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2001 MAR 28 AM 10:03
DIVISION OF
COMPETITIVE SERVICES

MK COMMUNICATIONS
1510 S.W. 17TH STREET
OCALA, FL 34474
(352) 369-1600 PHONE
(352) 369-1700 FAX

Date: March 23, 2001
To: State of Florida PSC
Attn: Dale Buys
Subject: Docket No. 010179-TC - Settlement Offer

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This letter is to be added to MK Communications, Inc. Settlement offer file. It is to substantiate why there was a time delay in correcting violation rule 25-24.515(12), F.A.C., and Pay Telephone Service;

11/30/00 responded to PSC Violation Form stating that North Atlantic (vendor) Technical Support Dept. assured us that our lines were programmed correctly, and the problem was not at our end.

I contacted Opticom (carrier) and was told that the problem had to be in our programming. There was no offer to check their switch, end of subject.

I then contacted Sprint just to be sure that the problem couldn't be at their end. It wasn't.

So at this point you can see why I felt helpless not having the correct support to find a solution to the problem.

I then referred back to North Atlantic Technical Support and asked them where do we go from here? North Atlantic assisted me several times with different reprogramming attempts for these three lines. We would wait a couple of days and physically go to the phones and try some test calls to no avail. These phones are also out of town and not in Ocala. North Atlantic finally decided we had no other alternative but to get Opticom involved again to resolve this issue.

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

I spoke to Holly at Opticom and she was able to assist us. The first change in the switch at Opticom along with our programming did not work. The next week we tried some different routing and it worked and the lines are now operating properly.

Attached our letters from carrier and vendor to substantiate the above testimony.

DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

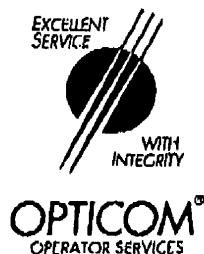
We are brand new to this business and learning something new everyday. It is not our intention to ignore any violation of any type. During this violation we also incurred major billing problems with a carrier that took an **absorbent** amount of our time to resolve along with other daily tasks of the operation.

Again, I'd like to thank you for all the assistance that you have provided me to resolve this violation.

Sincerely,

A handwritten signature in cursive script that reads "Mary Keck".

Mary Keck
President



To: Mary at MK Communications

fax:352-369-1700

March 26, 2001

Florida Public Service Commission

Re: MK Communications,
Telephone numbers 352-595-1903, 352-595-7711, 352-595-5070

Please be advised that Opticom has been working with MK communications to resolve service problems with the above mentioned telephone numbers. The problem was corrected on March 23, 2001.

If you require any additional information, please contact Meg Miller at (800) 876-1300.

Respectfully,

A handwritten signature in black ink that reads "Meg Miller". The signature is written in a cursive style with a large, prominent "M".

OPTICOM

Legal & Regulatory Department

cc: file



To Whom It May Concern:

This letter is to inform you of a situation involving McCall Communications in regards to three of their payphones. I work in Technical Support for the company that sold them their phones. I have been in this industry for five years and have been factory-trained by Protel[®], the manufacturer, on the software they are using to manage their phones.

When McCall first contacted me about the problem, we checked the software settings that control how the phones access the network. Although everything looked good, we re-loaded the phone's software and firmware thinking the phones had just lost their programming. This was not the case.

When that didn't work, the carrier was asked to change the phones' access from 1010XXX to 1-800 in their system. We made the appropriate changes in McCall's software, and the phones were loaded with this new access. This did not solve the problem either.

It is my opinion that this is a local carrier or line problem. I believe something is not set correctly at the local switch and is interfering with the phones' ability to access a carrier network. McCall has, at my suggestions, tried every way I can think of to program the phone with alternate settings, to no avail. There is nothing else that can be done in the software used by the phone. These settings are used by almost all of the other phones in their network and operate just fine.

My purpose in writing this letter is to state that in my opinion McCall Communications has done everything in its power to identify and correct this problem. I have worked with them constantly to try to fix this problem and nothing we can do seems to affect it. Should anyone need a more technical description of the solutions we have tried, feel free to contact me at (800) 442-2388 ext 318.

Thank you,

Steven West
Technical Support

cc

**MK COMMUNICATIONS
1510 S.W. 17TH STREET
OCALA, FL 34474
(352) 369-1600 PHONE
(352) 369-1700 FAX**

Date: March 22, 2001
To: State of Florida PSC, Dale Buys
From: Mary Keck
Subject: Docket No. 010179-TC – Settlement Offer

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MK Communications, Inc. waives its right of objection to the administrative cancellation of its certificate in the event its offer is accepted by the Commission and we fail to comply with the terms we have offered.

Dan McCall, V.P. and myself have diligently been trying to resolve this issue along with our vendors and carriers to see where the problem lies. Opticom (carrier) and North Atlantic Technical Service Dept. (vendor) have come together and reprogrammed the systems at both ends to correct this rule violation. Opticom verified that these phones are now routed properly. Letters from vendor and carrier verifying this can be supplied upon request. Obviously it is in our best interest to resolve this problem, as we are losing revenue.

MK Communications, Inc. hereby respectfully tenders its settlement offer in lieu of proceeding with the initiation of show cause proceeding in Docket No. 010179-TC for the apparent rule violation of Rule 25-24.515 (12), F.A.C., and Pay Telephone Service.

In the spirit of settlement, and without conceding that any grounds exist that would justify the imposition of a penalty, MK Communications, Inc. voluntarily offers to contribute \$100.00 to the State of Florida General Revenue Fund.

Sincerely,



Mary Keck
President

2001 APR -5 AM 10:58
DIVISION OF
COMPETITIVE SERVICES

MK COMMUNICATIONS
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OCALA, FL 34474
(352) 369-1600 PHONE
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2001 MAR 20 AM 10: 08

DIVISION OF
COMPETITIVE SERVICES

Date: March 16, 2001
To: State of Florida PSC, Dale Buys
From: Mary Keck
Subject: Docket No. 010179-TC – Settlement Offer

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In reference to the above violation MK Communications is proposing a volunteer settlement offer of \$100.00 to resolve apparent rule violation.

We however do not admit to any wrong doing. Dan McCall, V.P. and myself have diligently been trying to resolve this issue along with our vendors and carriers to see where the problem lies. We've been assured the problem is not at our end of the programming. Letters from vendors and carriers verifying this can be supplied upon request. Obviously it is in our best interest to resolve this problem, as we are losing revenue.

I hope this settlement offer will be accepted so we can resolve this violation. We sincerely appreciate the guidance you and the other PSC staff have given us to help resolve this issue.

Sincerely,



Mary Keck
President