

M E M O R A N D U M

February 16, 2001

TO: DIVISION OF RECORDS AND REPORTING (BAYO)
FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN) *u*
RE: DOCKET NO. 001753-TL - COMPLAINT OF RON JOHNSON ON BEHALF
OF INTERNATIONAL MEDIA SOLUTION AGAINST SPRINT-FLORIDA,
INCORPORATED FOR ALLEGED IMPROPER BILLING.

Please place the attached documents in the above-referenced docket file.

Thank you.

PAC/lw

Attachment

DOCUMENT NUMBER-DATE

02191 FEB 16 2001

RECEIVED - REPORTS

Request No. 320277T

Name

Business Name INTERNATIONAL MEDIA SOLUTIONS

Consumer Information Name: Business Name: INTERNATIONAL MEDIA SOLUTIONS Svc Address: 435 DOUGLAS AVENUE, SUITE 2105 County: Seminole Phone: (407)-389-0001 City/Zip: Altamonte Springs / 32714- Account Number: Caller's Name: RON JOHNSON Mailing Address: 435 DOUGLAS AVENUE, SUITE 2105 City/Zip: ALTAMONTE SPRINGS ,FL 32714- Can Be Reached: (407)-657-6030	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: TARRAH GORDON Entered By: AHASHISH Date: 06/07/2000 Time: 09:09 Via: FAX (PHONE/MAIL/FAX/E-MAIL) Prelim Type: IMPROPER BILLS PO:
	Utility Information Company Code: TL727 Company: SPRINT-FLORIDA, INCORPORATED Attn. Diana Bockino320277T Response Needed From Company? Y Date Due: 06/22/2000 Fax: 6W1,407-886-0817	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: 06/22/2000 Reply Received: .07/10/2000 Reply Received Timely/Late: T Informal Conf.: Y	Closed by: KES Date: 07/10/2000 Closeout Type: GI-08 Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

Mr. Johnson is a vendor for the customer. Mr. Johnson called and ordered lines for International Media Solutions. On the day the lines were to be installed, Mr. Johnson called Mr. Long of Sprint and stated that International Media Solutions no longer wanted the lines. The lines were not installed. International Media Solutions was billed for installation and also one months service. Mr. Johnson has contacted the company and has not been able to resolve the matter.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

Request No. 320277T

Name

Business Name INTERNATIONAL MEDIA SOLUTIONS

PLEASE NOTE** The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

Inquiry taken by A. Hashisho
ahashish@psc.state.fl.us

CONTACT NUMBERS

CAF FAX: 850/413-7168

CAF Email:pscreply@psc.state.fl.us

June 15, 2000: Carmen Peña asked me, Kate, to review this file as it had been presented to Commissioner Jaber. After reviewing the notes screen and the additional fax we received, this appears to be a billing error on the part of Sprint. Since the order to cancel the service was not received until the actual day of installation, it may be that the billing portion was already done so the installation charges may have been billed in error.

There is no report yet from Sprint to confirm this. The report is due 6/22/2000. It would appear that Sprint owes the customer an adjustment for installation charges when the lines were not installed. However, I suggest we wait for the company's report before making our final determination. /Kate

June 15, 2000: I called Ray Kennedy about Mr. Johnson's case because I had been advised that the customer also filed a case with Mr. Kennedy. Mr. Kennedy told me that he called the customer and the customer was satisfied as far as his case with Mr. Kennedy goes. Mr. Kennedy explained the complaint process to the customer. /Kate

Mr. Johnson told Mr. Kennedy that he filed a case last year and had not been informed of the outcome. I checked the old CATS files and found two cases which were handled for this customer. 233513I against AT&T. It appears that the customer was billed for over \$20,000 by AT&T. He is not an AT&T customer. AT&T reported that there was a billing error, but it was the fault of Sprint and National Tel. CAF opened a case against Sprint, 255253I. Sprint-Florida responded that this customer was not in its database. CAF sent the customer a letter asking him to send copies of the bills involved. The copies have not been received./Kate

June 16, 2000: I reviewed the customer's old cases, 255253I and 233513I. I called Sprint and spoke with Michelle. We determined that there is no large outstanding balance on the number identified by Mr. Johnson. There appears to be a balance due of \$100, which is the current charges. I called Mr. Johnson and Brenda patched me through his cellular service. I explained what I had discovered. He asked for a letter. I told him I'd send a letter stating that as far as we could determine the matter has been resolved. i explained that there were several CLEC's involved and some of the telephone numbers had been disconnected and were reassigned to residential customers. I told the customer that I could not guarantee that National Tel

and/or AT&T were not billing the customer directly. Mr. Johnson told me he was not concerned with the CLECs, and he understood about the direct billing./Kate

06/22/2000 Received interim report via fax. Another report should be provided by 07/14/2000. Forwarded to K.Smith. RRoland

July 6, 2000; I called Harvey Spears, as Diana Bockino is out of the office, and asked to have the response to this case expedited. Commission staff will be meeting with this customer on 7/13/2000. I asked Mr. Spears to call me with his response./Kate Smith

June 7, 2000: I just heard from Jeff Haynes about this case. It appears that Mr. Johnson filed an executive office complaint last month on the same issue. At that time, Sprint's position was that no credits would be issued. However, after we entered the picture, Michele Truenow negotiated a credit of about \$1,000 for the customer. When she called the customer, he advised her that he had decided to seek legal counsel and would no longer speak with her. Sprint is going to allow its legal staff to handle this case.

I asked Jeff to send me a report on this. I told him once I received it, I would close the case and let the attorneys handle this matter. /Kate

July 10, 2000: Final report received. Sprint reports that the company received a faxed notice to cancel the order on 2/18/2000, the day after the installation was done. The effective date requested was 2/24/2000. On 2/19/2000 a bill totaling \$1,544.25, which included current local charges, prorated charges for the service established and service connection charges, was issued.

On 2/24/2000 Spring disconnected the lines, as requested.

On March 19 the regular bill was issued. It included prorated credits for local service discontinued, a minimum bill charge of \$673.12, a past due balance of \$1,544.25, and a \$23.17 late pay charge.

Sprint reported that it interviewed its technician and representative with whom Mr. Johnson said he had 3-way conversation during which he requested cancellation of the service. Neither the technician nor the representative had any such conversation with Mr. Johnson.

Sprint is sustaining all charges; however, it is willing to issue a partial credit totalling \$952.90 for one month's minimum billing as a courtesy to the customer. Mr. Johnson has hired an attorney. Sprint will no longer contact him other than through its legal counsel./Kate

In conversation with the customer, Mr. Johnson told me, Kate Smith, that he was going to consult with his

legal counsel./Kate

June 19, 2000 Staff met with Commissioner Lila Jaber regarding a call she received from Mr. Mr. Ron Johnson. Mr. Johnson stated that the Governor's office told him to call and speak with Comm. Jaber. A conference call was arranged to make a call to Mr. Johnson. LRasberry

June 21, 2000 A conference call was made to Mr. Johnson from Commissioner Jaber's office. Mr. Johnson complained that his client International Media Solutions, was improperly billed for installation of phone lines that he requested to be canceled prior to the installation. Comm. Jaber offered to send commission staff members to his area to directly discuss his concerns. LRasberry

July 10, 2000: File closed by letter.

On Thursday July 13, 2000, Florida Public Service Commission (PSC) representatives (Ms. Noreen Davis, Legal Division; Mr. Ray Kennedy, Competitive Services ; and Mr. Leroy Rasberry, Division of Consumer Affairs) visited Mr. Ron Johnson, at his Orlando Florida place of business to discuss the complaint filed on behalf of his client International Media Solutions, Complaint #320277T, filed June 7, 2000.

Mr. Johnson stated that on February 16, after regular business hours he called Sprint representative Ron Long and requested that the planned February 17 connections, (between 17 and 20) be canceled. According to Mr. Johnson, Mr. Long contacted his field technician the next morning when he was en route to the place of business to install the lines. The technician called Mr. Long after he arrived at the place of business and according to Mr. Johnson, they held a three way telephone conversation, (which Sprint denied) and the lines were never connected.

Mr. Johnson also stated that he called and spoke with Ms. Phyllis Burnette, Sprint Third level supervisor at her home on February 18, 2000 about a different issue. Mr. Johnson felt that because of his calling Ms Burnette to task on a different matter, her decision on the present case was effected to the detriment of his client.

During the July 13 meeting with PSC staff members, Mr. Johnson called his client Yolanda Valazquez who denied taking legal action against Sprint, but stated that she would, if the entire bill was not removed.

Mr. Johnson also present a copy of a collection notice from Harvard Collection Service, Inc to International Media Inc. dated May 30, 2000, for payment of \$1,537.90, and a copy of a letter sent from Ms. Yolanda Valasquez, of International Media Solutions to Harvard Collections Service, Inc. acknowledging the notice and stating that the notice should have not been sent and that she did not want to hear from this company again or legal action would be pursued against them.

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The PSC investigation documented in complaint #32077T, resulted in a credit of \$952.90 which represents one month's minimum billing for the lines Sprint reported that it properly installed on February 17, 2000. Sprint provided this credit as a courtesy to the customer. However, when Mr. Johnson called his client, Ms. Yolanda Valazquez, International Media Solutions, she indicated that unless the full amount is credited, she would pursue legal action. LRasberry

On July 17 Staff called Sprint and requested a complete review the circumstances of this case and that the company consider giving a full credit of the total charges. After reviewing the case Sprint reiterated its position that the telephone lines were properly installed as requested, confirmed that Mr. Johnson did speak with Ms Phyllis Burnette, but denied that there was a three way call. Sprint will not provide additional credits to this customer. LRasberry

August 4, 2000 A letter was faxed to Mr. Ron Johnson requesting that he provide a written request for an informal conference according to PSC rules. LRasberry

Mr. Johnson indicated that he would submit the request. LRasberry.

August 8, Staff called Mr. Johnson, who confirmed receipt of the August 4, letter, and confirmed that he mailed and faxed a letter to Bev DeMello, Leroy Rasberry, and Lila Jaber. Staff requested that Mr. Johnson fax a copy of the letter which was received. LRasberry

*Note: Mr. Rasberry received the fax informal conference request after 6 p.m. on August 9, 2000. Shirley Stokes

08/10/2000 Received request for an Informal Conference dated August 9, 2000. Original given to Shirley Stokes and a copy given to Carmen Pena. Thank you. TGORDON

08/10/2000 I received Mr. Ronald Johnson's mail informal conference requests to Mr. Leroy Rasberry and Mrs. Beverlee DeMello from Ms. Tarrah Gordon. Shirley Stokes

08/10/2000 I received Mr. Rasberry's copy of the file and sent Ms. NiShani Knight an e-mail message to pull the original file. Shirley Stokes

08/10/2000 FAXED TO CO. DUE TO THE CUSTOMER'S INFORMAL CONFERENCE REQUEST, DO NOT TAKE ANY DISCONNECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR ANY DISPUTED AMOUNT, IF APPLICABLE, PENDING THE OUTCOME OF THIS REQUEST. Shirley Stokes

08/10/2000 I put the original file in Ms. Eyvonne Estelle's, secretary, in-box to process an acknowledgment letter for Mr. Rasberry's signature to Mr. Ronald Johnson and a copy to the company. She will also fill in

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Form X to send to Mr. Ronald Johnson along with the letter. The form must be completed and returned postmarked within 15 days from the date of Mr. Rasberry's letter. Shirley Stokes

*Form X must be postmarked by August 26, 2000. Shirley Stokes

08/15/2000 I received an e-mail message from Mr. Rasberry as follows:

Shirley,

Please follow the instruction provided below when scheduling the conference for Mr. Johnson.

Thanks.

-----Original Message-----

From: Noreen Davis
Sent: Tuesday, August 15, 2000 5:26 PM
To: Leroy Rasberry
Subject: RE: Ron Johnson
Importance: High

Leroy, I received a call today from Tom Tyler of the Dispute Resolution Center. Apparently Comm. Jaber had spoken to Bob Jones of the Center about the Ron Johnson situation. Tom or someone from the Center's Orlando office will be observing the informal conference you guys have with Mr. Johnson. I told Tom that Mr. Johnson had to put his request in writing and fill out the form required by our new rule. So, when you get the informal conference scheduled, please contact Tom Tyler or Bob Jones and give either of them the date, time and place. They have the same e-mail and phone: flacrc@mailier.fsu.edu or 644-6320. Pls. cc me on the date and time. Thanks. P.S. Refresh my memory please....years ago when that mediator came to the Commission and did that 3-day training for technical staff, was CAF included?

-----Original Message-----

From: Leroy Rasberry
Sent: Thursday, August 10, 2000 6:32 PM
To: Noreen Davis
Cc: JoAnn Chase; Carmen Pena; Leroy Rasberry
Subject: Ron Johnson

Noreen,

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We received the request for an informal conference letter through the mail from Ron Johnson today, (he faxed a copy of his letter to me last night at my request). His request is being processed according to our rules.

JoAnn,

FYI

08/25/2000 Since I was out of the office (Jury Selection) this morning, Ms. Carmen Peña notified me of the following information regarding a telephone call from Mr. Johnson. She also gave me some notes to type on this file as follows:

Around 11:20 a.m., Ms. Peña says that Mr. Leroy Rasberry (Division of Consumer Affairs) and Mr. Ray Kennedy (Division of Compliance) returned a call to Mr. Johnson in answer to a request from Ms. Maria Woodward in Commissioner Lila Jaber's office. She alleged that the call had to do with a phone meeting. During the conversation with Mr. Johnson, they found out that the case was regarding a complaint that was handled by the Division of Compliance, by Mr. Kennedy. However, Mr. Rasberry reminded Mr. Johnson of the response due date of August 26, 2000, for him to return Form X regarding his complaint with the Division of Consumer Affairs concerning Sprint-Florida. As I stated previously, I typed this information from Ms. Peña's notes. Shirley Stokes

08-25-2000 Informal conference request from customer received via fax. RLogan (Acturally, this is Form X information that Mr. Johnson filled out and returned to CAF, not the initial informal conference request--Shirley Stokes)

08-25-2000 Late today, Mr. Leroy Rasberry notified me that he received Form X from Mr. Ron Johnson. He will put it in my mailbox. Shirley Stokes

08-28-2000 I retrieved Form X from my mailbox, which identifies \$1,544.25 as the disputed amount. Shirley stokes

08-28-2000 CAF also received mail copies of Form X; the previous copy was a fax copy. Shirley Stokes

09-06-2000 I gave Ms. Eyvonne Estelle, secretary, a copy of the completed Form X to fax to the company.

09-06-2000 Around 2:35 p.m., I called to speak with Mr. Ron Johnson to discuss possible dates for the

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informal conference. The lady, who answered the telephone, says that he is in the field; however, she called him and we were on a conference call. I asked Mr. Johnson if he'll be available October 18, 19, or 20. He said that the next week would be better. Mr. Johnson agreed that he's available on October 25, 26, or 27, preferably Wednesday, October 25. He asked if the conference can be held at the customer's office. I explained that I saw the information in his letter. However, we usually try to have the conference at a neutral location. Mr. Johnson says that it can be held at Denny's Restaurant at Highway 436 & I-4 (North Lake Blvd & 436) or Piccadilla at no charge. Mr. Johnson says that Brenda will check on it, and can coordinate the conference with me. Also, Brenda says that she will call me back regarding this concern. She got my contact telephone number, and I asked her to leave me a voice mail if I'm unavailable. I will call back to confirm receipt of her message. Shirley Stokes

09-06-2000 At 2:43 p.m., I called the company about scheduling an informal conference. I was provided with Mr. Harvey Spears contact telephone number 599-1401 to call regarding this concern. Ms. Pamela Kelly answered the call and stated that Mr. Spears was on another line. She also stated he's getting ready to leave the office today and will be out through October 30, 2000. I explained why I was calling him, and she says that he will call me back. Shirley Stokes.

09-06-2000 At 3:50 p.m., I called Ms. Pamela Kelly (599-1029), since Mr. Spears did not answer his telephone number 599-1401. Ms. Kelly was talking to Mr. Spears about this case, and she transferred the call to him. Mr. Spears says that he's going to be out of the "normal" routine of business for the period mentioned above, but he'll be available for this conference. Mr. Spears agreed that October 25, 2000, is okay to have the conference, starting any time from 10-11 a.m. Mr. Spears asked for a copy of Form X to be sent to his fax telephone number 878-0777. (I gave the the number to Ms. Estelle to fax it to him.)

09-06-2000 Around 4 p.m., I called Mr. Ron Johnson, and spoke with Ms. Brenda Johnson. She explained that Sprint-Florida agreed to have the conference on October 25, 2000, Mr. Johnson's preferred date. To allow us enough time to get to the location, she agreed with a starting time of 11 a.m. Since Denny's wants to charge \$45, she says that Bennigan Restaurant has a free office space that's separate but still attached to the restaruant. She will contact Bennigan and send me a fax (direct line) of the location tomorrow. Shirley Stokes

09-07-2000 At 11:15 a.m., I received a call from Mrs. Brenda Johnson. She says that the Bennigan did not have a separate meeting room and other places wanted to charge. I asked her if it is possible to meet in a room at the airport, would Mr. Johnson want to meet there. She called Mr. Johnson and he said okay. I explained that I will check and let her know, probably by tomorrow. I could not reserve a room at no charge. Shirley Stokes

09-08-00 Around 9:25 a.m., I called the City of Orlando to check on the possibility of a meeting room. I spoke with Ms. Shirley Sirota at 407/246-2382. She can reserve a room, Conference Room R, 2nd Floor. For

routine purposes, she needs me to fill out the necessary paperwork upon receipt of her fax. Shirley Stokes

09-08-00 At 9:45 a.m., I called Mrs. Brenda Johnson regarding the meeting room and 11 a.m. starting time, and she said it was fine. I explained that I will also follow up with a letter regarding this concern. Shirley Stokes

09-08-00 At 9:50 a.m., I left a message on Mr. Harvey Spears' voice mail about the meeting place and time. I asked him to give me a call to confirm receipt of my message. I will follow up with a letter regarding this concern. Shirley Stokes

09-08-00 Received fax application for meeting room from the City of Orlando, completed, and returned by fax. Shirley Stokes

09-12-00 Mr. Harvey Spears, Sprint-Florida, called to confirm receipt of my voice mail message on September 8, 2000. He also provided me his e-mail address, harvey.spears@mail.sprint.com. Shirley Stokes

09-11-00 I called Ms. Shirley Sirota to verify receipt of my fax. I was informed that she was out of the office today. Shirley Stokes

09-12-00 At 9:40 a.m., Ms. Shirley Sirota, City of Orlando, called and said that everything is set. Room is approved. Shirley Stokes

09-12-00 I sent an e-mail to the Conflict Resolution Center as requested by Mr. Rasberry via Noreen Davis, Legal, about the informal conference in Orlando, Florida, Orlando City Hall, on October 25, 2000, at 11 a.m. Shirley Stokes

09-12-00 I typed a letter to Mr. Ron Johnson, customer's representative, regarding the October 25, 2000, informal October in Orlando, Florida, with copies to Sprint-Florida, International Media Solutions (Mr. Johnson had asked me to send the customer a copy of this letter at 375 Douglas Avenue, Suite 2115, Altamonte Springs, FL 32714), Conflict Resolution Center (Mr. Tom Tyler or Mr. Bob Jones, 2031 East Paul Dirac Drive, Suite 132, Tallahassee, Florida 32310), and Ms. Shirley Sirota; City of Orlando. I also sent Mr. Harvey Spears a copy of this letter to his e-mail address. Shirley Stokes

09-12-00 Received the City of Orlando's mail confirmation of the meeting room for the informal conference. Shirley Stokes

09-18-00 Received the signed certified green form from International Media Solutions, showing a delivery date of September 14, 2000. I gave it to Ms. Eyvonne Estelle, secretary, to put it in the conference file.

Shirley Stokes

09-20-00 Received the signed certified green form from Mr. Ron Johnson, with a delivery date of September 18, 2000. I gave it to Ms. Eyvonne Estelle, secretary, to put it in the conference file. Shirley Stokes

09-21-00 Mr. Cameron Nance, Verizon Select, called to say that he received a fax from the PSC on September 6, 2000, regarding this case. He says that he found out where it belongs and passed it to the local telephone. I explained that this case involves Sprint-Florida. I explained that the secretary apparently faxed the correspondence to the wrong number. I asked him to send me a copy of correspondence to my direct fax line. Shortly thereafter, I received a fax from 972-718-3908, but the pages were blank. Shirley Stokes

09-21-00 I also received an e-mail from Verizon Select regarding the same information noted above about receipt of this complaint. Shirley Stokes

09-26-00 At 10:10 a.m., I left Ms. Cookie Fuller, name on Verizon's e-mail, a message acknowledging receipt of e-mail, and I also asked her to give me a call and to fax me a copy of what she received from us. I found out that the secretary had inadvertently faxed the correspondence Verizon. However, Ms. Estelle had also faxed the correct information to Sprint-Florida, Mr. Harvey Spears. Shirley Stokes

10-19-00 I sent an e-mail to Mr. Harvey Spears, Sprint-Florida, to give me a call to discuss the \$952.90 credit offer in the company's July 10, 2000, report.

10-22-00 Mr. Spears sent me an e-mail, stating that he was out of the office from October 19-20, and would call me before 10 a.m. on Monday, October 23, 2000. Shirley Stokes

10-23-00 Around 9:30 a.m., Mr. Spears called me. He says that the \$952.90 credit mentioned in the July 10, 2000, was removed from the account, leaving an outstanding balance of \$585. He will also get informaton regarding the breakdown of \$952.90. Shirley Stokes

10-24-00 At 2:15 p.m., I called Mr. Ron Johnson's telephone number and spoke with Mrs. Brenda Johnson. I reminded her of the meeting tomorrow. She said okay and look forward to meeting me. Shirley Stokes

10-24-00 At 2:16 p.m., I called Ms. Shirley Sirota (407-246-2251), at the Orlando City Hall, and reminded her of meeting tomorrow. Shirely Stokes

10-24-00 I received a breakdown of the \$952.90 credit issued on the customer's account, which appeared on the customer's July 19, 2000, billing statement. Shirley Stokes

10-26-00 I received a copy of Mr. Ron Johnson's February 18, 2000, Memo from Sprint-Florida with the fax sent and receive information noted at the top. Although we had a copy of the memo in our files, it did not

show the fax information at the top. . Therefore, the company, Mr. Harvey Spears, had promised to send me a copy. Shirley Stokes

11-06-00 I received a copy of Sprint-Florida's notes regarding the chronological sequence events notes used at the informal conference. However, notes included some additional information. Shirley Stokes

11-07-00 Ms. Janet Brunson, Administrative Assistant, delivered a copy of the rec and file to Ms. Noreen Davis, Legal Division, with a memo from Mr. Rasberry. Shirley Stokes

01-04-01 This case was scheduled for the January 16, 2001, Agenda, but Ms. Patty Christensen, Legal, revised CASR for the February 6, 2001, Agenda Shirley Stokes

Shirley Stokes

*International Medical
Solutions*

From: Patty Christensen
Sent: Monday, February 12, 2001 1:55 PM
To: Ray Kennedy; Shirley Stokes
Subject: RE: docket 001753 - Ron Johnson complaint

I have copies and will provide them to Joanne Chase. I also will be checking and likely be filing these doc's.
thanks.

-----Original Message-----

From: Ray Kennedy
Sent: Monday, February 12, 2001 1:52 PM
To: Patty Christensen; Shirley Stokes
Subject: RE: docket 001753 - Ron Johnson complaint

One of you will have to provide documentation because I do not have any.

-----Original Message-----

From: JoAnn Chase
Sent: Monday, February 12, 2001 1:45 PM
To: Shirley Stokes; Ray Kennedy; Patty Christensen
Cc: Maria Woodward
Subject: docket 001753 - Ron Johnson complaint

In reading the rec on this item I note that there has been correspondence on this complaint. The rec references a response by Sprint, a letter from CAF dated July 12, and a Form X filed by Johnson on 8/25. I checked CMS for this docket but these items have not been filed in the docket file. Can one of you provide me a copy of these referenced documents so I can review them?

thanks

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

February 9, 2001

CERTIFIED AND REGULAR MAIL

Mr. Ron Johnson
R.T. Communications, Inc.
P.O. Box 2222
Goldenrod, FL 32733-2222

RE: February 20, 2001, Agenda Conference

Dear Mr. Johnson:

This is a follow-up to your informal conference request regarding your complaint about Sprint-Florida, Inc.


