

001295-71

735 NW 22<sup>nd</sup> Avenue  
Miami, FL 33125

Phone: (305) 642-0798  
Fax: (305) 649-2151

# Mony Travel Services *of Florida, INC.*

December 5, 2000

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

Dear Paula Isler,

Enclosed is a copy of our previous letter and a copy of the check.

MTS wishes to supplement its previous submission by assuring the Commission that it has taken steps to ensure that the problems that were the subject of the three complaints do not occur again, and that to the extent there are any problems with the goods or services that we sell we will move expeditiously to resolve any customer complaints.

If you have any questions or comments, please don't hesitate to call me any time.

Sincerely,



Carlos Duran  
President

COMPETITIVE SERVICES

2000-12-05

DOCUMENT NUMBER-DATE

15759 DEC-7-00

FPSC-RECORDS/REPORTING

**MONY TRAVEL SERVICES**  
*of Florida, Inc.*

735 NW 22<sup>nd</sup> Avenue \* Miami, Florida 33125 \* Phone: 305-642-0798 \* Fax 305-649-2151

November 20, 2000

**STATE OF FLORIDA**  
**PUBLIC SERVICE COMMISSION**  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

**Attn: Paula Isler**

Dear Mrs. Isler:

As you know we tried to resolve this problem, but Miss. Medina did not return the calls.

Therefore, here is the check payable to Miss Yolanda Medina in the amount of \$207.35. Please forward it to her.

Thank you for your attention to this matter.

Very truly yours,



Carlos Duran  
President

MONY TRAVEL SERVICE OF FLORIDA, INC.  
735 NW 22ND AVENUE  
MIAMI, FL 33125

OCEAN BANK  
780 NW 42nd Ave.  
Miami, FL 33137

2348

63-1139/660 01

11/21/2000

PAY  
TO THE  
ORDER OF

*YOLANDA MEDINA*

\$ \*\*207.35

*Two Hundred Seven and 35/100\*\*\*\*\**

DOLLARS

*YOLANDA MEDINA  
P.O. BOX 835384  
MIAMI FL. 33283*

  
\_\_\_\_\_  
AUTHORIZED SIGNATURE MP

MEMO

*Request # 322310 T*



**REDACTED**

MONY TRAVEL SERVICE OF FLORIDA, INC.

*YOLANDA MEDINA  
Yolanda Medina*

*(\$202.00 + \$5.35)*

11/21/2000

2348  
207.35

*OCEAN BANK - Request # 322310 T*

207.35

MONY TRAVEL SERVICE OF FLORIDA, INC.

*YOLANDA MEDINA  
Yolanda Medina*

*(\$202.00 + \$5.35)*

11/21/2000

2348  
207.35

*OCEAN BANK - Request # 322310 T*

207.35

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

*Paula Deley*  
*Florida Kabbie Service*  
*2540 Shumard Oak Blvd.*  
*Clallahassee, Florida*  
*32399*

2

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**COMPLETE THIS SECTION ON DELIVERY**

A. Received by (Please Print Clearly) B. Date of Delivery

C. Signature

*[Signature]*  Agent  
 Addressee

D. Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

**NOV 22 2000**

3. Service Type

Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

102595-00-M-0952

UNITED STATES POSTAL SERVICE



First-Class Mail  
 Postage & Fees Paid  
 USPS  
 Permit No. G-18

• Sender: Please print your name, address, and ZIP+4 in this box

*Carlos Pina's*  
*735 NW 22<sup>nd</sup> Avenue*  
*Miami, Florida 33125*

33125/33339

