at 601 Fourth Avenue, Coraopolis, PA 15108. This tariff applies for services furnished within the state of Florida. This tariff is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

CHECK SHEET

The sheets listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date at the bottom of this page.

<u>Sheet</u>	<u>Revision</u>
Title	Original
1-T	Original
2-T	Original
3-T	Original
4-T	Original
5-T	Original
6-T	Original
7-T	Original
8-T	Original
9-T	Original
10-T	Original
11-T	Original
12-T	Original
13-T	Original
14-T	Original
15-T	Original
16-T	Original
17-T	Original
18-T	Original
19-T	Original
20-T	Original
21-T	Original
22-T	Original

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

TABLE OF CONTENTS

Title Sheet..... 1

Check Sheet 2

Table of Contents 3

Symbols Sheet..... 4

Tariff Format Sheets..... 5

Section 1 - Technical Terms and Abbreviations 6

Section 2 - Rules and Regulations 8

Section 3 - Description of Service 15

Section 4 - Rates..... 18

Service Area Map..... 21

Applicability 22

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SYMBOLS SHEET

EXPLANATION OF SYMBOLS - When changes are made in any tariff sheet, a revised sheet will be issued canceling the tariff sheet affected. Changes will be identified on the revised sheet(s) through the use of the following symbols:

- (D) - To signify discontinued or deleted rate, regulation or condition
- (I) - To signify a change resulting in an increase to a customer's bill
- (M) - To signify material moved from or to another part of this tariff with no change in text, rate, rule or condition
- (N) - To signify new material, including a listing, rate, rule or condition
- (R) - To signify a change resulting in a reduction to a customer's bill
- (T) - To signify a change in the wording of text but no change in the rate, rule or condition

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

TARIFF FORMAT SHEETS

A. Sheet Numbering - Sheet number appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc., the FPSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.

C. Paragraph Number Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

ACCESS LINE - A dedicated or switched access line provided by the Local Exchange Company in accordance with its tariffs which connects the customer's location to Company's network switching center.

COMPANY - VENDORMATIC, INC. d/b/a HSS Vending Distributors, a Pennsylvania corporation.

CUSTOMER - Person, firm, corporation, or other entity which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

FPSC - Florida Public Service Commission.

INTERLATA CALL - Any call that originates in one LATA and terminates in a different LATA.

INTERSTATE CALL - Any call that originates in one state and terminates in another.

INTRALATA CALL - Any interexchange call that originates and terminates in the same LATA.

INTRASTATE CALL - Any call that originates and terminates within the same state.

LATA - Local Access Transport Area is a geographic boundary within which the LEC provides communications services. Multiple LEC's may provide services within the same LATA.

LOCAL EXCHANGE CARRIER (LEC) - The serving telephone company providing local services to subscribers. This company may also provide some of the following services: LATA wide long distance, voice and data private lines, custom calling services and billing and collection services.

MEASURED USAGE CHARGES - Charges assessed on a per minute and distance sensitive basis, exclusive of fixed operator assistance service charges.

OPERATOR ASSISTED CALL - InterLATA calls placed by dialing 0+ (area code) = (exchange) = (line number), i.e., "0+", or by dialing "0", with all subsequent dialing being performed by the telephone operator, i.e., "0-".

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

OPERATOR ASSISTANCE SERVICE CHARGE - A fixed per call fee tariffed by company for operator assistance services rendered in connection with completed calls. The applicable operator assistance service charge will depend upon the billing method selected by the end user. The applicable operator assistance service charge is added to measured usage charges to calculate the total due for completed operator assisted call.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of Vendormatic, Inc. d/b/a HSS Vending Distributors**

This tariff contains all rates, rules and conditions applicable to VENDORMATIC, INC. d/b/a HSS Vending Distributor's provision of operator service and intraLATA and interLATA interexchange service in Florida. The Company provides 24-hour, seven (7) day-a-week long distance telecommunications services, as well as MTS, calling card, and debit card services, to COCOTS, residential and business customers, including hospitality industry and correctional facilities, located through the State of Florida. The Company provides service as a switch-based interexchange carrier. Service is available in all equal access areas within the State of Florida.

The Company's services are offered subject to the availability of the necessary facilities and subject to the terms and conditions of this tariff.

2.2 Limitations**2.3 Liabilities of The Company**

The company shall not be liable for loss or damage sustained by reason of failure in or breakdown of facilities of third parties not under its control. In no event shall the company's liability for any failure, breakdown, or interruption in services exceed the charges applicable under this tariff of such service.

The company shall not be liable and shall be indemnified and saved harmless by any customer, end user, or other entity from all loss, claims, demands, suits, or other action or any liability whatever, whether suffered, made, instituted, or asserted by any customer, end user, or other entity for any personal injury to, or death of, any person or persons and for any loss, damage, defacement or destruction of the premises of any customer, end user or any other entity or any other property whether owned or controlled by the customer, end user, or others, caused or claimed to have been caused, directly or indirectly, by any act or omission of the customer, end user, or others or by any installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of facilities or equipment provided by the company which is not the direct result of the company's negligence. No agents or employees of any other entity shall be deemed to be the agents or employees of the Company.

The Company shall not be liable for any failure of performance due to causes beyond its control, including, without being limited to, acts of God, fires, lightning, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppage or other labor difficulties, any failure of local exchange company lines or delays

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 2 - RULES AND REGULATIONS**2.3 Liabilities of The Company (Cont.)**

caused by the local exchange company or the customer or end-user, and any law, order, regulation or other action of any governing authority or agency thereof.

The customer is required to notify the Company of any changes to customer's equipment, including software controlling the equipment's function. The company is not liable for interruptions in service caused by customer's failure to notify the company prior to any change.

Overpayment: The Company shall remit any overpayment to customers under the following circumstances: (1) through company's normal internal auditing practices, the company discovers the overpayment; and (2) customer submits a written claim, which with substantiating evidence supplied by customer, the company is able to verify.

Disclaimer of Warranties: Except as expressly provided herein, company makes no understanding, agreements, representations or warranties, expressed or implied (including any regarding the merchantability or fitness for a particular purpose).

2.4 Interruption of Service**2.5 Deposits**

The Company does not require customer deposits.

2.6 Advance Payments

The Company does not require advance payments from the customer.

2.7 Taxes**2.8 Employee Concessions**

The Company does not have a special service for employees.

2.9 Conditions Governing Operator Services

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 2 - RULES AND REGULATIONS**2.10 Special Conditions Governing Operator Services**

- 2.10.1 Company's Operator Services include live operator and/or automated operator functions, for the purpose of assisting in the processing of telephone services such as: long distance via collect calls, calling card calls, or third party billed calls. Company operators may be contacted by dialing 0+ the number desired or 00+ the number desired. Calls will be billed at Company MTS Service rates, plus the appropriate service charges, as set forth in this tariff.
- 2.10.2 Each traffic aggregator customer subscribing to Company's operator services must post conspicuous notice on the telephone instrument disclosing that:
- A. Operator services are provided to that telephone by Company; and
 - B. Company's toll free number for information or to lodge a complaint is 1-800-477-5310
- 2.10.3 All service agreements between Company and traffic aggregator customers will assure that any person making a call from the aggregator telephone instrument can access:
- A. Any other certified operator service provider by allowing 950, 1-800, 10XXX, or other method of access;
 - B. The local exchange carrier for the area; and
 - C. Emergency telephone numbers.
- 2.10.4 All service agreements between Company and traffic aggregator customers will contain language mandating that the customer permit Company to take whatever steps are necessary to ensure that Company is in compliance with all Commission rules and regulations.
- 2.10.5 Company will brand all operator assisted calls provided to aggregator locations by having Company's operator identify Company by name as the operator service provider to the end user or billed party prior to the processing of the call. Carrier will provide the end user or billed party an opportunity to terminate the call without charge prior to call connection.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 2 - RULES AND REGULATIONS**2.10 Special Conditions Governing Operator Services (Cont.)**

- 2.10.6 Upon request by the end user or billed party and at no additional charge, Company will quote the actual intrastate price list rates for all components of the operator assisted call.
- 2.10.7 Company will not knowingly bill for incomplete calls and will remove any charge(s) for incomplete calls upon notification by the subscriber or Company's knowledge of the charge(s) for incomplete calls.
- 2.10.8 Calls will be answered by Company within ten (10) rings.
- 2.10.9 End users will be provided with access to all interexchange carriers that provide operator services through the same telephone instruments by either dialing an access code, handing off the call to the LEC Central Office for processing by the carrier of choice, or splashing with consent.
- 2.10.10 Company will not collect surcharges imposed by traffic aggregator customers.
- 2.10.11 Company will direct all 911 emergency calls to the 911 emergency dispatch center.
- 2.10.12 Company will direct all 0- calls to the LEC.
- 2.10.13 Service provided to telephones at inmate and secured facilities will be provided in compliance with the rules and regulations set forth above with the following exceptions:
- A. The telephone number of Company will not be posted on the telephone;
 - B. Access will not be provided to other operator service providers from the inmate telephone;
 - C. 10XXX access will not be unblocked;
 - D. 0- calls will not be connected to the local exchange carrier.

2.11 Customer Application for Service

Service is provided by Company to hotels, motels, COCOTS and correctional facilities, solely on a contract basis. Individuals, residential and business, wishing to subscribe for service do so via completion of a traditional Letter of Authorization (LOA).

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 2 - RULES AND REGULATIONS**2.12 Establishment and Re-establishment of Credit**

The Company reserves the right to refuse service to end users due to insufficient billing information, invalid telephone numbers, credit card or calling card numbers, and/or refusal of the called party to accept billing.

In the event that end user's requested billing method cannot be honored by Company due to lack of validation, billed party refusal to accept charges, toll billing exception or unavailability of an authorized billing arrangement, end user may be required to select an alternate payment before the call is completed by Company.

2.13 Notices

Any notice the Company gives to a customer will be written notice mailed to the customer's billing address or to such address as may be subsequently given by the customer to the Company.

2.14 Rendering and Payment of Bills

Bills for service will be rendered monthly to each customer. Payment terms and deadlines are established by the LEC rendering the customer's bill.

Customer is responsible for the payment of bills for all calls or services, including any calls or services:

- (a) Originated at the Customer's number(s),
- (b) Accepted at the Customer's number(s) (e.g., Collect calls),
- (c) Billed to the Customer's number via Third Number Billing, if the customer is found to be re
- (d) Billed to the customer's number via the use of a calling card or the use of a special billing number, or
- (e) Incurred at the request of the customer.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 2 - RULES AND REGULATIONS**2.15 Termination of Service**

Carrier may refuse service or terminate existing service to a customer for any of the following reasons:

- 1) Nonpayment of a bill within the period prescribed in this tariff.
- 2) Violation of or noncompliance with any provision of law or this tariff.
- 3) Excessive or improper use of telecommunications services, or use in such manner as to interfere with reasonable service to other customers.

2.16 Disconnection and Notice

2.16.1 When service to a customer is disconnect for nonpayment of a bill for service or as set forth herein, Carrier will give at least ten (10) days notice to the customer of Carrier's intent to discontinue service. Notice shall be mailed to the customer's address. Notice will be deemed given to the customer two (2) days after mailing.

2.16.2 A notice of discontinuance shall contain the following information:

- a) Name, address, and telephone number of customer.
- b) Statement of reason for proposed discontinuance of service.
- c) The date on or after which service will be discontinued unless appropriate action is taken.
- d) The telephone number of Carrier where the customer may make an inquiry.
- e) Charges for reconnection.
- f) The address and telephone number of the Commission's Consumer Services Division.

2.16.3 Carrier shall not be required to give the written notice provided for in this Section in situations where Carrier has evidence of fraudulent or illegal use of Carrier's services, which if allowed to continue, would present a high risk of financial loss to Carrier.

A copy of this tariff schedule and advice letters will be available for public inspection at Public Utilities Commission of Florida.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 2 - RULES AND REGULATIONS

2.16 **Disconnection and Notice** (Cont.)

Copies of the Company's tariff schedules and advice letters are available to the public at a nominal cost to recover photocopying, postage and/or transmission expenses.

2.17 **Temporary Service**

Temporary service or service to speculative projects will be provided if available and consistent with the best interest of the Company. Rates and conditions for such service will be those published in this tariff schedule. Any customer paying the normal subscription fees shall be eligible to utilize the service.

2.18 **Continuity of Service**

In the event of foreknowledge of an interruption of service for a period exceeding two hours, the customers will be notified in writing, by mail, at least one week in advance.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 3 - DESCRIPTION OF SERVICE

- 3.1 **1+ Long Distance Service** - A direct-dialed long distance service that is available to residential and business customers. This service allows customers to place direct dialed long distance calls and intraLATA toll calls to terminating locations within the state. Service is available on a full time basis, 24 hours a day, seven days a week. Calls are placed by dialing "1" and the destination telephone number, including the area code. Service is available only in equal access areas. Calls are billed in one minute increments.
- 3.2 **Travel/Calling Card Service** - A service which allows customers, when away from home or their place of business, to charge a long distance call to a travel card issued by the Company. To bill a call to their travel card, customers dial an 800 number and authorized account code before dialing the number of the called party. Calls are billed in one minute increments. The Company will replace lost or stolen cards quickly and at no charge to the customer.
- 3.3 **Debit Card Service** - A prepaid card service that provides an outbound voice grade communications service for calls billed to the debit card. Customers are provided an 800 number and account number. A flat, per minute charge applies to the call and the charge for the call is deducted from the customer's debit card record/account as the call progresses. Charges for calls are based on one minute increments.
- 3.4 **Alternative Operator Service** - Calls requiring operator services, such as collect, third party billed, person to person and certain calling credit card calls will be routed to one of Company's live operators who will answer each call by identifying the service as that of HSS. The operator will collect billing information and perform validation and call acceptance functions. If the call is authorized, the operator will release the call for completion and call timing will be performed by the Company's switch. Automated calling card and collect calls, i.e., where the end user dials all of the digits required to route and bill the call, are validated through automated switching equipment and, if authorized, will be completed without operator intervention.

Call message detail collected by the switch processors is forwarded via formatted disks for computer processing and application of tariffed rates. After rating has been performed billing tapes are created and forwarded to local exchange carriers and commercial credit card companies. These billing companies acknowledge receipt and after processing confirm revenues due and payable to Company, subject to applicable withhold amounts. The billing companies prepare and render invoices to their end users reflecting the charges of Company.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 3 - DESCRIPTION OF SERVICE

- 3.4.1 **Customer Dialed Calling Card Station** - The Customer dialed Calling Card Station charge applies when the Customer dials the appropriate operator code plus the telephone number desired and Company's operator assistance is limited to recording the Calling Card number for billing purposes or when the Customer dials the appropriate operator code plus the desired telephone number and the local exchange operator services equipment capability precludes the Customer from completing the call without the assistance of a Company's Operator and the call is billed to the Customer's Calling Card.
- 3.4.2 **Operator Station** - The Operator Station charge applies when calls are completed with the assistance of a Company's operator, except as specified for the Customer Dialed Calling Card Station and Person-to-Person classes of Operator Assistance Service.
- 3.4.3 **Person-to-Person** - The Person-to-Person charge applies when the person originating the call specifies the particular party to be reached by Company's operator. The specified party may be a person, station, department, extension or office.
- After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.
- The Person-to-Person charge also applies to those calls for which the calling party requests a Company's operator to make arrangements with a called party to establish a call at a specified time.
- 3.5 **Inmate Service** - Collect call only services are provided from prisons and confinement facilities.
- 3.6 **Measured Usage Charge** - Each operator assisted call billed to an end user will contain a measured usage charge component that is computed on the basis of the duration, distance and time of day applicable to that call.
- 3.6.1 **Timing of Calls** - Each call is timed and billed in sixty second increments. Fractional durations are rounded up to the next minute. The minimum length of a call is one minute.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 3 - DESCRIPTION OF SERVICE

3.6.2

Determination of Mileage - Each call will be rated according to the airline mileage between the originating point and terminating point of the call. The originating point shall be identified as the location of the local exchange central office serving central office associated with the caller number. The vertical and horizontal coordinates ("Y" and "H" coordinates) of the local serving offices shall be utilized for calculating with the formula set forth by Bell Communications Research in their NPAS-NXX Y & H Coordinates Tape and Bell's NECA Tariff No. 4.

