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Public Service Commission
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DATE: May 17, 2002
TO: Division of the Commission Clerk and Administrative Services (Bayo)
FROM: Division of Competitive Services (Watts) MW
RE: Docket No. 001109-TI, Initiation of show cause proceedings against WebNet Communications, Inc. for apparent violation of Rule 25-4.118, F.A.C., Local, Local Toll, and Toll Provider Selection.

Attached is a letter, with attachments, that was sent to WebNet Communications, Inc. on May 17, 2002, regarding the subject docket. Please place the letter and its attachments in the docket file accordingly.

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LILA A. JABER, CHAIRMAN
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STATE OF FLORIDA



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

May 17, 2002

CERTIFIED

Ms. Loubna W. Haddad
The Helein Law Group
8180 Greensboro Drive, Suite 700
McLean, VA 22102

Dear Ms. Haddad:

This letter is regarding Docket No. 001109-TI, Initiation of show cause proceedings against WebNet Communications, Inc. for apparent violation of Rule 25-4.118, F.A.C., Local, Local Toll, and Toll Provider Selection. Our records show that WebNet Communications, Inc. (WebNet) has 57 unresolved complaints. The following chart lists all of the unresolved complaints by complaint number, with the customer name and telephone number included.

COMPLAINT NO.	CUSTOMER NAME	PHONE NUMBER
1	ABSOLUTE FUNDING SERVICES, INC.	727-845-0432
2	SHERRY ADAMS	904-749-1825
3	THOMAS L. HATTAWAY	407-812-4188
4	CHERYL WELLS	727-861-7499
5	TAMBRIE HARDING	904-461-3286
6	ILDEFONSO GONZALEZ	407-273-5841
7	JORGE R MALDONADO DELGADO	813-931-4068
8	EDWARD SALIANI	954-978-7049
9	NOEMI ESGUERRA	305-225-7426
10	FERNANDO FERNANDEZ	305-871-0249
11	CHAD MORGAN	813-973-3260
12	MARTHA MENDEZ	305-227-1874
13	JANETTE GIRONE	813-886-9426
14	DONALD KELKER	904-771-3896
15	CARISA G WHITLEY	904-367-8376
16	LAURA MATHER	561-790-3044
17	MARTIN MARAGIN	561-994-1571
18	JANE GORDER	561-642-9966
19	RUSSEL GIESEKE	561-770-1598
20	ROBERT HUMES	850-785-0026
21	JOHNNIE M POWELL	954-782-9919
22	JESUS RODRIGUEZ	305-221-9255
23	DONALD R WARD SR.	352-543-9820
24	HELMUT GOELLNITZ	561-439-2962
25	MARLENE GARCIA	305-759-9377
26	ERNEST WILSON	904-284-1205
27	CORINNE BETHEA	561-996-2679
28	DAVID W WERSINGER	407-574-5914

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An Affirmative Action/Equal Opportunity Employer

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

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

Ms. Loubna W. Haddad
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29	366320T	SUSAN COHEN	321-784-3562
30	367016T	RUTH WERTHEIM	954-428-4438
31	367034T	EARL WENDEL	904-312-0242
32	367093T	CHARMAINE LEE	954-979-8767
33	368718T	MARIANNE GUILIANI	561-995-9706
34	369726T	JUANA TORREZ	305-626-8764
35	371347T	MARJORIE BROWN	850-477-0812
36	374165T	ANDREW BEAN	321-634-5826
37	384956T	DANIELLE MURPHY	904-880-7737
38	388132T	DIRK'S AUTO CLINIC	352-795-3681
39	391709T	PAULA SEGREST	850-492-9704
40	393620T	PETER YNIGO	352-331-9035
41	398424T	TAMMY SMITH	561-625-0947
42	399896T	CHARLES THOMPSON	305-623-1698
43	400369T	MILDRED SILVEUS	321-777-1305
44	401564T	JOSE E HERNANDEZ	954-421-5067
45	401714T	MICHAEL NEWMAN	352-489-2393
46	404728T	MILAGROS URDANIVIA	305-751-9804
47	406321T		954-463-1653
48	407519T	RAUL ALBA	305-883-7368
49	407771T	CHRIS ROBINETT	850-455-8229
50	410140T	BETTY GARFINKEL	561-499-1693
51	427899T	TEONIDE PERALTA	954-962-3701
52	428685T	MILDRED SILVEUS	321-777-1305
53	429683T	VICTOR ALVAREZ	954-437-8285
54	445913T	RONNIE WATKINS	850-626-2861
55	449266T	JOSEPH FORTUNATO	561-622-7865
56	453577T	IDA WALLER	941-755-9132
57	455719T	MAVIS WILLIAMS	904-461-8690

The chart is enclosed on a separate sheet, as well. I have also enclosed the case files of the unresolved complaints and a complete listing of the complaints that the Commission has received since WebNet obtained its certificate.

