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March 26, 2001

Kriston Craig  
Florida Public Service Commission  
2540 Shumard Oak BLVD  
Tallahassee, FL 32399-0850

RE: Docket Number 010130-TX

Ms. Craig:

In response to order PSC-01-0522-SC-TX, we acknowledge the failure on our part to comply and provide the information requested by the Public Service Commission. A careful review of our procedures and internal policies has been performed and we are confident that we have instilled the organizational modifications and responsibility to comply with future requests and any other reporting duties that may arise. Future correspondence from the Public Service Commission will be considered and handled with the utmost care.

In regard to the outstanding Docket regarding Hayes Telecommunications' failure to comply, we will take the steps required to satisfy the FPSC. Per our phone conversation, we understand that the Florida Public Service Commission will consider offers from the offending company to settle outstanding orders with monetary fines for infractions of this nature. Hayes Telecommunications, Inc. respectfully requests and offers a settlement of \$3500.00 in conjunction with our assurance of the aforementioned internal changes, in exchange for resolution of the outstanding order, docket and the fines and penalties contained therein.

I can be reached via telephone at 850.297.0551x114 if the Commission has any questions or concerns.

Respectfully,

J. Bradford Hood  
Hayes Telecommunication Services, Inc.

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