3.6.3

Time of Day - Measured usage charges computed hereunder shall be subject to the time of day as set forth herein under Rates and Charges. All times refer to the local time at the originating point.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 4 - RATES

4.1 TERRITORY

The Company renders both intraLATA and interLATA service and operator services throughout the State, specifically, within all equal access exchange areas.

4.2 RATES AND CHARGES

4.2.1 Operator Assisted IntraLATA Charges

Rates shown in the following tables are applicable to intraLATA calls between all points within the same LATA and within the State of Florida and apply to the provision of Alternative Operator Service (AOS), including hospitality and correctional facilities.

Basic Rates for Operator Assisted Service

Mileage	Daytime		Evening		Night/Weekend	
	First	Add'l	First	Add'l	First	Add'l
1- 10	.1800	.1800	.1300	.1300	.1100	.1100
11- 22	.2000	.2000	.1500	.1500	.1200	.1200
23- 55	.2300	.2300	.1700	.1700	.1300	.1300
56-124	.2500	.2500	.1700	.1700	.1400	.1400
125+	.2600	.2600	.1800	.1800	.1400	.1400

Per Call Operator Service Charges

The following charges are in addition to the basic rate tables preceding when the call is placed using the following operator services:

1. Customer Dialed Calling Card Station\$.80
2. Operator Dialed Calling Card Station\$2.55
3. Operator Station-Collect\$2.50
4. Operator Station-Billed to Third Party\$2.50
5. Person-to-Person\$2.50
6. Correctional Facility Collect Call Surcharge\$2.50

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 4 - RATES

4.2.2 Operator Assisted InterLATA Charges

The measured charges applicable to each call based on the Y & H computed distance between rate centers, call duration and rate period for interLATA intrastate toll calls are as follows:

Basic Rates for Operator Assisted Service

Mileage	Daytime		Evening		Night/Weekend	
	First	Add'l	First	Add'l	First	Add'l
1- 10	.2000	.2000	.1500	.1500	.1200	.1200
11- 22	.2200	.2200	.1700	.1700	.1300	.1300
23- 55	.2500	.2500	.1900	.1900	.1400	.1400
56-124	.2700	.2700	.1900	.1900	.1500	.1500
125-292	.2800	.2800	.1900	.1900	.1600	.1600
293-430	.2800	.2800	.2000	.2000	.1600	.1600
431+	.2800	.2800	.2100	.2100	.1600	.1600

Per Call Operator Service Charges

The following charges are in addition to the basic rate tables preceding when the call is placed using the following operator services:

1. Customer Dialed Calling Card Station\$.80
2. Operator Dialed Calling Card Station\$2.50
3. Operator Station-Collect\$2.50
4. Operator Station-Billed to Third Party.....\$2.50
5. Person-to-Person.....\$2.50
6. Correctional Facility Collect Call Surcharge.....\$2.50

Operator Dialed Surcharge - A surcharge applies to Operator Station Calls in which the customer has the capacity to dial the number, but has the operator dial instead. The surcharge does not apply to:

- a. Calls where a customer cannot otherwise dial the call, due to defective equipment or trouble on the telecommunications networks.
- b. Calls in which a company operator places a call for a calling party who is identified as being handicapped and unable to dial the call because of his handicap.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SECTION 4 - RATES

4.2.3 Rate Periods

The rate periods used to determine applicable measured charges as specified in the rate tables above are specified below. For the following holidays--December 25, January 1, July 4, Thanksgiving Day and Labor Day--the Evening Rate will apply unless a lower rate would normally apply.

<u>Day</u>	<u>Military Time</u>	<u>Period</u>
Monday-Friday	0800-1700	Day
Monday-Friday	1701-2300	Evening
Monday-Friday	2301-0759	Night
Saturday	0000-2359	Night
Sunday	0000-1659	Night
Sunday	1700-2300	Evening
Sunday	2301-2359	Night

4.2.4 Other Service Charges and Surcharges

Directory Assistance - Directory Assistance service is provided by the Company's underlying carrier. Directory Assistance is rated and billed by the Company. Rates are set forth in the rates section of this tariff.

800 Service - \$.29/minute, regardless of time of day or day of week.

Calling/Travel Card Service - \$.35 per minute, regardless of time of day or day of week, plus activation fee and monthly service charge. (See miscellaneous charges)

Debit Card Service - \$.60 per minute, regardless of time of day or day of week.

Miscellaneous Charges - Peoples Edge Calling/Travel Card, \$4.95 one time installation fee; \$6.00 monthly service fee.

Taxes and Surcharges - In addition to the charges specifically pertaining to the Company's services, certain federal, state, and local surcharges, taxes and fees will be applied. These charges, taxes and fees are calculated based upon the amount billed to the end user of the Company's intrastate service. Such charges include, but are not limited to, the surcharges and fees ordered by the FPSC.

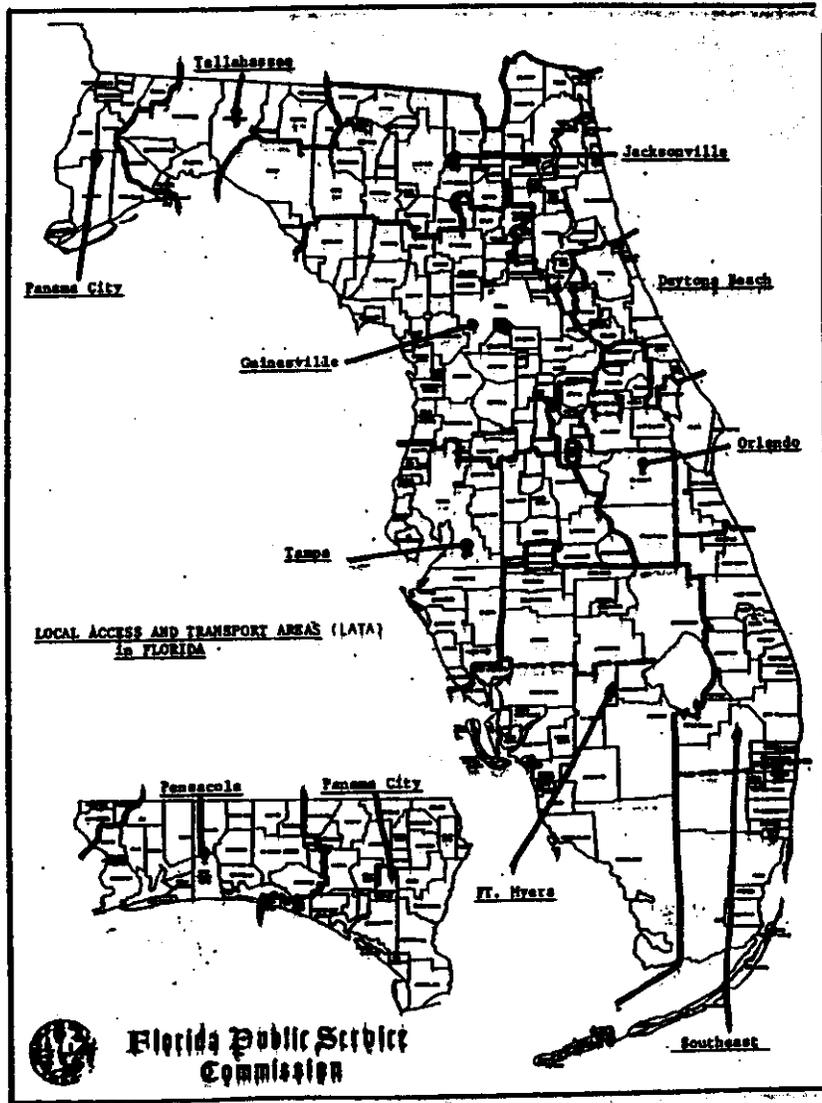
Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

SERVICE AREA MAP



Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

APPLICABILITY

This tariff is applicable to AOS and COCOT intraLATA and interLATA services offered to businesses, residences, hotels, motels and correctional facilities within the State of Florida.

Issued: October 31, 1996

EFFECTIVE: _____

by:

Richard G. Hersperger, President
601 Fourth Avenue
Coraopolis, PA 15108

DOCKET NO. 961309-TI - Application for certificate to provide interexchange telecommunications service by Vendormatic, Inc. d/b/a HSS Vending Distributors, and initiation of show cause proceedings for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

WITNESS: DIRECT TESTIMONY OF THOMAS E. WILLIAMS, III, ON BEHALF COMMISSION STAFF

EXHIBIT: TEW-2 (MEMO DATED JANUARY 24, 1997, REGARDING COMPLAINTS)

State of Florida

TECH-2



Public Service Commission

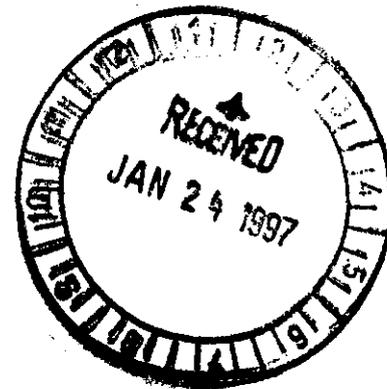
-M-E-M-O-R-A-N-D-U-M-

DATE: January 24, 1997
TO: Natalie Monteiro *NP*
FROM: Nancy Pruitt
RE: HSS Vending Distributors

Attached are the complaints on this company that you requested.

As stated in my e-mail dated 1/6/97, we had received 50 complaints as of 12/31/96. As of today we have received 60 complaints on this company.

c: Alan Taylor (with attachments)
Leroy Rasberry (without attachments)
Rick Moses (without attachments)



SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 01/24/97

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	PHONE
HSS VENDING DISTRIBUTORS (V	BROWNSBERGER, J. GARY AND JANET		11/12/96	B	/ /	DBM	PAS	1473541	0.00	T1582	(352)-521-0904
HSS VENDING DISTRIBUTORS (V	SCHULMAN, BARBARA	LS-14	11/13/96	S T	11/27/96	DBM	PLB	1473821	0.00	T1582	(561)-627-4112
HSS VENDING DISTRIBUTORS (V	BARNES, BRUCE	LS-14	11/13/96	S T	11/27/96	DBM	DADE	1474301	0.00	T1582	(305)-326-9805
HSS VENDING DISTRIBUTORS (V	MCMILLAN, JOHN E.	LS-14	11/13/96	S T	12/26/96	KES	PIN	1474751	0.00	T1582	(813)-988-5135
HSS VENDING DISTRIBUTORS (V	ROETTGER, DONALD		11/15/96	B	/ /	DBM	CHA	1478911	0.00	T1582	(941)-475-4342
HSS VENDING DISTRIBUTORS (V	SHUERGER, KATHERINE		11/18/96	B	/ /	DBM	PIN	1481121	0.00	T1582	(813)-536-7374
HSS VENDING DISTRIBUTORS (V	BURBANK, BRENDA		11/19/96	B	/ /	DBM	HILL	1482801	0.00	T1582	(813)-961-6700
HSS VENDING DISTRIBUTORS (V	MCCABE, DONALD G.	LS-14	11/19/96	S L	12/26/96	KES	PIN	1483711	0.00	T1582	(813)-785-9604
HSS VENDING DISTRIBUTORS (V	WANSHEK, WAYNE	LS-14	11/20/96	S T	12/23/96	KES	PIN	1485871	12.05	T1582	(813)-536-2310
HSS VENDING DISTRIBUTORS (V	GRAY, ALICE M.	LS-14	11/21/96	S T	12/30/96	KES	DUV	1487191	0.00	T1582	(813)-677-5198
HSS VENDING DISTRIBUTORS (V	SCHOTANES, PETER, (MRS.)		11/21/96	B	/ /	DBM	HILL	1488111	0.00	T1582	(813)-654-4562
HSS VENDING DISTRIBUTORS (V	SANDOMENICO, MARY	LS-14	11/22/96	S T	12/27/96	SAS	PIN	1489041	23.64	T1582	(813)-392-6400
HSS VENDING DISTRIBUTORS (V	TAYLOR, SHERMAN	LS-14	11/25/96	S T	12/23/96	KES	SAR	1490691	0.00	T1582	(941)-485-3258
HSS VENDING DISTRIBUTORS (V	MOREHEAD, VICTORIA	LS-14	11/25/96	S T	12/24/96	DBM	SAR	1490721	0.00	T1582	(941)-475-8460
HSS VENDING DISTRIBUTORS (V	KOHUT, ALEX	LS-14	11/25/96	S T	12/13/96	MEP	LEE	1490881	0.00	T1582	(941)-482-6293
HSS VENDING DISTRIBUTORS (V	DAVIS, SANDRA	LS-14	11/26/96	S T	12/13/96	MEP	PIN	1492991	17.46	T1582	(813)-734-9413
HSS VENDING DISTRIBUTORS (V	TILLMAN, VICKIE	LS-14	11/26/96	S T	12/23/96	CRP	MART	1493801	10.95	T1582	(561)-336-2748
HSS VENDING DISTRIBUTORS (V	SCARCELLO, PAUL	LS-14	11/27/96	S L	12/26/96	RWM	PLB	1496401	0.00	T1582	(561)-582-8088
HSS VENDING DISTRIBUTORS (V	LEBLANC, ROBERT	LS-14	12/02/96	S T	12/23/96	KES	CIT	1497311	0.00	T1582	(352)-563-1592
HSS VENDING DISTRIBUTORS (V	DEHAAN , ROBERT (MRS.)	LS-14	12/02/96	S T	12/23/96	DBM	PIN	1498791	0.00	T1582	(813)-397-4985
HSS VENDING DISTRIBUTORS (V	PUTNAM, BOB	LS-14	12/03/96	S T	12/23/96	KES	PIN	1501031	12.05	T1582	(813)-749-7023
HSS VENDING DISTRIBUTORS (V	SANTE, ROSA	LS-14	12/03/96	S L	01/14/97	DBM	DADE	1501191	0.00	T1582	(305)-253-5207
HSS VENDING DISTRIBUTORS (V	SKINNER, ERNEST C.	LS-14	12/03/96	S T	12/23/96	MEP	SAR	1502061	0.00	T1582	(941)-493-8266
HSS VENDING DISTRIBUTORS (V	JOHNSON, FLIP		12/05/96	B	/ /	JRD	SAR	1505331	0.00	T1582	(941)-371-6129
HSS VENDING DISTRIBUTORS (V	KUENY, CHARLES F.	LS-14	12/05/96	S T	01/23/97	JRD	CHA	1505771	11.28	T1582	(941)-627-9187
HSS VENDING DISTRIBUTORS (V	KUIKEN, C.A.	LS-14	12/06/96	S T	12/27/96	MEP	PIN	1507141	0.00	T1582	(813)-786-9624
HSS VENDING DISTRIBUTORS (V	GODEN, DEBORAH C.	LS-14	12/06/96	S T	12/27/96	MEP	HILL	1507601	0.00	T1582	(813)-681-2337
HSS VENDING DISTRIBUTORS (V	WOSNY, MICHAEL (MRS. NANCY)	LS-14	12/06/96	S T	12/30/96	KES	SAR	1507661	0.00	T1582	(941)-426-7890
HSS VENDING DISTRIBUTORS (V	MARTIS, DANIEL	LS-14	12/06/96	S T	12/30/96	KES	SAR	1507711	0.00	T1582	(941)-351-5993
HSS VENDING DISTRIBUTORS (V	KILBOURNE, HARRY	LS-14	12/06/96	S T	12/26/96	JRD	PIN	1507761	0.00	T1582	(813)-864-2198
HSS VENDING DISTRIBUTORS (V	WEIR, JAMES	LS-14	12/06/96	S T	12/27/96	SAS	SAR	1508651	6.18	T1582	(941)-355-3653
HSS VENDING DISTRIBUTORS (V	PERRY, ROBERT C.	LS-14	12/09/96	S T	12/26/96	JRD	PIN	1510441	0.00	T1582	(813)-786-7010
HSS VENDING DISTRIBUTORS (V	WRIGHT, FRED (MRS.)	LS-14	12/10/96	S T	01/14/97	DBM	MAN	1512191	0.00	T1582	(941)-722-2084
HSS VENDING DISTRIBUTORS (V	PARKER, H.M.	LS-14	12/12/96	S T	01/14/97	DBM	HILL	1518061	0.00	T1582	(813)-633-3300
HSS VENDING DISTRIBUTORS (V	THOMAS, TIMOTHY	LS-14	12/13/96	S T	12/14/96	JRD	HILL	1519261	0.00	T1582	(813)-238-1127
HSS VENDING DISTRIBUTORS (V	LIEBFRIED, PATRICIA	LS-14	12/13/96	S T	12/27/96	MEP	HILL	1520311	0.00	T1582	(813)-621-2209

