

RECEIVED
FLORIDA PUBLIC
SERVICE COMMISSION

00 JUL 21 AM 8:18

MAIL ROOM

GLOBAL COMMUNICATION
4020 B Cortez Drive
Tampa, FL 33614
(813) 935-1624

July 20, 2000

Director
Division of Records and Reporting
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: Order No. PSC-00-1180-SC-TC; Docket No. 000482-TC

To Whom It May Concern:

I would like to start off by noting that the above referenced docket was never received. The only way I found out about this docket was due to a call I made to Melinda Watts, Monday, July 17th. I was calling to follow up on the status of the letter I wrote in response to the Commission Conference Agenda issued May 26th. During this phone conversation, Melinda stated that my reply, dated June 8th, was in the incorrect format and that I should have received the above docket via certified mail. She then proceeded to fax me a copy on July 17th for my use/records. Therefore, I have only had 3 days to prepare in my defense the information listed below. As you can see, there is questionable doubt as to the validity of the statements in the above reference docket about my intentional disregard for response. As you know, Global Communications has been in business for 5 1/2 years with no "response" problems noted before this time.

Listed below are facts pertinent to the case referenced above.

I. Background

This docket references notice to me of violations for two pay telephone numbers, (813) 254-7431, Tampa & (727) 847-3794, New Port Richey. **FACT:** Notification for both numbers was sent to me February 22nd, and a response was mailed & faxed for each on March 7th. Attachments (A-1 & A-2).

II. Apparent Violation

It states several attempts were made; both by mail and telephone, however Global Communication made no attempts of a response. **FACT:** This statement is deceiving. I did receive a telephone message on April 17th in which I returned the call on April 20th at 8:47pm leaving a message on Barbara Bailey's voice mail that I would call again the following day during business hours. Proof of call, Attachment B. I called again on April 21st at 3:54pm and left a message on Barbara Bailey's voice mail. I then called back a few minutes later and spoke with a girl (no name) who stated Barbara Bailey was out of the office for the day. I left a message with the girl, as well, to let Barbara Bailey know I was returning her call. Proof of calls, Attachment C. Since I did not receive a call back from Barbara Bailey, after my previous attempts, I called again on April 28th at 8:30am using a pre-paid card as I was at work (Kash n' Karry). Ms. Bailey informed me that the file had been transferred to another department due to lack of response on my part. Since I was at work, she faxed me another blank set of response sheets, which I immediately filled out and faxed back. They can be found herein Attachments D-1, D-2 & D-3.

APP _____
CAF _____
CMP 1 _____
COM _____
CTR _____
ECR _____
LEG 1 _____
OPC _____
PAI _____
RGO _____
SEC 1 _____
SER _____
OTH _____

Done 7/24/00

DOCUMENT NUMBER-DATE

08870 JUL 21 00

FPSC-RECORDS/REPORTING

III. Show Cause

I do not feel Global Communications should be fined \$10,000 for this violation. There are several inconsistencies between my records of receipt and notification as to what the Commission has on file. I did receive notification of both phone number violations on February 25th. Unfortunately I do not have my fax confirmation as I faxed these from work (Kash n' Karry). However, Melinda Watts does have my original copies I faxed which contains a time stamp on the bottom left hand side. All I can ask is you trust my response was sent as I am trusting Melinda Watts word that all communication, such as this docket, was forwarded via certified mail (which I have not received yet).

I would like to request you look at Global Communications previous records of response for the past 5-½ years and base your conclusion on past history. Due to the miscommunication, I offer the Commission \$100 for violations assumed.

Sincerely,



Maria E. Delgado
D/B/A/ Global Communication

Enclosures (7)

February 22, 2000

SERVICE VIOLATION CORRECTION FORM
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION

TF222.002

SIGNED: Maria E Delgado

DATE: 3-7-00

NUMBER

CORRECTION

7278473794

Problem corrected

File Copy

February 22, 2000

SERVICE VIOLATION CORRECTION FORM
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION

TF222.001

SIGNED: Maria E Delgado

DATE: 3-7-00

NUMBER

CORRECTION

8132547431

Problem corrected

File Copy



TELEPHONE NUMBER 813 932-5942 345
 ACCOUNT NUMBER 151221060614189800
 STATEMENT ENDING May 7, 2000

AT&T billing questions
 1 800 222-0300

COMMUNICATIONS SERVICES (continued)

Billing for AT&T



AT&T One Rate® Plus Plan (continued)

Night and weekend calls (continued)

Date	Time	Place called		Number called	Min.	Amount
Apr 9	10:05 pm	Miami	FL	305 863-9166	53	\$ 5.30
Apr 14	9:17 pm	Miami	FL	305 207-2469	28	2.80
Apr 14	10:39 pm	Miami	FL	305 863-9166	16	1.60
Apr 20	8:47 pm	Tallahassee	FL	850 413-6504	1	.10
Apr 22	3:29 pm	Miami	FL	305 223-2898	14	1.40
Apr 22	4:42 pm	Miami	FL	305 279-2511	18	1.80
Apr 22	9:34 pm	Miami	FL	305 863-9166	6	.60
Apr 23	6:05 pm	Miami	FL	305 863-9166	1	.10
Apr 28	11:32 am	Tallahassee	FL	850 413-6952	15	1.50
Subtotal						\$ 17.30

left message
Barbara

The total for night and weekend calls is \$ 17.30

Day discounted calls

Date	Time	Place called		Number called	Min.	Amount
Apr 11	7:33 pm	Atlanta	GA	404 872-8018	2	\$.20
Subtotal						\$.20

The total for day calls is \$.20

The call amounts are based on AT&T long distance rates and are shown for comparison only. These amounts are not included in the total amount due.