We have recommended that the Commissioners review your complaint at the Florida Public Service Commission's (PSC) February 20, 2001, Agenda Conference in Tallahassee, Florida. I have enclosed a copy of our February 8, 2001, Memorandum outlining certain issues and recommendations.

You may participate in the February 20, 2001, Agenda Conference in person or by telephone. Likewise, Sprint-Florida may also participate in this agenda conference. If you are planning to participate by telephone, we would like to make arrangements to accommodate your request. **To assist us, please notify the PSC's Division of Records and Reporting immediately with your request and contact telephone number. That Division's telephone number is 1-850-413-6770.**

Ms. Charlene Hoag
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February 9, 2001

If you have any questions, please give me a call at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6125. As I previously stated, please call 1-850-413-6770 if you are planning to participate in the agenda conference.

Sincerely,


Shirley Ann Stokes
Regulatory Supervisor/Consultant

SAS:sas

Enclosure

c: Mr. Harvey Spears
Sprint-Florida, Inc.

International Media Solutions
375 Douglas Avenue, Suite 2115
Altamonte Springs, FL 32714

PSC's Division of Legal Services (Christensen)



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-

RECORDS
FEB-8 11:25
REC'D MFC 11:00

DATE: FEBRUARY 8, 2001

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

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN)
DIVISION OF CONSUMER AFFAIRS (STOKES) *hjs*
DIVISION OF COMPETITIVE SERVICES (KENNEDY) *rk*

RE: DOCKET NO. 001753-TL - COMPLAINT OF RON JOHNSON ON BEHALF OF INTERNATIONAL MEDIA SOLUTION AGAINST SPRINT-FLORIDA, INCORPORATED FOR ALLEGED IMPROPER BILLING.

AGENDA: 02/20/01 - REGULAR AGENDA - PROPOSED AGENCY ACTION - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\LEG\WP\001753.RCM

CASE BACKGROUND

On June 6, 2000, the Commission's Division of Consumer Affairs (CAF) received a complaint from Mr. Ronald E. Johnson of R. T. Communications, Inc., on behalf of his client, International Media Solutions (customer or client) regarding alleged improper billing by Sprint-Florida, Inc., (Sprint or company). In his complaint, Mr. Johnson alleged that his client was improperly billed for installation of service that he canceled on behalf of this client. Mr. Johnson's complaint was forwarded to Sprint for its response.

On June 22, 2000, Sprint requested additional time to respond to Mr. Johnson's complaint. On July 10, 2000, Sprint submitted its response to CAF regarding Mr. Johnson's complaint. At this time, Sprint offered to settle Mr. Johnson's complaint by crediting his client's account for \$952.90.

DOCUMENT NUMBER-DATE

01835 FEB-8

FPSC-RECORDS/REPORTING

On July 12, 2000, CAF sent Mr. Johnson a letter outlining the results of staff's investigation that Sprint had not violated any rules or tariffs and Sprint proposed settlement. On July 13, 2000, staff met with Mr. Johnson to discuss the letter. However, Mr. Johnson was dissatisfied with the outcome of staff's investigation and Sprint's proposed resolution.

On August 8, 2000, Mr. Johnson submitted an informal conference request. Form X was provided by CAF in accordance with Rule 25-22.032 (8)(b), Florida Administrative Code, and returned by Mr. Johnson on August 25, 2000. In Form X, Mr. Johnson alleged that his client was improperly billed for installation charges and one line which was not installed. Mr. Johnson requested that his client be credited the full amount due on the account of \$1,544.25.

On October 25, 2000, the parties and a CAF staff member held an informal conference. Again, Sprint offered to settle Mr. Johnson's complaint by crediting his client's account by \$952.90. However, Sprint maintained that Mr. Johnson's client is responsible for the remaining \$585.00 balance due. The informal conference was concluded without a settlement.

This recommendation addresses the issue of whether Sprint should be required to credit or refund International Media Solution for the remaining disputed balance of \$585 based upon alleged improper billing for installation and subsequent cancellation of service to International Media Solution.

DISCUSSION OF ISSUES

ISSUE 1: Should Sprint be required to credit or refund International Media Solution for the remaining disputed balance of \$585 based upon alleged improper billing for installation and subsequent cancellation of service to International Media Solution?

STAFF RECOMMENDATION: No. Staff recommends that the Commission find that Sprint did not improperly billed International Media Solutions for the installation and subsequent cancellation of service. Staff further recommends that Sprint not be required to credit or refund International Media Solutions for the remaining disputed balance of \$585. (CHRISTENSEN, STOKES)

STAFF ANALYSIS:

As stated in the Case Background, on June 6, 2000, the Division of Consumer Affairs (CAF) received a complaint from Mr. Ronald E. Johnson on behalf of his client, International Media Solutions, alleging improper billing by Sprint. Mr. Johnson alleged that his client was improperly charged by Sprint for installation of 16 rotary lines. Mr. Johnson claims that he contacted Sprint's representative by phone the day the lines were to be installed and canceled the service.

Mr. Johnson provided to CAF documentation detailing the circumstances which he alleges resulted in Sprint's improperly billing his client. On February 11, 2000, Mr. Johnson sent a memo to Sprint requesting that his client's service be changed back to Sprint from U.S. Lec for his client's two offices at 435 Douglas Avenue, Suite 2305, Altamonte Springs, Florida 32714 and 375 Douglas Avenue, Suite 2115, Altamonte Springs, Florida 32714. In this memo, Mr. Johnson also requested 16 additional rotary lines be installed in each office. However, staff notes that the complaint only involves the Sprint bill for the installation of the 16 additional lines in the first office located at 435 Douglas Avenue, Suite 2305, Altamonte Springs, Florida 32714.

In addition to the service request memo, Mr. Johnson provided to CAF a copy of the Sprint's Firm Order Confirmation (FOC) which listed the 16 additional rotary lines requested for the first office. The FOC assigned the installation with a Service Order Number of N817311 WNPk. Also, Mr. Johnson provided to CAF a copy of his February 18, 2000, memo to the company requesting cancellation of Service Order Number N817311 WNPk, that stated "Customer does not want this service." In addition, he provided a copy of Sprint's FOC dated February 18, 2000, canceling the 16

lines to the office at 435 Douglas Avenue, Suite 2305, Altamonte Springs, Florida 32714. However, Sprint noted at the bottom of the FOC that it was unable to "cancel" Order N817311 WNPk because this installation had been completed. Mr. Johnson also provided several letters between Sprint and himself regarding his billing dispute. Mr. Johnson provided a copy of the February 2000 Sprint bill in the amount of \$1,544.25. Staff notes that the address listed on the bill is for the office at 435 Douglas Avenue, Suite 2305, Altamonte Springs, Florida 32714.

Sprint provided its final report of its investigation into Mr. Johnson's complaint to CAF in a letter dated July 10, 2000. In its July 10, 2000 letter, Sprint acknowledged that Mr. Johnson contacted it on behalf of his customer and requested 16 lines to be installed on February 17, 2000. The company reported that Mr. Johnson filed a complaint with the company on April 3, 2000, contending that the service for the 16 lines had not been canceled as requested. Sprint stated that in his complaint, Mr. Johnson stated that he had a three-way conversation to cancel the service. Sprint stated that it determined that no three-way conversation had taken place. Rather, on February 17, 2000, the Sprint technician found Mr. Johnson's business card taped on the demarcation point with instructions for the technician to call him after the lines were installed. Sprint contended that the technician contacted Mr. Johnson who expressed satisfaction with the installation. Sprint stated that on February 18, 2000, it received a faxed letter from Mr. Johnson requesting service disconnection since the service was no longer needed. The company stated that the service was disconnected on February 24, 2000, with an effective billing date of February 18, 2000. Sprint reported that the customer owed \$1,544.25 on its February 2000 bill. The company stated that it notified International Media Solutions on May 12, 2000, and Mr. Johnson on May 26, 2000, that no credit would be issued since the 16 lines had been installed and disconnected as requested by Mr. Johnson.

In its letter, Sprint indicated that it was willing to waive \$952.90 associated with the minimum one-month charge since the customer had not used the service to place or receive calls and Mr. Johnson had submitted written cancellation request. However, the company stated that the customer would continue to be responsible for the "unrecoverable costs" of \$585, which is associated with the service order (\$25) and access line activation of the 16 lines at \$35 each (\$560) in accordance with its General Exchange Tariff, Section A5, Original Sheet 19, B, 9, a, 4.

Informal Conference

On October 25, 2000, an informal conference was held with the parties and a staff member. Mr. Johnson maintained that he had a three-way conversation on February 17, 2000, with Sprint's technician and Sprint representative, Ron Long, Administrator Carrier of Accounts, in which he requested that service be canceled. Mr. Johnson asserted that he confirmed with the Sprint representative, Mr. Long, that a technician had gone out the day before and had completed the installation for the office located at 375 Douglas Avenue, Suite 2115. However, Mr. Johnson contended that the installation for the office located at 435 Douglas Avenue, Suite 2305, had not been completed at that time. He stated that he notified Mr. Long that his customer did not want service. Mr. Johnson asserted that the technician was at the site of installation or very close to it during this conversation. Mr. Johnson alleged that he told Mr. Long, "We need to see if we can get that stopped." He maintained that the technician was paged, and the technician called his telephone number or Mr. Long's telephone number, resulting in a three-way telephone conversation. Mr. Johnson claimed that he visited the site and the RJ21X jack was never placed. Mr. Johnson maintained that Mr. Long told him to send a memo requesting cancellation. He also implied that Sprint had previously resolved similar problems without a charge. Mr. Johnson asserted that Sprint should issue a full credit on the account. Later, Mr. Johnson offered to pay one-half of the \$585 outstanding balance. However, the amount in dispute relates to the installation of 16 lines at his client's office at 435 Douglas Avenue, Suite 2305, Altamonte Springs, Florida 32714.

In the conference, Sprint acknowledged that it received a request from Mr. Johnson to install lines. Sprint stated that on February 15, 2000, it issued Service Order N817311 for installation of the 16 lines to be activated on February 17, 2000. Staff notes that Service Order N817311 corresponds to FOC which list the 16 lines to be installed at the first office at 435 Douglas Avenue, Suite 2305, Altamonte Springs, Florida 32714. The company stated it faxed a completed FOC to Mr. Johnson. Sprint stated that FOC form is used to fax back confirmations upon receipt of written request from vendors.

The company maintained that on February 17, 2000, a technician was dispatched to International Media Solutions' site. The company stated that the technician found Mr. Johnson's business card taped to the demarcation point requesting a telephone call to him upon completion of the installation to activate the 16 lines. Sprint asserted that the technician called Mr. Johnson, and explained that

the 16 lines had been activated. The company stated that Mr. Johnson expressed satisfaction that the installation was completed. Sprint contended that at no time during this conversation with the technician, did Mr. Johnson request service disconnection or express a need to talk with Mr. Ron Long. Sprint denied that either Mr. Ron Long and the technician had a three-way telephone conversation with Mr. Johnson on February 17, 2000, regarding the cancellation of the disputed 16 lines.

The company contended that the central office portion of the work relating to Service Order N817311 was completed on February 16, 2000. Sprint stated, "This work activated the 16 lines to the field terminal. This is prior to technician dispatch." Sprint stated that at 4:45 p.m. on February 17, 2000, the service order was closed which began the billing process. Sprint maintained that the first time that Mr. Johnson requested disconnection of the disputed lines was in his memo dated February 18, 2000, containing the statement the "Customer does not want this service." Sprint stated that an order was issued to disconnect the service on February 24, 2000, with an effective billing date of February 18, 2000, to correspond with the disconnection request date. The company stated that it waived the charges associated with the minimum monthly billing in an effort to settle the dispute. However, Sprint maintained that the customer is responsible for payment of the outstanding \$585 balance. The informal conference was concluded without a settlement.

Conclusion

Rule 25-4.112, Florida Administrative Code, states, "Any customer may be required to give reasonable notice of his intention to discontinue service. Until the telephone utility shall be notified, the customer may be held responsible for charges for telephone service." In reviewing the documentation submitted by Mr. Johnson, it is clear that the 16 lines to the first office at 435 Douglas Avenue, Suite 2305, Altamonte Springs, Florida 32714, were installed before Mr. Johnson requested written cancellation of those lines. Staff believes even if Mr. Johnson contacted Sprint the day service was being installed that would not be reasonable notice to Sprint. Staff believes that pursuant to Rule 25-4.112, Florida Administrative Code, Sprint can hold International Media Solutions responsible for the charges related to the installation of the 16 lines to the first office. Therefore, staff believes that Sprint did not improperly bill International Media Solutions' account.

However, Sprint stated that it was willing to waive the local service charges associated with the minimum one-month bill in an effort to resolve the complaint because the customer had not placed or received calls on the disputed 16 lines. The \$585 outstanding balance is for the "unrecoverable costs" associated with the service ordering and access line charges. Sprint's tariff Section A5, B9, a, 4, states:

Cancellation Charge - If the customer cancels the order prior to the start of service, a cancellation charge will apply. The charge will include all unrecoverable costs incurred by the Company up to and including the time of cancellation for the provision of the specific customer request.

Therefore, staff believes that the customer should bear the burden of the expenses associated with the service installation. Staff believes that International Media Solutions is responsible for payment of the \$585 balance, which included \$25 Service Ordering Charge and \$560 Access Line Activation Charge (\$35 x 16) for the 16 disputed lines. These charges are consistent with Sprint's tariff. Moreover, staff believes that Sprint did not violate any of the Commission's rules when it installed and activated the service for International Media Solutions based on Mr. Johnson's request.

Based on the foregoing, staff recommends that the Commission find that Sprint did not improperly bill International Media Solutions for the installation and subsequent cancellation of service. Staff further recommends that Sprint not be required to credit or refund International Media Solutions for the remaining disputed balance of \$585.

ISSUE 2: Should this docket be closed?

STAFF RECOMMENDATION: Yes. If no person whose substantial interests are affected by the Commission's order in this docket timely files a protest within 21 days of the issuance of this order, this docket should be closed upon the issuance of a consummating order.

STAFF ANALYSIS: If no person whose substantial interests are affected by the Commission's order in this docket timely files a protest within 21 days of the issuance of this order, this docket should be closed upon the issuance of a consummating order.

MODE = MEMORY TRANSMISSION START=FEB-09 11:02 END=FEB-09 11:06

FILE NO. =536

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
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-FL PUBLIC SER. COMMISSION-

***** -FL PUB SER COMM - ***** 850 414 1626- *****

STATE OF FLORIDA

Commissioners:
 E. LEON JACOBS, JR., CHAIRMAN
 J. TERRY DEASON
 LILA A. JABER
 BRAULIO L. BAEZ
 MICHAEL A. PALACKI



DIVISION OF CONSUMER AFFAIRS
 BEVERLEE DEMELLO
 DIRECTOR
 (850) 413-6100
 TOLL Free 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # _____

DATE: February 9, 2001 _____

TO: Harvey Spears _____

OFFICE/BUSINESS: Sprint-Florida, Incorporated _____

FAX NUMBER: 878-0777 _____

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 11 _____

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

February 22, 2001

CERTIFIED AND REGULAR MAIL

(For final rec upon receipt, adjust dates, if needed, ronagen.sas)

Mr. Ron Johnson
R.T. Communications, Inc.
P.O. Box 2222
Goldenrod, FL 32733-2222

RE: Agenda Conference

Dear Mr. Johnson:

This is a follow-up to the October 25, 2000, informal conference regarding your complaint about Sprint-Florida, Inc.

We have recommended that the Commissioners review your complaint at the Florida Public Service Commission's (PSC) March 6, 2001, Agenda Conference in Tallahassee, Florida. I have enclosed a copy of our February 22, 2001, Memorandum outlining certain issues and recommendations.

You may participate in the February 6, 2001, Agenda Conference in person or by telephone. Likewise, Sprint-Florida may also participate in this agenda conference. If you are planning to participate by telephone, we would like to make arrangements to accommodate your request. To assist us, please notify the PSC's Division of Records and Reporting immediately with your request and contact telephone number. That Division's telephone number is 1-850-413-6770.

Johnson

2

February 22, 2001

If you have any questions, please give me a call at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6125. As I previously stated, please call 1-850-413-6770 if you are planning to participate in the agenda conference.

Sincerely,

Shirley Ann Stokes
Regulatory Supervisor/Consultant

SAS:sas

Enclosure

c: Sprint-Florida, Inc.

International Media Solutions (Certified and Regular Mail)
375 Douglas Avenue, Suite 2115
Altamonte Springs, FL 32714

PSC's Division of Legal Services (P. Christensen)
PSC's Division of Competitive Services ()

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No 001753-TL Date Docketed 12/05/2000 Title Complaint of Ron Johnson on behalf of International Media Solution against Sprint-Florida, Incorporated for alleged improper billing
 Company Ron Johnson

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration _____

Referred to: _____ ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
 ("(") indicates OPR) _____ X X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays

Time Schedule

Program/Module A9

Staff Assignments

OPR Staff P Christensen

Staff Counsel P Christensen

OCRs (CAF) S Stokes *Sub*
 () _____
 () _____
 () _____

Recommended assignments for hearing and/or deciding this case:

- Full Commission X
- Commission Panel _____
- Hearing Examiner _____
- Staff _____

This case (will) (will not) require a hearing, to be held at: (location)

Transcript delivery time recommended:
 Normal _____ Expedited _____ Daily Copy _____

* Events completed; therefore unavailable for revision

Current CASR revision level

1

Due Dates

Current Proposed

1. Staff Recommendation	01/25/2001	<u>2/22/01</u>
2. Agenda	02/06/2001	<u>2/6/01</u>
3. PAA Order	02/26/2001	<u>3/26/01</u>
4. Revised CASR Due	03/26/2001	<u>4/26/01</u>
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REASON FOR REVISION

This CASR is being revised to provide staff additional time to analyze the docket.

SUBMITTED BY OPR-LEG: _____ *[Signature]*

DATE: _____

STAFF COUNSEL (LEG) _____ *[Signature]*
 OCR INITIALS (CAF) _____
 (CMP) _____
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Section 1 - Division of Records and Reporting (RAR) Completes

Docket No 001753-TL Date Docketed 12/05/2000 Title Complaint of Ron Johnson on behalf of International Media Solution against Sprint-Florida, Incorporated for alleged improper billing
Company Ron Johnson
Official Filing Date: Last Day to Suspend: Expiration:
Referred to ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
('(') indicates OPR)

Section 2 - OPR Completes and returns to RAR in 10 workdays

Time Schedule

Program/Module A9

Staff Assignments

OPR Staff P Christensen
Staff Counsel P Christensen
OCRs (CAF) S Stokes

Recommended assignments for hearing and/or deciding this case:

- Full Commission X
- Commission Panel
- Hearing Examiner
- Staff

This case (will) (will not) require a hearing, to be held at: (location)

Transcript delivery time recommended:

Normal Expedited Daily Copy

* Events completed; therefore unavailable for revision

Current CASR revision Level

0

Due Dates

Current Proposed

Table with 3 columns: Item, Current Due Date, Proposed Due Date. Includes items like Staff Recommendation, Agenda, PAA Order, Revised CASR Due.

REASON FOR REVISION

Staff needs additional time analysis & prepare recommendation.

SUBMITTED BY OPR-LEG:

DATE:

PSC/RAR-38 (Org. 8/91)

STAFF COUNSEL (LEG)
OCR INITIALS (CAF)
(CMP)
()
()

Shirley Stokes

From: Lysa White
Sent: Friday, December 29, 2000 8:14 AM
To: Shirley Stokes
Subject: RE: interrec.sas

Yes, thank you very much!

-----Original Message-----

From: Shirley Stokes
Sent: Friday, December 29, 2000 8:08 AM
To: Lysa White
Subject: RE: interrec.sas

I'm just reading this message late. You were able to pull up the rec from the e-mail, correct?

-----Original Message-----

From: Lysa White
Sent: Thursday, December 28, 2000 12:24 PM
To: Shirley Stokes
Subject: interrec.sas

Hi. I'm Patty's secretary. I was trying to open the above-named document and I can't open it. It shows up on the list of files, but when I try to open it, I get a msg saying File does not exist. Has the document been renamed or moved?

Thanks!

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No 001753-TL Date Docketed 12/05/2000 Title Complaint of Ron Johnson on behalf of International Media Solution against Sprint-Florida, Incorporated for alleged improper billing
 Company Ron Johnson
Sprint-Florida, Incorporated

Official Filing Date _____
 Last Day to Suspend _____ Expiration: _____

Referred to _____ ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
 ("()") indicates OPR) _____ X X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module A9

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

Staff Assignments

OPR Staff PATRICIA Christensen

Staff Counsel _____

OCRs () Shirley Stiles

Recommended assignments for hearing and/or deciding this case

Full Commission _____ Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: _____

Initials OPR _____
 Staff Counsel _____

Item	Due Dates	
	Previous	Current
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1. Recommendation		1-4-01
2. AGENDA		1-16-01
3. SUBMIT ORDER		2-5-01
4. REVISE CASR		3-6-01
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Section 3 - Chairman Completes

Assignments are as follows

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	DS	JC	JB	BZ	PL		

- Prehearing Officer

Commissioners					ADM
DS	JC	JB	BZ	PL	

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case
 Where one Commissioner a Hearing Examiner or a Staff Member is assigned the full Commission decides the case

Approved: _____
 Date: 12/21/00

CAF

REQUEST TO ESTABLISH DOCKET
(PLEASE TYPE)

Date 12-05-00

Docket No. 001753-TL

- 1. Division Name/Staff Name LEG
- 2. OPR Patricia Christensen
- 3. OCR Shirley Stokes

4. Suggested Docket Title Complaint of Ron Johnson on behalf of International Media Solution against Sprint-Florida, for alleged improper billing.

5. Suggested Docket Mailing List (attach separate sheet if necessary)

- A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
- B. Provide COMPLETE name and address for all others. (Match representatives to clients.)

1. Parties and their representatives (if any)

<u>Mr. Ronald E. Johnson</u>	<u>International Media Solutions</u>
<u>R.T. Communications, Inc.</u>	<u>375 Douglas Ave., Ste. 2115</u>
<u>P.O. Box 2222</u>	<u>Altamonte Springs, FL 32714</u>
<u>Goldenrod, FL 32733-2222</u>	

<u>Sprint-Florida, Inc.</u>	
<u>P.O. Box 2214</u>	
<u>Tallahassee, FL 32316-2214</u>	

2. Interested Persons and their representatives (if any)

6. Check one:
- Documentation is attached.
 - Documentation will be provided with recommendation.

I:\PSC\RAR\WP\ESTDKT.
PSC/RAR 10 (Revised 01/96)

DOCUMENT NUMBER-DATE
15565 DEC-58
FPSC-RECORDS/REPORTING

State of Florida



Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: November 7, 2000
TO: NOREEN DAVIS, DIRECTOR, DIVISION OF LEGAL SERVICES
FROM: LEROY RASBERRY, CHIEF, BUREAU OF COMPLAINT RESOLUTION *LR*
RE: INTERNATIONAL MEDIA SOLUTIONS (320277T)

The attached draft recommendation is being forwarded to you for handling.

LR/jmb

CASE BACKGROUND

On June 6, 2000, the Commission's Division of Consumer Affairs (CAF) received correspondence from Mr. Ronald E. Johnson of R. T. Communications, Inc., on behalf of his client, International Media Solutions (customer) regarding Sprint-Florida, Inc., (company). Mr. Johnson's February 11, 2000, Memo to Sprint United National Vendor Access Center requested that the customer's service be changed back to Sprint-Florida from U.S. Lec for the customer's two offices at 435 Douglas Avenue, Suite 2305, Altamonte Springs, Florida 32714 and 375 Douglas Avenue, Suite 2115, Altamonte Springs, Florida 32714. He also asked that 16 additional rotary lines be installed in each office, and also requested a 17th number for Office Number 2. Mr. Johnson alleged that U.S. Lec had sold the customer on replacing local Sprint-Florida's lines with its T-1 service. Mr. Johnson stated the customer had experienced problems with the lines. As a result, he asked Sprint-Florida to accept the customer as a "win back."