SPECIAL REQUEST REPORT
 REPORT # 7 PRINTED ON: 01/24/97

UTILITY	COMPLAINANT	TYPE	RECVD	SB	T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	PHONE
HSS VENDING DISTRIBUTORS (V	MULLIGAN, ELOISE	LS-14	12/18/96	S	T	01/14/97	MEP	PIN	1524611	11.28	T1582	(813)-530-9016
HSS VENDING DISTRIBUTORS (V	WATSON, NIGEL	LS-14	12/18/96	S	T	01/14/97	SAS	PIN	1524761	0.00	T1582	(813)-392-4825
HSS VENDING DISTRIBUTORS (V	BOWERS, ROBERT	LS-14	12/19/96	S	T	01/14/97	MEP	CHA	1525361	0.00	T1582	(941)-629-0187
HSS VENDING DISTRIBUTORS (V	VICKERS, MELISSA		12/19/96	B		/ /	JRD	BRO	1525391	0.00	T1582	(954)-726-5162
HSS VENDING DISTRIBUTORS (V	KELLY, CONSTANCE G.	LS-14	12/19/96	S	T	01/16/97	JRD	HILL	1525641	0.00	T1582	(813)-661-0681
HSS VENDING DISTRIBUTORS (V	CLARK, ALMA	LS-14	12/20/96	S	T	01/14/97	MEP	HILL	1526691	30.83	T1582	(813)-831-2039
HSS VENDING DISTRIBUTORS (V	ROBERT B. BECK	LS-14	12/20/96	S	T	01/14/97	MEP	PIN	1526771	0.00	T1582	(813)-796-5951
HSS VENDING DISTRIBUTORS (V	LEANZA, FRANK R.	LS-14	12/23/96	S	T	01/23/97	KES	MAN	1528301	0.00	T1582	(941)-795-2136
HSS VENDING DISTRIBUTORS (V	WEBB, KEN	LS-14	12/24/96	S	T	01/23/97	JRD	PIN	1530291	0.00	T1582	(813)-797-6607
HSS VENDING DISTRIBUTORS (V	MENDEZ, CHERYL G.	LS-14	12/26/96	S	T	01/23/97	KES	PIN	1531001	0.00	T1582	(813)-726-7960
HSS VENDING DISTRIBUTORS (V	RAULERSON, DONALD E.	LS-14	12/26/96	S	T	01/14/97	MEP	POLK	1531351	12.36	T1582	(941)-858-1161
HSS VENDING DISTRIBUTORS (V	GARRISH, LOREN	LS-14	12/30/96	S	T	01/14/97	MEP	SAR	1533821	0.00	T1582	(941)-377-4571
HSS VENDING DISTRIBUTORS (V	FOLTZ, RUTH		12/31/96	S		/ /	JRD	PAS	1535871	0.00	T1582	(813)-844-3820
HSS VENDING DISTRIBUTORS (V	BADE, ARTHUR		12/31/96	B		/ /	KES	HILL	1535881	0.00	T1582	(813)-837-8372
HSS VENDING DISTRIBUTORS (V	PERONA, ROXANNE		01/02/97	S		/ /	SRG	SAR	1538161	0.00	T1582	(941)-493-8881
HSS VENDING DISTRIBUTORS (V	RAE, LOUIS		01/03/97	S		/ /	JRD	BRO	1539811	0.00	T1582	(954)-472-6280
HSS VENDING DISTRIBUTORS (V	JAHNKE, JULIUS		01/03/97	B		/ /	KES	HILL	1540751	0.00	T1582	(813)-689-9317
HSS VENDING DISTRIBUTORS (V	HARNAGE, GENE E. (ANNE)		01/06/97	B		/ /	KES	HILL	1541711	0.00	T1582	(813)-754-7316
HSS VENDING DISTRIBUTORS (V	ALVAREZ, MICHELE T.		01/06/97	B		/ /	KES	HILL	1542481	0.00	T1582	(813)-962-0500
HSS VENDING DISTRIBUTORS (V	LOEFFLER, PATRICIA		01/07/97	S		/ /	SRG	PLB	1544461	0.00	T1582	(561)-347-0657
HSS VENDING DISTRIBUTORS (V	HAYMAN, JERRY		01/09/97	S		/ /	CRP	HILL	1547751	0.00	T1582	(813)-238-9307
HSS VENDING DISTRIBUTORS (V	CHAPLINSKY, ANTHONY JR.		01/13/97	S		/ /	MEP	PIN	1549241	0.00	T1582	(813)-784-0179
HSS VENDING DISTRIBUTORS (V	MURPHY, CHERI		01/13/97	S		/ /	MEP	PIN	1549381	0.00	T1582	(813)-786-5596
HSS VENDING DISTRIBUTORS (V	LINDSAY, YONG		01/14/97	S		/ /	SRG	PAS	1552171	0.00	T1582	(813)-996-3142

60 records printed

TOTAL SAVINGS: 148.08

I told him the PSC was concerned
re: 1) all the complaints 2) the
seemingly deceptive + misleading
sign up practices 3) the lack of
a certificate

He seemed to ~~be~~^{act} surprised that
they needed a certificate to
operate in Florida. He didn't
even know that HSS had
applied for an application. He
asked if all those w/ cards could
continue using them — I told
him, No that is against PSC's
rules!

I told him he needed to
talk to Tom Williams re: the
certification process. And gave him
Tommy's #.

cc: ~~Tom Williams~~
file

2/19/97 Jim Stinson - attorney for
HSS → filed a tariff. HSS

people have cards - can they still use?
late fall - contest canned I to id NO

25:24.470 interexchange carriers

3/4/97 • ~~Jim Stinson~~ called re: letter
10:45 dated 2/19/97. He apologized for
~~not~~ being late responding to
letter, but he was just handed
it.

~~HSS~~
Vending

- He stated that 1) they were not 'slamming' customers and this was a separate calling card
- 2) the info regarding the calling card application was on the sweepstakes card (on the back in small letters)
- 3) all complainants were refunded all \$ involved.
- 4) they had submitted their tariff
- 5) they stopped the sweepstakes in ~ late fall (to his recollection)

From: Natalie Monteiro
To: Tommy Williams
Subject: fwd: HSS Vending (Vendermatic)

==NOTE=====2/18/97=12:19pm==
Tommy,
Rick said that you would handle the show
cause against HSS in your certificate
docket. I have approximately 10
complaints and a memo from Nancy Pruitt.
What do you need from me to include the
complaints in your case? Let me know...

Fwd=by:=Tommy=William=2/18/97=12:44pm==
Fwd to: Natalie Monteiro
.....
I'll need the information to include in
the rec.

Tommy,
here is all the info I have regarding
HSS from Nancy. I have sent them a
letter telling them to stop conducting
business w/o a certificate. I copied
you on the letter. Natalie

COMPANY INFORMATION

AS OF 02/05/1997

HSS Vending Distributors (Vendormatic, Inc. d/b/a) (TI582)

Location address

HSS Vending Distributors
601 Fourth Avenue
Corapolis, PA 15108

Company liaison(s)

Richard G. Hersperger, President - Tariff, (412) 264-9040

Name LEANZA, FRANK R.

Company HSS VENDING DISTRIBUTORS (VENDORMAT

Request No. 152830I

Address 1108 77 STREET COURT NW

Attn. RICHARD HERSPERGER 152830I

By KES Time 12:00 PM Date 12/23/96

Consumer's Telephone # (941)-795-2136

To CO Time FAX Date 12/23/96

City/Zip BRADENTON 34209-1051 County MAN

Can Be Reached _____

Type S Form MAIL

Account Number _____

Note sweepstakes

Category _____

Company Contact _____

Limited Reponse N

Infraction 1s-14

Closed by NEP Date 01/23/97

Reply Received T

Please respond to the attached correspondence concerning customer's statement that the charges for a travel card were not authorized by him. Please send a detailed report.

Report dated 1/6 with explanation, full credit and sweepstake's application for calling card. 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:

Kate Smith

DUE: 01/13/97

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



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

December 26, 1996

Mr. Frank R. Leanza
1108-77 Street Court, Northwest
Bradenton, FL 34209-1051

Dear Mr. Leanza:

Thank you for your recent letter concerning HSS Vending Distributors.

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 questions, I can be reached at 1-800-342-3552.

Sincerely,

A handwritten signature in cursive script that reads "Kate E. Smith".

Kate E. Smith
Senior Consumer Complaint Analyst
Division of Consumer Affairs

KES:ewe



HSS TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

January 6, 1997

Ms. Kate Smith
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Frank R. Leanza, Request No.: 152830I

Dear Ms. Smith:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

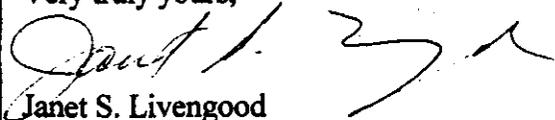
The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter.

Very truly yours,



Janet S. Livengood
Enclosure

OFFICIAL APPLICATION

People's Edge™
APPLICATION

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME FRANK R. LEANZA
PRINT ADDRESS 1108 77 ST CT N.W APT. #
CITY BRADENTON STATE FL ZIP 34209
HOME PHONE (REQUIRED) ^{Area Code} (941) 795-2136
SIGNATURE (REQUIRED) Frank R. Leanza

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to charity.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Intrastate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility.

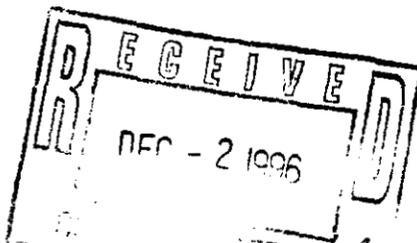
For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

Frank Leanza
1108 77th Street Ct. NW
Bradenton, FL 34209-1051

1108 77th St. Ct. N.W.
Bradenton, FL 34209-1051
November 23, 1996

192836

Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850



Dear Sirs:

Enclosed, please find a photo-copy of a telephone bill presented to me by my prime telephone company S.F.E. Included was a charge for \$11.28 for a "zero Plus Dialing Non-Regulated Service" for which I did not order or am even aware of its use or function.

As a result of the above, I phoned S.F.E. (1-800-483-3200) to notify them of this billing discrepancy. I was informed, to my dismay that they are required to bill me for any charges presented to them by any long distance carrier with the title of "Non Regulated Service". They were not responsible to confirm these charges with their customers. I had the responsibility to contact the "Non Regulate Service" and deal with them myself. Fortunately S.F.E. billing had a phone number to call for "ZPD" billing questions (1-800-505-0734).

My telephone call to (1-800-505-0734) gave me an answering service and they informed me after a long discussion, taking my name, and address that I would receive a credit to my billing within one or two billings. I also became aware that H.S.S. Vending was the party that originally was responsible for billing me for a service I did NOT request nor do I want.

The mail may have been used to mislead me into returning a card for a potential lottery. As my phone number is unlisted and I do not ever give it out, especially not to unknown people, I question how I could have been billed in this manner. Also, although the amount of money involved here is small, what would my dilemma be if the amount was large, say \$500 or \$1000. S.F.E. says I must pay (I have an automatic pay schedule with them) I could not afford to do so.

I feel that a scam has been perpetrated by a firm, utilizing secondary and possibly shady methods to dupe unsuspecting people like me into buying a service full of charges that sound normal and doing this without our knowledge or consent.

My discussion by phone with "Ms. Stokes" of your organization indicates that this incident may be of value to you and determine a request by H.S.S. VENDING to secure a Florida permit to do business in our state. Quite obvious they have already, by means described above, entered into Florida already without permit.

Please confirm receipt of this communication and advise me of whatever recourse I can legally take to assure myself from being taken advantaged by an unscrupulous business concern.

cc: Dan Miller, Congressman

Sincerely yours

Frank D. Leanza



TELEPHONE NUMBER 941 795-2136

Customer ID 880409

PAGE 7 OF 8

BILL DATE November 13, 1996

ZPD billing questions toll free 1 888 505-0734

LONG DISTANCE CALLS (continued)

Billing for Zero Plus Dialing



Zero Plus Dialing Non-Regulated Service

Billing for H.S.S. Vending

Non-Regulated Calls

Miscellaneous Charges and Credits

Date	Description	Amount
Oct 24	Monthly Srvc Fee	\$ 6.00
Oct 24	Install Fee	4.95
Total		\$ 10.95

Taxes and Fees on Zero Plus Dialing Non-Regulated Services

	Amount
1 Federal excise tax (3.00% of \$10.95)	\$.33
Total	\$.33

Zero Plus Dialing non-regulated service charges \$ 11.28

Total long distance/Zero Plus Dialing \$ 11.28

11/21/96 I called G.T.E. 1-800-483-3200 - Service for Billing - Not responsible
 " I called ZPD. 1-888-505-0734 - Promise to credit GTE billing in 102 months.
 " I called FPSC. 1-800-342-3552 - Present document & letter explaining problem with copy of billing.
 11/25/96 I called San Millers office - Request a copy of complaint letter

Rec'd - NOV 21 1996

State of Florida

Commissioners:

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



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

January 23, 1997

Mr. Frank R. Leanza
1108 77th Street Court Northwest
Bradenton, FL 34209-1051

Dear Mr. Leanza:

This is a follow-up to your recent complaint regarding the unauthorized change of your long distance service by HSS Vending Distributors.

We have filed your complaint with the company and received a report. Enclosed is a copy of the report indicating what caused the problem and that credits have been issued.

We appreciate your bringing this problem to our attention; and your complaint will remain on record at the Public Service Commission.

If you have any questions or problems, please let me know.

Sincerely,

A handwritten signature in cursive script that reads "Nancy Pruitt".

Nancy Pruitt
Operations and Management Consultant
Division of Consumer Affairs

NP/ajh

enclosure

Name RAULERSON, DONALD E.