WebNet should resolve all of these complaints to the satisfaction of both the respective customers and the Commission's Division of Consumer Affairs staff by May 31, 2002. If you have any questions, you may contact me at (850) 413-6952, or Mr. Wayne Knight at (850) 413-6232.

Sincerely,



Melinda Watts
Bureau of Service Quality

- Enclosures (3)
1. Unresolved complaint listing
 2. Unresolved complaint case files
 3. Complete listing of WebNet complaints

cc: Office of the General Counsel (Knight)

Ref: Docket No. 001109-TI

UNRESOLVED WEBNET COMPLAINTS

	COMPLAINT NO.	CUSTOMER NAME	PHONE NUMBER
1	335959T	ABSOLUTE FUNDING SERVICES, INC	727-845-0432
2	338207T	SHERRY ADAMS	904-749-1825
3	338338T	THOMAS L. HATTAWAY	407-812-4188
4	339524T	CHERYL WELLS	727-861-7499
5	346180T	TAMBRIE HARDING	904-461-3286
6	351156T	ILDEFONSO GONZALEZ	407-273-5841
7	352071T	JORGE R MALDONADO DELGADO	813-931-4068
8	353441T	EDWARD SALIANI	954-978-7049
9	353467T	NOEMI ESGUERRA	305-225-7426
10	353522T	FERNANDO FERNANDEZ	305-871-0249
11	356340T	CHAD MORGAN	813-973-3260
12	357624T	MARTHA MENDEZ	305-227-1874
13	357848T	JANETTE GIRONE	813-886-9426
14	358663T	DONALD KELKER	904-771-3896
15	358815T	CARISA G WHITLEY	904-367-8376
16	358878T	LAURA MATHER	561-790-3044
17	358972T	MARTIN MARAGIN	561-994-1571
18	359152T	JANE GORDER	561-642-9966
19	359313T	RUSSEL GIESEKE	561-770-1598
20	359513T	ROBERT HUMES	850-785-0026
21	359940T	JOHNIE M POWELL	954-782-9919
22	360525T	JESUS RODRIGUEZ	305-221-9255
23	360548T	DONALD R WARD SR.	352-543-9820
24	362602T	HELMUT GOELLNITZ	561-439-2962
25	364096T	MARLENE GARCIA	305-759-9377
26	365401T	ERNEST WILSON	904-284-1205
27	366088T	CORINNE BETHEA	561-996-2679
28	366215T	DAVID W WERSINGER	407-574-5914
29	366320T	SUSAN COHEN	321-784-3562
30	367016T	RUTH WERTHEIM	954-428-4438
31	367034T	EARL WENDEL	904-312-0242
32	367093T	CHARMAINE LEE	954-979-8767
33	368718T	MARIANNE GUILIANI	561-995-9706
34	369726T	JUANA TORREZ	305-626-8764
35	371347T	MARJORIE BROWN	850-477-0812
36	374165T	ANDREW BEAN	321-634-5826
37	384956T	DANIELLE MURPHY	904-880-7737
38	388132T	DIRK'S AUTO CLINIC	352-795-3681
39	391709T	PAULA SEGREST	850-492-9704
40	393620T	PETER YNIGO	352-331-9035
41	398424T	TAMMY SMITH	561-625-0947
42	399896T	CHARLES THOMPSON	305-623-1698
43	400369T	MILDRED SILVEUS	321-777-1305
44	401564T	JOSE E HERNANDEZ	954-421-5067
45	401714T	MICHAEL NEWMAN	352-489-2393
46	404728T	MILAGROS URDANIVIA	305-751-9804
47	406321T		954-463-1653
48	407519T	RAUL ALBA	305-883-7368
49	407771T	CHRIS ROBINETT	850-455-8229
50	410140T	BETTY GARFINKEL	561-499-1693
51	427899T	TEONIDE PERALTA	954-962-3701
52	428685T	MILDRED SILVEUS	321-777-1305
53	429683T	VICTOR ALVAREZ	954-437-8285
54	445913T	RONNIE WATKINS	850-626-2861
55	449266T	JOSEPH FORTUNATO	561-622-7865
56	453577T	IDA WALLER	941-755-9132
57	455719T	MAVIS WILLIAMS	904-461-8690