Additionally, Mr. Johnson provided a copy of his March 17, 2000, Memo to Sprint World Headquarters. He stated that on or about February 15, 2000, the customer contacted him to perform a vendor's request for the business. Mr. Johnson stated that he completed the request with Sprint-Florida, and received the Firm Order Confirmation from Sprint-Florida on February 16, 2000. Mr. Johnson contended that he reviewed the request with the customer on March 17, 2000, (Mr. Johnson meant February 17, 2000.). He stated that the customer notified him that the second office lines should not have been changed, "even though I received a different initial impression." Mr. Johnson stated that within an hour of his discussion with the customer, a technician notified him that both orders were being completed. Mr. Johnson alleged that he called the company to discuss the problem, which was not caused by Sprint-Florida or his company. Mr. Johnson provided CAF with a copy of his February 18, 2000, Memo to the company requesting cancellation of Service Order Number N817311 WNPK, and stated, "Customer does not want the service." He also provided CAF with a copy of the Sprint-Florida's Firm Order Confirmation, which stated that it was unable to cancel Order N817311 WNPK since it was completed. The Order also indicated that the company will disconnect the 16 lines listed on the order.

On June 22, 2000, Sprint-Florida reported that it acknowledged receipt of the complaint with Mr. Johnson, and stated that additional time was needed to complete the report.

CAF received another report from the company on July 10, 2000. Sprint-Florida contended that on February 15, 2000, Mr. Johnson contacted the company on behalf of International Media Solutions, and requested 16 lines to be installed on February 17, 2000. The company stated that the service order was issued as requested, and the service was installed on February 17, 2000. On February 18, 2000, Sprint-Florida stated that it received a faxed letter from Mr. Johnson requesting service disconnection, since the service was no longer needed. The company stated that the service was

connected on February 24, 2000, with an effective billing date of February 18, 2000. Sprint-Florida reported that the customer's February 19, 2000, bill was \$1,544.25, which included current local charges, prorated charges for service established and service connection charges. Sprint-Florida also reported that the March 19, 2000, bill was \$1537.90, which included prorated credits for local service discontinued and \$23.17 credit for late payment charge.

Additionally, the company reported that Mr. Johnson contacted Sprint-Florida on April 3, 2000, and stated that the service order was not canceled (on February 17, 2000) as requested. Sprint also stated that Mr. Johnson claimed that he was involved in a three-way telephone conversation with a Sprint-Florida representative and a Sprint-Florida service technician when he requested service cancellation for International Media Solutions. Sprint-Florida reported that when the technician arrived (on February 17, 2000) at the demarcation point, the technician found Mr. Johnson's business card taped on the demarcation point with instructions for the technician to call him after the lines were installed. The company stated that the 16 lines were installed and tagged at the demarcation point, and Mr. Johnson expressed satisfaction with the installation when the technician called him. Moreover, Sprint-Florida reported that this was the only conversation that the technician had with Mr. Johnson. The company reported that it also notified Ms. Yolanda Velasquez of International Media Solutions and Mr. Johnson on May 12, 2000, and May 26, 2000, respectively, that no credit would be issued to the account, since the lines were installed and disconnected as requested by Mr. Johnson.

After receipt of the complaint from CAF, Sprint-Florida stated that it decided to waive \$952.90 associated with the minimum one-month charge since the customer had not used the service to place or receive calls. However, the company stated that the customer will be responsible for the "unrecoverable costs" of \$585, which is associated with the service order (\$25) and access line activation of the 16 lines at \$35 each (\$560) in accordance with its General Exchange Tariff, Section A5, Original Sheet 19, B, 9, a, 4.

On July 12, 2000, CAF sent Mr. Johnson a letter explaining the outcome of the investigation. Staff also visited Mr. Johnson on July 13, 2000, to discuss this information. Mr. Johnson remained dissatisfied with the outcome of his complaint.

CAF received Mr. Johnson's informal conference request on August 8, 2000. A PSC Form X was mailed to Mr. Johnson to complete and return. On Form X, Mr. Johnson identified \$1,544.25 as the disputed amount. He also stated that International Media Solutions was billed for installation charges and a one-month local service charge for a line that was not installed. Mr. Johnson requested a full credit of \$1,544.25 to be applied to International Media Solution's account.

An informal conference was held with the parties and a staff member from CAF on October 25, 2000. Ms. Yolanda Velasquez of International Media Solutions did not attend the conference. During the conference, Mr. Johnson alleged that he had a telephone conversation with Mr. Ron Long of Sprint-Florida on February 17, 2000,

9 a.m. and 10 a.m. Mr. Johnson stated that he confirmed with Mr. Long that a technician had gone out yesterday and completed the installation at 375 Douglas Avenue, Suite 2115. However, Mr. Johnson contended that the second installation, at 375 Douglas Avenue, Suite 2305, had not been completed at that time. He stated that he notified Mr. Long that the customer, International Media Solutions, did not want service. Mr. Johnson stated that the technician was at the site of installation or very close to it. Mr. Johnson alleged that he told Mr. Long, "We need to see if we can get that stopped." He maintained that the technician was paged, and the technician called his telephone number or Mr. Long's telephone number, resulting in a three-way telephone conversation. Mr. Johnson stated that he visited the site, and claimed that the RJ21X jack was never placed. Mr. Johnson maintained that Mr. Long told him to send a memo requesting cancellation. He also implied that Sprint-Florida had previously resolved similar problems without a charge. Mr. Johnson asserted that another issue regarding his alleged use of profanity by one of Sprint's employees in communication with another corporation led to the company's refusal to remove the charge from his account, since he pursued the profanity issue with Sprint-Florida. Mr. Johnson asserted that Sprint-Florida should issue a full credit on the account. Later, he offered to pay one-half of the \$585 outstanding balance.

Sprint-Florida stated that Sprint's National Vendor Access Center (NVAC) received correspondence from Mr. Johnson of R. T. Communications requesting installation of the disputed lines. On February 15, 2000, Sprint-Florida stated that NVAC issued Service Order N817311 for installation of the 16 lines to be activated on February 17, 2000. The company stated that NVAC faxed a completed Firm Confirmation Order to R. T. Communications, Inc. Sprint-Florida stated that this form is used to fax back confirmations upon receipt of written request from vendors. The company contended that the central office portion of the work was completed on February 16, 2000. Sprint-Florida stated, "This work activated the 16 lines to the field terminal. This is prior to technician dispatch."

On February 17, 2000, the company maintained that a technician was dispatched to International Media Solutions' site. The company stated that the technician found Mr. Johnson's business card taped to the demarcation point requesting a telephone call to him upon completion of the installation to activate the 16 lines. Sprint-Florida asserted that the technician called Mr. Johnson, and explained that the 16 lines were activated. The company stated that Mr. Johnson expressed satisfaction that the installation was completed. During that conversation with the technician, Sprint-Florida contended that Mr. Johnson did not request service disconnection of the disputed 16 lines, nor expressed a need to talk with Mr. Ron Long, Administrator Carrier of Accounts, at the NVAC or any other member of NVAC. At 4:45 p.m. on February 17, 2000, Sprint-Florida stated that the service order was closed, which began the billing process. The company maintained that it only received a memo from Mr. Johnson on February 18, 2000, to disconnect the disputed lines, with a statement that the "Customer does not want this service." Sprint-Florida stated that an order was issued to disconnect the service on February 24, 2000, with an effective billing date of February 18, 2000, to correspond with the disconnection request date.

Sprint-Florida asserted that the technician denied receiving a telephone call from Mr. Johnson on February 17, 2000, to cancel the disputed 16 lines. The company also asserted that both Mr. Ron Long and the technician denied having a three-way telephone conversation with Mr. Johnson on February 17, 2000, regarding the cancellation of the disputed 16 lines. However, Sprint-Florida contended that Mr. Johnson spoke with another representative during the evening hours of February 17, 2000, at her residential telephone number to discuss the profanity issue. Sprint-Florida stated, "At no time during this conversation did Mr. Johnson mention any issues pertaining to the actual installation or need to disconnect the disputed 16 lines. It was all concerning the other issue."

Sprint-Florida contended that the 16 lines were activated on February 17, 2000, and maintained that it did not receive Mr. Johnson's request to cancel the service for International Media Solutions until February 18, 2000. The company stated that it waived the charges associated with the minimum monthly billing in an effort to settle the dispute. Sprint-Florida maintained that the customer is responsible for payment of the outstanding \$585 balance. The informal conference was concluded without a settlement.

DISCUSSION OF ISSUES

ISSUE 1: Did Sprint-Florida, Inc., install and activate the 16 lines for International Media Solutions before Mr. Ronald E. Johnson of R. T. Communications, Inc., customer's vendor, requested cancellation of Service Order N817311 WNPk?

STAFF RECOMMENDATION: Yes. It appears that Sprint-Florida, Inc., did not receive the service cancellation request prior to the completion of the installation and activation of the disputed 16 lines on February 17, 2000.

STAFF ANALYSIS: Although Mr. Ronald E. Johnson of R. T. Communications, Inc., alleged that he contacted Sprint-Florida during the morning of February 17, 2000, to cancel the installation of the disputed 16 lines on Service Order N817311 WNPk, Sprint-Florida contended that the central office portion of the work was performed on February 16, 2000, which activated the 16 lines to the field terminal. Sprint-Florida denied receiving a call from Mr. Johnson on February 17, 2000, requesting cancellation of Service Order N817311 WNPk. The company maintained that its technician completed the activation of the 16 lines on February 17, 2000, and closed the order at 4:45 p.m. Based on Mr. Johnson's business card note that he left at the customer's demarcation point requesting confirmation of the activation, Sprint-Florida stated that its technician contacted Mr. Johnson on February 17, 2000, to confirm activation. During that conversation, the company asserted that Mr. Johnson expressed satisfaction with the installation, and did not express any concerns regarding the cancellation of service. Upon receipt of Mr. Johnson's written request to cancel the service on February 18, 2000, Sprint-Florida stated that the service was disconnected on February 24, 2000, with a billing effective date of February 18, 2000, to correspond with the service disconnect request date.

Regardless of whether Mr. Johnson contacted Sprint-Florida or not on February 17, 2000, about the cancellation of Service Order N817311, staff believes that it was not a reasonable notice to request service disconnection on the day the service is scheduled for installation. Therefore, staff believes that Mr. Johnson's allegation that he called Sprint-Florida on February 17, 2000, to request cancellation of Service Order N817311 WNPk is moot. Staff believes that Sprint-Florida did not violate any of the Commission rules when it installed and activated the service for International Media Solutions based on the customer's vendor's, Mr. Ron E. Johnson of R. T. Communications, Inc., request. Thus, staff believes that International Media Solutions is responsible for payment of the \$585 balance, which included \$25 Service Ordering Charge and \$560 Access Line Activation Charge (\$35 x 16) for the 16 disputed lines. These charges are approved in Sprint-Florida's tariff, Section A4, Original Sheet 9, E, 1, a and c (Attachment A).

Rule 25-4.112, Florida Administrative Code states, "Any customer may be required to give reasonable notice of his intention to discontinue service. Until the telephone utility shall be notified, the customer may be held responsible for charges for telephone service." (Attachment B)

Section A5, B9, a, 4, Sprint-Florida, Inc.'s, tariff states, "Cancellation Charge - If the customer cancels the order prior to the start of service, a cancellation charge will apply. The charge will include all unrecoverable costs incurred by the Company up to and including the time of cancellation for the provision of the specific customer request." (Attachment C)

ISSUE 2: Should Sprint-Florida, Inc., issue an additional credit of \$585 to International Media Solutions' account for the installation of the disputed 16 lines on Service Order N817311 WNPk?

STAFF RECOMMENDATION: No. As an effort to resolve the complaint, Sprint-Florida credited International Media Solution's account for all the charges associated with the minimum one-month bill, leaving a \$585 balance.

STAFF ANALYSIS: Since the customer had not placed or received calls on the disputed 16 lines, Sprint-Florida stated that it waived the local service charges associated with the minimum one-month bill in an effort to resolve the complaint. The \$585 outstanding balance is for the "unrecoverable costs" associated with the service ordering and access line charges as explained in Issue 1. Staff believes that the customer should bear the burden of the expenses associated with the service installation. In Mr. Johnson's March 17, 2000, letter, to the company, he admitted that International Media Solutions had given him the impression that the line was supposed to be changed back to Sprint-Florida. Staff believes that the dispute is between Mr. Johnson and the customer, his client.

ISSUE 3: Should this docket be closed?

STAFF RECOMMENDATION: Yes. If no person whose substantial interests are affected by the Commission's order in this docket timely files a protest within 21 days of the issuance of this order, this docket should be closed upon the issuance of a consummating order.

STAFF ANALYSIS: If no person whose substantial interests are affected by the Commission's order in this docket timely files a protest within 21 days of the issuance of this order, this docket should be closed upon the issuance of a consummating order.

ATTACHMENT A

GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A4

By: F. B. Poag
Director

Original Sheet 9

Effective: **JAN 01 1997**

SERVICE CHARGES

E. RATES AND CHARGES

	<u>Residence</u>	<u>Business</u>
1. Service Ordering Charges, each order		
a. Primary associated with access line		
United Telephone	\$20.00	\$25.00
Central Telephone	20.00	30.00
b. Secondary		
United Telephone	9.50	16.00
Central Telephone	12.00	14.00
c. Access Line Charge, each line		
United Telephone	30.00	35.00
Central Telephone	30.00	35.00
d. Premises Visit Charge		
United Telephone	10.00	10.00
Central Telephone	21.00	30.00
e. Premises Work Charge, per 1/4 Hour or fraction thereof		
United Telephone	12.00	12.00
f. Record Change Charge		
United Telephone	5.00	5.00

1. Collect calls;
2. Third party calls;
3. Customer dialed calls for; and
4. Calls using a 10-10-xxx calling pattern.

(19) (a) Within one year of the effective date of this rule and upon request from any customer, a billing party must restrict charges in its bills to only:

1. Those charges that originate from the following:
 - a. Billing party or its affiliates;
 - b. A governmental agency;
 - c. A customer's presubscribed intraLATA or interLATA interexchange carrier; and

2. Those charges associated with the following types of calls:
 - a. Collect calls;
 - b. Third party calls;
 - c. Customer dialed calls; and
 - d. Calls using a 10-10-xxx calling pattern.

(b) Customers must be notified of this right by billing parties annually and at each time a customer notifies a billing party that the customer's bill contained charges for products or services that the customer did not order or that were not provided to the customer.

(c) Small local exchange telecommunications companies as defined in Section 364.052(1), F.S., are exempted from this subsection.

(20) Nothing prohibits originating parties from billing customers directly, even if a charge has been blocked from a billing party's bill at the request of a customer.

Specific Authority: 350.127, 364.604(5), F.S.

Law Implemented: 364.17, 350.113, 364.03, 364.04, 364.05, 364.052, 364.19, 364.602, 364.604, F.S.

History: New 12-01-68, Amended 03-31-76, 12-31-78, 01-17-79, 07-28-81, 09-08-81, 05-03-82, 11-21-82, 04-13-86, 10-30-86, 11-28-89, 03-31-91, 11-11-91, 03-10-96, 07-20-97, 12-28-98, 07-05-00.

25-4.111 Customer Complaints and Service Requests.

(1) Each telephone utility shall make a full and prompt investigation of all complaints and service requests made by its customers, either directly to it or through the Commission and respond to the initiating party within fifteen (15) days. The term "complaint" as used in this rule shall be construed to mean any oral or written report from a subscriber or user of telephone service relating to a physical defect, difficulty or dissatisfaction with the operation of telephone facilities, errors in billing or the quality of service rendered.

(2) Arrangements shall be made by each telephone company to receive customer trouble reports twenty-four (24) hours daily and to clear trouble of an emergency nature at all hours, consistent with the bona fide needs of the customer and personal safety of utility personnel.

(3) If the use of service by any subscriber interferes unreasonably with the necessary service of other customers, such subscribers may be required to take service in sufficient quantity or of a different class or grade.

Specific Authority: 364.20, F.S.

Law Implemented: 364.03, 364.07, 364.19, 364.20, 364.051, F.S.

History: Revised 12/1/68, Amended 3/31/76.

25-4.112 Termination of Service by Customer. Any customer may be required to give reasonable notice of his intention to discontinue service. Until the

telephone utility shall be notified, the customer may be held responsible for charges for telephone service.

Specific Authority: 350.127(2), F.S.

Law Implemented: 364.03, 364.19, F.S.

History: New 12/1/68.

25-4.113 Refusal or Discontinuance of Service by Company.

(1) As applicable, the company may refuse or discontinue telephone service under the following conditions provided that, unless otherwise stated, the customer shall be given notice and allowed a reasonable time to comply with any rule or remedy any deficiency:

(a) For noncompliance with or violation of any state or municipal law, ordinance, or regulation pertaining to telephone service.

(b) For the use of telephone service for any other property or purpose than that described in the application.

(c) For failure or refusal to provide the company with a deposit to insure payment of bills in accordance with the company's regulations.

(d) For neglect or refusal to provide reasonable access to the company for the purpose of inspection and maintenance of equipment owned by the company.

(e) For noncompliance with or violation of the Commission's regulations or the company's rules and regulations on file with the Commission, provided 5 working days' written notice is given before termination.

(f) For nonpayment of bills for telephone service, including the telecommunications access system surcharge referred to in Rule 25-4.160(3), provided that suspension or termination of service shall not be made without 5 working days' written notice to the customer, except in extreme cases. The written notice shall be separate and apart from the regular monthly bill for service. A company shall not, however, refuse or discontinue service for nonpayment of a dishonored check service charge imposed by the company, nor discontinue a customer's Lifeline local service if the charges, taxes, and fees applicable to dial tone, local usage, dual tone multifrequency dialing, emergency services such as "911," and relay service are paid. No company shall discontinue service to any customer for the initial nonpayment of the current bill on a day the company's business office is closed or on a day preceding a day the business office is closed.

(g) For purposes of paragraphs (e) and (f), "working day" means any day on which the company's business office is open and the U.S. Mail is delivered.

(h) Without notice in the event of customer use of equipment in such manner as to adversely affect the company's equipment or the company's service to others.

(i) Without notice in the event of hazardous conditions or tampering with the equipment furnished and owned by the company.

(j) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the company may, before restoring service, require the customer to make, at his own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

(2) In case of refusal to establish service, or whenever service is discontinued, the company shall notify the applicant or customer in writing of the reason for such refusal or discontinuance.

(3) Service shall be initiated or restored when the cause for refusal or discontinuance has been satisfactorily adjusted.

(4) The following shall not constitute sufficient cause for refusal or

ATTACHMENT C
GENERAL EXCHANGE TARIFF

SPRINT-FLORIDA, INCORPORATED

Section A5
Original Sheet 19

By: F.B. Poag
Director

Effective:

JAN 01 1997

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

B. SPECIAL CONSTRUCTION (Cont'd)

9. Nonrecurring and Recurring Charges (Cont'd)

a. Nonrecurring Charges (Cont'd)

- 3) Termination Charge - A termination charge applies when, at the customer's request, service provided on specially constructed facilities which have specified MTLs, is discontinued prior to the expiration of the liability period unless otherwise specified in the written agreement.
- 4) Cancellation Charge - If the customer cancels the order prior to the start of service, a cancellation charge will apply. The charge will include all unrecoverable costs incurred by the Company up to and including the time of cancellation for the provision of the specific customer request.
- 5) Rearrangement and/or Removal Charges
 - a) When the Company is requested to move, change, rearrange or remove existing plant for which no specific charge is quoted in this tariff, the person/company at whose request such move or change is made will be required to bear the costs incurred by the Company in complying with the request.
 - b) Where by statute, ordinance or other legal requirement, existing aerial facilities are required to be relocated underground, the Company will charge the net cost attributable to such relocation to the local exchange subscribers located within the political subdivision or area affected by such



International Media Solutions

425 N. 3rd Street
Leesburg, Florida 34748

FACSIMILE COVER SHEET

TO:	<i>Stirley A. Stoker</i>
COMPANY:	<i>FPSL</i>
FAX:	<i>(850) 413-6176</i>
FROM:	<i>Harvey Spear</i>
COMPANY:	<i>Sprint</i>
PHONE:	
FAX:	352-326-1532
DATE:	
PAGES INCLUDING THIS COVER PAGE:	<i>2</i>

COMMENTS:

FEB-18-2000 FRI 12:43 PM INT. MEDIA SOLUTIONS

FAX NO. 407 786 1094

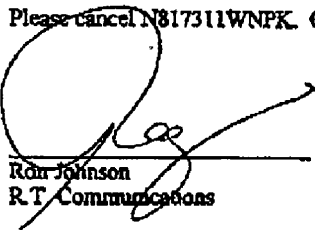
P. 01

DATE: February 18, 2000

MEMO FROM: R.T. Communications

TO: Ron Long, Sprint

Please cancel N817311WNPK. Customer does not want this service.



Ron Johnson
R.T. Communications

FLV021800Rmm03

Shirley Stokes

From: Harvey.Spears@mail.sprint.com
Sent: Monday, November 06, 2000 10:05 AM
To: sstokes@psc.state.fl.us
Subject: International Media Solutions

Subject: R T Communications -- International Media Solutions

This is the chronological sequence of events developed for use the 25th with the FPSC while in Orlando:

2-11-00 --- At 6:59 p.m. Sprint's National Vendor Access Center (NVAC) received faxed correspondence from R T Communications Inc, Mr. Johnson, requesting the installation of the disputed 16 lines for International Media Solutions Inc (IMS) .

2-15-00 --- Sprint's NVAC issued new service order #N817311 for the installation of 16 lines with a service activation due date of 2-17-00.

2-16-00 --- Sprint's NVAC faxed a completed Firm Order Confirmation form to R T Communications Inc. The document listed the service order number of N817311, the customer purchase order number (PON) of FLV01100JSM34, the service activation due date of 2-17-00 and the new telephone numbers beginning with (407)389-0001.

2-16-00 --- The central office portion of the work was completed. This work activated the 16 lines to the field terminal/crossbox.

2-16-00 --- (Additional information) At 1415 (2:15 p.m.), the technician arrived at the field cross connect box and began running the jumpers necessary to extend the assigned cable pair from that point to IMS's place of business. At 1615 (4:15 p.m.), the technician notified the Work Force Management Center (WFM) that additional work needed to be performed to complete the activation of the service. Therefore, the task was reassigned to this technician for dispatch the next day, 2-17-00.

2-17-00 --- At 1345 (1:45 p.m.), the technician began the remainder of the work to be performed to complete the service installation. Upon arriving at IMS's site, the technician observed that Mr. Johnson's business card was taped to the demarcation point and it included a note from Mr. Johnson requesting he be contacted when the technician completed the necessary work to activate the 16 new lines.

2-17-00 --- Sprint's technician completed the activation of the 16 new lines and contacted Mr. Johnson as the note requested. The technician explained that the 16 new lines had been activated to the demarcation point and Mr. Johnson expressed satisfaction that the installation had been completed. Mr. Johnson did not relate any other information to the

technician concerning a need to disconnect the subject lines, nor did he express a need to communicate with Ron Long, Administrator Carrier Accounts-NVAC, or any other member of the NVAC. At 16:45 (4:45 p.m.) on the 17th the technician closed out the service order as being worked.

2-17-00 --- (Additional Information) The exact time was not notated by Melanie Anderson in the NVAC; however, during the late afternoon hours of 2-17-00 (Melanie believes it was between 5 - 5:30 p.m.), Mr. Johnson contacted Melanie stating he did not believe all the 16 lines were installed and working. Melanie advised Mr. Johnson that as of 4:45 p.m. the records reflected all the 16 lines were in and working at the demarcation point of IMS. Mr. Johnson then called the owner of IMS, Yolanda Velazquez, and conferenced her on the line. Mr. Johnson ask Ms. Velazquez to verify that the disputed 16 lines were in and working. Ms. Velazquez responded to Mr. Johnson that she never authorized him to have the disputed 16 lines installed; therefore, she was not going to pay for them and then left the conversation. At this point in time, Mr. Johnson ended the conversation with Melanie without instructing her to issue a disconnect for the 16 disputed lines. Prior to leaving the office for the day, Melanie mentioned the conversation to Ron Long. Melanie's time sheet for 2-17-00 reflects she remained after normal working hours by 1 hour (this information is provided to further substantiate the time Melanie received the call from Mr. Johnson).