Company HSS VENDING DISTRIBUTORS (VENDORMAT)

Request No. 153135I

Address 9310 HALL ROAD

Attn. RICHARD G. HERSPERGER 153135

By MEP Time 2:23 PM Date 12/26/96

Consumer's Telephone # (941)-858-1161

To CO Time MAIL Date 12/27/96

City/zip LAKELAND 33809 County POLK

Can Be Reached (941)-858-1161

Type S Form MAIL

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Reponse N

Infraction 1s-14

Closed by NEP Date 01/14/97

Reply Received T

See attached correspondence regarding the customer being charged for a calling card he has neither authorized nor received. The customer states that billing appears on his GTE telephone bills dated 11/07/96 and 12/07/96. He states that HSS Vending is the carrier for which U.S. Billing has billed. Why is this customer being billed for this? Please investigate this matter, contact the customer, and provide me with a detailed written report including applicable credits for monthly service fees by the date below.

1/10 Report with explanation, full credit and sweepstake's LOA for calling card. Copy to customer. 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:

Ellen Plendl

DUE: 01/16/97



H S S TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

January 6, 1997

Ms. Ellen Plendl
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Donald E. Raulerson, Request No.: 1531351

Dear Ms. Plendl:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter.

Very truly yours,



Janet S. Livengood

Enclosure

cc: Donald E. Raulerson, 9310 Hall Road, Lakeland, FL 33809

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME DONALD EVERETT RAULKSON JR.
 PRINT ADDRESS 9310 HALL ROAD APT. # _____
 CITY LAKELAND STATE FL ZIP 33809
 HOME PHONE (REQUIRED) (941) 858-1161
 SIGNATURE (REQUIRED) Donald E. Raulkson Jr.

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to charity.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

OSP

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility. For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

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



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

December 27, 1996

Mr. Donald E. Raulerson
9310 Hall Road
Lakeland, FL 33809

Dear Mr. Raulerson:

Thank you for your recent letter concerning HSS Vending Distributors.

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 questions, I can be reached at 1-800-342-3552.

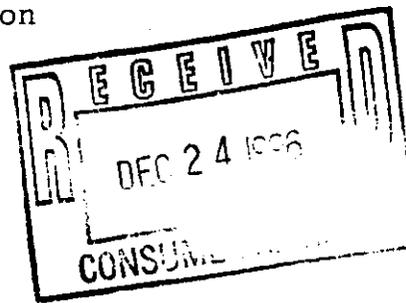
Sincerely,

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

Ellen Plendl
Consumer Complaint Analyst
Division of Consumer Affairs

MEP:ewe

TO: Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Blvd
Tallahassee, FL 32399



Dear Sir,

For the past three months I have been billed by Zero Plus Dialing for HSS Vending for a service that I did not ask for or sign for. The bill is attached and made a part of my GTE phone bill.

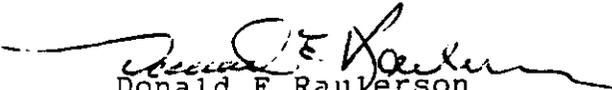
The first month that I was billed, I called Zero Plus Dialing to find out what the charge was for. The answer they gave me was that HSS Vending had run a raffle on a car and someone had sent my name in and that I had been issued a card of some type and that the charges were for the card. I informed them (Zero Plus Dialing) that I had not entered any raffle or requested such a card, did not want such a card, and that I had not received such a card. They said they would take care of it and would give me credit on my bill.

The next month I received another bill for a monthly fee. I again called Zero Plus Dialing and went through the whole procedure again, but this time I asked for the phone number of HSS Vending (1-800-477-5310). I called them and explained the problem. I was told that they would correct the problem and that I would be removed from their list and would no longer be billed.

I received my GTE phone bill on Dec 16th and I am being billed again.

Please help me!

Sincerely.


Donald E Raukerson

9310 Hall Road
Lakeland, FL 33809
(941) 858-1161



TELEPHONE NUMBER 941 858-1161

Customer ID 710930

PAGE 9 OF 10

BILL DATE

December 7, 1996

ZPD billing
 questions
 toll free
 1 888 505-0734

LONG DISTANCE CALLS (continued)

Billing for Zero Plus Dialing



Billing for H.S.S. Vending

Regulated Calls**H.S.S. Vending Billing Adjustments**

Date	Description	Amount
1 Nov 15	Miscellaneous Charge or Credit	CR \$ 6.18

Total billing adjustment(s) of \$ 6.18 applied to previous charges.

For questions concerning your bill, call the number listed at the top of this page.
 The calls on this page were forwarded by Zero Plus Dialing, the clearinghouse agent
 for H.S.S. Vending.

Zero Plus Dialing Non-Regulated Service

Billing for H.S.S. Vending

Non-Regulated Calls**Miscellaneous Charges and Credits**

Date	Description	Amount
Nov 14	Monthly Srvc Fee	\$ 6.00
Total		\$ 6.00

Taxes and Fees on Zero Plus Dialing Non-Regulated Services

Description	Amount
2 Federal excise tax (3.00% of \$6.00)	\$.18
Total	\$.18

Zero Plus Dialing non-regulated service charges**\$ 6.18****Total long distance/Zero Plus Dialing****\$ 6.18**

Third month

ZPD billing questions toll free 1 888 505-0734

LONG DISTANCE CALLS (continued)

1531351

Billing for Zero Plus Dialing



Billing for H.S.S. Vending

Regulated Calls

H.S.S. Vending Billing Adjustments

Date	Description	Amount
1 Oct 22	Miscellaneous Charge or Credit	CR \$ 11.28
Total billing adjustment(s) of \$ 11.28 applied to previous charges.		

For questions concerning your bill, call the number listed at the top of this page. The calls on this page were forwarded by Zero Plus Dialing, the clearinghouse agent for H.S.S. Vending.

Zero Plus Dialing Non-Regulated Service

Billing for H.S.S. Vending

Non-Regulated Calls

Miscellaneous Charges and Credits

Date	Description	Amount
Oct 15	Monthly Srvc Fee	\$ 6.00
Total		\$ 6.00

Taxes and Fees on Zero Plus Dialing Non-Regulated Services

Description	Amount
2 Federal excise tax (3.00% of \$6.00)	\$.18
Total	\$.18

Zero Plus Dialing non-regulated service charges

\$ 6.18

Total long distance/Zero Plus Dialing

\$ 6.18

SORRY, BUT I DO NOT HAVE ANYTHING TO DO WITH ZERO PLUS DIALING AND WILL NOT PAY ANYTHING THAT THEY BILL. I THOUGHT THAT THIS WAS TAKEN CARE OF LAST MONTH.

(OVER)

I HAVE DEDUCTED THIS FROM MY PAYMENT.

HSS Vending

1-800-477-5310

15 3113 9418581161 710930 06/03 F/211*11BRDA1 6002227 400001133

Name BARNES, BRUCE

Company HSS VENDING DISTRIBUTORS (VENDORMAT)

Request No. 14743UI

Address 1040 NW NORTH RIVER DRIVE

Attn. RICHARD G. HERSPERGER 147430

By DBM Time 11:41 AM Date 11/13/96

Consumer's Telephone # (305)-326-9805

To CO. Time MAIL Date 11/14/96

City/Zip MIAMI 33136 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Reponse Y

Infraction 1S-14

Closed by NEP Date 11/27/96

Reply Received T

Customer reports being charged approximately \$6.00 for a calling card. He says he never realized he was requesting this when he signed a sweepstakes form. He believes this is deceptive. Please contact the customer, investigate and respond.

11/25 report with explanation, credit and sweepstakes application form for calling card. Copy to 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:

Doug Martin

DUE: 12/03/96

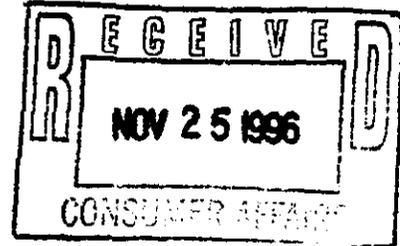


H. S. S. VENDING DISTRIBUTORS
*Vending / Video / Sales & Service / Food Service /
Leasing / Office Coffee Service / Pay Phones /
Telecommunications*

601 Fourth Avenue
Coraopolis, PA 15108
(412) 264-9040
FAX (412) 264-1032

November 19, 1996

Doug Martin
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



Re: Bruce Barnes, Request No. 1474301

Dear Mr. Martin:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account.

We trust that this provides a satisfactory solution to the matter. Your cooperation is appreciated.

Very truly yours,


Janet S. Livengood

Bruce Barnes, 1040 NW North River Drive, Miami, FL 33136

OFFICIAL APPLICATION

People's Edge™
APPLICATION

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME Bruce Barnes
PRINT ADDRESS 1040 NW North River APT. #
CITY Miami STATE FL ZIP 33136
HOME PHONE (REQUIRED) (305) 326-9805
SIGNATURE (REQUIRED) Bruce Barnes

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to United Way of America.

People's Edge™ BIG PRIZES BIG SAVINGS

NOTICE: People's Edge™ is a Calling Card only.
Your telephone service will not be changed.

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Intrastate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility.

For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

Name MCMILLAN, JOHN E.

Company HSS VENDING DISTRIBUTORS (VENDORMAT)

Request No. 147475I

Address 9385 NORTH 56 STREET

Attn. RICHARD HERSPERGER

By KES Time 12:57 PM Date 11/13/96

SUITE 200

Consumer's Telephone # (813)-988-5135

To CO Time FAX Date 11/14/96

City/Zip TEMPLE TERRACE 33617-5594 County PIN

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Reponse N

Infraction 1s-14

Closed by NEP Date 12/26/96

Reply Received T

Please respond to the attached correspondence concerning unauthorized billing for a calling card which has not been received by customer.

11/25 report with explanation, full credit and sweepstakes application.

12/26 spoke with customer. He never received a calling card.

Sent him a copy of the report and application.

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:

Kate Smith

DUE: 12/03/96

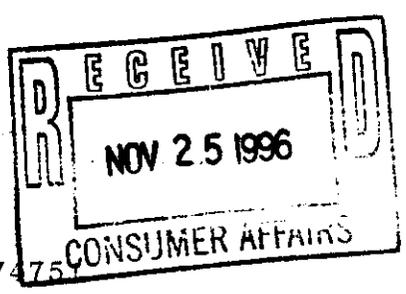


H. S. S. VENDING DISTRIBUTORS
*Vending / Video / Sales & Service / Food Service /
Leasing / Office Coffee Service / Pay Phones /
Telecommunications*

601 Fourth Avenue
Coraopolis, PA 15108
(412) 264-9040
FAX (412) 264-1032

November 19, 1996

Kate Smith
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



Re: John E. McMillan, Request No. 147475

Dear Ms. Smith:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account.

We trust that this provides a satisfactory solution to the matter. Your cooperation is appreciated.

Very truly yours,

Janet S. Livengood
Janet S. Livengood

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME John E McMillan
 PRINT ADDRESS 1005 Riverhills Dr. APT. # _____
 CITY Temple Terrace STATE FL ZIP 33617
Area Code
 HOME PHONE (REQUIRED) (813) 985-7031
 SIGNATURE (REQUIRED) John E McMillan

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to charity.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Intrastate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility.

For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

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



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

November 14, 1996

Mr. John E. McMillan
Suite 200
9385 North 56 Street
Temple Terrace, FL 33617-5594

Dear Mr. McMillan:

Thank you for your recent letter concerning HSS Vending Distributors.

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 questions, I can be reached at 1-800-342-3552.

Sincerely,

A handwritten signature in cursive script that reads "Kate Smith".

Kate E. Smith
Senior Consumer Complaint Analyst
Division of Consumer Affairs

KES:ewe

147475 #

LEVIN & McMILLAN

PROFESSIONAL ASSOCIATION

ATTORNEYS AT LAW

9385 NORTH FIFTY-SIXTH STREET, SUITE 200

TEMPLE TERRACE, FLORIDA 33617-5594

(813) 988-5135

PINELLAS COUNTY 441-4011

TELECOPIER (813) 988-1228

November 7, 1996

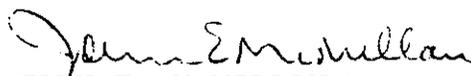
Florida Public Service Commission
101 E. Gaines
Tallahassee, Florida 32399

Dear Commission Members:

I am writing to complain about a charge which appeared on my local telephone bill for Zero Plus Dialing. I do not believe that any member of my family agreed to this charge. It has been removed but I believe that Zero Plus Dialing is engaged in activities that are or should be prohibited. A copy of the pertinent page of my GTE bill is attached.

Thank you for your attention to this matter.

Sincerely,


JOHN E. McMILLAN

JEM:me
Enclosure





TELEPHONE NUMBER 813 985-7031

Customer ID 7908

PAGE 9 OF 10

BILL DATE

October 25, 1996

ZPD billing
 questions
 toll free
 1 888 505-0734

LONG DISTANCE CALLS (continued)

Billing for Zero Plus Dialing

**Zero Plus Dialing Non-Regulated Service**

Billing for H.S.S. Vending

Non-Regulated Calls**Miscellaneous Charges and Credits**

Date	Description	Amount
Sep 26	Monthly Srvc Fee	\$ 6.00
Sep 26	Install Fee	4.95
Total		\$ 10.95

Taxes and Fees on Zero Plus Dialing Non-Regulated Services

	Amount
1 Federal excise tax (3.00% of \$10.95)	\$.33
2 City utility tax (10.00% of \$10.95)	1.10
Total	\$ 1.43

Zero Plus Dialing non-regulated service charges **\$ 12.38**

Total long distance/Zero Plus Dialing **\$ 12.38**

Name TAYLOR, SHERMAN

Company HSS VENDING DISTRIBUTORS (VENDORMAT

Request No. 149069I

Address 812 BAYVIEW DRIVE

Attn. RICHARD HERSPERGER 149069I

By KES Time 10:42 AM Date 11/25/96

Consumer's
Telephone # (941)-485-3258

To CO Time MAIL Date 11/26/96

City/Zip SARASOTA 34275 County SAR

Can Be
Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Reponse N

Infraction 1s-14

Closed by NEP Date 12/23/96

Reply Received T

Customer did not sign up for a calling card and does not know for what he is being billed. He called the company and could get no information on what it is all about. Please investigate, contact customer, provide proof of authorization, and send detailed report.

12/10 report with credit and sweepstakes application for calling card.

12/23 closed by phone with Mrs. Taylor who said they never received a calling card.

CONSUMER REQUEST

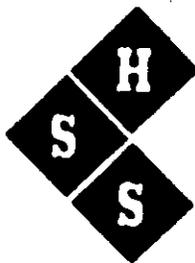
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Kate Smith

DUE: 12/13/96



H S S TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

December 6, 1996

Ms. Kate Smith
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Sherman Taylor, #1490691

Dear Ms. Smith:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

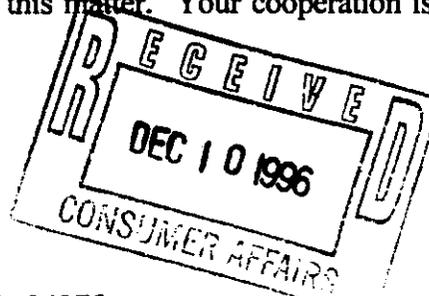
It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter. Your cooperation is appreciated. We apologize for any inconvenience to the customer.

