

STATE OF FLORIDA

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**ORIGINAL**  
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Public Service Commi

May 15, 2002

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Talk America, Palm Harbor Office  
2704 Alternate North  
Palm Harbor, Florida 34683

To Whom it May Concern,

At the April 24, 2002, meeting with Talk America, Commission staff and OPC indicated that they would be visiting Talk America's complaint centers to verify representations by Talk America that significant changes in the company's practices had occurred. Rule 25-4.019, Florida Administrative Code, states that

Upon notification to the utility, members may, at reasonable times, make personal visits to the company offices or other places of business within or without the State and may inspect any accounts, books, records, and papers of the company which may be necessary in the discharge of Commission duties.

Thus, it is Commission staff's intention to conduct a personal visit on May 16, 2002, arriving in the morning, in accordance with the rule referenced above. If you have any questions, please contact me at (850) 413-6220 or Linda Dodson at (850) 413-6216.

Sincerely,

Patricia A. Christensen  
Senior Attorney

cc: Norman Horton, Jr., Esquire  
Messer, Caparello & Self, P.A.  
215 S. Monroe Street, Suite 701  
P.O. Box 1876  
Tallahassee, Florida 32302-1876

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