



ORIGINAL

March 11, 2002

Blanca S. Bayo, Director, Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

020000-PU

Re: Eastern Telephone, Incorporated
Management Agreement with
SERVISENSE.COM, INC.
United States Bankruptcy Court
District of Massachusetts
Chapter 11 No. 01-16539-WCH

Dear Sir/Madam:

The primary purpose of this letter is to introduce our company to you. We are Eastern Telephone, Incorporated ("Eastern"), a Competitive Local Exchange Carrier and Long Distance provider, headquartered in Canton, Massachusetts. We have recently entered into a Management Agreement (a copy of which I am not enclosing because it is an eleven page document but would be happy to provide upon request) with the above-referenced Debtor-in-Possession, ServiSense.com, Inc ("ServiSense"). The Management Agreement, which was approved by the United States Bankruptcy Court in Boston, Massachusetts, by Order entered as of February 1, 2002, provides that Eastern will manage all of the ServiSense accounts until such time as the customer accounts may be transferred to Eastern in accordance with all Federal, State, and Local regulations, as well as licensing and notice requirements.

We have hired a number of former ServiSense employees, including its Director of Regulatory Affairs, Jim Cornblatt. He advises us that during the Chapter 11 administrative period, particularly when it became clear that an internal reorganization was not feasible, ServiSense concentrated its resources and energy on taking care of its customers and responding to specific Regulatory Agency inquiries, and became lax in keeping up with State regulatory filings and other requirements. It is our desire to catch up on these missing filings, etc., as soon as possible, so that we can maintain, or if necessary, maintain ServiSense's good standing as a competitive telephone company within the State of Florida. It is with great pride that I state that Eastern has never taken more than a week to resolve a Regulatory Agency issue, and it is our goal to maintain this record managing ServiSense.

- AUS _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC _____
- OTH _____

Handwritten initials/signature

115 Shawmut Road
Canton, MA 02021-1438
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www.east-tel.com

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK




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It is our plan to have Jim contact the appropriate Agency for each State in which ServiSense was authorized to provide telephone service, so that he can determine what is necessary to bring ServiSense back into good standing. In the event that there is a specific person or department with whom he should be speaking, please email that information directly to Jim at Jcornblatt@servisense.com or call him at (617) 848-8000 ext.165, at your earliest convenience. In addition, at the same time we are managing ServiSense pursuant to the Bankruptcy Court's Order, Eastern will be pursuing the process to obtain our own authority to provide competitive local and long distance telephone service to the State, and will naturally also be in contact with you on that matter.

Eastern Telephone appreciates your assistance in this matter and we look forward to a long, happy relationship with your agency and the people of the State of Florida. If you have any questions or need any further information prior to Jim's contacting you, please feel free to contact me directly at the address or phone below.

Very truly yours,



Allan Stern, CEO
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