2-18-00 -- At 12:45 p.m. Sprint's NVAC received faxed correspondence from Mr. Johnson addressed to Ron Long stating "Please cancel N817311WNPK. Customer does not want this service." There was no reference to this being a confirmation of a previous conversation with Mr. Long or any other member of the NVAC.

2-18-00 --- Sprint's NVAC faxed a completed Firm Order Confirmation form to R T Communications Inc stating "We are unable to cancel N817311 -- WNPK the order was completed. The above order will disconnect the above 16 lines." Disconnect order #D821664 with PON#FLV921800RMM03 was issued with a due date of 2-24-00 and a billing effective date of 2-18-00 (to match the date the request was received from Mr. Johnson).

Allegations:

1. In a 3-17-00 letter of complaint to Sprint and attachment #1 to Form X faxed to the FPSC on 8-25-00, Mr. Johnson clearly indicates he spoke with his customer on the date the disputed 16 lines were installed (2-17-00) and that his customer advised she did not want the 16 lines installed. Moreover, within an hour of this discussion a Sprint technician called to confirm the installation of the 16 lines had been completed. Mr. Johnson further stated that he attempted to contact Mr. Long but ended up speaking with Melanie at Sprint.

Response: Mr. Long was not off work on this particular day 2-17, or any other time this specific week), but he may have been away from his desk at the time of Mr. Johnson's call. (See additional information provided

above concerning the 2-17-00 conversation Mr. Johnson had with Melanie.) During the evening hours of the 17th, Mr. Johnson called Ms. Burnett at home to discuss an issue he had with an NVAC employee. At no time during this conversation did Mr. Johnson mention any issue pertaining to the actual installation, or the need to disconnect the disputed 16 lines.

2. In Mr. Johnson's June 7, 2000 complaint and a July 13 conversation with Commission staff representatives, he stated he contacted Ron Long in Sprint's NVAC after normal working hours on 2-16-00 to request the service order to install the disputed 16 lines be cancelled. Further, that Ron Long contacted the field technician the next morning as he was in route to perform the work and that when the technician arrived at International Media Solutions, he called Ron Long and a 3-way telephone conversation was conducted with Mr. Johnson. Moreover, as a result of this 3-way conversation, the 16 new lines were never installed/activated.

Response: Sprint's Ron Long denies receiving a call on 2-16-00 from Mr. Johnson (during regular work hours or after) concerning the cancellation of the service order to installed the disputed 16 lines. Moreover, both the field technician and Ron Long deny conducting a 3-way conversation with Mr. Johnson on 3-17-00 concerning a cancellation of the service order to install the disputed 16 lines, or any other mater.

3. During the July 13 meeting with Staff, Mr. Johnson stated he called Phyllis Burnett, Sprint's NVAC Manager, on February 18, 2000 at her home about a different issue and he because he called Ms. Burnett to task on the other issue, her decision (Sprint's) on his dispute over the 16 lines was effected to the detriment of his client.

Response: Mr. Johnson's conversation with Ms. Burnett, concerning an issue Mr. Johnson had with a Sprint employee, occurred during the evening hours of 2-17-00. Ms. Burnett's decision(s) concerning the billing dispute was and continues to be based on the fact that completion of the installation and activation of the disputed 16 lines occurred on 2-17-00, which was prior to receipt of Mr. Johnson's 2-18-00 request to cancel the service request. (See additional information provided above concerning the 2-17-00 conversation Mr. Johnson had with Melanie.) No verbal or written request to cancel the service order for the disputed 16 lines was received from Mr. Johnson prior to completion of the required work on 2-17-00. At the request of the Commission, Sprint's regulatory and legal group reviewed all information pertaining to this dispute and concluded that Ms. Burnett's decision(s) was both fact based and in accordance with Sprint's General Exchange tariff. Sprint's decision to waive the charges associated with the minimum monthly billing was simply an effort to settle the dispute without having to spend additional time and resources on it's part as well as the Commission's. As for the installation charges, the necessary work was performed prior to receipt of any notification of cancellation from Mr. Johnson; therefore, Sprint considers them valid.

3. During Staff's meeting with Mr. Johnson on July 13, 2000 he stated that in a conversation with Ron Long that Mr. Long indicated he was in trouble over the incident. Further, that his job was in jeopardy and that he had been instructed to have no further dealings with Mr. Johnson.

Response: Ms. Johnson's statement is totally unfounded. Mr. Long states no such conversation occurred. Furthermore, no such action was ever perceived by Mr. Long, nor was it considered by Sprint.

Harvey Spears
Docket Manager
Voice (850)599-1401
Fax (850)878-0777
Internet harvey.spears@mail.sprint.com

Shirley Stokes

From: Harvey.Spears@mail.sprint.com
Sent: Tuesday, October 24, 2000 3:15 PM
To: SStokes@PSC.STATE.FL.US
Subject: RE: International Media Solutions (Ronald E. Johnson), 320277T

Importance: High

The following is the info you requested concerning the breakdown of the credit associated with the one month minimum billing that Sprint elected to waive and the installation charges we are sustaining:

02/17/00

N817331 - Installation Charges

Service Order Charge	\$ 25.00
Access Line Charge	\$ 560.00 (\$35.00 X 16)
Total	\$ 585.00

02/18/00

D821664

Credits issued: Discretionary Tax	\$.20
Local Number Portability	\$ 7.36
Access Lines	\$ 586.24
Interstate Access	\$ 112.48
Federal Tax	\$.30
State Tax	\$ 2.22
Gross Receipts Tax	\$.63
Total credits	\$ 709.43

Minimum billing charges from 02/18/00 to 03/17/00

Charges Accessed: Late payment fee	\$ 23.17
Franchise Tax	\$.45
Local Tax	\$ 6.34
U-touch Line feature	\$ 14.88
Interstate Access	\$ 108.48
Access Lines	\$ 549.76
Total Charges	\$ 673.12

Lump sum adjustment of \$952.90 issued 07/13/00 and it appeared on International Media Solutions' 7/19/00 billing statement.

Harvey Spears
Sprint

Shirley Stokes

From: Harvey.Spears@mail.sprint.com
Sent: Sunday, October 22, 2000 10:27 AM
To: SStokes@PSC.STATE.FL.US
Subject: RE: International Media Solutions (Ronald E. Johnson), 320277T

Importance: High

I was out of the office the afternoon of the 19th and all day the 20th.

I will call you by 10 a.m. Monday (I will be out of the office Monday morning first thing).

Harvey

-----Original Message-----

From: SStokes [mailto:SStokes@PSC.STATE.FL.US]
Sent: Thursday, October 19, 2000 4:32 PM
To: Spears, Harvey L.
Cc: SStokes; SStokes
Subject: International Media Solutions (Ronald E. Johnson), 320277T
Importance: High

If you don't receive this message before 4:45 p.m. today, please give me a call tomorrow at 1-850-413-6125. I want to discuss some information about the \$952.90 waive offer for the one-month billing in the company's July 10, 2000, report.

Shirley Stokes

From: Shirley Stokes
Sent: Wednesday, October 04, 2000 4:25 PM
To: Janet Brunson
Cc: Shirley Stokes
Subject: RE: Airline Flight

Thank you very much.

-----Original Message-----

From: Janet Brunson
Sent: Wednesday, October 04, 2000 3:34 PM
To: Shirley Stokes
Subject: RE: Airline Flight

OK Shirley - Here is your travel plans for October 25th.

Delta Flight #5074 - Depart Tallahassee at 6:15 a.m. and arrive Orlando 7:23 a.m.
Delta Flight #5083 - Depart Orlando at 6:05 p.m. and arrive Tallahassee at 7:17 p.m.

Total price of airline ticket is \$245 plus \$12.00 surcharge.

I said we needed window seat near the front, also.

-----Original Message-----

From: Shirley Stokes
Sent: Wednesday, October 04, 2000 2:56 PM
To: Janet Brunson
Cc: Shirley Stokes
Subject: FW: Airline Flight
Importance: High

I forgot to tell you to get a seat near the front, if possible. Thanks.

-----Original Message-----

From: Shirley Stokes
Sent: Wednesday, October 04, 2000 10:42 AM
To: Janet Brunson
Cc: Shirley Stokes
Subject: Airline Flight
Importance: High

Please make me reservations for Wednesday, October 25, 2000, leaving Tallahassee around 6-6:30 a.m. and leaving Orlando around 5 p.m. or after on the same day. (Window seat)Thanks

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:
Mr. Ron Johnson
R. T. Communications, Inc.
P. O. Box 2222
Goldenrod, FL 32733-2222

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) **RONALD S. JOHNSON** B. Date of Delivery **9-18-00**

C. Signature *[Signature]* Agent
 Addressee

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



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

4. Restricted Delivery? (Extra Fee) Yes

2. Article Number (Copy from service label)

7099 3400 0004 3002 0180

Received 9/20/00

** Please file in International Media Solutions
Conference file. ASD*

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:

International Media Solutions
Suite #2115
375 Douglas Avenue
Altamonte Springs, FL 32714

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) *Kathy Tunnick* B. Date of Delivery *9-14-00*

C. Signature *x Kathy Tunnick* Agent
 Addressee

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

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

4. Restricted Delivery? (Extra Fee) Yes

2. Article Number (Copy from service label)

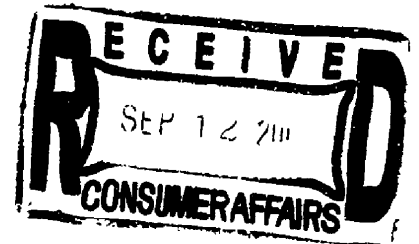
7099 3400 0004 3002 0159



CITY OF ORLANDO

September 8, 2000

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



RE: Use of Orlando City Hall Meeting Room, 10/25/00

Dear Ms. Stokes:

This will confirm receipt and approval of your application for use of a meeting room as described therein.

I look forward to seeing you on the 25th.

Sincerely,

A handwritten signature in cursive script that reads "Shirley Sirota".

Shirley Sirota,
Aide to City Clerk

SS

MODE = MEMORY TRANSMISSION START=SEP-12 14:23 END=SEP-12 14:24

FILE NO. =073

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
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-FL PUBLIC SER. COMMISSION-

***** -FL PUB SER COMM - ***** - 850 414 1626- *****

STATE OF FLORIDA

Commissioners:
 J. TERRY DEASON, CHAIRMAN
 E. LEON JACOBS, JR.
 LILA A. JABER
 BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS
 BEVERLEE DEMELLO
 DIRECTOR
 (850) 413-6100
 TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 320277T

DATE: September 12, 2000

TO: Harvey Spears

OFFICE/BUSINESS: Sprint-Florida, Incorporated

FAX NUMBER: (850) 878-0777

FROM: **DIVISION OF CONSUMER AFFAIRS**

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS
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Public Service Commission

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FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

Shirley Stokes

From: Shirley Stokes
Sent: Tuesday, September 12, 2000 2:29 PM
To: 'harvey.spears@mail.sprint.com'
Cc: Shirley Stokes
Subject: Informal Conference/International Media Solutions (Ron Johnson), Request No. 320277T

Here's a copy of my letter to Mr. Johnson.

September 12, 2000

CERTIFIED AND REGULAR MAIL

Mr. Ron Johnson
R. T. Communications, Inc.
P.O. Box 2222
Goldenrod, FL 32733-2222

Dear Mr. Johnson:

Thank you for contacting the Florida Public Service Commission (PSC) about Sprint-Florida, Inc.

You and Sprint-Florida agreed to have the informal conference on Wednesday, October 25, 2000, in Orlando, Florida, at 11 a.m. at the location as follows:

Orlando City Hall
Conference Room R, 2nd Floor
400 South Orange Avenue

As information, a representative from the Conflict Resolution Center is also planning to attend and observe this conference.

We wish to emphasize that this process is informal and that the PSC's staff will only act as a mediator of the parties' discussion. We hope that during the informal conference, both sides reach a fair settlement. If a settlement occurs, the parties avoid expenses and time of litigation before the agency. We have provided the company with a Settlement Agreement Form. We have also attached a copy of the Florida Administrative Code Rule 25-22.032, Customer Complaints, for your review.

We hope this information is helpful. If you have any questions, please give me a call at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6125. If you need directions to Orlando City Hall, please call 1-407-246-2251.

Sincerely,

Shirley Ann Stokes

Regulatory Supervisor/Consultant

SAS:sas

Enclosure

c: Sprint-Florida, Inc. (Mr. Harvey Spears)
International Media Solutions (Certified and Regular Mail)
Conflict Resolution Center (Mr. Tom Tyler or Mr. Bob Jones)
Ms. Shirley Sirota, City of Orlando

Shirley Stokes

From: Noreen Davis
Sent: Tuesday, September 12, 2000 1:14 PM
To: Shirley Stokes
Subject: RE: Informal Conference with Ron Johnson & Sprint-Florida regarding International Media Solutions (Request No. 320277T)

Thanks for the info. Hope all goes well.

-----Original Message-----

From: Shirley Stokes
Sent: Tuesday, September 12, 2000 10:24 AM
To: 'flacrc@mailier.fsu.edu'
Cc: Noreen Davis; Shirley Stokes; Carmen Pena; Leroy Rasberry
Subject: FW: Informal Conference with Ron Johnson & Sprint-Florida regarding International Media Solutions (Request No. 320277T)
Importance: High

To: Mr. Tom Tyler or Mr. Bob Jones

I understand that you are interested in attending the informal conference as noted above.

The informal conference is scheduled in Orlando on Wednesday, October 25, 2000, at 11 a.m. at the address as follows:

Orlando City Hall
Conference Room R, 2nd Floor
400 South Orange Avenue

If you need directions, please call 1/407-246-2251.

If you have any questions, please give me a call at 413-6125 or at our toll-free telephone number 1/800-342-3552.

Sincerely,

Shirley Stokes
Regulatory Supervisor/Consultant

-----Original Message-----

From: Leroy Rasberry
Sent: Tuesday, August 15, 2000 5:32 PM
To: Shirley Stokes
Cc: Noreen Davis; Carmen Pena; Leroy Rasberry
Subject: RE: Ron Johnson

Shirley,

Please follow the instruction provided below when scheduling the conference for Mr. Johnson.

Thanks.

-----Original Message-----

From: Noreen Davis

Sent: Tuesday, August 15, 2000 5:26 PM

To: Leroy Rasberry

Subject: RE: Ron Johnson

Importance: High

Leroy, I received a call today from Tom Tyler of the Dispute Resolution Center. Apparently Comm. Jaber had spoken to Bob Jones of the Center about the Ron Johnson situation. Tom or someone from the Center's Orlando office will be observing the informal conference you guys have with Mr. Johnson. I told Tom that Mr. Johnson had to put his request in writing and fill out the form required by our new rule. So, when you get the informal conference scheduled, please contact Tom Tyler or Bob Jones and give either of them the date, time and place. They have the same e-mail and phone: flacrc@mailier.fsu.edu or 644-6320. Pls. cc me on the date and time. Thanks. P.S. Refresh my memory please....years ago when that mediator came to the Commission and did that 3-day training for technical staff, was CAF included?

-----Original Message-----

From: Leroy Rasberry

Sent: Thursday, August 10, 2000 6:32 PM

To: Noreen Davis

Cc: JoAnn Chase; Carmen Pena; Leroy Rasberry

Subject: Ron Johnson

Noreen,

We received the request for an informal conference letter through the mail from Ron Johnson today, (he faxed a copy of his letter to me last night at my request). His request is being processed according to our rules.

JoAnn,

FYI

This is the customer that we called from Commissioner Jaber's office, and traveled to meet with in Orlando.

He copied Commissioner Jaber, but no action is needed from your office at this time.

Let me know if you have any questions.

Thanks

Shirley Stokes

From: Noreen Davis
To: Shirley Stokes
Sent: Tuesday, September 12, 2000 11:33 AM
Subject: Read: Informal Conference with Ron Johnson & Sprint-Florida regarding International Media Solutions (Request No. 320277T)

Your message

To: 'flacrc@mailier.fsu.edu'
Cc: Noreen Davis; Shirley Stokes; Carmen Pena; Leroy Rasberry
Subject: FW: Informal Conference with Ron Johnson & Sprint-Florida regarding International Media Solutions (Request No. 320277T)
Sent: 9/12/00 10:24 AM

was read on 9/12/00 11:33 AM.

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS
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Public Service Commission

September 12, 2000

CERTIFIED AND REGULAR MAIL

Mr. Ron Johnson
R. T. Communications, Inc.
P.O. Box 2222
Goldenrod, FL 32733-2222

Dear Mr. Johnson:

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We wish to emphasize that this process is informal and that the PSC's staff will only act as a mediator of the parties' discussion. We hope that during the informal conference, both sides reach a fair settlement. If a settlement occurs, the parties avoid expenses and time of litigation before the agency. We have provided the company with a Settlement Agreement Form. We have also attached a copy of the Florida Administrative Code Rule 25-22.032, Customer Complaints, for your review.

Mr. Ron Johnson
Page 2
September 12, 2000

We hope this information is helpful. If you have any questions, please give me a call at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6125. If you need directions to Orlando City Hall, please call 1-407-246-2251.

Sincerely,

A handwritten signature in cursive script that reads "Shirley Ann Stokes". The signature is written in black ink and is positioned above the printed name.

Shirley Ann Stokes
Regulatory Supervisor/Consultant

SAS:sas

Enclosure

c: Sprint-Florida, Inc. (Mr. Harvey Spears)
International Media Solutions (**Certified and Regular Mail**)
Conflict Resolution Center (Mr. Tom Tyler or Mr. Bob Jones)
Ms. Shirley Sirota, City of Orlando

25-22.032 Customer Complaints.**1. Intent; Application and Scope.**

It is the Commission's intent that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. This rule establishes informal customer complaint procedures that are designed to accomplish that intent. This rule applies to all companies regulated by the Commission. It provides for expedited processes for customer complaints that can be resolved quickly by the customer and the company without extensive Commission participation. It also provides a process for informal Commission resolution of complaints that cannot be resolved by the company and the customer.

(2) Any customer of a Commission regulated company may file a complaint with the Division of Consumer Affairs whenever the customer has an unresolved dispute with the company regarding electric, gas, telephone, water, or wastewater service. The complaint may be communicated orally or in writing. The complaint shall include the name of the company against which the complaint is made, the name of the customer of record, and the customer's service address. Upon receipt of the complaint, a staff member will determine if the customer has contacted the company and, if the customer agrees, will put the customer in contact with the company for resolution of the complaint using the transfer-connect system described in subsection(3), or by other appropriate means if the company does not subscribe to the transfer-connect system. If the customer does not agree to be put in contact with the company, for those companies subscribing to the transfer-connect system, the staff member will submit the complaint to the company for resolution in accordance with the three-day complaint resolution process set forth in subsection (4). For those companies not subscribing to the transfer-connect system, the staff member will submit the complaint to the company for resolution in accordance with the provisions of subsection (5).

(3) Transfer-connect system.

(a) Each company subject to regulation by the Commission may provide a transfer-connect (warm transfer) telephone number by which the Commission may directly transfer a customer to that company's customer service personnel. When the transfer is complete, any further charges for the call shall be the responsibility of the company and not the Commission or the customer. Each company that subscribes to the transfer connect system must provide customer service personnel to handle transferred calls during the company's normal business hours and at a minimum from Monday through Friday, 9:00 A.M to 4:00 P.M., Eastern time, excluding all holidays observed by the company.

(4) Complaints resolved within three (3) days.

Companies that subscribe to the transfer-connect system may resolve customer complaints within three days in the following manner:

(a) The Commission staff member handling the complaint will forward a description of the complaint to the company for response and resolution. The three day period will begin at 5:00 p.m. on the day the information is sent to the company and end at 5:00 p.m. on the third day, excluding weekends and holidays. If the company satisfactorily resolves the complaint, the company shall notify the

staff member of the resolution.

(b) The Commission will contact the customer to confirm that the complaint has been resolved. If the customer confirms that the complaint has been resolved, the complaint will not be reported in the total number of complaints shown for that company in the Commission Consumer Complaint Activity Report. However, the Commission will retain the information for use in enforcement proceedings, or for any other purpose necessary to perform its regulatory obligations.

(c) If the customer informs the Commission staff member that the complaint has not been resolved, the Commission will notify the company and require a full report as prescribed in subsection (5).

(d) For purposes of this subsection a complaint will be considered "resolved" if the company and the customer indicate that the problem has been corrected, or the company and the customer indicate that they have agreed to a plan to correct the problem.

(5) Complaints not resolved within three days.

If the customer does not agree to contact the company directly, if the customer is not satisfied with the company's proposed resolution of the complaint, or if the company does not subscribe to the transfer-connect system, a Commission staff member will investigate the complaint and attempt to resolve the dispute in the following manner:

(a) The staff member will notify the company of the complaint and request a response. The company shall provide its response to the complaint within fifteen (15) working days. The response shall explain the company's actions in the disputed matter and the extent to which those actions were consistent with applicable statutes and regulations. The response shall also describe all attempts to resolve the customer's complaint.

(b) The staff member investigating the complaint may request copies of bills, billing statements, field reports, written documents, or other information in the participants' possession that may be necessary to resolve the dispute. The staff member may perform, or request the company to perform, any tests, on-site inspections, and reviews of company records necessary to aid in the resolution of the dispute.

(6) During the complaint process, a company shall not discontinue service to a customer because of any unpaid disputed bill. However, the company may require the customer to pay that part of a bill which is not in dispute. If the company and the customer cannot agree on the amount in dispute, the staff member will make a reasonable estimate to establish an interim disputed amount until the complaint is resolved. If the customer fails to pay the undisputed portion of the bill the company may discontinue the customer's service pursuant to Commission rules.

(7) The staff member will propose a resolution of the complaint based on the information provided by all participants to the complaint and applicable statutes and regulations. The proposed resolution may be either oral or written. Upon request, either participant shall be entitled to a written copy of the proposed resolution.

(8) Informal Conference. If a participant objects to the proposed resolution the participant may request an informal conference on the complaint.

(a) The request for an informal conference shall be in writing and filed with the Division of Consumer Affairs within 30 days after the proposed resolution is sent to the participants.

(b) When the request for an informal conference is received, the Director of the Division of Consumer Affairs will assign a Commission staff member to process the request for an informal conference. The staff member will advise the participants to complete Form X (PSC/CAF Form X), incorporated by reference herein, and return the form to the Commission within fifteen (15) days. A copy of Form X may be obtained from the Division of Consumer Affairs. At a minimum, the

participants shall provide the following information on the form:

1. A statement describing the facts that give rise to the complaint;
2. A statement of the issues to be resolved; and
3. A statement of the relief requested.

The informal conference shall be limited to the complaint and the statement of facts and issues identified by the participants in the form. The Commission staff will notify the requesting participant that the request for an informal conference will be denied if the requesting participant's form is not received within the 15 days.

(c) The Director of the Division will review the statements and either appoint a staff member to conduct the informal conference, or make a recommendation to the Commission for dismissal based on a finding that the complaint states no basis upon which relief may be granted.

(d) If a conference is granted, the staff member appointed to conduct the conference shall not have participated in the investigation or proposed resolution of the complaint.

(e) After consulting with the participants, the staff member will send a written notice to the participants setting forth the unresolved issues, the procedures to be followed at the informal conference, the dates by which written materials are to be filed, and the time and place for the conference. The conference may be held by telephone conference, video teleconference, or in person, no sooner than ten days following the notice.

(f) At the conference, the participants shall have the opportunity to present information, orally or in writing, in support of their positions. During the conference, the staff member may encourage the parties to resolve the dispute. The Commission will be responsible for tape-recording, but not transcribing, the informal conference. A participant may arrange for transcription at his own expense..

(g) The staff member may permit any participant to file additional information, documentation, or arguments. The opposing participant shall have an opportunity to respond.