AT&T One Rate® Plus Plan Summary	Amount
AT&T One Rate® Plus Plan for APR 30 thru MAY 29	\$ 4.95
Direct Dialed Calls	17.50
Calling Card Calls	.00
Total AT&T One Rate® Plus Plan	\$ 22.45

National Access Contribution	Amount
Carrier Line Charge	\$ 1.51
Universal Connectivity Charge	5.47
Total National Access Contribution Charges	\$ 6.98



TELEPHONE NUMBER 813 935-1624
ACCOUNT NUMBER 151221060435675700
STATEMENT ENDING May 13, 2000

GE 8 OF 10

COMMUNICATIONS SERVICES (continued)

GTE Long Distance
Division of GTE Communications Corporation

GTE LONG DISTANCE REGULATED SERVICE

GTE Easy Savings Plan Calls

Direct Dialed Calls

Day	Date	Time	Place called	Number called	Period	Min.	
1 Thu	Apr 13	1:20 pm	Vienna VA	703 385-5300	Peak	1	.27
2 Fri	Apr 21	3:54 pm	Tallahassee FL	850 413-6504	Peak	1	.25
3 Fri	Apr 21	4:05 pm	Tallahassee FL	850 413-6504	Peak	2	.50
4 Tue	Apr 25	5:48 pm	Orlando FL	407 325-6249	Peak	24	5.95
5 Fri	Apr 28	7:17 pm	Miami FL	305 207-2469	Peak	2	.50
6 Mon	May 1	8:56 pm	Cuba	53533253	Std	1	1.94
7 Tue	May 2	9:40 pm	Orlando FL	407 325-6249	OffPk	1	.14
8 Tue	May 2	11:51 pm	Orlando FL	407 325-6249	OffPk	2	.28
9 Thu	May 4	9:26 pm	Orlando FL	407 325-6249	OffPk	5	.70
10 Fri	May 5	12:30 pm	Orlando FL	407 851-9368	Peak	1	.25
11 Fri	May 5	12:31 pm	Orlando FL	407 851-9427	Peak	1	.25
12 Fri	May 5	12:32 pm	NwPtRichey FL	727 843-0298	Peak	1	.20
13 Fri	May 5	12:33 pm	Dade City FL	352 567-6943	Peak	1	.25
14 Fri	May 5	12:41 pm	Orlando FL	407 851-9368	Peak	1	.25
15 Tue	May 9	11:24 pm	Orlando FL	407 325-6249	OffPk	1	.14
16 Fri	May 12	12:44 am	NwPtRichey FL	727 847-3794	OffPk	1	.12
17 Fri	May 12	12:46 am	Orlando FL	407 851-9368	OffPk	1	.14
18 Fri	May 12	12:46 am	Orlando FL	407 851-9427	OffPk	1	.14
19 Fri	May 12	12:48 am	Dade City FL	352 567-6943	OffPk	1	.14
20 Fri	May 12	12:49 am	NwPtRichey FL	727 843-0298	OffPk	1	.12
21 Fri	May 12	12:50 am	Dade City FL	352 567-7882	OffPk	1	.14
						Subtotal	12.67

Barbara - vm
9:1, 1m

Call Rate Periods:
Peak - Hours are 8:00am to 7:59pm, weekdays
OffPk - Hours are 8:00pm to 7:59am, weekdays and all day Saturday & Sunday

Summary of GTE Easy Savings Plan

22 GTE Long Distance plan calls	12.67
23 *Plan discount 10% of \$12.67	CR 1.27
Total	\$ 11.40

* Your Easy Savings Plan Discount is calculated on your combined regional and long distance calls.

TRANSMISSION VERIFICATION REPORT

TIME : 04/28/2000 09:04

DATE, TIME	04/28 09:03
FAX NO./NAME	18504136505
DURATION	00:01:16
PAGE(S)	04
RESULT	OK
MODE	STANDARD

Confirmation

February 22, 2000

SERVICE VIOLATION CORRECTION FORM
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION

TF222.001

SIGNED: Maria E Delgado

DATE: 4-28-00

NUMBER

CORRECTION

8132547431

Problem was corrected

This paper was fax to you previously.

Thanks
Maria

file copy

February 22, 2000

SERVICE VIOLATION CORRECTION FORM
MARIA E. DELGADO D/B/A GLOBAL COMMUNICATION

TF222.002

SIGNED: Maria E Delgado

DATE: 4-28-02

NUMBER

CORRECTION

7278473794 Problem was corrected

this form was fork to you previously

*Thanks
Maria*

file copy