Very truly yours,


Janet S. Livengood



Enclosure

cc: Sherman Taylor, 812 Bayview Drive, N. Venice, FL 34275

OFFICIAL APPLICATION

People's Edge™
APPLICATION

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME SHERMAN TAYLOR
PRINT ADDRESS 812 BAYVIEW DR APT.# _____
CITY Norfolk STATE FL ZIP 34275
HOME PHONE (REQUIRED) (941) 485-3258
SIGNATURE (REQUIRED) [Signature]

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to charity.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

149069T
Attn: Kate Smith
@ @ customer

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Intrastate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.
Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility.
For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

Name GRAY, ALICE M.

Company HSS VENDING DISTRIBUTORS (VENDORMAT

Request No. 148719I

Address 12308 YELLOW ROSE CIRCLE

Attn. RICHARD HERSPERGER 148719I

By KES Time 10:15 AM Date 11/21/96

Consumer's
Telephone # (813)-677-5198

To CO Time FAX Date 11/26/96

City/Zip RIVERVIEW 33569-4115 County DUV

Can Be
Reached _____

Type S Form Phone

Account Number 8136775198

Note _____

Category _____

Company Contact _____

Limited Reponse N

Infraction 1s-14

Closed by NEP Date 12/30/96

Reply Received T

Customer said that she has received billing from the company for a calling card which she did not request or authorize. Please investigate, contact customer and advise.

12/10 report with explanation, credit and sweepstakes application for calling card.

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:

Kate Smith

DUE: 12/13/96



HSS TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

December 6, 1996

Ms. Kate Smith
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Alice M. Gray, #148719I

Dear Ms. Smith:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter. Your cooperation is appreciated. We apologize for any inconvenience to the customer.

Very truly yours,


Janet S. Livengood

Enclosure

cc: Alice M. Gray, 12308 Yellow Rose Circle, Riverview, FL 33569



OFFICIAL APPLICATION

People's Edge™
APPLICATION

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME Alu M Gray
PRINT ADDRESS 12308 Yellow Rose Cr APT. # _____
CITY Riverview STATE FL ZIP 335769
HOME PHONE (REQUIRED) (813) 677-5198
SIGNATURE (REQUIRED) Alu M Gray

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to United Way of America.

People's Edge™ **BIG PRIZES BIG SAVINGS**

NOTICE:

People's Edge™ is a Calling Card Service.
Your telephone Service will not be affected.

148 7192
Attn: Kate Smith
cc customer

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, IntraState/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility.

For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

From: Kate Smith
To: Nancy Pruitt
Subject: fwd: Alice M. Gray - 148719I

===NOTE=====11/26/96==2:16pm=

This file seems to be missing the attachments. I have it back from Pinkey and it was never mailed to HSS because somewhere, somehow the correspondence sent by customer got detached from the file and misplaced. Now what?

Fwd=by:=Nancy=Pruitt==11/26/96==2:21pm=
Fwd to: Kate Smith

.....
Send it to the company stating that the customer informed the PSC that she never requested a calling card and ask that the charges be credited. Have you asked the other analysts if they got the correspondence? Be sure to change the date sent to HSS and the due date.

From: Kate Smith
To: \CAF BCR
Subject: Alice M. Gray

===NOTE=====11/26/96==2:25pm=

Does anyone have some correspondence
from this person related to HSS
vending? It's lost somewhere. Thanks.

Name MOREHEAD, VICTORIA

Company HSS VENDING DISTRIBUTORS (VENDORMAT)

Request No. 1490721

Address 240 E. GREEN STREET

Attn. RICHARD G. HERSPERGER 149072

By DBM Time 10:54 AM Date 11/25/96

City/Zip ENGLEWOOD 34223 County SAR

Consumer's Telephone # (941)-475-8460

To CO. Time MAIL Date 11/25/96

Account Number _____

Can Be Reached _____

Type S Form Phone

Company Contact _____

Note _____

Category _____

Limited Reponse Y

Infraction 1s-14

Closed by NEP Date 12/24/96

Reply Received T

Customer says she is being charged a monthly service charge for a calling card she did not request. She says she signed a sweepstakes form taking a chance on a car at a street fair back in August but never realized that she was being obligated for anything else. Please contact the customer, investigate and respond.

12/10 report with explanation, full credit and copy of sweepstakes application for calling card.
Copy to customer.

CONSUMER REQUEST

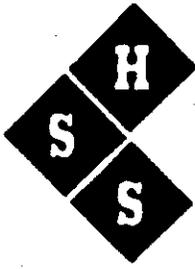
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Doug Martin

DUE: 12/12/96



H S S TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

December 6, 1996

Mr. Doug Martin
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Vicki Morehead, #149072I

Dear Mr. Martin:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter. Your cooperation is appreciated. We apologize for any inconvenience to the customer.

Very truly yours,

Janet S. Livengood

Enclosure

cc: Vicki Morehead, 240 E Green Street, Englewood, CA 34223



OFFICIAL APPLICATION

People's Edge™
APPLICATION

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME Chicki MOREHEAD
PRINT ADDRESS 240 E GREEN ST APT. #
CITY Englewood STATE FLA ZIP 34223
HOME PHONE (REQUIRED) 475-8460
SIGNATURE (REQUIRED) Victoria Morehead

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to United Way of America.

People's Edge™ BIG PRIZES BIG SAVINGS

NOTICE:

People's Edge™ is a Calling Card only.
Your telephone service will need to be changed.

1490727
Attn: Doug Martin
a customer

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Intrastate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility.

For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

Name KOHUT, ALEX

Company HSS VENDING DISTRIBUTORS (VENDORMAT)

Request No. 149088I

Address 1506 MYERLEE COUNTRY CLUB BLVD.

Attn. RICHARD G. HERSPERGER 149088

By MEP Time 11:50 AM Date 11/25/96

Consumer's Telephone # (941)-482-6293

To CO Time MAIL Date 11/26/96

City/zip FT. MYERS 33919 County LEE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Reponse N

Infraction 1S-14

Closed by NEP Date 12/13/96

Reply Received T

11/25/96 Customer has been billed for calling card, installation fee, and monthly fee for a calling card he has not authorized, nor received. Why are these bills being sent to the customer when he does not request this service. Please advise.

12/12 report with sweepstakes application and credit.

12/13 spoke with customer and informed him of credit to be issued.

CONSUMER REQUEST

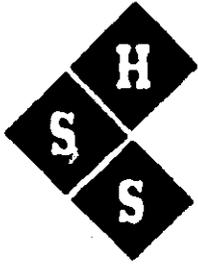
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Ellen Plendl

DUE: 12/13/96



HSS TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

December 6, 1996

Ms. Ellen Plendel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Alex Kohut, #149088I

Dear Ms. Plendel:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter. Your cooperation is appreciated. We apologize for any inconvenience to the customer.

Very truly yours,


Janet S. Livengood

Enclosure

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME Alex Kohut
 PRINT ADDRESS 1506 Myerlee Entry Club BL APT. #
 CITY Ft Myers STATE FL ZIP 33919
 HOME PHONE (REQUIRED) (941) 482-6293
 SIGNATURE (REQUIRED) Alex Kohut

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to charity.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

#1490371
 Alex Kohut

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Intrastate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility.

For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

Name DAVIS, SANDRA

Company HSS VENDING DISTRIBUTORS (VENDORMAT

Request No. 1492991

Address 2193 KARAN WAY

Attn. RICHARD G. HERSPERGER 149299

By MEP Time 8:23 AM Date 11/26/96

City/Zip CLEARWATER 34623 County PIN

Consumer's
Telephone # (813)-734-9413

To CO Time MAIL Date 11/27/96

Account Number _____

Can Be
Reached (813)-734-9413

Type S Form Phone

Company Contact _____

Note _____

Category _____

Limited Reponse N

Infraction 1s-14

11/26/96 Customer reports being billed monthly fees for a calling card which she never authorized nor received. Billing appears on her GTE telephone bill and is billed by Zero Plus Dialing(ZPDI) on behalf of HSS Vending. Please contact the customer, investigate, and respond. Customer requests discontinuance of this service.

Closed by NEP Date 12/13/96

Reply Received T

12/12 report with explanation, sweepstakes application and full credit.
Copy to customer.

CONSUMER REQUEST

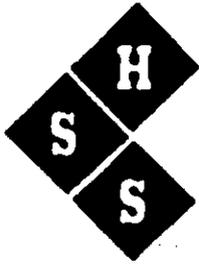
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Ellen Plendl

DUE: 12/16/96



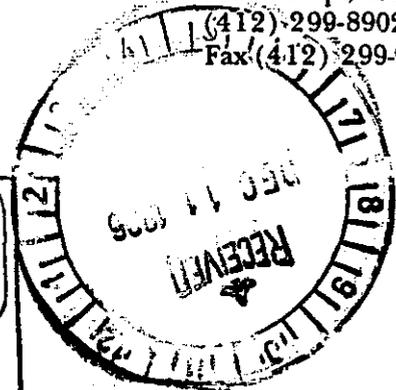
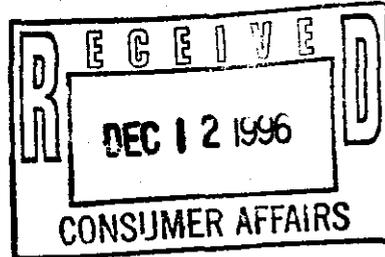
HSS TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

December 6, 1996

Ms. Ellen Plendel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850



Re: Jennifer Davis, #14299I

Dear Ms. Plendel:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter. Your cooperation is appreciated. We apologize for any inconvenience to the customer.

Very truly yours,

Janet S. Livengood

Enclosure

cc: Jennifer Davis, 2193 Karan Way, Clearwater, FL 34623

OFFICIAL APPLICATION

People's Edge™
APPLICATION

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME Jennifer Davis
PRINT ADDRESS 293 Karan Way APT. #
CITY Clearwater STATE FL ZIP 34603
HOME PHONE (REQUIRED) (813) 734-9413
SIGNATURE (REQUIRED) Jennifer Davis

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to United Way of America.

People's Edge™ **BIG PRIZES BIG SAVINGS**

NOTICE:

People's Edge™ is a Calling Card only.
Your telephone service will not be disrupted.

#14299I
cc customer
Atten Ann
& Hen Plendel

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Intrastate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility.

For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

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



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

November 27, 1996

Ms. Sandra Davis
2193 Karan Way
Clearwater, FL 34623

Dear Ms. Davis:

Thank you for your recent letter concerning HSS Vending Distributors.

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 questions, I can be reached at 1-800-342-3552.

Sincerely,

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

Ellen Plendl
Consumer Complaint Analyst
Division of Consumer Affairs

MEP:ewe



TELEPHONE NUMBER 813 234-9413

Customer ID 870612

BILL DATE November 1, 1996

PAGE 5 OF 6

ZPD billing
questions
toll free
1-888-563-0714

LONG DISTANCE CALLS

Billing for Zero Plus Dialing



Billing for H.S.S. Vending

1492992

Regulated Calls

H.S.S. Vending Billing Adjustments

Date	Description	Amount
Oct 17	Miscellaneous Charge or Credit	CR \$ 11.28
Total billing adjustment(s) of \$ 11.28 applied to previous charges.		

For questions concerning your bill, call the number listed at the top of this page. The calls on this page were forwarded by Zero Plus Dialing, the clearinghouse agent for H.S.S. Vending.

Zero Plus Dialing Non-Regulated Service

Billing for H.S.S. Vending

Non-Regulated Calls

Miscellaneous Charges and Credits

Date	Description	Amount
Oct 15	Monthly Service Fee	\$ 6.00
Total		\$ 6.00

Taxes and Fees on Zero Plus Dialing Non-Regulated Services

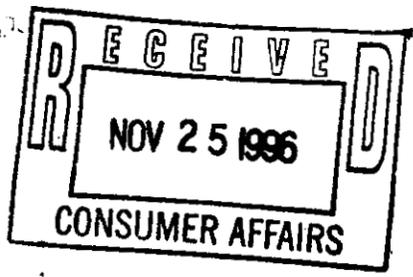
Federal excise tax (3.00% of \$6.00)	\$.18
Total	\$ 6.18

Zero Plus Dialing non-regulated service charges

Total long distance/Zero Plus Dialing \$ 6.18

Handwritten notes: 1-888-563-0714, ZPD, H.S.S.

Report to FCC in Washington or
Public Serv Comm - 1-800-367-3552



Nov. 22, 1996

Ellen Plendl
Consumer Affairs
Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

149299Z

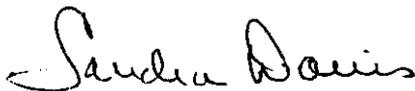
Dear Ms. Plendl:

Enclosed please find the copy of the GTE phone bill showing the billing from H.S.S. Vending by Zero Plus Dialing that I filed a complaint about today by phone.

As I stated, these charges stemmed from a deceptive practice of having the public fill out an entry blank for a sweepstakes to win an automobile in a local ^{Walmart} ~~Walmart~~ drugstore. I had no idea that I was signing up for long distance telephone service. I am sure that this was the intended effect.

It will take several months to get these charges off my phone bill after I detected them. I am complaining because I am sure that many other unsuspecting people will be charged and pay the bill, not understanding what it is, or how they were duped into it, especially since it is billed on their regular GTE phone bill.

Thank you for your attention to this matter. I hope that this practice can be stopped since it is very deceptive and a peril to the people of our state.



Sandra Davis
2193 Karan Way
Clearwater, FL 34623

Name DEHAAN , ROBERT (MRS.)

Company HSS VENDING DISTRIBUTORS (VENDORMAT

Request No. 149879I

Address 11711 MARLA LANE

Attn. RICHARD G. HERSPERGER 149879

By DBM Time 5:00 PM Date 12/02/96

Consumer's Telephone # (813)-397-4985

To CO. Time MAIL Date 12/03/96

City/Zip SEMINOLE 33772 County PIN

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Reponse Y

Infraction 1s-14

Closed by NEP Date 12/23/96

Reply Received T

Customer is being billed an installation fee and monthly service charge for goods and/ or services she never asked for or received. Why is this customer being billed? Please contact the customer, investigate and provide a report.

12/16 report with credit and sweepstakes application for calling card.

12/23 spoke with customer. Her daughter signed the sweepstakes application thinking it was for a prize. They never received a calling card.

CONSUMER REQUEST

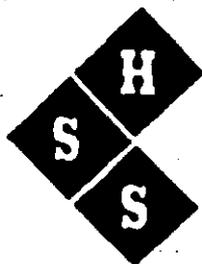
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Doug Martin

DUE: 12/18/96



H S S TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

December 11, 1996

Doug Martin
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Robert Dehaan (Mrs.) - 149879I

Dear Mr. Martin:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

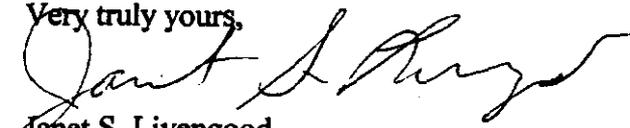
The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

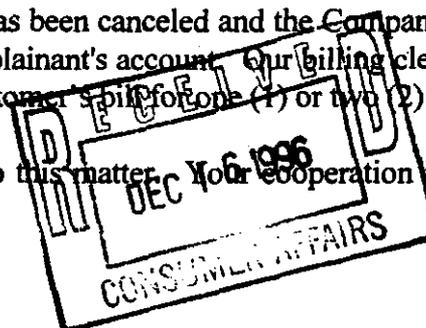
However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter. Your cooperation is appreciated. We apologize for any inconvenience to the customer.