(h) If a settlement is not reached within 20 days following the informal conference or the last post-conference filing, whichever is later, the staff member shall submit a recommendation to the Commission for consideration at the next available Agenda Conference. Copies of the recommendation shall be sent to the participants.

(i) If the Director denies the request for an informal conference, the participants shall be notified in writing. Within 20 days of giving notice, the staff shall submit a recommendation for consideration at the next available Agenda Conference. Copies of the recommendation shall be sent to the participants.

(j) The Commission will address the matter by issuing a notice of proposed agency action or by setting the matter for hearing pursuant to section 120.57, Florida Statutes.

(9) At any point during the complaint proceedings, a participant has the right to be represented by an attorney or other representative. For purposes of this rule a representative may be any person the party chooses, unless the Commission sets the matter for hearing. If the Commission sets the matter for hearing, the participants may be represented by an attorney or a qualified representative as prescribed in Rule 28-106.106, Florida Administrative Code, or may represent themselves. Each participant shall be responsible for his own expenses in the handling of the complaint.

(10) At any time the participants may agree to settle their dispute. If a settlement is reached, the participants or their representatives shall file with the Division of Consumer Affairs a written statement to that effect. The statement shall indicate that the settlement is binding on both participants, and that the

participants waive any right to further review or action by the Commission. If the complaint has been docketed, the Division of Consumer Affairs shall submit the settlement to the Commission for approval. If the complaint has not been docketed, the Division will acknowledge the statement of settlement by letter to the participants.

(11) Record retention and auditing.

(a) All companies shall retain notes or documentation relating to each Commission complaint for two years, beginning when the complaint was first received.

(b) All companies shall file with the Commission, beginning 60 days after the effective date of this rule and monthly thereafter, a report that summarizes the following information for the preceding calendar month:

1. The total number of calls handled via transfer connect, including the customer's name, a brief description of the complaint, and whether or not the complaint was addressed;

2. The number of complaints handled under the three day complaint resolution procedure; and whether the complaint was resolved.

(c) The Commission shall have access to all such records for audit purposes. **Specific Authority 350.127(2), 364.19, 364.0252, 366.05, 367.121, FS.**

Law Implemented 364.01, 364.0252, 364.03(1), 364.183, 364.185, 364.15, 364.19, 364.337(5), 366.03, 366.04, 366.05, 367.011, 367.111, 367.121, 120.54, 120.569, 120.57, 120.573, FS.

History--New 01-03-89, Amended 10-28-93, 06-22-00.

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER
BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

SETTLEMENT AGREEMENT

Customer: International Media Solutions
(Ron Johnson, R. T. Communications, Inc.)

FPSC Request Number: 320277T

By signing the following statement, the parties agree that a satisfactory resolution of the complaint has been reached and understand that the settlement is binding on both parties and that the parties waive any right to further review or action by the Commission.

Customer or Customer's Representative

Date

Company

Date

MODE = MEMORY TRANSMISSION

START=SEP-08 14:44

END=SEP-08 14:48

FILE NO.=122

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK		614072463010	003/003	00:00:40

-FL PUBLIC SER. COMMISSION-

***** -FL PUB SER COMM - ***** - 850 413 7294- *****

STATE OF FLORIDA

Commissioners:
 J. TERRY DEASON, CHAIRMAN
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 BEVERLEE DEMELLO
 DIRECTOR
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 TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: September 8, 2000

TO: Ms. Shirley Sirbta

OFFICE/BUSINESS: City of Orlando

FAX NUMBER: 407/24639010

FROM: *DIVISION OF CONSUMER AFFAIRS / Shirley Stokes*

FAX NUMBER: *(850) 413-6126*

TELEPHONE NUMBER: *(850) 413-6125 OR 1-800-342-3552*

COMMENTS: Thank you for your assistance. See completed application for conference room on October 25, 2000. After receipt, please verify approval with me.

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3

CITY OF ORLANDO
CITY HALL USE APPLICATION



Florida Public Service Commission (PSC)

Applicant's/Organization's Name: Division of Consumer Affairs Phone: 1-850-413-6125

Address: Street 2540 Shumard Oak Blvd. City Tallahassee State FL Zip 32399-0850

Contact Person: Shirley Stokes Phone: (W) 1-850-413-6125 (H) 1-850-575-7276

Name of Event: Customer Meeting

Description of Activities: Informal meeting with Sprint-Florida, its customer and customer's representative(s), and representatives from the PSC.

Location(s) Requested: Conference Room R Date(s) Requested: October 25, 2000

Event Hours: from 11:00 a.m. to 2:30 p.m. Time Event Set-up Will Begin: 10:45 a.m.

Maximum Number of Persons Expected to Attend Event: 10

Will an Admission Fee Be Charged? Yes No; Will a Donation/Contribution Be Required? Yes No
If yes to either, City Council approval is required.

Will Tables and Chairs Be Set Up? Yes No (no special set up required, just a table & chairs)
If yes, floor plan must be submitted with application. *

Will Food Be Served? Yes No

If Yes, Provide Caterer's Name: _____ Phone: _____

Will Alcoholic Beverages Be Sold? Yes No; Consumed? Yes No

If Yes, Circle Applicable Type(s): Beer Wine Hard Liquor

If Sold, Provide License Number: _____

Will Sound Amplification Be Used? Yes No If Yes, What Type? _____

Will Music Be Used? Yes No If Yes, What Type? _____

If Applicable, List Copyright License Number: _____

Will Electrical Hookup Be Required? Yes No If Yes, How Many? _____

Will Decorations/Equipment Be Used Which Are Over 8' High? Yes No Will Tents Be Set Up? Yes No

Will Balloons Be Used? Yes No

Special Requests: _____

Insurance Covering Event: Carrier: State--Self insured Phone: _____
Insurance certificate must be attached.

Has Your Organization Used City Hall Previously Yes No If Yes, Provide Date(s): unknown
(I believe that the PSC has used City Hall in the past years.)

Applicant agrees to comply with the Guidelines for Use attached as Exhibit "A" hereto. Falsification of information may result in rejection of this Agreement or cancellation of the event by the City of Orlando. Additionally, falsification may subject you to prosecution under Orlando City Code Section 43.16, False Information.

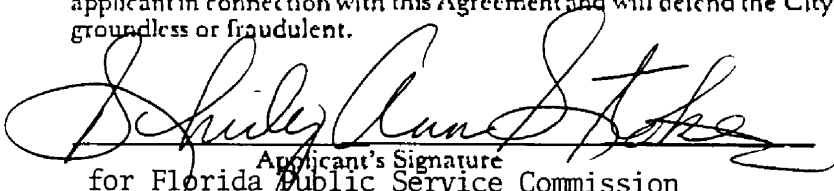
Applicant's Signature: Shirley Ann Stokes for Date: September 8, 2000
Florida Public Service Commission

HOLD HARMLESS/INSURANCE/COPYRIGHT AGREEMENT

The Applicant on his/her own behalf and on behalf of the organization using the facility hereby promises to indemnify and save harmless the City of Orlando, a municipal corporation, its officers, agents, and employees, from and against any and all liability, claims, damages, demands, expenses, fees, fines, penalties, suits, proceedings, actions and costs of actions, including attorney's fees for trial and on appeal, of any kind and nature arising or growing out of or in any way connected with the performance of the Agreement whether by act or omission of the Applicant, its officers, agents, servants, employees or others, or because of or due to the mere existence of the agreement between the parties.

The applicant shall supply a "Certificate of Insurance" reflecting a minimum coverage of \$500,000 bodily injury per occurrence and \$100,000 property damage. The City of Orlando shall be named as an additional insured which shall be noted on the Certificate. The Certificate shall indicate that the applicant's insurance policy shall not be cancelable without thirty days prior written notice to the City.

Applicant assumes all costs arising from the use of patented, trademarked or copyrighted materials, equipment, devices, processes, or dramatic rights used on or incorporated in the conduct of any event covered under the agreement; and agrees to indemnify and hold harmless the City, from all damages, costs and expenses in law or equity for or on account of any patented, trademarked or copyrighted materials, equipment, devices, processes or dramatic rights furnished or used by applicant in connection with this Agreement and will defend the City from any such suit or action, regardless of whether it be groundless or fraudulent.


Applicant's Signature
for Florida Public Service Commission

September 8, 2000
Date

RADON GAS NOTICE: Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed Federal and State guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from the Orange County Health Department. FS 404.056(8).

TO BE COMPLETED BY THE CITY OF ORLANDO

Certificate of insurance verified: _____ Date _____ Liquor license required? Yes No Verified: _____ Date _____

Other permit(s) required: _____ Type _____ Verified: _____ Date _____

CHARGES

Non-refundable Use Application Fee \$ _____
Insurance Fee \$ _____
City Personnel Fee \$ _____
Hrs _____ x Rate _____ \$ _____
Sub-Total \$ _____
Deposit Paid \$ _____
Total Due \$ _____

Music Copyright Fee \$ _____
6% Sales Tax Fee \$ _____
OR Tax Exempt Number _____
Date _____
Balance must be paid on or before _____ Date _____

MAKE CHECKS PAYABLE TO THE CITY OF ORLANDO

Application Approved Disapproved Reason: _____

By: _____ Date: _____

MODE = MEMORY TRANSMISSION

START=SEP-06 15:56

END=SEP-06 15:57

FILE NO. =033

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	8	98780777	004/004	00:01:09

-FL PUBLIC SER. COMMISSION-

***** -FL PUB SER COMM - ***** - 850 414 1626- *****

STATE OF FLORIDA

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 BRAULIO L. BAEZ



DIVISION OF CONSUMER AFFAIRS
 BEVERLEE DEMELLO
 DIRECTOR
 (850) 413-6100
 TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 320277T

DATE: September 6, 2000

TO: Harvey Spears

OFFICE/BUSINESS: Sprint-Florida, Incorporated

FAX NUMBER: (850) 878-0777

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
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TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 320277T

DATE: September 6, 2000

TO: Harvey Spears

OFFICE/BUSINESS: Sprint-Florida, Incorporated

FAX NUMBER: (850) 878-0777

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

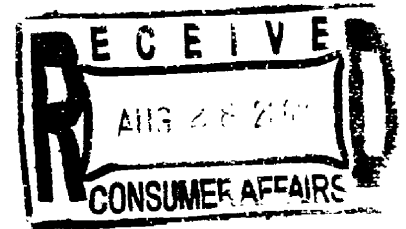
NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

R.T. COMMUNICATIONS, INC.

Post Office Box 2222
Goldenrod, Florida 32733-2222
(407) 657-6030 ☐ Fax (407) 657-7504

E-mail ronald@rtcommunications.net
Pager (407) 297-5583
Cellular (407) 925-8093

Memo To: **Leroy A. Rasberry, Chief**
Bureau of Complaint Resolution
Division of Consumer Affairs
850 413-6119



Memo To: **Beverlee DeMello, Director**
Division of Consumer Affairs
850 413-6100

Memo From: **Ronald E. Johnson, President**
R. T. Communications, Inc.
407 657 6030 Office
407 657 7504 Fax
ronald@rtcommunications.net (e-mail)

Memo Date: **August 25,2000**

Mr. Rasberry,

Please Find attached the completed PSC/CAF Form X.

Respectfully I remain

A handwritten signature in black ink that reads "REJ".

Ron Johnson

cc: Lila A. Jaber

ORIGINAL



FLORIDA PUBLIC SERVICE COMMISSION
INFORMAL CONFERENCE REQUEST FORM

FPSC Compliant Number: 320277T

Customer's Name: International Media Solutions

Authorized Representative: Ronald E. Johnson

Address: 7523 Aloma Avenue, Suite 208, Winter Park, Florida 32792

Telephone Number: (Voice) 407-657-6030 (Fax) 407-657-7504

E-mail address (if any): ronald@rtcommunications.net

Please address the following statements using additional pages if necessary.

Please identify the issues to be resolved. International Media Solutions was billed installation charges and one month of local service for a line that was not installed

Please describe the facts that are in dispute. See attached

Please identify the dollar amount in dispute. The amount in dispute is \$ 1,544.25.

Please provide a suggested resolution or the relief sought. The suggested resolution is that Sprint credit the customer (International Media Solutions) the full amount of \$1,544.25.

NOTICE: This form must be postmarked by 8/26/00 Failure to provide this information may result in denial of the informal conference request.

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Thanks for your indulgence.

Respectfully I remain...

Ronald E. Johnson



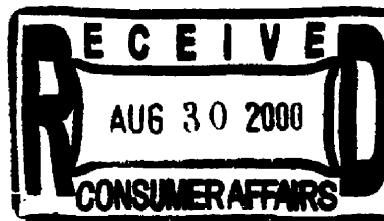
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Memo To: ~~Ronald E. Johnson, President~~
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850 413-6100



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cc: Ms. Lila A. Jaber



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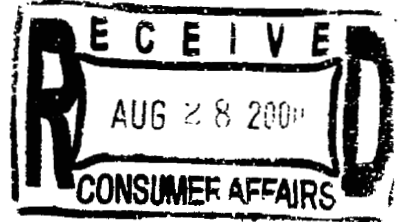


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ORIGINAL

Memo Date: August 25, 2000

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Ron Johnson

cc: Lila A. Jaber

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Thanks for your indulgence.

Respectfully I remain...

Ronald E. Johnson





FLORIDA PUBLIC SERVICE COMMISSION -
INFORMAL CONFERENCE REQUEST FORM

FPSC Compliant Number: 320277T

Customer's Name: International Media Solutions

Authorized Representative: Ronald E. Johnson

Address: 7523 Aloma Avenue, Suite 208, Winter Park, Florida 32792

Telephone Number: (Voice) 407-657-6030 (Fax) 407-657-7504

E-mail address (if any): ronald@rtcommunications.net

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R. T. Communications, Inc.

Telephone Equipment Sales, & Service

Also

Discount Local, & Long Distance Service

Serving Central Florida

Please visit our web site - <http://www.rtcommunications.net>

407 657 6030

Fax Transmittal

Date: August 25, 2000

of Pages: () including cover sheet

Fax from (XX) Ron () Wilma () Brenda () Jackie () Veronica

Company
fax-ed to: Public Service Commission

Person
fax-ed to Mr. Leroy Rasberry

Recepient
main # 850 413-6119 Recepient's
Fax # 850 413-6120

Comments: _____

Please confirm receipt of fax. Any questions, please call at number below

R. T. Communications, Inc. 407 657 6030 Main Office Number
407 657 7504 Fax Number
admin@rtcommunications.net (e-mail address)



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Memo Date: August 25, 2000

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Please Find attached the completed PSC/CAF Form X.

Respectfully I remain

REJ
Ron Johnson

THE TELEPHONE COMPANY THAT'S MAKING A DIFFERENCE
Telephone Equipment Sales and Service • Discount Long Distance



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SC/CAF Form X (09/99)

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THE TELEPHONE COMPANY THAT'S MAKING A DIFFERENCE
Telephone Equipment Sales and Service • Discount Long Distance

Shirley Stokes

From: Leroy Rasberry
Sent: Tuesday, August 15, 2000 5:32 PM
To: Shirley Stokes
Cc: Noreen Davis; Carmen Pena; Leroy Rasberry
Subject: RE: Ron Johnson

Shirley,

Please follow the instruction provided below when scheduling the conference for Mr. Johnson.

Thanks.

-----Original Message-----

From: Noreen Davis
Sent: Tuesday, August 15, 2000 5:26 PM
To: Leroy Rasberry
Subject: RE: Ron Johnson
Importance: High

Leroy, I received a call today from Tom Tyler of the Dispute Resolution Center. Apparently Comm. Jaber had spoken to Bob Jones of the Center about the Ron Johnson situation. Tom or someone from the Center's Orlando office will be observing the informal conference you guys have with Mr. Johnson. I told Tom that Mr. Johnson had to put his request in writing and fill out the form required by our new rule. So, when you get the informal conference scheduled, please contact Tom Tyler or Bob Jones and give either of them the date, time and place. They have the same e-mail and phone: flacrc@mailier.fsu.edu or 644-6320. Pls. cc me on the date and time. Thanks. P.S. Refresh my memory please....years ago when that mediator came to the Commission and did that 3-day training for technical staff, was CAF included?

-----Original Message-----

From: Leroy Rasberry
Sent: Thursday, August 10, 2000 6:32 PM
To: Noreen Davis
Cc: JoAnn Chase; Carmen Pena; Leroy Rasberry
Subject: Ron Johnson

Noreen,

We received the request for an informal conference letter through the mail from Ron Johnson today, (he faxed a copy of his letter to me last night at my request). His request is being processed according to our rules.

JoAnn,

FYI

This is the customer that we called from Commissioner Jaber's office, and traveled to meet with in Orlando.

He copied Commissioner Jaber, but no action is needed from your office at this time.

Let me know if you have any questions.

Thanks

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

August 11, 2000

CERTIFIED AND REGULAR MAIL

Mr. Ron Johnson
R. T. Communications, Inc.
P. O. Box 2222
Goldenrod, FL 32733-2222

**RE: Informal Conference Request
FPSC Inquiry #320277T - International Media Solutions**

Dear Mr. Johnson:

Thank you for contacting the Florida Public Service Commission (PSC), on behalf of your client, International Media Solutions, about Sprint-Florida, Incorporated. We appreciate the opportunity to help you.

In accordance with the Florida Administrative Code (FAC) 25-22.032(8), you must complete the attached PSC/CAF Form X, and return it to the Commission within 15 days from the date of this letter. **If the completed form is not postmarked by August 26, 2000, which is 15 days from the date of letter, your informal conference request will be denied.**

Upon receipt of the completed form, the Director of the Division of Consumer Affairs will review the statements to determine if an informal conference should be granted or not. If so, a staff member will follow up with you. If the informal conference request is denied based on a finding that the complaint states no basis upon which relief may be granted, a recommendation will be made to the Commission to dismiss the complaint. You will be notified in writing about this decision.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: www2.scri.net/psc

Internet E-mail: contact@psc.state.fl.us

Mr. Ron Johnson
Page 2
August 11, 2000

We hope this information is helpful to you. If you have any questions, please contact me at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6119. As I previously stated, the form must be completed and returned to us within 15 days.

Sincerely,



Leroy A. Rasberry, Chief
Bureau of Complaint Resolution
Division of Consumer Affairs

LAR:ewe

Enclosure: PSC/CAF Form X
(To be returned by August 26, 2000)

cc: Sprint-Florida, Incorporated



FLORIDA PUBLIC SERVICE COMMISSION -
INFORMAL CONFERENCE REQUEST FORM

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Authorized Representative: _____

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FAX NAME:
FAX NUMBER:

DATE: 11-AUG-00
TIME: 11:42

<u>DATE</u>	<u>TIME</u>	<u>REMOTE FAX NAME AND NUMBER</u>	<u>DURATION</u>	<u>PG</u>	<u>RESULT</u>	<u>DIAGNOSTIC</u>
11-AUG	11:38 S	407 886 0817	0:03:15	6	OK	6A3840100188

S=FAX SENT
I=POLL IN(FAX RECEIVED)
O=POLLED OUT(FAX SENT)

TO PRINT THIS REPORT AUTOMATICALLY, SELECT AUTOMATIC REPORTS IN THE SETTINGS MENU.
TO PRINT MANUALLY, PRESS THE REPORT/SPACE BUTTON, THEN PRESS ENTER.

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 320277T

DATE: August 11, 2000

TO: Priscilla D. Bailey

OFFICE/BUSINESS: Sprint-Florida, Incorporated

FAX NUMBER: (407) 886-0817

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 5



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August 8, 2000

State of Florida
Public Service Commission
Division of Consumer Affairs

Beverlee S. DeMello, Director

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

800 342 3552 office
850 413 6100 office
800 511 0809 fax

**Re: International Media Solutions vs. Sprint-Florida, Incorporated, PSC
Complaint # 320277T**

Dear Mrs. Beverlee S. DeMello, Director:

We are requesting to be granted an Informal Mediation Conference; in regards to the above reference account.

We had an informative meeting with Mr. Rasbery, and his staff (about 2 weeks ago). My intention is not to move to merit in this correspondence; but I can not close the letter without saying; we were extremely disappointed at the credibility on some of the information we receive in this meeting.

I am the Vendor Representing International Media Solutions. Proper Letters of Authorization are on file. I would like the Customer (who has an impossible busy schedule) to participate in this Conference. The Customer participated in some of the discussions alluded to, and could add another participate flavor to our discussions.

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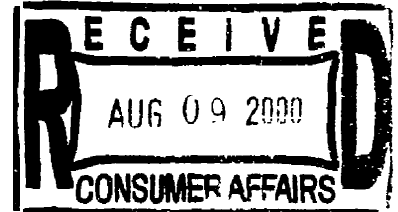
August 9, 2000

State of Florida
Public Service Commission
Division of Consumer Affairs

Beverlee S. DeMello, Director

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2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

800 342 3552 office
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Dear Mrs. Beverlee S. DeMello, Director:

We are requesting to be granted an Informal Mediation Conference; in regards to the above reference account.

We had an informative meeting with Mr. Rasbery, and his staff (about 2 weeks ago). My intention is not to move to merit in this correspondence; but I can not close the letter without saying; we were extremely disappointed at the credibility on some of the information we receive in this meeting.

I am the Vendor Representing International Media Solutions. Proper Letters of Authorization are on file. I would like the Customer (who has an impossible busy schedule) to participate in this Conference. The Customer participated in some of the discussions alluded to, and could add another participate flavor to our discussions.

THE TELEPHONE COMPANY THAT'S MAKING A DIFFERENCE
Telephone Equipment Sales and Service • Discount Long Distance

Please inform me of your decision. The Customer's Office is in Altamonte Springs. That maybe a good location to meet; in order for the Customer to be physically present (and not on a conference call basis).

Respectfully I remain....,

Ronald E. Johnson

cc: Commissioner Lila A. Jaber
Mr. Leroy A. Rasberry, Chief Bureau of Complaint Resolution

THE TELEPHONE COMPANY THAT'S MAKING A DIFFERENCE
Telephone Equipment Sales and Service • Discount Long Distance

Aug-04-00 21:29

<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
614076577504	OK	02	Sent	Aug-04	21:28	00:01:09	002181430020

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS
BEVERLEI DE MELO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

DATE: August 4, 2000

TO: Ronald Johnson

OFFICE/BUSINESS: R.T. Communications, Inc.

FAX NUMBER: 407 657 7504

FROM: *DIVISION OF CONSUMER AFFAIRS*

FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: _____

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 2

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DeMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

August 4, 2000

Mr. Ron Johnson, President/CEO
R.T. Communications, Inc
Post Office Box 2222
Goldenrod, Fl 32733-2222

RE: International Media Solutions vs Sprint-Florida, Incorporated, PSC Complaint
#320277T

Dear Mr. Johnson,

As we briefly discussed Friday, August 4, please provide a letter to the following person requesting an informal conference:

Beverlee S. DeMello, Director
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Or you may fax your request to the above individual to: 1-800-511-0809

Upon receipt, your request will be reviewed and we will contact you in writing with additional instructions.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leroy A. Rasberry".

Leroy A. Rasberry
Chief Bureau of Complaint Resolution

c: file
Noreen Davis

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
SUSAN F. CLARK
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

ORIGINAL

Public Service Commission

July 12, 2000

Mr. Ronald E. Johnson
R. T. Communications, Inc.
P. O. Box 2222
Goldenrod, FL 32733-2222

Re: Final Report
FPSC Inquiry #320277T - International Media Solutions

Dear Mr. Johnson:

Thank you for contacting the Florida Public Service Commission (PSC) about Sprint-Florida, Inc. (Sprint). This is the final report of our investigation into your complaint. We appreciate the opportunity to help you.

After reviewing the complaint you filed on behalf of International Media Solutions, we notified Sprint about your concerns. Sprint completed the installation of lines on February 17, 2000. Our investigation shows that Sprint did not receive your request to cancel your order until February 18, 2000. Sprint disconnected the lines on February 24, 2000, as you requested in your fax.

Because Sprint did the installation, as you requested, the charges are valid. It appears that your customer, International Media Solutions, was properly billed. Sprint is sustaining all the charges. However, as a courtesy to the customer, Sprint is willing to waive one month's minimum fee. This is a credit of \$952.90. Your client would still be responsible for the remainder of the bill, \$585.00. Because you notified Sprint that you are proceeding with legal action, it will be necessary for your counsel to contact Sprint's Legal Department with your decision about the company's offer.

