

ORIGINAL

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February 7, 2000

Mrs. Blanca S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket number 991343-TC

Dear Madam,

Please accept this as a supplement to my original letter of December 21, 1999 (attached).

In an effort to resolve this matter I pledge to be timely with all future reports. I have taken steps with my follow up files to insure that all future RAF reports will be filed on time regardless of whether I receive a report from the Commission or not.

Thank you for your time and consideration.

Jim Hoch, VP

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DOCUMENT NUMBER-DATE

01685 FEB-78

FPSC-RECORDS/REPORTING

December 21, 1999

Mrs. Blanca S. Bayo, Director
Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket number 991343-TC

Dear Madam,

Regarding the above-mentioned document, I have talked to two receptionists and Ms. Peggy Inzer. The reason for the calls was because I was confused about the "order." Why was I getting cancelled for not paying my RAF when it was not due until Jan. 31, 2000?

I of course have now learned that I did not pay the RAF from 1998; along with about 300+ other certificate holders. My delinquent action (or lack of action) was out of ignorance and totally innocent. I wonder why I am just now getting this "order"? The only things I have received in the mail from the Commission since my certificate number was issued are the occasional docket announcements. One very polite and very helpful young lady named Kimberly (413-6393) took the time to explain the "order." She was concerned that I had not receive a PSC/CMU - 26 last December and a subsequent late notice sometime after Jan. 31, 1999 and promised to look into it.

I did not buy my two (only) pay telephones until April of this year and did not get them installed until May at which time I began paying the State Gross Receipts Tax. I understand that the installation of the phone(s) has nothing to do with the RAF, however I feel that since it is your custom to send out the PSC/CMU - 26 and a subsequent late notice if required that I was slighted not once but twice and since it was my first experience with the RAF, not receiving those documents on the first go-round leaves Kimberly and me wondering about why. It further seems strange and beyond coincidence that all of the certificates on this "order" are sequentially numbered. I.e., maybe those of us in that particular number group "fell through the crack" when the RAF reports and late notices were sent out. Not an excuse for missing the deadline but I think I, as well as many of the 300+ others could use some help in this matter concerning timely mailing the first time around.

I have also talked to Ms. Peggy Inzer. She has informed me that the penalties/etc. on the late \$50 RAF fee (our revenue will not be over \$1000) amount to \$18, bring my debt up to \$68. Please find our check for this amount attached. Ms. Inzer further said that the \$500 additional penalty could (had been reduced for some petitioners in the past) be reduced to \$100. I find this completely unacceptable; not because of the money but because of the principle. 1998 was our first certificate year; again, this is not an excuse but if there is as much error every year concerning the RAF as there was last year, then apparently the instructions concerning the RAF are lacking, not understood or not getting the attention they should be getting. Why not try adding an iridescent color flyer in the certificate packet with ATTENTION- To avoid penalty

and interest charges, the regulatory assessment fee and return must be filed on or before 01/02/??
(the same warning that is on the header of the RAF report?)

Most of us out here are honest and want to obey the law but, when it is hidden in all the other rhetoric it is as you can tell often overlooked. We are not all lawyers nor can we afford to retain one. Please accept this as my plea for you to accept my late fee/penalty/interest of \$68 and not charge me the usual additional penalty reserved for those who deserve it. I will be happy to appear in my own defense, take a polygraph, and design the 'ATTENTION' flyer or what ever it takes to help you see it my way.

Respectfully yours,

Jim Hoch, VP
Hoch & Sons Inc.
2908 W. Lakeshore Drive
Tallahassee, Fl 32312-2112

P.S. The only reason I have my own certificate and own my own pay phones is because Sprint changed the way they installed and charged for pay phones and they therefore would not serve our business the way they used to so, with 20 years of telephony behind me I just did my own thing.