Very truly yours,


Janet S. Livengood

Enclosure



OFFICIAL APPLICATION

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME Marianne Lameyer
PRINT ADDRESS 11711 Marla Lane APT. #
CITY Seminole STATE FL ZIP 33772
HOME PHONE (REQUIRED) (813) 397-4985
SIGNATURE (REQUIRED) Marianne Lameyer

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to charity.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

Robert Dehan
Anne
Address

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Instate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/31/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entries must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value: \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility. For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

Name MARTIS, DANIEL

Company HSS VENDING DISTRIBUTORS (VENDORMAT)

Request No. 1507711

Address 3572 SHADY BROOK LANE

Attn. RICHARD HERSPERGER 1507711

By KES Time 10:29 AM Date 12/06/96

City/Zip SARASOTA 34243 County SAR

Consumer's
Telephone # (941)-351-5993

To CO Time MAIL Date 12/09/96

Account Number _____

Can Be
Reached (941)-751-7614

Type S Form Phone

Company Contact BRIAN RIDLEY

Note _____

Category _____

Limited Reponse N

Infraction 1s-14

Closed by NEP Date 12/30/96

Reply Received T

Customer said that he found a charge on his bill from the company. He did not authorize a calling card and is requesting a full refund of all charges.

Customer was told that he must write to Brian Ridley, P.O. Box 791285 in San Antonio, TX 78279-1285 to have this account cancelled. Please investigate, provide proof of authorization, contact customer, and advise.

12/24 report with explanation, credit and sweepstakes application.

Copy to customer.

CONSUMER REQUEST

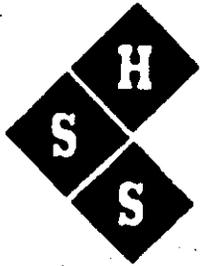
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Kate Smith

DUE: 12/24/96



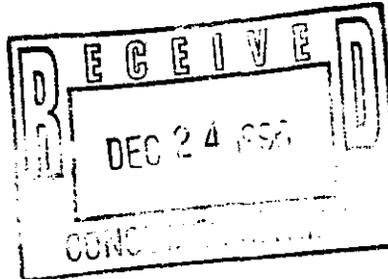
HSS TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

December 20, 1996

Ms. Kate Smith
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850



Re: Daniel Martis, Request No.: 150771I

Dear Ms. Smith:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter.

Very truly yours,

Janet S. Livengood

Enclosure

cc: Daniel Martis, 3572 Shady Brook Lane, Sarasota, FL 34243

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME DAN O MARTIZ
PRINT ADDRESS 3572 Shady Brook Ln APT. #
CITY SAN SUITA STATE FL ZIP 34243
HOME PHONE (REQUIRED) (941) 351 5993
SIGNATURE (REQUIRED) [Signature]

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to charity.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

NO PURCHASE OR CONTRIBUTION NECESSARY. Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3x5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1) \$2,000; Second(1) \$750; Third(5) \$75; Fourth(1) \$50. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility. For a complete set of rules send post card with name, address, and telephone number to H.S.S. Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

RULES

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize H.S.S. Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, IntraState/ATA rates may vary and I agree to pay these billings as they appear. I understand that I may cancel at any time by notifying People's Edge™ in writing to H.S.S. Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount-calling card services and a VARIETY of other discount services.

Name KUIKEN, C.A.

Company HSS VENDING DISTRIBUTORS (VENDORMAT

Request No. 1507141

Address 2521 APPALOOSA TRAIL

Attn. RICHARD G. HERSPERGER 15071

By MEP Time 8:49 AM Date 12/06/96

Consumer's Telephone # (813)-786-9624

To CO Time MAIL Date 12/09/96

City/Zip PALM HARBOR 34685-2522 County PIN

Can Be Reached (813)-786-9624

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Reponse N

Infraction 1s-14

Closed by NEP Date 12/27/96

Reply Received T

Customer reports being billed for a calling card which she never authorized or received. Billing appears on her GTE telephone bill and is billed by ZPDI on behalf of HSS Vending. Please provide me with a detailed written report including LOA/Tape and applicable credits for monthly service fees and installation fees. Please send the customer a copy of your response to this inquiry.

12/23 report with explanation and full credit and sweepstakes application. Copy to customer.

CONSUMER REQUEST

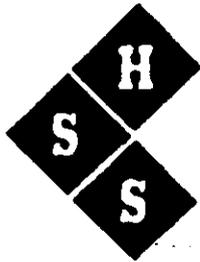
FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM
WITH REPORT OF ACTION TO:

Ellen Plendl

DUE: 12/24/96



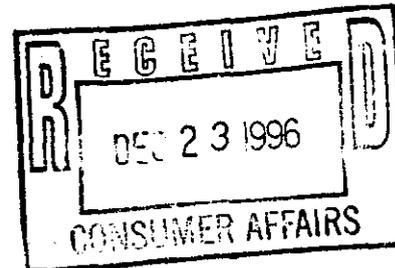
HSS TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

December 17, 1996

Ms. Ellen Plendl
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850



Re: C. A. Kuiken, (150714 D)

Dear Ms. Plendl:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter. Your cooperation is appreciated. We apologize for any inconvenience to the customer.

Very truly yours,

Janet S. Livengood

Enclosure

cc: C. A. Kuiken, 2521 Appaloosa Trail, Palm Harbor, FL 34685-2522

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME Catherine A. Kuiken
PRINT ADDRESS 2521 Appalosa Trail APT. #
CITY Palm Harbor STATE FL ZIP 34685
HOME PHONE (REQUIRED) (813) 786-9624
SIGNATURE (REQUIRED) Catherine A. Kuiken

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form. I understand a portion of my daily usage fee described on the reverse side will be donated to charity.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

NO PURCHASE OR CONTRIBUTION NECESSARY. Sweepstakes begins 9/1/95 and ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3x5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10036, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value: \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility. For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

RULES

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation charge of \$4.95 to my home phone listed on the reverse. International, intrastate/intralTA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount-calling card services and a VARIETY of other discount services.

301. 21. 12
 DEC 5 1996 92120 AM
 KUKER
 150 117 I



TELEPHONE NUMBER 813 786-9624 Customer ID 931221
 BILL DATE November 25, 1996

PAGE 5 OF 6

ZPD billing
 questions
 toll free
 1 888 505-0734

LONG DISTANCE CALLS

Billing for Zero Plus Dialing



Billing for H.S.S. Vending

Regulated Calls

H.S.S. Vending Billing Adjustments

Date	Description	Amount
Nov 6	Miscellaneous Charge or Credit	CR \$ 11.28
Total billing adjustment(s) of \$ 11.28 applied to previous charges.		

For questions concerning your bill, call the number listed at the top of this page.
 The calls on this page were forwarded by Zero Plus Dialing, the clearinghouse agent for H.S.S. Vending.

Zero Plus Dialing Non-Regulated Service

Billing for H.S.S. Vending

Non-Regulated Calls

Miscellaneous Charges and Credits

Date	Description	Amount
Oct 24	Monthly Srvc Fee	\$ 6.00
Oct 24	Install Fee	4.95
Nov 4	Monthly Srvc Fee	6.00
Total		\$ 16.95

Taxes and Fees on Zero Plus Dialing Non-Regulated Services

Description	Amount
1. Federal excise tax (3.00% of \$16.95)	\$.51
Total	\$.51

Zero Plus Dialing non-regulated service charges \$ 17.46

Total long distance/Zero Plus Dialing \$ 17.46

... .. \$ 17.46

Name HEWES, DAVID MRS.
 Address 177 BLAKELY AVE. SOUTH
 City/Zip LEHIGH ACRES 33972 County LEE
 Account Number _____
 Company Contact _____

Company HSS VENDING DISTRIBUTORS (VENDORMAT)
 Attn. RICHARD G. HERSPERGER
 Consumer's Telephone # (941)-368-3458
 Can Be Reached _____
 Note 158403L
 Limited Reponse N

Request No. 1639291
 By RWM Time 3:54 PM Date 03/07/97
 To CO Time MAIL Date 03/10/97
 Type B Form Phone
 Category IS-06
 Infraction _____
 Closed by RWM Date 05/19/97
 Reply Received T

Please see attached letter and provide information concerning the billing of the account. A report is due by the date below. Thanks

3-6 reply received from Zero Plus Dialing referring inquiry to HSS Vending.
 3-17 reply received from HSS Vending, customer given credit.
 File Closed

FORWARD TO CMU F

RECORDED AS NO. Trans 3052
 DATE REC'D.: 6-12-97 RESPOND BY: _____
 ASSIGNED TO: (1) _____
 (2) No Action Req.
 RETURN COMPLETE FILE TO: B. BAILEY
 PEER REVIEW
 1st Review
 Final
 Supervisor
 Bureau Chief
 RMT
 WD'H
 # of typos/
 cap. errors
 # of punctuation
 errors

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:

Ruth W. McHarque

DUE: 03/25/97

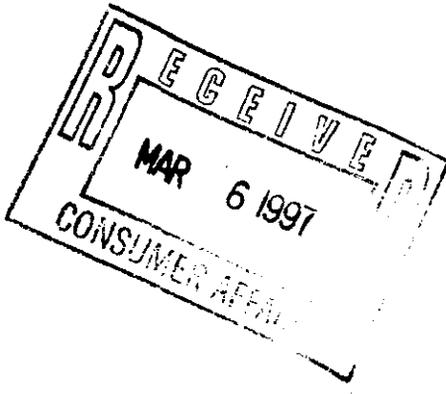


03/03/97

Ruth W. McHargue
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

FAX: 904-413-6362

RE: Complaint of David Hewes - 158403
Bill Number: 9413683458



Dear Sir/Madam:

We are in receipt of the above referenced complaint. Zero Plus Dialing is a billing clearinghouse which bills on behalf of operator service providers that provide service to hotels/motels, hospitals, pay telephones etc. Zero Plus Dialing is not a long distance carrier. We handle the customer service function on behalf of the majority of the carriers for which we bill. This function is performed in accordance with their guidelines. The below information will identify the carrier for which we have billed, as well as any credit information regarding this dispute. The complainant should be advised that if credit has been issued recently, it may take one to two billing cycles to appear on their local telephone bill.

Carrier(s):	Credit(s) Issued:	Date of Credit(s):
HSS Vending	\$10.95 plus tax	12/2/97
HSS Vending	\$6.00	1/14/97

The complainant disputes authorizing monthly service fees for a calling card service. As the carrier in question prefers to address their own regulatory matters, we would like to request that your office serve them directly at the address below. Their response should provide more information regarding their services, as well as what may have occurred in this matter.

HSS Vending
Attn: Stephanie Wilson
601 4th Avenue
Coraopolis, PA 15108

We apologize for any inconvenience and hope this matter will be resolved to the satisfaction of the complainant.

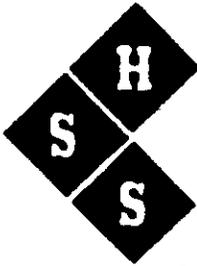
Sincerely,

Julie Delgado
Regulatory Manager - Customer Service

cc: HSS Vending - Stephanie Wilson

Corporate Offices

P.O. Box 29442 • San Antonio, Texas 78229-0442
(210) 949-7494 • Fax (210) 949-7100



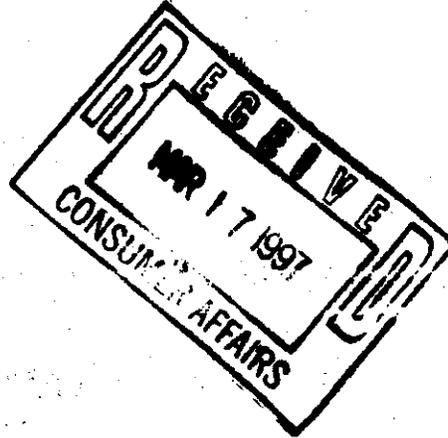
HSS TELECOMMUNICATIONS

** A Division of HSS Vending Distributors
Long Distance * Local 1 Plus Service * Debit Cards
International Call Back * Pay Phones * Video Conferencing
SS7 Platforms * Prison Inmate Phones * 800 Service
Central Office Switching Products * Telecommunications*

1400 Lee Drive
Moon Twp., PA 15108
(412) 299-8902
Fax (412) 299-9487

March 13, 1997

Ms. Ruth McHargue
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850



Re: Mrs. David Hewes, Request No.: 1639291

Dear Ms. McHargue:

The purpose of this letter is to provide a response to the above-referenced Complaint directed to HSS Telecommunications.

The Complainant entered a sweepstakes drawing promotion offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. The plain language on the entry form clearly states that the conduct of the applicant in applying for a calling card "WILL NOT CHANGE YOUR LONG DISTANCE CARRIER." This is a travel calling card similar to the 1-800-CALL-ATT card issued by ATT and similar to those of other telephone companies. This organization is neither attempting unauthorized switching or "slamming", nor does it take any part in or have any interest in this type of conduct. Further, the long distance carrier of the Complainant has never been changed by HSS.

It is not the intent of the Company to either mislead or to confuse the general public. Full disclosure and full explanation of the requirements of the calling card program is made by its agents and on the consumer application form. The Company's marketing representatives take every precaution to ensure that all of the terms of its sweepstakes and travel calling card promotion are fully disclosed. Enclosed is the application form signed by the Complainant requesting a calling card and entry into the sweepstakes drawing.

However, as a gesture of good faith, the calling card has been canceled and the Company has authorized its billing clearinghouse to issue a full credit to the Complainant's account. Our billing clearinghouse informs us, however, that this credit may not appear on the customer's bill for one (1) or two (2) billing cycles.

We trust that this provides a satisfactory resolution to this matter.

Very truly yours,

Cara L. Hiltz
Enclosure

OFFICIAL APPLICATION

People's Edge™
APPLICATION

SUPER DREAM SWEEPSTAKES

PRINT FULL NAME DAVID PARMELE
PRINT ADDRESS 177 BLAKELY AVE. SOUTH #
CITY LEHIGH ACRES STATE FL. ZIP 33972
HOME PHONE (REQUIRED) (^{Area Code} 904) 368-3458
SIGNATURE (REQUIRED) David Parmele

I certify that I am at least 18 years of age. By signing this application I further attest that I have read, understand and agree to each and all of the terms and conditions listed on the back of this form and on the reverse side of the envelope described on the reverse side of this form.

People's Edge™ BIG PRIZES BIG SAVINGS

People's Edge™ is a discount calling card with the lowest possible rates. "You make the call, we make the difference". Your long distance service will not be changed.

People's Edge™ DISCOUNT CALLING CARD AGREEMENT TERMS

I want to receive a People's Edge™ discount calling card sent to me at the address provided herein. I authorize HSS Telecommunications, Inc. to bill all People's Edge™ calling card usage at a 50 cent call initiation fee and 25 cents per minute plus a service fee of up to 20 cents per day and a one time installation charge of \$4.95 to my home phone listed on the reverse. International, Intrastate/IntraLATA rates may vary, and I agree to pay these billings as they appear. I understand that I will be billed through my local telephone company by HSS Telecommunications, Inc. I understand that I may cancel at any time by notifying People's Edge™ in writing to HSS Telecommunications P.O. Box 1339, Coraopolis, PA 15108. People's Edge™ is a consumer access group supplying you with discount calling card services and a VARIETY of other discount services.

RULES

NO PURCHASE OR CONTRIBUTION NECESSARY.