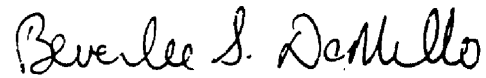
Based on the information provided by you and Sprint, it does not appear that the company has violated any of our rules or its tariff in the handling of your account. We wish that every complaint filed with the Commission could be resolved to the complete satisfaction of the customer, but that is not always possible. Please understand that our inability to be of further assistance to you stems from the limitation of our rules and the company's tariffs and not from a lack of concern on our part.

Mr. Ronald E. Johnson
Page 2
July 12, 2000

ORIGINAL

If you have any questions, please contact Ms. Kate Smith at 1-800-342-3552, by toll-free fax at 1-800-511-0809, or by E-mail at ksmith@psc.state.fl.us.

Sincerely,



Beverlee S. DeMello, Director
Division of Consumer Affairs

BSD:kes

c: Sprint-Florida, Inc.

SPRINT
MEMORANDUM

ORIGINAL

DATE: July 10, 2000

TO: Tarrah Gordon

RE: International Media Solutions
435 Douglas Avenue, Ste. 2105
Altamonte Springs, FL 32714

(407)389-0001 (Central Area)

320277T

FINAL REPORT

On June 7, 2000, Ron Johnson contacted the FPSC on behalf of International Media Solutions regarding a billing problem and related the following:

- International Media Solutions was billed installation charges and one month of local service for a line that was not installed.
- His attempts to resolve the problem have been unsuccessful.

Sprint-Florida's records reflect the following:

On February 15, 2000, Mr. Johnson contacted the Company on behalf of International Media Solutions and requested 16 lines to be installed on February 17. The representative issued the service order as requested.

On February 17, the service for all lines was installed as requested.

On February 18, the Company received a faxed letter from Mr. Johnson requesting the lines to be disconnected, as the service was no longer needed. The due for the disconnection of service was February 24. The representative placed a billing effective date so that the customer would not be billed for service past the date he requested the disconnection.

SPRINT
MEMORANDUM

ORIGINAL

DATE: July 10, 2000

TO: Tarrah Gordon

RE: International Media Solutions
435 Douglas Avenue, Ste. 2105
Altamonte Springs, FL 32714

(407)389-0001 (Central Area)

320277T

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Tarah Gordon
RE. International Media Solutions
320277 – Final Report

July 10, 2000

Page 2

ORIGINAL

- The February 19 bill totaling \$1,544.25 included current local charges, prorated charges for service established and service connection charges.
- On February 24, the service was disconnected as requested.
- The March 19 bill totaling \$1,537.90 included prorated credits for local service discontinued, a minimum billing charge of \$673.12, a past due balance of \$1,544.25, and a \$23.17 late payment charge.
- On April 3, Mr. Johnson filed a complaint with the Company on behalf of International Media Solutions, stating the service order to install the 16 lines was not cancelled as requested. He stated he was involved in a three-way conversation with a Sprint-Florida representative and a Sprint-Florida service technician in which he requested the service order to be cancelled. Michelle Truenow, Service Recovery Analyst, contacted both the representative and the technician, and it was determined there was no such three-way conversation as Mr. Johnson claimed. During her discussion with the technician, she was advised that the technician installed and tagged the 16 lines to the demarcation point. When he arrived to install the lines at the demarcation point, Mr. Johnson's business card was taped on the demarcation point with instructions for the technician to contact him after the lines were installed. The technician contacted Mr. Johnson, who expressed satisfaction that the lines were now installed. The technician stated this was the only telephone conversation he had with Mr. Johnson. Additionally, it was determined Mr. Johnson never requested the service order to be cancelled. The only notification Sprint-Florida received to discontinue the service was a faxed letter, which was received on February 18 at 12:43 pm. This was the day after the service was installed.
- On May 12, Mrs. Truenow contacted Yolanda Velazquez, owner of International Media Solutions, and advised her that no credit would be issued to the account, as Sprint-Florida installed and disconnected the lines as requested by Mr. Johnson, her vendor. She also advised Ms. Velazquez to pursue compensation from Mr. Johnson, as he specifically requested the lines to be installed.
- On May 15, Mrs. Truenow attempted to contact Mr. Johnson; however, it was necessary to leave a message requesting a return call.
- On May 26, Mrs. Truenow spoke with Mr. Johnson to advise him no credit would be issued. Mr. Johnson stated Ms. Velazquez has decided to pursue legal action against Sprint-Florida; therefore, he would no longer discuss the matter with Mrs. Truenow.

Tarrah Gordon
RE: International Media Solutions
320277 - Final Report

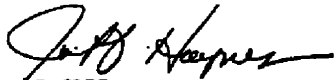
July 10, 2000

Page 3

Upon receipt of the inquiry on June 8, Pennie Aleshire, Departmental Assistant, contacted Mr. Johnson and acknowledged receipt of the inquiry.

Sprint-Florida's General Exchange Tariff supports the disputed charges billed to International Media Solutions. However, given the fact the service in question was not used by the customer to originate or receive calls after the 16 lines were activated on February 17 and that Mr. Johnson submitted a written request to Sprint-Florida to disconnect the access lines, ~~Sprint-Florida is willing to compromise by waiving the minimum one-month billing charges totaling \$952.90.~~ In accordance with Sprint-Florida's General Exchange Tariff, Section A5, Original Sheet 19, B, 9, a 4, the customer will continue to be responsible for the "unrecoverable costs" associated with service order issuance and access line activation (including the technician's premise visit), which total \$585. The \$585 charge consists of on service order charge at \$25 per order and 16 line activation fees at \$35 each. ~~As Mr. Johnson indicated to Mrs. Tracrow, he has sought legal action against Sprint-Florida. With that information, no contact was made with Mr. Johnson, however, a copy of this report was provided to Mr. Johnson.~~

With this information, I trust Mr. Johnson's inquiry may be considered closed.



Jeff Haynes
Service Recovery Analyst

cc: Ron Johnson

Kate Smith

From: Harvey Spears [Harvey.Spears@mail.sprint.com]
Sent: Friday, July 07, 2000 8:13 AM
To: ksmith@psc.state.fl.us
Cc: diana.m.bockino@openmail.mail.sprint.com; theresa.a.crebs@openmail.mail.sprint.com
Subject: International Media Solutions

Importance: High

ORIGINAL

I called T. C. Crebs in the SRC (Diana Bockino is scheduled to be in this morning - back from vacation) as she has been standing in for Diana. T. C. or Diana will call you early this morning to discuss the situation pertaining to this complaint. I delivered your voice mail message to T. C. so she and Diana understand the situation and will respond accordingly.

Harvey Spears
Docket Manager
Voice (850)599-1401
Fax (850)878-0777
Internet harvey.spears@mail.sprint.com

SPRINT
MEMORANDUM

ORIGINAL

DATE: June 22, 2000
TO: Tarrah Gordon
RE: International Media Solutions
435 Douglas Avenue, Ste. 2105
Altamonte Springs, FL 32714

(407)389-0001 (Central Area)

320277T


INTERIM REPORT

On June 7, 2000, Ron Johnson contacted the FPSC on behalf of International Media Solutions regarding a billing problem and related the following:

- International Media Solutions was billed installation charges and one month of local service for a line that was not installed.
- His attempts to resolve the problem have been unsuccessful.

Upon receipt of the inquiry on June 8, Pennie Aleshire, Departmental Assistant, contacted Mr. Johnson and acknowledged receipt of the inquiry.

As more time is needed to finalize Mr. Johnson's inquiry, another report will be provided by July 14, 2000.


Jeff Haynes
Service Recovery Analyst

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

ORIGINAL

Public Service Commission

June 19, 2000

Mr. Ron Johnson
R. T. Communications, Inc.
P. O. Box 2222
Golden Rod, FL 32733-2222

**RE: Final Report
FPSC Inquiry #'s 233513I & 255253I**

Dear Mr. Johnson:

Thank you for contacting the Florida Public Service Commission (PSC) about AT&T Communications of the Southern States (AT&T), National Tel, and Sprint-Florida, Inc., (Sprint). This is the final report of our investigation into your complaint. We appreciate the opportunity to help you.

After speaking with you on Thursday, June 15, 2000, Ms. Kate Smith, a member of my staff, pulled the above-referenced complaints from archives for further review. Our records do not show a Letter of Authorization from Ms. Velazquez stating that R. T. Communications was acting as her agent. Therefore, the cases and the correspondence were addressed to the customer of record, Ms. Yolanda Velazquez. We regret any inconvenience this may have caused you.

Our review of both cases shows that the matter has been resolved. We contacted Sprint and were advised that there is no outstanding balance on the numbers provided in the complaint, 407-331-0669 or 407-786-0990. Several of the telephone numbers in the complaint are with Alternate Local Exchange Companies, ALECs. Others have been reassigned and are now with residential customers. Because of these circumstances, we are unable to verify the status of these numbers for you.

Our review of the files shows that the calls were interstate or international. These types of calls fall outside the jurisdiction of the PSC. Mr. Johnson, please understand that although the matter has been resolved with Sprint, AT&T and National Tel may decide to bill directly for the disputed charges. If this happens, you may want to file a complaint with the Federal Communications Commission (FCC). The FCC has authority over interstate and international telecommunications issues. You may contact it at the address and telephone number listed below.

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Ron Johnson
Page 2
June 19, 2000

ORIGINAL

**Federal Communications Commission
Common Carrier Bureau
Consumer Complaints
Mail Stop Code 1600A2
Washington, D.C. 20554
Toll-free Telephone: 1-888-225-5322**

We are still investigating your complaint, 320277T, against Sprint. We will be back in touch with you when we have finished our investigation. In the meantime, if you have any questions, please contact us at 1-800-342-3552, by toll-free fax 1-800-511-0809, or you may contact Ms. Smith directly at 1-850-413-6105 or by E-mail at ksmith@psc.state.fl.us.

Sincerely,



Beverlee S. DeMello, Director
Division of Consumer Affairs

BSD:kes

cc: Sprint-Florida, Inc.
AT&T Communications of the Southern States
National Tel

STATE OF FLORIDA

Commissioners:
JOE GARCIA, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.
LILA A. JABER



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission ORIGINAL

June 9, 2000

Mr. Ron Johnson
International Media Solutions
Suite #2105
435 Douglas Avenue
Altamonte Springs, FL 32714

RE: FPSC Inquiry #320277T

Dear Mr. Johnson:

Thank you for contacting the Florida Public Service Commission about Sprint-Florida, Incorporated. I appreciate the opportunity to help you.

We have asked the company to contact you to resolve the problem and provide us with a detailed, written report explaining its resolution of the matter. I will follow up with you regarding the results of our investigation.

If you have any questions, please call me toll-free at 1-800-342-3552, or by toll-free fax at 1-800-511-0809, or my e-mail at tgordon@psc.state.fl.us.

Sincerely,

A handwritten signature in cursive script that reads "T. Gordon".

Tarrah V. Gordon
Regulatory Specialist I
Division of Consumer Affairs

TVG:ewe

Memo To: Yolanda Velasquez
International Media Solutions
407 786 0990 Ext. 3016
407 786 1133 Fax

Memo From: Ronald E. Johnson
R. T. Communications, Inc.
407 657 6030 Office
407 657 7504 Fax
ronald@rtcommunications.net (e-mail)

Memo Date: June 7, 2000

Subject: Sprint Collection issue

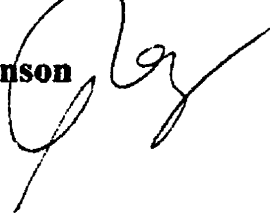
Yolanda;

Please sign enclosures; and mail in the envelopes provided.

**I have faxed ahead of mailing for your perusal. Package placed in mail
6/7/2000; @ 7:00 p. m.**

Respectfully I remain,

Ronald E. Johnson



**Ms. Yolanda Velasquez
International Media Solutions**

**375 Douglas Avenue
Suite 2115
Altamonte Springs, Florida 32714
407 786 0990 Office
407 786 1133 Fax**

June 7, 2000

**Mr. Anothny Frankin
Harvard Collection Service, Inc.
4839 North Elston Avenue
Chicago, Il. 60630-2534**

800 246 6850

Account No.: 3166483

To Whom It May Concern:

On May 30, 2000; your Company has sent my Firm the enclosed bill notifications. This notification should have not been sent to my Company.

Pursuant to Current Credit Acts in the State of Florida, and in this United States of America; I am instructing you to cease with all contacts to my Firm. Do not attempt to call me by phone, written mail, e-mail, or any other type of mailing.

This demand is effective immediately.

I do not want to hear from you again. Should you not respect this demand; I will pursue any, and all means of legal pursuit against your Firm.

Leave me alone.

Regards,

Yolanda Velasquez

Cc: State of Florida, Attorney Generals Office

R. T. Communications, Inc.

Telephone Equipment Sales & Service

Also

Discount Local, & Long Distance

Serving Central Florida

32027 T
Filed 7-00
See date 6-22
Filed W.
Sprint / Florida

ORIGINAL

Myz did receive

407 657 6030
Fax Transmittal

Date: 6/6/2000

Pages: 19

Fax From: _____

Fax To: MRS McCARD

Fax to Company Main No. _____

Fax To Company _____

Fax No.: 850-413-6118

Comments: PLEASE CALL AT
YOUR NEXT CONVENIENCE
ROJ

ORIGINAL

R.T. COMMUNICATIONS, INC.

Post Office Box 2222
Goldenrod, Florida 32733-2222
(407) 657-6030 • Fax (407) 657-7504

E-mail ronald@rtcommunications.net
Pager (407) 297-5583
Cellular (407) 925-9093

“Letter of Agency”

To Local Bell Operating Companies

Southern Bell

Sprint United

GTE

To whom it may concern at the above checked Local Bell Operating Company:

The undersigned authorizes Ronald E. Johnson, & R. T. Communications, Inc., through its representatives to act as our Vendor/Agent in any, and all matters relating to Local Network Services, Carrier Services, & Application for “TIC” fronths.

The Undersigned, also, authorizes the Local Exchange Carrier to make Customer Records, and pertinent information available to the Vendor/Agent. Please follow the Vendor/Agents instruction; with respect to placement of orders, or placement of changes to Local, or Carrier Services; which the LEC, and/or IXC Provides to the undersigned. This does not prevent the principle from working on their own behalf; should they decide to. Any new Vendor selection will be done by written notice; to appropriate party.

Company Name: INTERNATIONAL MEDIA SOLUTIONS

Street Address: 435 Douglas Ave Ste 2105

City: Altamonte Springs State: FL Zip: 32714

Telephone Number: 407-786-0990 FAX: _____

Toll Free Number: _____ FISC: _____

Contact Name: Yolanda C. Velazquez Contact Title: CEO

Please Print Clearly

THE TELEPHONE COMPANY THAT'S MAKING A DIFFERENCE
Authorized Equipment Sales and Service Distributors

J.R. Velazquez

ORIGINAL

Subj: Urgent-Important Concern
 Date: 03/17/2000
 To: Executive.offices@mail.sprint.com

Memo To: Mr. William T. Uaury
 Mrs. Deneka Davis
 Sprint World Headquarters

 2330 Shawnee Mission Parkway
 Westwood, Ks. 66205

 913 624 3000
 972 405 6420 fax

Memo From: Ronald E. Johnson
 R. T. Communications, Inc.
 Post Office Box 2222
 Goldenrod, Florida 32733-2222
 407 657 6030
 407 977 1415
 407 657 7504 fax
 ronald@rtcommunications.net - email
 http://www.rtcommunications.net

Memo Date: March 17, 2000

Subject: 1. Customer Issue: 407 786 0990 - International Media Solutions
 2. Punitive decision reversal to the detriment of a Customer.

I would like to have been able to solve this problem without going to this length. I have been able to work out more far reaching problems with Sprint United Staff in the past; than this situation. I attempted to speak directly with the Sprint Personnel in charge; but they seem to want to portray themselves, sometimes, as being too big to speak with Vendors, or Customers such as I.

The Sprint Staff who were players in this situation were the following:

1. At 1 800 347 4463	press "1"	Melanie
2. At 1 352 326 1628		Mr. Ron Long
3. At 1 800 347 4463	press "1"	Mrs. Kathy Vaughn
4. At 1 800 347 4463	press "1"	Mrs. Phyllis Burnett, Manager of NVAC

On or about 2/16/2000; Ms. Yolanda Velasquez; President of International Media Solutions; 375 Douglas Ave.; Suite 2105; Altamonte Springs, Florida 32714; 407 786 0990 Office, 407 786 1133; contact me to perform a vendor request for her Business. I completed this request; and received an FOC from Melanie on 2/16/2000.

I review this with Ms. Velasquez on, or about 3/17/2000. Ms. Velasquez informed me; at that time; that she did not want her second office lines modified; which was part of the package; that Melanie had work on. A technician call me within an hour of our discussion; to tell me he was completing both orders. I call Mr. Ron Long; who was off from work on this particular day; to speak to him on our now current Dilemma. That Dilemma was; the lines for Office Number 2 were not going to be needed; because the Customer was now telling me; that they did not ask for the 2nd Office to be modified. I see no benefit in frustrating the Customer; who clearly did not want this second service; even though I received a different initial impression. So I set off to see what we could work out.

After not being able to speak to Mr. Ron Long; who has been a real warrior over the years; I spoke to Melanie. This was the beginning of a night mare. I was accused of some things; by Melanie; which were discussed with another Carrier (U. S. Lec);

ORIGINAL

which impugned my Company. This is why Mrs. Phyllis Burnett was brought into the discussion. Mrs. Burnett, and I agreed that we should allow the Customer's Issue to heal first (which was an emergent circumstance; not caused by Sprint, or R. Communications, Inc). After that we agreed to discuss all other issues.

Note: At this point of my discussion; Mrs. Daneka Davis has called; and we discussed the balance of this situation. For right now; I would like to stop this discussion, and see how Mrs. Davis, and I settle this matter.

Thanks for your indulgence.

Respectfully I remain...

Ronald E. Johnson





Carrier Markets Service Center

PO Box 490048 MS-FL.SBBU112
 Leesburg, FL 34749-0048
 Phone: 800-347-4463
 FAX: 352-326-1703
 Email: NVAC@mail.sprint.com

If you have any questions please contact
 Sprint Technical Analyst:
 MELANIE

ORIGINAL.

Firm Order Confirmation

Confirmation Date: 02-16-00

Vendor Name & Contact Name: R T COMMUNICATIONS INC
 Vendor Fax Number: 407 637-7504

Business Location Name(s)	Service Order Number(s) / EXCH	Effective Date(s)	Telephone PON *	Bill Date(s)	Assigned Number(s)
INTERNATIONAL MEDIA SOLUTIONS	N817311 WNPK		FLV011007SM34	02-17-00	407 389-0001 2ND RCT
					407 389-0004 3RD
					407 390-0269 4TH
					407 390-1334 5TH
					407 390-1421 6TH
					407 390-1423 7TH
					407 390-1432 8TH
					407 390-2413 9TH
					407 390-2494 10TH
					407 390-3039 11TH
					407 390-3082 12TH
					407 390-3113 13TH
					407 390-3124 14TH
					407 390-3152 15TH
					407 390-3278 16TH
					407 390-3284 17TH

Remarks: PILOT 407 786-3780 ADD AN ADDITIONAL 16 LINES IN ROTARY

- The Purchase Order Number (PON) will be used for tracking. Sprint is requesting that our customers provide a PON on each service request. The PON should be a unique identifier assigned by the customer for each service request and may be a maximum of 15 alphanumeric characters. Sprint will assign a PON to be used for all correspondence when the customer fails to assign a PON.

Please contact the NVAC at NVAC@mail.sprint.com if you are interested in ordering via the Internet. Provide a name and number of your company's contact person.



Carrier Markets Service Center

PO Box 490048 MS-FLLSBB011Z
Leesburg, FL 34749-0048
Phone: 800-347-4463
FAX: 352-326-1703
Email: NVAC@mail.sprint.com

If you have any questions please contact
Sprint Technical Analyst
MELANIE

ORIGINAL

Firm Order Confirmation

Confirmation Date: 02-16-00

Vendor Name & Contact Name: R T COMMUNICATIONS INC
Vendor Fax Number: 407 657-7504

Business Location Name(s)	Service Order Due Number(s) / EXCH	Effective Telephone PON *	Date(s)	Bill Date(s)	Assigned Number(s)
INTERNATIONAL MEDIA SOLUTIONS	N817311 WNPX	FLV01100TSM34	02-17-00		407 389-0001 2ND ROT
					407 389-0004 3RD
					407 390-0269 4TH
					407 390-1334 5TH
					407 390-1421 6TH
					407 390-1423 7TH
					407 390-1432 8TH
					407 390-2413 9TH
					407 390-2494 10TH
					407 390-3039 11TH
					407 390-3082 12TH
					407 390-3113 13TH
					407 390-3124 14TH
					407 390-3152 15TH
					407 390-3278 16TH
					407 390-3284 17TH

Remarks: PILOT 407 786-4780 ADD AN ADDITIONAL 16 LINES IN ROTARY.

- The Purchase Order Number (PON) will be used for tracking. Sprint is requesting that our customers provide a PON on each service request. The PON should be a unique identifier assigned by the customer for each service request and may be a maximum of 15 alphanumeric characters. Sprint will assign a PON to be used for all correspondence when the customer fails to assign a PON.

Please contact the NVAC at NVAC@mail.sprint.com if you are interested in ordering via the Internet. Provide a name and number of your company's contact person.

ORIGINAL

**INTERNATIONAL MEDIA SOLUTIONS, INC.
Marketing And Full Corporate Consulting**

FAX

"Creating Exposure to Undervalued Companies"

Date: 3/17/00

To: Dameka Davis

Fax: 972-405-⁶⁰⁸⁷~~6420~~

From: Kathleen Tunncliff, Administrative Assistant

Pages: 9

Attached is the bill from Sprint that Ron Johnson from R.T. Communications and I discussed with you. Per your request, I am sending this to for your review. Please call me at the phone number below if you have any questions.

**International Media Solutions, Inc.
PHONE: 407-786-0990 FAX: 407-786-1133
375 Douglas Ave Suite 2015 Altamonte Springs, FL 32714
E-MAIL: Intlmediasol@mpinet.net**

ORIGINAL



RETURN TOP HALF WITH PAYMENT

1201 WALNUT BOTTOM ROAD
CARLISLE, PA 17013-0920

407-389-0001 (854)
FEBRUARY 19, 2000

TOTAL AMOUNT DUE BY MAR 11, 2000

AMOUNT PAID

PAY BEFORE MAR 19 TO AVOID A LATE CHARGE OF 23.17

MAKE CHECKS PAYABLE TO:

SPRINT
P. O. BOX 30784
TAMPA, FL 33630-3784

INTERNATIONAL MEDIA INC
435 DOUGLAS AV 2305
ALTAMONTE SPRINGS FL 32714

Check Here for Address Change
See Reverse Side

39984073890001854031100001544250015442503130219001102

0313
R



LOCAL COMMUNICATIONS

PAGE 1
407-389-0001 (854)
FEBRUARY 19, 2000

BUSINESS OFFICE NO. 1-800-339-1811
PREVIOUS BALANCE IF ANY IS PAST DUE. PLEASE PAY IMMEDIATELY.

PREVIOUS CHARGES	PAYMENTS RECEIVED	ADJUSTMENTS	PAST DUE BALANCE	CURRENT CHARGES	PAYMENT DUE BY
.00	.00	.00	.00	1,544.25	MAR. 11, 2000

TOTAL AMOUNT DUE 1,544.25

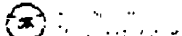
CARRIER SUMMARY

CARRIER	ADJUSTMENTS	CURRENT CHARGES
SPRINT LOCAL COMMUNICATIONS	.00	1,544.25
TOTALS	.00	1,544.25

OUR RECORDS INDICATE YOUR LOCAL TOLL CARRIER IS IDS LONG DISTANCE, INC.

OUR RECORDS INDICATE YOUR LONG DISTANCE CARRIER IS IDS LONG DISTANCE, INC.

