

ORIGINAL

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

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RECORDS AND REPORTING

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.

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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. **To avoid this in the future, I will send all communications to the Commission via Certified, Return Receipt Requested postal mail.**

I would also like to request I be present via phone conference for this hearing. Please advise how to go about this. Thanking you in advance for your consideration.

Sincerely,



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

Enclosures (7)