Sweepstakes begins 9/1/95 ends 1/15/97. To enter the sweepstakes follow all entry instructions published in this offer. If you wish to submit an entry with no obligation send a 3X5 postcard with name, address, and telephone number to H.S.S. P.O. Box 1339, Coraopolis, PA 15108. Entrant must be a US citizen and be 18 years old. Only one per household permitted. Winners will be selected in random drawings on 2/28/97 by Ventura Associates Inc., 1211 Avenue of the Americas, New York, NY 10016, an independent judging organization whose decisions are final. Odds of winning determined by total number of entries received. Estimated maximum retail value of prizes: Grand(1) \$25,000 (cash alternative \$25,000); First(1)\$2,000; Second(1)\$750; Third(50)\$75; Fourth(1,000)\$60. Total prize value; \$91,500. Winners will be notified by mail. Void where prohibited or restricted by local state or federal laws. All taxes on prizes are winners' responsibility. For a complete set of rules send post card with name, address, and telephone number to HSS Telecommunications "Rules", P.O. Box 1339, Coraopolis, PA 15108.

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



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(904) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

March 10, 1997

Mrs. David Hewes
177 Blakely Avenue, South
Lehigh Acres, FL 33972

Dear Mrs. Hewes:

Thank you for your recent letter concerning HSS Vending Distributors.

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 questions, I can be reached at 1-800-342-3552.

Sincerely,


Ruth W. McHargue
Regulatory Specialist III
Division of Consumer Affairs

RWM:ewe

** Transmit Conf. Report

Mar 10 '97 1

FL PUBLIC SERVICE COMM--> 614122999487	
No.	0011
Mode	NORMAL
Time	4'46"
Pages	7 Page(s)
Result	O K

103 927 I

Mrs. David Hewes
177 Blakely Ave. South
Lehigh Acres, Fl. 33972

Phone 941-368-3458

Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399

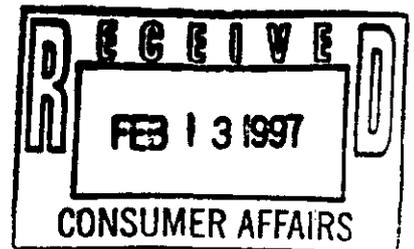
Dear Ms.McHargue:

I appreciate your prompt response to my complaint and hope this is the information you need. The people I have spoken to at my phone company have been very courteous, however, I still do not understand why they are unable to stop billing me for something that I do not want simply because some company is sending them some magnetic data in to their computer. Computers are made to help us, not control us. Zero Plus Dialing has not been helpful or even courteous. This has been very aggravating and taken up quite a lot of my time. I will be grateful for anything you can do to put a stop to this.

Thank you



Mrs. David Hewes



*copy of my
original complaint*

Mrs. David Hewes
177 Blakely Ave. South
Lehigh Acres, Fl. 33972

Phone 941-368-3458

Public Service Commission
2540 Shumart Oak Blvd.
Tallahassee, Fl. 32399

Re: Zero Plus Dialing, Inc. &
United Telephone

Dear Sir,

When I received my phone bill in Dec. 1996, there were installation and monthly service fees from ZPDI included in my charges. I contacted my phone company, United Telephone, and asked what these charges were for, as I had never heard of this company. My phone company said there was nothing they could do about it, because ZPDI sends them some sort of magnetic billing tape and their computer just prints out the bills and I would have to get this straightened out with ZPDI. I called ZPDI and they tried to tell me that I had requested their service. I informed them that I had not and that they should provide me with the name of the person they had talked to who requested their service. They (ZPDI) said they would issue me a credit and send me the name of the person that had asked for their service in five to ten working days. I heard nothing else and got my next phone bill on Jan. 13, 1997 and ZPDI had issued me a credit for the original charges and billed me again for a monthly service fee. I once again called my phone company and told them my story all over again. They were very apologetic, but there was nothing they could do. I again called ZPDI, they will try again to get me the name of the person who ordered their service and will see that I receive a credit and will not be billed by them again.

My complaint is that even after informing my phone company, both verbally and in writing, that they were billing me for fraudulent charges, that I was not going to pay, they kept it up and even charged me a late fee for not paying my bill in full on time. They did remove the late charge, however, it is very time consuming and aggravating to have to keep calling the same people about the same problem. I feel that they should have resolved the problem at that time.

As for ZPDI and their scam, they tried the same ruse on my daughter and who knows how many other people.

Any assistance you can provide to prevent this sort of thing will be greatly appreciated.

Thank you,

Mrs. David Hewes

This is the first bill that had ZPDI charges on it. I talked to ZPDI & my phone company about the unauthorized charges. ZPDI said they would send me the name of the person who ordered their service and they would issue me a

PLEASE DETACH TOP PORTION AND RETURN WITH YOUR PAYMENT

UNITED TELEPHONE
P.O. BOX 153000
ALTIMONTE SPGS, FL 32715-3000



941-368-3458 (828)
NOVEMBER 25, 1996

Check Here for Address Change
See Reverse Side

TOTAL AMOUNT DUE BY DEC. 12, 1996
PAY BEFORE DEC 20 TO AVOID A LATE CHARGE OF .50

32.10

AMOUNT PAID 20.82

MAKE CHECKS PAYABLE TO:

UNITED TELEPHONE OF FLORIDA
P.O. BOX 170002
ALTIMONTE SPRINGS, FL 32717-0002

DAVID HEWS
177 BLAKELY AV S
LEHIGH ACRES FL 33936-9730

39259413683458828121296000032100000321001131125961108

0113
B



UNITED TELEPHONE

PAGE 1
941-368-3458 (828)
NOVEMBER 25, 1996

BUSINESS OFFICE NO. 1-800-699-0728
PREVIOUS BALANCE IF ANY IS PAST DUE. PLEASE PAY IMMEDIATELY.

PREVIOUS CHARGES	PAYMENTS RECEIVED	ADJUSTMENTS	PAST DUE BALANCE	CURRENT CHARGES	PAYMENT DUE BY
27.28	27.28	.00	.00	32.10	DEC. 12, 1996

TOTAL AMOUNT DUE 32.10

CARRIER SUMMARY

CARRIER	ADJUSTMENTS	CURRENT CHARGES
UNITED TELEPHONE	.00	16.98
SPRINT INVOICE CHARGES	.00	3.84
ZEROPLUS DIALING, INC.	.00	11.28
TOTALS	.00	32.10

OUR RECORDS INDICATE YOUR LOCAL TOLL CARRIER IS SPRINT

OUR RECORDS INDICATE YOUR LONG DISTANCE CARRIER IS SPRINT

On this this bill ZPD1 gave me credit for the original illegal charges and then charged me for a monthly service fee. I talked to them and my phone company again. My phone company removed the late charges and ZPD1 assured me they would issue me a credit and stop the charges and would try again to get me the name of the person who ordered their service

PLEASE DETACH TOP PORTION AND RETURN WITH YOUR PAYMENT

UNITED TELEPHONE
P.O. BOX 153000
ALTA MONTE SPCS, FL 32715-3000



941-368-3458 (828)
DECEMBER 25, 1996

Check Here for Address Change
See Reverse Side

TOTAL AMOUNT DUE BY JAN. 14, 1997 28.54 AMOUNT PAID 21.76
PAY BEFORE JAN 19 TO AVOID A LATE CHARGE OF .50



MAKE CHECKS PAYABLE TO:

UNITED TELEPHONE OF FLORIDA
P.O. BOX 170002
ALTA MONTE SPRINGS, FL 32717-0002

DAVID HEMS
177 BLAKELY AV S
LEHIGH ACRES FL 33936-9730

39259413683458828011497000028440000171602151225961100

0215
B



UNITED TELEPHONE

PAGE 1
941-368-3458 (828)
DECEMBER 25, 1996

BUSINESS OFFICE NO. 1-800-699-0728
PREVIOUS BALANCE IF ANY IS PAST DUE. PLEASE PAY IMMEDIATELY.

PREVIOUS CHARGES	PAYMENTS RECEIVED	ADJUSTMENTS	PAST DUE BALANCE	CURRENT CHARGES	PAYMENT DUE BY
32.10	20.82	.00	11.28	17.16	JAN. 14, 1997

TALKED TO FRANCIS
1-13-97 VERY NICE LADY

TOTAL AMOUNT DUE 28.54

CARRIER SUMMARY

CARRIER	ADJUSTMENTS	CURRENT CHARGES
UNITED TELEPHONE	.00	17.50
SPRINT INVOICE CHARGES	.00	4.76
ZEROPLUS DIALING, INC.	.00	5.10
TOTALS	.00	17.16

OUR RECORDS INDICATE YOUR LOCAL TOLL CARRIER IS SPRINT
OUR RECORDS INDICATE YOUR LONG DISTANCE CARRIER IS SPRINT



UNITED TELEPHONE

HUGIE 1-3
CREDIT
FOR LATE
CHG.

PAGE 1
941-368-3458 (828)
JANUARY 25, 1997

BUSINESS OFFICE NO. 1-800-699-0728
PREVIOUS BALANCE IF ANY IS PAST DUE. PLEASE PAY IMMEDIATELY.

PREVIOUS CHARGES	PAYMENTS RECEIVED	ADJUSTMENTS	PAST DUE BALANCE	CURRENT CHARGES	PAYMENT DUE BY
28.44	21.76	.52	6.16	22.91	FEB. 13, 1997

TOTAL AMOUNT DUE	22.91
------------------	-------

CARRIER SUMMARY

CARRIER	ADJUSTMENTS	CURRENT CHARGES
UNITED TELEPHONE	.52	17.50
SPRINT INVOICE CHARGES	.00	5.41
TOTALS	.52	22.91

OUR RECORDS INDICATE YOUR LOCAL TOLL CARRIER IS SPRINT

OUR RECORDS INDICATE YOUR LONG DISTANCE CARRIER IS SPRINT



CONTINUED ON BACK OF THIS PAGE

THANK YOU FOR YOUR PROMPT PAYMENT

ZPDI did not charge me anything this time, however they did not issue my credit. My phone company once again removed the late charge and ZPDI once again assures me, they will issue the credit and stop any further charges. After 2 requests for the name of the person who supposedly asked for their service they gave me the name of the vendor who initiated all of this and said I would have to request the name from them.

DOCKET NO. 961309-TI - Application for certificate to provide interexchange telecommunications service by Vendormatic, Inc. d/b/a HSS Vending Distributors, and initiation of show cause proceedings for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

WITNESS: DIRECT TESTIMONY OF THOMAS E. WILLIAMS, III, ON BEHALF COMMISSION STAFF

EXHIBIT: TEW-3 (LETTER DATED FEBRUARY 19, 1997, TO MR. HERSPERGER)

STATE OF FLORIDA

TEW-3

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



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 413-6600

Public Service Commission

February 19, 1997

Mr. Richard Hersperger, President
HSS Vending Distributors
601 Fourth Avenue
Corapolis, PA 15108

Dear Mr. Hersperger:

In the last three months, the Florida Public Service Commission (Commission) has received 60 complaints against HSS Vending Distributors (HSS), regarding the People's Edge discount calling cards. The complainants stated that they were charged for a service which they did not want, nor to their knowledge, did they submit an application to receive the card.

According to the Commission's records, neither HSS nor People's Edge has a certificate to provide any telecommunication services in the State of Florida. HSS has applied for a certificate to provide alternative operator services, however, Rule 25-24.470 of the Florida Administrative Code (FAC) states, in part, that "No person shall provide intrastate interexchange telephone service without first obtaining a certificate of public convenience and necessity from the Commission." Operator service providers are required to comply with 25-24.470, F.A.C., as referenced in 25-24.600(2), F.A.C.

It is Staff's opinion that HSS should immediately discontinue providing any telecommunication services in Florida, including billing and collecting for other entities, until such time as the Commission approves HSS' application for a certificate. The certificate application docket for HSS Vending is due to be on the Agenda before the Commission on April 24, 1997.

If you have any questions, please contact me at (904) 413-6584.

Sincerely,


Natalie M. Monteiro, Engineer
Bureau of Service Evaluation

cc: Tom Williams, FPSC

#2701

DOCKET NO. 961309-TI - Application for certificate to provide interexchange telecommunications service by Vendormatic, Inc. d/b/a HSS Vending Distributors, and initiation of show cause proceedings for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

WITNESS: DIRECT TESTIMONY OF THOMAS E. WILLIAMS, III, ON BEHALF COMMISSION STAFF

EXHIBIT: TEW-4 (LETTER DATED MARCH 4, 1997, FROM JAMES STINSON, ESQUIRE)

FEW-A

H. S. S. VENDING DISTRIBUTORS
Vending / Video / Sales & Service / Food Service /
Leasing / Office Coffee Service / Pay Phones /
Telecommunications

601 Fourth Avenue
Clematville, FL 32009
(412) 284-9040
FAX (412) 284-1039

March 4, 1997

Natalie M. Monteiro, Engineer
Bureau of Service Evaluation
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: HSS Vending Distributor / People's Edge discount calling card

Dear Ms. Monteiro,

As per our phone conversation on this date this will confirm that as of the latter part of 1996 HSS no longer solicited the People's Edge discount calling card. All of the people that complained and desired to be removed from the program were removed and credits were issued to their phone bills.

If you have any further questions please call (412) 299-8902.

Very truly yours,


James W. Stinson, Esquire

cc: Tom Williams, FPSC



DOCKET NO. 961309-TI - Application for certificate to provide interexchange telecommunications service by Vendormatic, Inc. d/b/a HSS Vending Distributors, and initiation of show cause proceedings for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

WITNESS: DIRECT TESTIMONY OF THOMAS E. WILLIAMS, III, ON BEHALF COMMISSION STAFF

EXHIBIT: TEW-5 (STAFF'S JULY 2, 1997, RECOMMENDATION)

Talbott
Vandiver

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

M E M O R A N D U M

JULY 2, 1997

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

FROM: DIVISION OF COMMUNICATIONS (WILLIAMS, MUSSELWHITE)
DIVISION OF AUDITING & FINANCIAL ANALYSIS (LESTER)
DIVISION OF LEGAL SERVICES (PENA) *WJ MCB*

RE: DOCKET NO. 961309-TI - APPLICATION FOR CERTIFICATE TO PROVIDE INTEREXCHANGE TELECOMMUNICATIONS SERVICE BY VENDORMATIC, INC. d/b/a HSS VENDING DISTRIBUTORS AND INITIATION OF SHOW CAUSE PROCEEDINGS FOR VIOLATION OF RULE 25-24.470, FLORIDA ADMINISTRATIVE CODE, CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

AGENDA: JULY 15, 1997 - REGULAR AGENDA - ISSUE 1 IS PROPOSED AGENCY ACTION - ISSUE 2 IS SHOW CAUSE ORDER - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: I:\PSC\CMU\WP\S61309.RCM

CASE BACKGROUND

On October 3, 1996, staff informed VENDORMATIC, INC. d/b/a HSS VENDING DISTRIBUTORS (HSS) that a certificate of public convenience and necessity is required to operate in Florida as an interexchange telecommunications service provider.

On November 1, 1996, staff received the appropriate application for certification as an interexchange telecommunication service company. However, the company continued to operate without a certificate in Florida through a national sweepstakes drawing offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. Because of this, staff has received 60 complaints against HSS regarding People's Edge

Docket No. 961309
Date: July 2, 1997

discount calling cards. The customers or complainants stated that they were charged for a service which they did not want, nor to their knowledge, did they submit an application to receive the card. On February 19, 1997, HSS was informed to immediately discontinue providing any telecommunications services in Florida, including billing and collection for other entities.

It is staff's recommendation that HSS be granted a certificate to operate as an interexchange telecommunications service provider and it is also staff's recommendation that because of the 60 complaints HSS should be fined for operating without a certificate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission grant VENDORMATIC, INC. d/b/a HSS VENDING DISTRIBUTORS (HSS) a certificate to provide statewide interexchange telecommunications service within the State of Florida as provided by Section 364.377(3), Florida Statutes?