SPRINT



CONTINUED ON BACK OF THIS PAGE

THANK YOU FOR YOUR BUSINESS

CHANGE OF BILLING ADDRESS - PLEASE PRINT

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

Questions about your bill? Interested in additional features?

Please contact me at telephone number () - _____

- PLEASE DO NOT WRITE BELOW THIS LINE -



LOCAL COMMUNICATIONS

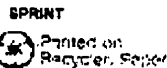
PAGE 2
407-389-0001 (854)
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FOR BILLING INQUIRIES, CALL 1-800-339-1811.
SPECIAL CIRCUIT CUSTOMERS CALL 1-800-900-7141.
WATS CUSTOMERS CALL 1-800-800-7141.

SUMMARY OF CURRENT CHARGES

LOCAL SERVICE	SEE DETAIL	606.40
CHARGES AND CREDITS	SEE DETAIL	630.10
NETWORK ACCESS	SEE DETAIL	116.32
TAXES	SEE DETAIL	191.43

TOTAL CURRENT CHARGES 1,544.25



THANK YOU FOR YOUR PROMPT PAYMENT

ORIGINAL



LOCAL COMMUNICATIONS

 PAGE 4
 407-389-0001 (854)
 FEBRUARY 19, 2000

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELEPHONE NUMBER 407 389 3284			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	<u>36.81</u>
TOTAL LOCAL SERVICE			606.40
CHARGES AND CREDITS			
DISCRETIONARY TAX			13.26
LOCAL NUMBER PORTABILITY			7.84
PURCHASE ORDER NUMBER FLV01100JSM54			
PARTIAL MONTH DB-CR FOR LOCAL SERVICE		N817311	.03
PARTIAL MONTH CHARGE FOR LOCAL SERVICE ESTABLISHED		N817311	20.13
PARTIAL MONTH CHARGE FOR INTERSTATE ACCESS ESTABLISHED		N817311	3.84
SERVICE ORDER CHARGE		N817311	25.00
LINE ACTIVATION CHARGE		N817311	<u>560.00</u>
TOTAL CHARGES AND CREDITS			630.10
NETWORK ACCESS CHARGES			
FCC ACCESS CHARGE			<u>116.32</u>
TOTAL ACCESS CHARGES			116.32
DETAIL OF TAXES			
FEDERAL TAX			24.06
STATE TAX			95.23
FLORIDA GROSS RECEIPTS TAX			19.11
COUNTY 911 SERVICE CHARGE			4.96
FRANCHISE TAX			3.19
LOCAL TAX			<u>46.88</u>
TOTAL TAX			191.43

SPRINT



THANK YOU FOR YOUR PROMPT PAYMENT

ORIGINAL



LOCAL COMMUNICATIONS

PAGE 3
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**LOCAL SERVICE ITEMIZATION
SERVICE - FEB 19 TO MAR 18**

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELEPHONE NUMBER 407 389 0001			
TELE/ACCESS ACT CHARGE	16	.09	1.44
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 0004			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 0269			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 1334			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 1421			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 1423			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 1432			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 2413			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 2494			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3039			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3082			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3113			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3124			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3152			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3278			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81

SPRINT



CONTINUED ON BACK OF THIS PAGE



LOCAL COMMUNICATIONS

PAGE 5
407-389-0001 (854)
FEBRUARY 19, 2000

**We Want to Provide You with the
Best We Have to Offer!**

Use of Customer Information

Sprint's local telephone company and the Sprint family of companies* are dedicated to providing you with products and services to meet all of your telecommunications needs. Recent changes in industry regulations require that we obtain your permission to review and use information about your local Sprint account when serving you. Use of this information will help us keep you up-to-date on the latest product packages and services Sprint has to offer.

Federal law requires Sprint to protect the confidentiality of your customer account information. This includes details about the types of products and services you purchase from Sprint, information included in your billing records and the way your services are provided. You can give Sprint approval to use your customer information by calling toll free 1-800-386-5035. This information will only be made available to the Sprint family of companies, and will not be provided or sold to outside parties. Your choice will not affect the service you receive from Sprint, and your decision will remain in effect until you notify us that you have changed your mind. You can change your mind at any time, by calling your local Sprint office and speaking with a service representative. If you have already spoken with a Sprint representative regarding your consent there is no need to respond.

Call toll free 1-800-386-5035 and give Sprint approval to keep you informed of the latest products, services and special offers!

* The Sprint family of companies and Sprint affiliated partners provide Sprint local service, voice messaging, paging, long distance, PCS, Internet access and telephone equipment. Approval to use your customer account information would apply to Sprint companies and Sprint affiliated partners only.

CONSUMER RIGHTS - 900 SERVICES

THE FEDERAL TELEPHONE DISCLOSURE AND DISPUTE RESOLUTION ACT PROVIDES SPECIFIC RIGHTS TO YOU RELATED TO PAYMENT FOR 900 SERVICE CALLS.

YOU SHOULD NOT BE BILLED FOR SERVICES THAT ARE NOT OFFERED IN COMPLIANCE WITH FEDERAL LAWS AND REGULATIONS.

TO OBTAIN INFORMATION ABOUT A SPECIFIC 900 SERVICE BILLED WITHIN YOUR LOCAL TELEPHONE BILL, CONTACT THE TOLL FREE NUMBER PROVIDED AT THE END OF THE BILL SECTION CONTAINING THE 900 CHARGE IN QUESTION.

SPRINT



CONTINUED ON BACK OF THIS PAGE



LOCAL COMMUNICATIONS

PAGE 6
407-389-0001 (854)
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TO DISPUTE A 900 SERVICE CHARGE APPEARING IN YOUR LOCAL TELEPHONE COMPANY BILL, YOU MUST CONTACT THE TELEPHONE NUMBER PROVIDED FOR BILL INQUIRIES. THIS BILL INQUIRY NUMBER APPEARS IN THE UPPER LEFT-HAND CORNER OF YOUR BILL, UNDER THE COMPANY NAME AT THE BEGINNING OF THE SECTION CONTAINING THE 900 CHARGE YOU ARE DISPUTING OR IN THE INFORMATION SECTION FOLLOWING THE 900 SERVICE CHARGES IN YOUR BILL. YOU MUST CALL THIS NUMBER TO REGISTER YOUR DISPUTE WITHIN 60 DAYS FROM THE DATE OF THE BILL. ORALLY COMMUNICATING YOUR DISPUTE TO THE TELEPHONE NUMBER SPECIFIED IS SUFFICIENT NOTIFICATION OF A BILLING ERROR.

IF YOUR DISPUTE CANNOT BE RESOLVED WHILE YOU ARE ON THE PHONE, YOU WILL BE ADVISED OF THE OUTCOME OF THE INVESTIGATION, WITHIN 90 DAYS OF YOUR NOTIFICATION OF THE ALLEGED ERROR. UPON REQUEST, A WRITTEN RESPONSE WILL BE PROVIDED. WHILE THE DISPUTE IS BEING REVIEWED, YOU MAY WITHHOLD PAYMENT OF THE DISPUTED 900 SERVICE CHARGE AND NO COLLECTION ACTIVITY MAY OCCUR.

IF IT IS AGREED TO REMOVE THE CHARGE FROM YOUR LOCAL TELEPHONE COMPANY BILL AT THE TIME OF VERBAL CONTACT, AND IF THE PROVIDER OF THE SERVICE OR ITS AGENT LATER DETERMINES THAT THE CHARGE IS VALID, THE COMPANY PROVIDING THE 900 SERVICE OR ITS AGENT, MAY USE THEIR OWN COLLECTION PROCESS AND ADDITIONAL THIRD PARTY COLLECTION COMPANIES TO COLLECT THE AMOUNT DUE.

FAILURE TO COMPLY WITH THESE DISPUTE RESOLUTION RULES BY THE ENTITY PROVIDING THE DISPUTE RESOLUTION WILL RESULT IN FORFEITURE OF UP TO \$50.00 PER TRANSACTION OF THE DISPUTED AMOUNT.

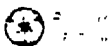
900 SERVICES ARE NON-COMMUNICATIONS SERVICES. YOUR LOCAL OR LONG DISTANCE SERVICE CANNOT BE DISCONNECTED FOR NONPAYMENT OF 900 CHARGES. FAILURE TO PAY LEGITIMATE CHARGES, HOWEVER, MAY INVOLUNTARILY RESULT IN BLOCKING OF YOUR ACCESS TO THESE 900 SERVICES.

IF YOU WANT TO HAVE YOUR ACCESS TO 900 SERVICES BLOCKED, IN MOST AREAS YOU CAN REQUEST THIS SERVICE BY CONTACTING YOUR LOCAL TELEPHONE COMPANY.

NOTICE REGARDING RELEASE OF YOUR BILLING NAME AND ADDRESS INFORMATION

FCC REGULATIONS REQUIRE TELEPHONE COMPANIES TO PROVIDE YOUR BILLING NAME AND ADDRESS TO TELECOMMUNICATIONS SERVICE COMPANIES IF THEY WANT TO BILL YOU DIRECTLY FOR CALLS YOU PLACE USING THEIR SERVICES, OR FOR OTHER ORDER PROCESSING AND BILLING RELATED PURPOSES. WE CAN WITHHOLD RELEASE OF THIS INFORMATION ONLY IF YOU CONTACT OUR BUSINESS OFFICE AND REQUEST TO HAVE THIS INFORMATION WITHHELD. REQUESTING NON-RELEASE OF THIS INFORMATION, HOWEVER, WILL RESTRICT YOU FROM ACCEPTING COLLECT CALLS, BILLING CALLS TO YOUR TELEPHONE FROM A THIRD NUMBER, OR BILLING CALLS TO A TELEPHONE COMPANY CALLING CARD.

SPRINT



ORIGINAL



LOCAL COMMUNICATIONS

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TO DISPUTE A 900 SERVICE CHARGE APPEARING IN YOUR LOCAL TELEPHONE COMPANY BILL, YOU MUST CONTACT THE TELEPHONE NUMBER PROVIDED FOR BILL INQUIRIES. THIS BILL INQUIRY NUMBER APPEARS IN THE UPPER LEFT-HAND CORNER OF YOUR BILL, UNDER THE COMPANY NAME AT THE BEGINNING OF THE SECTION CONTAINING THE 900 CHARGE YOU ARE DISPUTING OR IN THE INFORMATION SECTION FOLLOWING THE 900 SERVICE CHARGES IN YOUR BILL. YOU MUST CALL THIS NUMBER TO REGISTER YOUR DISPUTE WITHIN 60 DAYS FROM THE DATE OF THE BILL. ORALLY COMMUNICATING YOUR DISPUTE TO THE TELEPHONE NUMBER SPECIFIED IS SUFFICIENT NOTIFICATION OF A BILLING ERROR.

IF YOUR DISPUTE CANNOT BE RESOLVED WHILE YOU ARE ON THE PHONE, YOU WILL BE ADVISED OF THE OUTCOME OF THE INVESTIGATION, WITHIN 90 DAYS OF YOUR NOTIFICATION OF THE ALLEGED ERROR. UPON REQUEST, A WRITTEN RESPONSE WILL BE PROVIDED. WHILE THE DISPUTE IS BEING REVIEWED, YOU MAY WITHHOLD PAYMENT OF THE DISPUTED 900 SERVICE CHARGE AND NO COLLECTION ACTIVITY MAY OCCUR.

IF IT IS AGREED TO REMOVE THE CHARGE FROM YOUR LOCAL TELEPHONE COMPANY BILL AT THE TIME OF VERBAL CONTACT, AND IF THE PROVIDER OF THE SERVICE OR ITS AGENT LATER DETERMINES THAT THE CHARGE IS VALID, THE COMPANY PROVIDING THE 900 SERVICE OR ITS AGENT, MAY USE THEIR OWN COLLECTION PROCESS AND ADDITIONAL THIRD PARTY COLLECTION COMPANIES TO COLLECT THE AMOUNT DUE.

FAILURE TO COMPLY WITH THESE DISPUTE RESOLUTION RULES BY THE ENTITY PROVIDING THE DISPUTE RESOLUTION



LOCAL COMMUNICATIONS

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Special Assistance for the Hearing/Speech Impaired

Special telephone services and equipment are available from Sprint and the Florida Telecommunications Relay Inc. for people with specific communication needs.

For example, Text Telephones, called "TTYs," help people with hearing and/or speech impairments communicate using standard phone lines. Volume and frequency control telephone receivers and special ring signaling devices are also available to meet customers' needs.

Florida residents who are deaf, hard of hearing, dual sensory impaired or speech impaired may qualify for free equipment such as TTYs, volume control telephones and ring signaling devices through Florida Telecommunications Relay Inc. (FTRI). Information is available on these services by calling 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY). FTRI is funded through an 11-cent monthly surcharge per telephone access line.

TTY users may select a non-published or non-listed directory listing at no additional charge. Or, an additional directory listing stating "TTY only" or "TTY and Voice" is available at no additional charge.

Sprint's pay phones are compatible with hearing aids, and can be recognized by the blue collar around the cord at the base of the handset.

Emergency numbers for use by people with TTYs are listed at the beginning of your Sprint directory. The universal symbol for TTYs is printed in the information pages of the telephone directory containing TTY accessible numbers.

To further enhance the ability of hearing and/or speech impaired persons to communicate by telephone, the Florida Relay Service (FRS) now provides a 24-hour telephone relay service that is available to every telephone customer in Florida. Using special telecommunications equipment, Communications Assistants relay conversations between people with hearing and/or speech impairments who use a TTY and people who use standard telephones. Confidentiality of communications is

strictly enforced. The relay system can be reached by dialing 1-800-955-8770 for voice callers, 1-800-955-8771 for TTY Baudot callers or 1-800-955-1339 for TTY ASCII callers. For Florida Relay Service customer service, call 1-800-955-1478 (V/TTY).

Because of the additional time required to complete a long-distance relay call, customers with a hearing or speech impairment or customers calling a person with a hearing or speech impairment receive a 50 percent discount on their long distance calls using the Florida Relay Service. Customers with both a hearing and a visual impairment or customers calling them may qualify for an additional discount on their long distance using the relay service. Discounts are still available on direct dialed long distance calls not placed through the Relay Center. Contact your Sprint Customer Service Center for information on discounts.

TTY customers in the 321, 352, 407, 850, 863, 904 and 941 area codes may call Sprint for information or assistance at the following toll-free numbers:

Customer Service:
1-800-347-0108 (TTY)

Repair Service:
1-800-347-0106 (TTY)

Local Directory Assistance:
1-800-347-0107 (TTY)

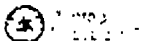
Long Distance Calling Card, Collect, Directory Assistance
and Other Operator-Assisted Calls:
1-800-855-1155 (TTY)



The point of contact™

EF0002
E00002

SPRINT



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ORIGINAL



LOCAL COMMUNICATIONS

PAGE 8
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FEBRUARY 19, 2000

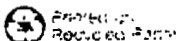
CUSTOMER INFORMATION AREA

PLEASE HELP PROTECT THE TELEPHONE NETWORK AGAINST ACCIDENTAL OUTAGES FROM CABLE CUTS BY CALLING AT LEAST 48 HOURS BEFORE YOU DIG OR DRILL, TOLL-FREE: 800-432-4770. WE WILL LOCATE BURIED CABLES FOR YOU FREE OF CHARGE.

NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE OF SERVICE. THE AMOUNT OF REGULATED CHARGES MAY BE OBTAINED BY CALLING THE BUSINESS OFFICE NUMBER ON PAGE ONE. ITEMIZATION OF YOUR LOCAL BILLING IS PROVIDED ANNUALLY OR IS AVAILABLE UPON REQUEST AND SHOULD BE REVIEWED UPON RECEIPT.

EFFECTIVE OCTOBER 1, 1999, THE E911 SURCHARGE FOR CERTAIN CUSTOMERS IN SEMINOLE COUNTY INCREASED TO \$.50 PER LINE AND WILL BE APPLIED TO YOUR BILL. IF YOU HAVE ANY QUESTIONS REGARDING THIS CHARGE, PLEASE CALL SEMINOLE COUNTY AT 407-665-5911.

SPRINT



THANK YOU FOR YOUR PROMPT PAYMENT

**R.T. COMMUNICATIONS, INC.**

Post Office Box 2222
Goldenrod, Florida 32733-2222
(407) 657-6030 ☎ Fax (407) 657-7504

E-mail ronald@rtcommunications.net
Pager (407) 297-5583
Cellular (407) 925-8093

ORIGINAL

Memo To: Attention: Barbara Tuggerson
Sprint United National Vendor Access Center
800 347-4463 Service Center
352 326-1703 Fax

Memo From: Ronald E. Johnson, CEO
R. T. Communications, Inc.
407 657 6030 Office
407 657 7504 Fax
ronald@rtcommunications.net (e-mail)

Memo Date: February 11, 2000

Subject: Win back request for International Media Solutions

Barbara;

International Media Solutions was a Sprint United local Customer for some 2 plus years. They Had approximately 22 lines in one Office; and approximately 20 lines in their 2nd Office. A Company by the name of U. S. Lec came in, and sold this Customer on the idea of replacing its local Sprint United lines with a T-1 from there Company. There have been; nothing but problems since.

Please except this customer as a win back. There are now 4 Sprint local lines in Office # 1; and 2 local lines in Office # 2. I would like and additional 16 lines; in rotary for each Office. Head numbers to be 407 786 4780 for Office One; and 407 786 0990 for Office # two. Office number 2 will need a 17th number; left as a b-1; with the number of 407 786 1133. These have been important numbers; belonging to IMS for 2 years plus.

Please call me on my cellular for any clarification (407 252 3964).

ORIGINAL

**International Media Solutions
435 Douglas Avenue
Suite # 2305
Altamonte Springs, Florida 32714
407 786 4780 - (MBTN)**

**International Media Solutions
375 Douglas Avenue
Suite # 2115
Altamonte Springs, Fl. 32714
407 786 0990
407 786 1133 Fax**

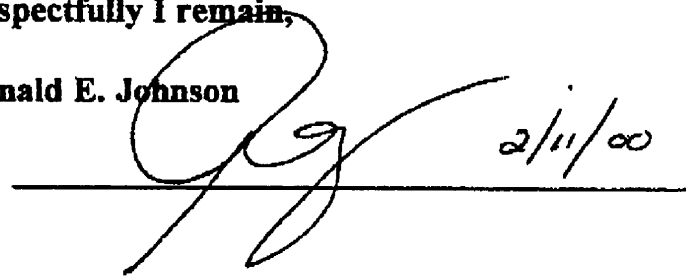
Win Back form

Please fax confirmation.

Respectfully I remain,

Ronald E. Johnson

(x)



A handwritten signature in cursive script, followed by the date "2/11/00". The signature and date are written over a horizontal line.

ORIGINAL

FILE

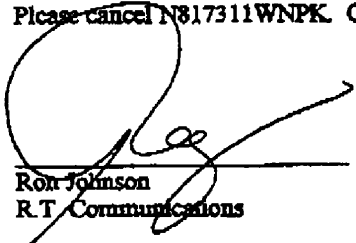
IMS

DATE: February 13, 2000

MEMO FROM: R.T. Communications

TO: Ron Long, Sprint

Please cancel N817311WNPk. Customer does not want this service.



Ron Johnson
R.T. Communications

R. T. Communications, Inc. ORIGINAL

Telephone Equipment Sales & Service

Also

Discount Local, & Long Distance

Serving Central Florida

~~407 657 6030~~

~~Fax Transmittal~~

Date: 6/6/2000

Pages: 19

Fax From: _____

Fax To: MRS McCord

**Fax to
Company
Main No.** _____

**Fax To
Company
Fax No.:** 850-413-6118

Comments: PLEASE CALL AT
YOUR NEXT CONVENIENCE
RON

**R. T. COMMUNICATIONS, INC. Office Number - 407 657 6030
Fax Number - 407 657 7504**

ORIGINAL

R.T. COMMUNICATIONS, INC.

Post Office Box 2222
Goldenrod, Florida 32733-2222
(407) 657-6030 • Fax (407) 657-7504

E-mail ronald@rtcommunications.net
Pager (407) 297-5583
Cellular (407) 925-8093

"Letter of Agency"

To Local Bell Operating Companies

Southern Bell

Sprint United

GTE

To whom it may concern at the above checked Local Bell Operating Company:

The undersigned authorizes Ronald E. Johnson, & R. T. Communications, Inc., through its representative; to act as our Vendor/Agent in any, and all matters relating to Local Network Services, Carrier Services, & Application for "PIC" franchises.

The Undersigned, also, authorizes the Local Exchange Carrier to make Customer Records, and pertinent information available to the Vendor/Agent. Please follow the Vendor/Agents instructions with respect to placement of orders, or placement of changes to Local, or Carrier Services; which the LEC, and/or IXC Provides to the undersigned. This does not prevent the principals from working on their own behalf; should they decide to. Any new Vendor selection will be done by written notice; to appropriate party.

Company Name: INTERNATIONAL MEDIA SOLUTIONS

Street Address: 435 Douglas Ave Ste 2105

City: ATLANTA - Spang State: GA Zip: 30314

Telephone Number: 407-786-0990 Fax: _____

Toll Free Number: _____ Pager: _____

Contact Name: Yolanda C. Velazquez Contact Title: CEO

From Print Check

THE TELEPHONE COMPANY THAT'S MAKING A DIFFERENCE
Authorized Equipment Sales and Service Distributors

J. R. Velazquez

which impugned my Company. This is why Mrs. Phyllis Burnett was brought into the discussion. Mrs. Burnett, and I agreed that we should allow the Customer's issue to heal first (which was an emergent circumstance; not caused by Sprint, or R. T.

ORIGINAL

Subj: Urgent-Important Concern
Date: 03/17/2000
To: Executive.offices@mail.sprint.com

Memo To: Mr. William T. Usury
Mrs. Danska Davis
Sprint World Headquarters

2330 Shawnee Mission Parkway
Westwood, Ks. 66205

913 624 3000
972 405 6420 fax

Memo From: Ronald E. Johnson
R. T. Communications, Inc.
Post Office Box 2222
Goldenrod, Florida 32733-2222
407 657 6030
407 977 1416
407 657 7504 fax
ronald@rtcommunications.net - email
http://www.rtcommunications.net

Memo Date: March 17, 2000

Subject: 1. Customer issue: 407 786 0990 - International Media Solutions
2. Punitive decision reversal to the detriment of a Customer.

I would like to have been able to solve this problem without going to this length. I have been able to work out more far reaching problems with Sprint United Staff in the past; than this situation. I attempted to speak directly with the Sprint Personnel in charge; but they seem to want to portray themselves, sometimes, as being to big to speak with Vendors, or Customers such as I.

The Sprint Staff who were players in this situation were the following:

- | | | |
|----------------------|-----------|--|
| 1. At 1 800 347 4463 | press "1" | Melanie |
| 2. At 1 352 326 1628 | | Mr. Ron Long |
| 3. At 1 800 347 4463 | press "1" | Mrs. Kathy Vaughn |
| 4. At 1 800 347 4463 | press "1" | Mrs. Phyllis Burnett, Manager of
NVAC |

On or about 2/15/2000; Ms. Yolanda Velasquez; President of International Media Solutions; 375 Douglas Ave.; Suite 2105; Altamonte Springs, Florida 32714; 407 786 0990 Office, 407 786 1133; contact me to perform a vendor request for her Business. I completed this request; and received an FOC from Melanie on 2/16/2000.

I review this with Ms. Velasquez on, or about 3/17/2000. Ms. Velasquez informed me; at that time; that she did not want her second office lines modified; which was part of the package; that Melanie had work on. A technician call me within an hour of our discussion; to tell me he was completing both orders. I call Mr. Ron Long; who was off from work on this particular day; to speak to him on our now current Dilemma. That Dilemma was; the lines for Office Number 2 were not going to be needed; because the Customer was now telling me; that they did not ask for the 2nd Office to be modified. I seen no benefit in frustrating the Customer; who clearly did not want this second service; even though I received a different initial impression. So I set off to see what we could work out.

After not being able to speak to Mr. Ron Long; who has been a real warrior over the years; I spoke to Melanie. This was the beginning of a night mare. I was accused of some things; by Melanie; which were discussed with another Carrier (U. S. Lec);

ORIGINAL

which impugned my Company. This is why Mrs. Phylis Burnett was brought into the discussion. Mrs. Burnett, and I agreed that we should allow the Customer's issue to heal first (which was an emergent circumstance; not caused by Sprint, or R. T. Communications, Inc). After that we agreed to discuss to discuss all other issues.

Note: At this point of my discuseion; Mrs. Daneka Davis has called; and we discussed the balance of this situation. For right now; I would like to stop this discussion, and see how Mrs. Davis, and I settle this matter.

Thanks for your indulgence.

Respectfully I remain...

Ronald E. Johnson



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Carrier Markets Service Center

PO Box 490048 MS-FLLSB0112
Lansburg, FL 34749-0048
Phone: 800-347-4463
FAX: 352-326-1703
Email: NVAC@mail.sprint.com

If you have any questions please contact
Sprint Technical Analyst:
MELANIE

Firm Order Confirmation

Confirmation Date: 02-16-00

Vendor Name & Contact Name: R T COMMUNICATIONS INC
Vendor Fax Number: 407 657-7504

Business Location Name(s)	Service Order Due Number(s) / EXCH	Effective Telephone PON *	Date(s)	Bill Date(s)	Assigned Number(s)
INTERNATIONAL MEDIA SOLUTIONS	N817311 WNPX	FLVG1100TSM434	02-17-00		407 389-0001 2ND RCT
					407 389-0004 3RD
					407 390-0269 4TH
					407 390-1334 5TH
					407 390-1421 6TH
					407 390-1423 7TH
					407 390-1432 8TH
					407 390-2413 9TH
					407 390-2494 10TH
					407 390-3039 11TH
					407 390-3082 12TH
					407 390-3113 13TH
					407 390-3124 14TH
					407 390-3152 15TH
					407 390-3278 16TH
					407 390-3284 17TH

Remarks: PLOT 407 786-4780 ADD AN ADDITIONAL 16 LINES IN ROTARY.

- The Purchase Order Number (PON) will be used for tracking. Sprint is requesting that our customers provide a PON on each service request. The PON should be a unique identifier assigned by the customer for each service request and may be a maximum of 15 alphanumeric characters. Sprint will assign a PON to be used for all correspondence when the customer fails to assign a PON.

Please contact the NVAC at NVAC@mail.sprint.com if you are interested in ordering via the Internet. Provide a name and number of your company's contact person.

19990129



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Carrier Markets Service Center

PO Box 490048 MS-FLLSBB0112
Leesburg, FL 34749-0048
Phone: 800-347-4463
FAX: 352-326-1703
Email: NVAC@mail.sprint.com

If you have any questions please contact
Sprint Technical Analyst:
MELANIE

Firm Order Confirmation

Confirmation Date: 02-16-00

Vendor Name & Contact Name: R T COMMUNICATIONS INC
Vendor Fax Number: 407 657-7504

Business Location Name(s)	Service Order Due Number(s) / EXCH	Effective Telephone PON *	Date(s)	Bill Date(s)	Assigned Number(s)
INTERNATIONAL MEDIA SOLUTIONS	N817311 WNPX	FLVC1100JSM34	02-17-00		407 389-0001 2ND ROT
					407 389-0004 3RD
					407 390-0269 4TH
					407 390-1334 5TH
					407 390-1421 6TH
					407 390-1423 7TH
					407 390-1432 8TH
					407 390-2413 9TH
					407 390-2494 10TH
					407 390-3039 11TH
					407 390-3082 12TH
					407 390-3113 13TH
					407 390-3124 14TH
					407 390-3152 15TH
					407 390-3278 16TH
					407 390-3284 17TH

Remarks: PILOT 407 786-4780 ADD AN ADDITIONAL 16 LINES IN ROTARY

- The Purchase Order Number (PON) will be used for tracking. Sprint is requesting that our customers provide a PON on each service request. The PON should be a unique identifier assigned by the customer for each service request and may be a maximum of 15 alphanumeric characters. Sprint will assign a PON to be used for all correspondence when the customer fails to assign a PON.

Please contact the NVAC at NVAC@mail.sprint.com if you are interested in ordering via the Internet. Provide a name and number of your company's contact person.

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Filer

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Carrier Markets Service Center

PO Box 490048 MS-FLLSBB0112
Leesburg, FL 34749-0048
Phone: 800-347-4463
FAX: 352-326-1703
Email: NVAC@mail.sprint.com

If you have any questions please contact
Sprint Technical Analyst:
KATHY L. VAUGHN

Firm Order Confirmation

Confirmation Date: 02-18-00

Vendor Name & Contact Name: R I COMMUNICATIONS INC
Vendor Fax Number: 1 407 657-7504

Table with columns: Business Location Name(s), Service Order Due Number(s) / EXCH, Effective, Telephone PON *, Date(s), Bill Date(s), Assigned Number(s). Includes data for INTERNATIONAL MEDIA SOLUTIONS INC and various phone numbers.

Remarks: We are unable to cancel N817311 WNPX the order was completed. The above order will disconnect the above 16 lines.

- The Purchase Order Number (PON) will be used for tracking. Sprint is requesting that our customers provide a PON on each service request. The PON should be a unique identifier assigned by the customer for each service request and may be a maximum of 15 alphanumeric characters. Sprint will assign a PON to be used for all correspondence when the customer fails to assign a PON.

Please contact the NVAC at NVAC@mail.sprint.com if you are interested in ordering via the Internet. Provide a name and number of your company's contact person.

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FILE

IMS

DATE: February 18, 2000

MEMO FROM: R.T. Communications

TO: Ron Long, Sprint

Please cancel N817311WNPk. Customer does not want this service.



Ron Johnson
R.T. Communications

ORIGINAL

R. T. COMMUNICATIONS, INC.

Post Office Box 2222
Goldenrod, Florida 32733-2222
(407) 657-6030 ☎ Fax (407) 657-7504

E-mail ronald@rtcommunications.net
Pager (407) 297-5583
Cellular (407) 925-8093

Memo To: **Attention: Barbara Tuggerson**
Sprint United National Vendor Access Center
800 347-4463 Service Center
352 326-1703 Fax

Memo From: **Ronald E. Johnson, CEO**
R. T. Communications, Inc.
407 657 6030 Office
407 657 7504 Fax
ronald@rtcommunications.net (e-mail)

Memo Date: **February 11, 2000**

Subject: **Win back request for International Media Solutions**

Barbara;

International Media Solutions was a Sprint United local Customer for some 2 plus years. They Had approximately 22 lines in one Office; and approximately 20 lines in their 2nd Office. A Company by the name of U. S. Lec came in, and sold this Customer on the idea of replacing its local Sprint United lines with a T-1 from there Company. There have been; nothing but problems since.

Please except this customer as a win back. There are now 4 Sprint local lines in Office # 1; and 2 local lines in Office # 2. I would like and additional 16 lines; in rotary for each Office. Head numbers to be 407 786 4780 for Office One; and 407 786 0990 for Office # two. Office number 2 will need a 17th number; left as a b-1; with the number of 407 786 1133. These have been important numbers; belonging to IMS for 2 years plus.

Please call me on my cellular for any clarification (407 252 3964).

THE TELEPHONE COMPANY THAT'S MAKING A DIFFERENCE
Telephone Equipment Sales and Service • Discount Long Distance

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**International Media Solutions
435 Douglas Avenue
Suite # 2305
Altamonte Springs, Florida 32714
407 786 4780 - (MBTN)**

**International Media Solutions
375 Douglas Avenue
Suite # 2115
Altamonte Springs, Fl. 32714
407 786 0990
407 786 1133 Fax**

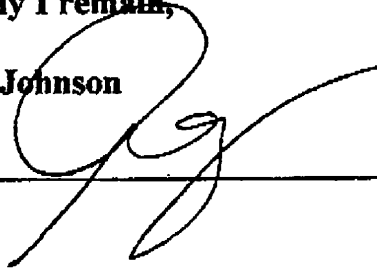
Win Back form

Please fax confirmation.

Respectfully I remain,

Ronald E. Johnson

(x)


_____ 2/11/00

THE TELEPHONE COMPANY THAT'S MAKING A DIFFERENCE
Telephone Equipment Sales and Service • Discount Long Distance

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**INTERNATIONAL MEDIA SOLUTIONS, INC.
Marketing And Full Corporate Consulting**

FAX

"Creating Exposure to Undervalued Companies"

Date: 3/17/00

To: Dameka Davis

Fax: 972-405-⁶⁰⁸⁷6420

From: Kathleen Tunnichiff, Administrative Assistant

Pages: 9

Attached is the bill from Sprint that Ron Johnson from R.T. Communications and I discussed with you. Per your request, I am sending this to for your review. Please call me at the phone number below if you have any questions.

**International Media Solutions, Inc.
PHONE: 407-786-0990 FAX: 407-786-1133
375 Douglas Ave Suite 2015 Altamonte Springs, FL 32714
E-MAIL: Intlmediasol@mpinet.net**

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RETURN TOP HALF WITH PAYMENT



1201 WALNUT BOTTOM ROAD
CARLISLE, PA 17013-0920

407-389-0001 (854)
FEBRUARY 19, 2000

TOTAL AMOUNT DUE BY MAR. 11, 2000

AMOUNT PAID

PAY BEFORE MAR 19 TO AVOID A LATE CHARGE OF 23.17

MAKE CHECKS PAYABLE TO:

SPRINT
P. O. BOX 30784
TAMPA, FL 33630-3784

INTERNATIONAL MEDIA INC
435 DOUGLAS AV 2305
ALTAMONTE SPRINGS FL 32714

Check Here for Address Change
See Reverse Side

39984073890001854031100001544250015442503130219001102

0313
R



LOCAL COMMUNICATIONS

PAGE 1
407-389-0001 (854)
FEBRUARY 19, 2000

BUSINESS OFFICE NO. 1-800-339-1811
PREVIOUS BALANCE IF ANY IS PAST DUE. PLEASE PAY IMMEDIATELY.

PREVIOUS CHARGES	PAYMENTS RECEIVED	ADJUSTMENTS	PAST DUE BALANCE	CURRENT CHARGES	PAYMENT DUE BY
.00	.00	.00	.00	1,544.25	MAR. 11, 2000

TOTAL AMOUNT DUE 1,544.25

CARRIER SUMMARY

CARRIER	ADJUSTMENTS	CURRENT CHARGES
SPRINT LOCAL COMMUNICATIONS	.00	1,544.25
TOTALS	.00	1,544.25

OUR RECORDS INDICATE YOUR LOCAL TOLL CARRIER IS IDS LONG DISTANCE, INC.

OUR RECORDS INDICATE YOUR LONG DISTANCE CARRIER IS IDS LONG DISTANCE, INC.

SPRINT



CONTINUED ON BACK OF THIS PAGE

ORIGINAL

CHANGE OF BILLING ADDRESS - PLEASE PRINT

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

Questions about your bill? Interested in additional features?

Please contact me at telephone number () - _____

- PLEASE DO NOT WRITE BELOW THIS LINE -



LOCAL COMMUNICATIONS

PAGE 2
407-389-0001 (854)
FEBRUARY 19, 2000

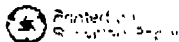
FOR BILLING INQUIRIES, CALL 1-800-339-1811.
SPECIAL CIRCUIT CUSTOMERS CALL 1-800-800-7141.
WATS CUSTOMERS CALL 1-800-800-7141.

SUMMARY OF CURRENT CHARGES

LOCAL SERVICE	SEE DETAIL	606.40
CHARGES AND CREDITS	SEE DETAIL	630.10
NETWORK ACCESS	SEE DETAIL	116.32
TAXES	SEE DETAIL	191.43

TOTAL CURRENT CHARGES 1,544.25

SPRINT



THANK YOU FOR YOUR PROMPT PAYMENT

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LOCAL COMMUNICATIONS

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407-389-0001 (854)
FEBRUARY 19, 2000

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELEPHONE NUMBER 407 389 3284			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TOTAL LOCAL SERVICE			606.40
CHARGES AND CREDITS			
DISCRETIONARY TAX			13.26
LOCAL NUMBER PORTABILITY			7.84
PURCHASE ORDER NUMBER FLV01100JSM34			
PARTIAL MONTH DB-CR FOR LOCAL SERVICE		N817311	.03
PARTIAL MONTH CHARGE FOR LOCAL SERVICE ESTABLISHED		N817311	20.13
PARTIAL MONTH CHARGE FOR INTERSTATE ACCESS ESTABLISHED		N817311	3.84
SERVICE ORDER CHARGE		N817311	25.00
LINE ACTIVATION CHARGE		N817311	560.00
TOTAL CHARGES AND CREDITS			630.10
NETWORK ACCESS CHARGES			
FCC ACCESS CHARGE			116.32
TOTAL ACCESS CHARGES			116.32
DETAIL OF TAXES			
FEDERAL TAX			24.06
STATE TAX			95.23
FLORIDA GROSS RECEIPTS TAX			19.11
COUNTY 911 SERVICE CHARGE			4.96
FRANCHISE TAX			3.19
LOCAL TAX			64.88
TOTAL TAX			191.43

SPRINT



THANK YOU FOR YOUR PREFERENCE



LOCAL SERVICE ITEMIZATION
SERVICE - FEB 19 TO MAR 18

DESCRIPTION	QUANTITY	UNIT RATE	AMOUNT
TELEPHONE NUMBER 407 389 0001			
TELE/ACCESS ACT CHARGE	16	.09	1.44
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 0004			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 0269			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 1334			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 1421			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 1423			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 1432			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 2413			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 2494			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3039			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3082			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3113			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3124			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3152			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81
TELEPHONE NUMBER 407 389 3278			
TOUCH-TONE LINE FEATURE	1	1.00	1.00
ACCESS LINE-1 PARTY	1	36.81	36.81

SPRINT



CONTINUED ON BACK OF THIS PAGE



**We Want to Provide You with the
Best We Have to Offer!**

Use of Customer Information

Sprint's local telephone company and the Sprint family of companies* are dedicated to providing you with products and services to meet all of your telecommunications needs. Recent changes in industry regulations require that we obtain your permission to review and use information about your local Sprint account when serving you. Use of this information will help us keep you up-to-date on the latest product packages and services Sprint has to offer.

Federal law requires Sprint to protect the confidentiality of your customer account information. This includes details about the types of products and services you purchase from Sprint, information included in your billing records and the way your services are provided. You can give Sprint approval to use your customer information by calling toll free 1-800-388-5035. This information will only be made available to the Sprint family of companies, and will not be provided or sold to outside parties. Your choice will not affect the service you receive from Sprint, and your decision will remain in effect until you notify us that you have changed your mind. You can change your mind at any time, by calling your local Sprint office and speaking with a service representative. If you have already spoken with a Sprint representative regarding your consent there is no need to respond.

Call toll free 1-800-388-5035 and give Sprint approval to keep you informed of the latest products, services and special offers!

* The Sprint family of companies and Sprint affiliated partners provide Sprint local service, voice messaging, paging, long distance, PCS, Internet access and telephone equipment. Approval to use your customer account information would apply to Sprint companies and Sprint affiliated partners only.

CONSUMER RIGHTS - 900 SERVICES

THE FEDERAL TELEPHONE DISCLOSURE AND DISPUTE RESOLUTION ACT PROVIDES SPECIFIC RIGHTS TO YOU RELATED TO PAYMENT FOR 900 SERVICE CALLS.

YOU SHOULD NOT BE BILLED FOR SERVICES THAT ARE NOT OFFERED IN COMPLIANCE WITH FEDERAL LAWS AND REGULATIONS.

TO OBTAIN INFORMATION ABOUT A SPECIFIC 900 SERVICE BILLED WITHIN YOUR LOCAL TELEPHONE BILL, CONTACT THE TOLL FREE NUMBER PROVIDED AT THE END OF THE BILL SECTION CONTAINING THE 900 CHARGE IN QUESTION.

SPRINT



CONTINUED ON BACK OF THIS PAGE



TO DISPUTE A 900 SERVICE CHARGE APPEARING IN YOUR LOCAL TELEPHONE COMPANY BILL, YOU MUST CONTACT THE TELEPHONE NUMBER PROVIDED FOR BILL INQUIRIES. THIS BILL INQUIRY NUMBER APPEARS IN THE UPPER LEFT-HAND CORNER OF YOUR BILL, UNDER THE COMPANY NAME AT THE BEGINNING OF THE SECTION CONTAINING THE 900 CHARGE YOU ARE DISPUTING OR IN THE INFORMATION SECTION FOLLOWING THE 900 SERVICE CHARGES IN YOUR BILL. YOU MUST CALL THIS NUMBER TO REGISTER YOUR DISPUTE WITHIN 60 DAYS FROM THE DATE OF THE BILL. ORALLY COMMUNICATING YOUR DISPUTE TO THE TELEPHONE NUMBER SPECIFIED IS SUFFICIENT NOTIFICATION OF A BILLING ERROR.

IF YOUR DISPUTE CANNOT BE RESOLVED WHILE YOU ARE ON THE PHONE, YOU WILL BE ADVISED OF THE OUTCOME OF THE INVESTIGATION, WITHIN 90 DAYS OF YOUR NOTIFICATION OF THE ALLEGED ERROR. UPON REQUEST, A WRITTEN RESPONSE WILL BE PROVIDED. WHILE THE DISPUTE IS BEING REVIEWED, YOU MAY WITHHOLD PAYMENT OF THE DISPUTED 900 SERVICE CHARGE AND NO COLLECTION ACTIVITY MAY OCCUR.

IF IT IS AGREED TO REMOVE THE CHARGE FROM YOUR LOCAL TELEPHONE COMPANY BILL AT THE TIME OF VERBAL CONTACT, AND IF THE PROVIDER OF THE SERVICE OR ITS AGENT LATER DETERMINES THAT THE CHARGE IS VALID, THE COMPANY PROVIDING THE 900 SERVICE OR ITS AGENT, MAY USE THEIR OWN COLLECTION PROCESS AND ADDITIONAL THIRD PARTY COLLECTION COMPANIES TO COLLECT THE AMOUNT DUE.

FAILURE TO COMPLY WITH THESE DISPUTE RESOLUTION RULES BY THE ENTITY PROVIDING THE DISPUTE RESOLUTION WILL RESULT IN FORFEITURE OF UP TO \$50.00 PER TRANSACTION OF THE DISPUTED AMOUNT.

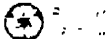
900 SERVICES ARE NON-COMMUNICATIONS SERVICES. YOUR LOCAL OR LONG DISTANCE SERVICE CANNOT BE DISCONNECTED FOR NONPAYMENT OF 900 CHARGES. FAILURE TO PAY LEGITIMATE CHARGES, HOWEVER, MAY INVOLUNTARILY RESULT IN BLOCKING OF YOUR ACCESS TO THESE 900 SERVICES.

IF YOU WANT TO HAVE YOUR ACCESS TO 900 SERVICES BLOCKED, IN MOST AREAS YOU CAN REQUEST THIS SERVICE BY CONTACTING YOUR LOCAL TELEPHONE COMPANY.

NOTICE REGARDING RELEASE OF YOUR BILLING NAME AND ADDRESS INFORMATION

FCC REGULATIONS REQUIRE TELEPHONE COMPANIES TO PROVIDE YOUR BILLING NAME AND ADDRESS TO TELECOMMUNICATIONS SERVICE COMPANIES IF THEY WANT TO BILL YOU DIRECTLY FOR CALLS YOU PLACE USING THEIR SERVICES, OR FOR OTHER ORDER PROCESSING AND BILLING RELATED PURPOSES. WE CAN WITHHOLD RELEASE OF THIS INFORMATION ONLY IF YOU CONTACT OUR BUSINESS OFFICE AND REQUEST TO HAVE THIS INFORMATION WITHHELD. REQUESTING NON-RELEASE OF THIS INFORMATION, HOWEVER, WILL RESTRICT YOU FROM ACCEPTING COLLECT CALLS, BILLING CALLS TO YOUR TELEPHONE FROM A THIRD NUMBER, OR BILLING CALLS TO A TELEPHONE COMPANY CALLING CARD.

SPRINT





Special Assistance for the Hearing/Speech Impaired

Special telephone services and equipment are available from Sprint and the Florida Telecommunications Relay Inc. for people with specific communication needs.

For example, Text Telephones, called "TTYs," help people with hearing and/or speech impairments communicate using standard phone lines. Volume and frequency control telephone receivers and special ring signaling devices are also available to meet customers' needs.

Florida residents who are deaf, hard of hearing, dual sensory impaired or speech impaired may qualify for free equipment such as TTYs, volume control telephones and ring signaling devices through Florida Telecommunications Relay Inc. (FTRI). Information is available on these services by calling 1-800-222-3448 (Voice) or 1-888-447-5620 (TTY). FTRI is funded through an 11-cent monthly surcharge per telephone access line.

TTY users may select a non-published or non-listed directory listing at no additional charge. Or, an additional directory listing stating "TTY only" or "TTY and Voice" is available at no additional charge.

Sprint's pay phones are compatible with hearing aids, and can be recognized by the blue collar around the cord at the base of the handset.

Emergency numbers for use by people with TTYs are listed at the beginning of your Sprint directory. The universal symbol for TTYs is printed in the information pages of the telephone directory containing TTY accessible numbers.

To further enhance the ability of hearing and/or speech impaired persons to communicate by telephone, the Florida Relay Service (FRS) now provides a 24-hour telephone relay service that is available to every telephone customer in Florida. Using special telecommunications equipment, Communications Assistants relay conversations between people with hearing and/or speech impairments who use a TTY and people who use standard telephones. Confidentiality of communications is

strictly enforced. The relay system can be reached by dialing 1-800-955-8770 for voice callers, 1-800-955-8771 for TTY Baudot callers or 1-800-955-1339 for TTY ASCII callers. For Florida Relay Service customer service, call 1-800-955-1478 (V/TTY).

Because of the additional time required to complete a long-distance relay call, customers with a hearing or speech impairment or customers calling a person with a hearing or speech impairment receive a 50 percent discount on their long distance calls using the Florida Relay Service. Customers with both a hearing and a visual impairment or customers calling them may qualify for an additional discount on their long distance using the relay service. Discounts are still available on direct dialed long distance calls not placed through the Relay Center. Contact your Sprint Customer Service Center for information on discounts.

TTY customers in the 321, 352, 407, 850, 863, 904 and 941 area codes may call Sprint for information or assistance at the following toll-free numbers:

Customer Service:
1-800-347-0108 (TTY)

Repair Service:
1-800-347-0106 (TTY)

Local Directory Assistance:
1-800-347-0107 (TTY)

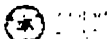
**Long Distance Calling Card, Collect, Directory Assistance
and Other Operator-Assisted Calls:**
1-800-855-1155 (TTY)



The point of contact™

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EO0002

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ORIGINAL



LOCAL COMMUNICATIONS

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FEBRUARY 19, 2000

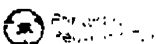
CUSTOMER INFORMATION AREA

PLEASE HELP PROTECT THE TELEPHONE NETWORK AGAINST ACCIDENTAL OUTAGES FROM CABLE CUTS BY CALLING AT LEAST 48 HOURS BEFORE YOU DIG OR DRILL, TOLL-FREE: 800-432-4770. WE WILL LOCATE BURIED CABLES FOR YOU FREE OF CHARGE.

NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE OF SERVICE. THE AMOUNT OF REGULATED CHARGES MAY BE OBTAINED BY CALLING THE BUSINESS OFFICE NUMBER ON PAGE ONE. ITEMIZATION OF YOUR LOCAL BILLING IS PROVIDED ANNUALLY OR IS AVAILABLE UPON REQUEST AND SHOULD BE REVIEWED UPON RECEIPT.

EFFECTIVE OCTOBER 1, 1999, THE E911 SURCHARGE FOR CERTAIN CUSTOMERS IN SEMINOLE COUNTY INCREASED TO \$.50 PER LINE AND WILL BE APPLIED TO YOUR BILL. IF YOU HAVE ANY QUESTIONS REGARDING THIS CHARGE, PLEASE CALL SEMINOLE COUNTY AT 407-665-5911.

SPRINT



THANK YOU FOR YOUR PROMPT PAYMENT

Jun. 06 2000 05:00PM P16

PHONE NO. : 4076577504

FROM : R. T. Communications, Inc.