RECOMMENDATION: Yes. HSS should be granted a certificate.

Florida Public Service Commission Certificate No. 4801
(Williams)

STAFF ANALYSIS: Section 364.337(3), Florida Statutes reads as follows:

The commission shall grant a certificate of authority to provide intrastate interexchange telecommunications service upon a showing that the applicant has sufficient technical, financial, and managerial capability to provide such service in the geographic area to be served.

HSS filed an application with this Commission on November 1, 1996, to offer telecommunications service as a operator service provider and reseller in Florida. The company has sufficient managerial and technical capabilities in the provision of telecommunications service. A review of HSS's financial capability by the Division of Auditing and Financial Analysis indicates that the application appears to meet the requirements of Section 364.337(3), Florida Statutes.

Docket No. 961309
Date: July 2, 1997

Therefore, staff recommends that the Commission grant HSS a certificate to provide interexchange telecommunications service.

ISSUE 2: Should VENDORMATIC, INC. d/b/a HSS VENDING DISTRIBUTORS (HSS) be ordered to show cause why it should not be fined \$25,000 pursuant to Section 364.285, Florida Statutes, for apparent violation of Rule 25-24.470, Florida Administrative Code, Certificate of Public Convenience and Necessity Required?

RECOMMENDATION: Yes. The Commission should require HSS to show cause in writing within 20 days of the issuance of the Commission's Order why it should not be fined \$25,000 for apparent violation of Rule 25-24.470, Florida Administrative Code, Certificate of Public Convenience and Necessity Required. The company's response must contain specific allegations of fact of law. If HSS fails to respond to the show cause, the fine will be deemed assessed. If the fine is not paid after reasonable collection efforts by the Commission, it should be forwarded to the Office of the Comptroller for collection. If the fine is paid, it will be remitted by the Commission to the Florida General Revenue Fund pursuant to Section 364.285, Florida Statutes. (Pena)

STAFF ANALYSIS: Rule 25-24.470, Florida Administrative Code, Certificate of Public Convenience and Necessity Required, states;

No person shall provide intrastate interexchange telephone service without first obtaining a certificate of public convenience and necessity from the Commission. Services may not be provided, nor may deposits or payment for services be collected, until the effective date of a certificate, if granted. However, acquisition and other promotional activities may begin prior to the effective date of the certificate at the applicant's risk that it may not be granted. In any customer contracts or advertisements prior to certification, the applicant must advise the customer that certification has not and may not be granted.

After HSS filed its application on November 1, 1996, staff began receiving complaints on November 12, 1996, concerning the

Docket No. 961309
Date: July 2, 1997

People's Edge discount calling cards. Because of these complaints staff informed HSS by letter on February 2, 1997, to immediately discontinue providing any telecommunication services in Florida, including billing and collecting for other entities. A reply was received from HSS on March 3, 1997, informing staff that HSS no longer solicited the People's Edge discount calling card and that all complainants that desired to be removed from the program were removed and credits were issued to their phone bills.

However, because of the 60 complaints against HSS regarding People's Edge discount calling cards, HSS appears to have operated in Florida without a certificate. Further, the complaints stated that they were charged for a service that they did not want, nor to their knowledge, did they submit an application to receive the card. Therefore, staff recommends that the Commission require HSS to show cause why it should not be fined \$25,000 for operating in Florida without a certificate.

ISSUE 3: Should this docket be closed?

RECOMMENDATION: No. The docket should remain open pending the resolution of the show cause proceeding, and the processing of any protest to Issue 1 that may be filed within 21 days of the issuance of the order by a person whose substantial interests are affected by the Commission's Proposed Agency Action. If no protest to the Commission's decision in Issue 1 is filed, that portion of the Order will be final and the certificate can be issued. (Pena)

STAFF ANALYSIS: If the Commission approves staff's recommendation in Issue 2, an order to show cause will be issued and this docket should remain open for the resolution of the show cause proceeding. Further, whether the Commission approves or denies staff's recommendation in Issue 1, the Commission shall issue a Proposed Agency Action Order. Therefore, this docket should remain open pending the resolution of any protest that may be filed within 21 days of the issuance of the order by a person whose substantial interests are affected by the Commission's Proposed Agency Action. If no protest is filed to the Commission's Proposed Agency Action, that action should become final.

Talbott
Vandiver

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

M E M O R A N D U M

JULY 2, 1997

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

FROM: DIVISION OF COMMUNICATIONS (WILLIAMS, MUSSELWHITE)
DIVISION OF AUDITING & FINANCIAL ANALYSIS (LESTER)
DIVISION OF LEGAL SERVICES (PENA) WP MCB

RE: DOCKET NO. 961309-TI - APPLICATION FOR CERTIFICATE TO PROVIDE INTEREXCHANGE TELECOMMUNICATIONS SERVICE BY VENDORMATIC, INC. d/b/a HSS VENDING DISTRIBUTORS AND INITIATION OF SHOW CAUSE PROCEEDINGS FOR VIOLATION OF RULE 25-24.470, FLORIDA ADMINISTRATIVE CODE, CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY REQUIRED.

AGENDA: JULY 15, 1997 - REGULAR AGENDA - ISSUE 1 IS PROPOSED AGENCY ACTION - ISSUE 2 IS SHOW CAUSE ORDER - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: I:\PSC\CMU\WP\961309.RCM

CASE BACKGROUND

On October 3, 1996, staff informed VENDORMATIC, INC. d/b/a HSS VENDING DISTRIBUTORS (HSS) that a certificate of public convenience and necessity is required to operate in Florida as an interexchange telecommunications service provider.

On November 1, 1996, staff received the appropriate application for certification as an interexchange telecommunication service company. However, the company continued to operate without a certificate in Florida through a national sweepstakes drawing offering a travel calling card, plus the opportunity to enter a contest to win certain specified prizes. Because of this, staff has received 60 complaints against HSS regarding People's Edge

Docket No. 961309
Date: July 2, 1997

discount calling cards. The customers or complainants stated that they were charged for a service which they did not want, nor to their knowledge, did they submit an application to receive the card. On February 19, 1997, HSS was informed to immediately discontinue providing any telecommunications services in Florida, including billing and collection for other entities.

It is staff's recommendation that HSS be granted a certificate to operate as an interexchange telecommunications service provider and it is also staff's recommendation that because of the 60 complaints, HSS should be fined for operating without a certificate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission grant VENDORMATIC, INC. d/b/a HSS VENDING DISTRIBUTORS (HSS) a certificate to provide statewide interexchange telecommunications service within the State of Florida as provided by Section 364.377(3), Florida Statutes?

RECOMMENDATION: Yes. HSS should be granted a certificate.

Florida Public Service Commission Certificate No. 4801
(Williams)

STAFF ANALYSIS: Section 364.337(3), Florida Statutes reads as follows:

The commission shall grant a certificate of authority to provide intrastate interexchange telecommunications service upon a showing that the applicant has sufficient technical, financial, and managerial capability to provide such service in the geographic area to be served.

HSS filed an application with this Commission on November 1, 1996, to offer telecommunications service as a operator service provider and reseller in Florida. The company has sufficient managerial and technical capabilities in the provision of telecommunications service. A review of HSS's financial capability by the Division of Auditing and Financial Analysis indicates that the application appears to meet the requirements of Section 364.337(3), Florida Statutes.

Docket No. 961309
Date: July 2, 1997

Therefore, staff recommends that the Commission grant HSS a certificate to provide interexchange telecommunications service.

ISSUE 2: Should VENDORMATIC, INC. d/b/a HSS VENDING DISTRIBUTORS (HSS) be ordered to show cause why it should not be fined \$25,000 pursuant to Section 364.285, Florida Statutes, for apparent violation of Rule 25-24.470, Florida Administrative Code, Certificate of Public Convenience and Necessity Required?

RECOMMENDATION: Yes. The Commission should require HSS to show cause in writing within 20 days of the issuance of the Commission's Order why it should not be fined \$25,000 for apparent violation of Rule 25-24.470, Florida Administrative Code, Certificate of Public Convenience and Necessity Required. The company's response must contain specific allegations of fact of law. If HSS fails to respond to the show cause, the fine will be deemed assessed. If the fine is not paid after reasonable collection efforts by the Commission, it should be forwarded to the Office of the Comptroller for collection. If the fine is paid, it will be remitted by the Commission to the Florida General Revenue Fund pursuant to Section 364.285, Florida Statutes. (Pena)

STAFF ANALYSIS: Rule 25-24.470, Florida Administrative Code, Certificate of Public Convenience and Necessity Required, states;

No person shall provide intrastate interexchange telephone service without first obtaining a certificate of public convenience and necessity from the Commission. Services may not be provided, nor may deposits or payment for services be collected, until the effective date of a certificate, if granted. However, acquisition and other promotional activities may begin prior to the effective date of the certificate at the applicant's risk that it may not be granted. In any customer contracts or advertisements prior to certification, the applicant must advise the customer that certification has not and may not be granted.

After HSS filed its application on November 1, 1996, staff began receiving complaints on November 12, 1996, concerning the

Docket No. 961309
Date: July 2, 1997

People's Edge discount calling cards. Because of these complaints staff informed HSS by letter on February 2, 1997, to immediately discontinue providing any telecommunication services in Florida, including billing and collecting for other entities. A reply was received from HSS on March 3, 1997, informing staff that HSS no longer solicited the People's Edge discount calling card and that all complainants that desired to be removed from the program were removed and credits were issued to their phone bills.

However, because of the 60 complaints against HSS regarding People's Edge discount calling cards, HSS appears to have operated in Florida without a certificate. Further, the complaints stated that they were charged for a service that they did not want, nor to their knowledge, did they submit an application to receive the card. Therefore, staff recommends that the Commission require HSS to show cause why it should not be fined \$25,000 for operating in Florida without a certificate.

ISSUE 3: Should this docket be closed?

RECOMMENDATION: No. The docket should remain open pending the resolution of the show cause proceeding, and the processing of any protest to Issue 1 that may be filed within 21 days of the issuance of the order by a person whose substantial interests are affected by the Commission's Proposed Agency Action. If no protest to the Commission's decision in Issue 1 is filed, that portion of the Order will be final and the certificate can be issued. (Pena)

STAFF ANALYSIS: If the Commission approves staff's recommendation in Issue 2, an order to show cause will be issued and this docket should remain open for the resolution of the show cause proceeding. Further, whether the Commission approves or denies staff's recommendation in Issue 1, the Commission shall issue a Proposed Agency Action Order. Therefore, this docket should remain open pending the resolution of any protest that may be filed within 21 days of the issuance of the order by a person whose substantial interests are affected by the Commission's Proposed Agency Action. If no protest is filed to the Commission's Proposed Agency Action, that action should become final.

DOCKET NO. 961309-TI - Application for certificate to provide interexchange telecommunications service by Vendormatic, Inc. d/b/a HSS Vending Distributors, and initiation of show cause proceedings for violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

WITNESS: DIRECT TESTIMONY OF THOMAS E. WILLIAMS, III, ON BEHALF COMMISSION STAFF

EXHIBIT: TEW-6 (LETTER DATED AUGUST 25, 1997, FROM STEPHEN JURMAN, ESQUIRE, AND ATTACHED RESPONSE TO ORDER TO SHOW CAUSE)

STEPHEN JURMAN
ATTORNEY AT LAW
114 Portvue Drive
Moon Township, PA 15108

August 25, 1997

Kimberly Pena, Esq.
Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard,
Tallahassee, Florida 32399-0850

Re: Vendomatic, Inc.
d/b/a HSS Vending Distributors;
DOCKET NO. 961303-TI
ORDER NO. PSC-97-0937-FOF-TI

Dear Ms. Pena:

Enclosed please find the original and seven (7) copies each of Vendomatic's Response and Petition pursuant to the Commission's above-referenced Order.

These are being sent to you by Federal Express for overnight delivery. The letter and one (1) copy each is also being faxed to you, consistent with your discussion with Janet Garrand of my office. I appreciate your cooperation very much.

Thank you for your assistance.

Very truly yours,


Stephen Jurman, Esq.

cc
enclosures

Phone: (412) 262-2575
Fax: (412) 264-5597

87 113 26 11 15

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for certificate to provide interexchange telecommunications service by Vendormatic, Inc. d/b/a HSS Vending Distributors, and initiation of show cause proceedings for violations of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required.

DOCKET NO. 961309-TI
ORDER NO. PSC-97-0937-FOF-TI
ISSUED: August 5, 1997

RESPONSE TO ORDER
TO SHOW CAUSE

This Response by Vendormatic, Inc., doing business as HSS Vending Distributors ("Vendormatic") to the above-referenced Order to show cause, represents:

1. The Respondent Vendormatic, Inc., doing business as HSS Vending Distributors, is a Pennsylvania business corporation with its principal offices located at 1400 Lee Drive, Coraopolis, Pennsylvania, 15108.

2. The above-referenced Order of the Florida Public Service Commission, dated August 5, 1997, in pertinent part directed Vendormatic to show cause why it should not be assessed a fine of \$25,000 for an alleged violation of Rule 25-24.470 of the Florida Administrative Code.

3. Vendormatic received a copy of the Order on August 13, 1997 by certified mail.

4. Applications for long distance calling cards were being solicited on behalf of Vendormatic by an independent contractor up through September, 1996.

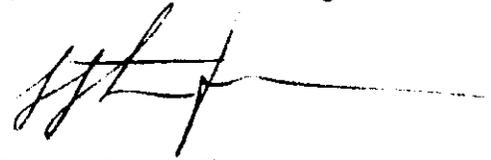
5. After receiving various complaints from consumers and representatives from various states, including a letter from the staff of the Florida Public Service Commission, Vendormatic directed its contractor to stop marketing the application.

6. To the extent any applications were subsequently solicited within the State of Florida it was without the knowledge or consent of Vendormatic.

7. As indicated in the letter dated March 4, 1997 from James W. Stinson, on behalf of Vendormatic, to Natalie M. Monteiro of the Florida Public Service Commission, Vendormatic had ceased soliciting applications for the long distance calling card, and credits or refunds were issued to any dissatisfied consumers of whom Vendormatic was aware.

8. Vendormatic believes and therefore avers that consumers complaining to the Commission in November of 1996 were only then receiving billings for applications solicited and billings initiated at least one month, or more earlier, which is the normal time lag in the billing process.

WHEREFORE, the Respondent Vendormatic, Inc. respectfully requests that the fine proposed in the above-referenced Order not be assessed, and that a formal hearing be initiated before any such assessment.

A handwritten signature in black ink, appearing to read 'S. Jurman', with a long horizontal line extending to the right.

Stephen Jurman, Esq.
Attorney for the Respondent,
Vendormatic, Inc.

Pa. ID No. 25574

114 Portvue Drive
Moon Township, PA 15108

(412) 262-2575

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application for
certificate to provide
interexchange telecommunications
service by Vendomatic, Inc.
d/b/a HSS Vending Distributors,
and initiation of show cause
proceedings for violation of
Rule 25-24.470, F.A.C.,
Certificate of Public
Convenience and Necessity
Required.

DOCKET NO. 961309-TP

FILED: MAY 19, 1999

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of Staff's
Testimony of Thomas E. Williams, III with Exhibits TEW-1 through
TEW-6, has been furnished by U.S. Mail this 19th day of May, 1999,
to the following:

HSS Vending Distributors
Mr. Richard G. Hersperger, Pres.
1400 Lee Drive
Coraopolis, PA 15108

Respectfully submitted,


BETH KEATING
Staff Counsel

FLORIDA PUBLIC SERVICE COMMISSION
Gerald L. Gunter Building
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(850) 413-6199