CASE NO:	CUSTOMER NAME	PHONE NUMBER:	RECEIVED	DUE	REPLY	CLOSED	TYPE	STAFF	DIV.
344261T	ELISA ALVAREZ	(305)-868-8141	11/03/2000	11/29/2000	12/01/2000	12/08/2000	GI-08	MEP	CAF
344640T	SELMA GLASS	(954)-970-3541	11/06/2000	11/30/2000	12/08/2000	01/08/2001	LS-13	MEP	CAF
344665T	JOHN TORO	(561)-336-9102	11/07/2000	12/01/2000	12/01/2000	12/08/2000	LS-13	MEP	CAF
346180T	TAMBRIE HARDING	(904)-461-3286	11/17/2000	12/12/2000	/ /	04/09/2001	LB-49	TCM	CAF
347256T	LORRY WERNER	(321)-639-2928	11/27/2000	12/18/2000	01/11/2001	01/16/2001	LS-13	NJS	CAF
347446T	MICHEAL POSEY	(561)-996-2380	11/28/2000	12/19/2000	01/11/2001	01/18/2001	LS-13	NJS	CAF
347449T	CONSTANCE A JACKSON	(561)-563-2702	11/28/2000	12/19/2000	02/11/2002	08/23/2001	LS-49	PEL	CAF
348074T	JACK PFISTER	(305)-758-6152	12/01/2000	12/22/2000	01/11/2001	01/18/2001	LS-13	NJS	CAF
348610T	CHRIS PEARCE	(352)-796-0371	12/05/2000	12/27/2000	02/12/2002	07/23/2001	LS-49	NJS	CAF
349532T	DAN R WILLAMSON	(407)-771-4158	12/11/2000	01/03/2001	/ /	04/25/2001	GI-08	MEP	CAF
349578T	ADRIANA JOHNSON	(954)-981-0073	12/11/2000	01/03/2001	02/07/2002	08/23/2001	LS-49	PEL	CAF
349841T	TED MILLER	(904)-792-3139	12/12/2000	01/04/2001	02/07/2002	08/23/2001	LS-49	PEL	CAF
350359T	THOMAS L MCKEEN	(904)-282-6977	12/14/2000	01/08/2001	02/07/2002	08/23/2001	LS-49	PEL	CAF
350367T	MARGARET HUSTOLES	(904)-824-6717	12/14/2000	01/08/2001	02/07/2002	08/23/2001	LS-49	PEL	CAF
350474T	CAREY E FERRELL	(407)-330-0284	12/15/2000	01/09/2001	/ /	/ /			CMP
350839T	JUNE UNDERWOOD	(904)-737-7871	12/18/2000	01/10/2001	02/12/2002	08/23/2001	LS-49	PEL	CAF
351129T	JOSEPH VAGNER	(352)-331-6156	12/19/2000	01/11/2001	02/12/2002	08/23/2001	LS-49	PEL	CAF
351156T	ILDEFONSO GONZALEZ	(407)-273-5841	12/19/2000	01/11/2001	/ /	08/23/2001	LB-49	PEL	CAF
352055T	WILLIAM SHEPPARD	(904)-880-2454	12/22/2000	01/17/2001	02/11/2002	08/23/2001	LS-49	PEL	CAF
352071T	JORGE R MALDONADO DELGADO	(813)-931-4068	12/22/2000	01/17/2001	/ /	08/23/2001	LS-49	PEL	CAF
352304T	ANTHONY VASALLO	(305)-887-5991	12/27/2000	01/19/2001	02/11/2002	08/23/2001	LS-49	PEL	CAF
353441T	EDWARD SALIANI	(954)-978-7049	01/03/2001	01/25/2001	/ /	07/20/2001	LB-49	VSM	CAF
353467T	NOEMI ESGUERRA	(305)-225-7426	01/03/2001	01/25/2001	/ /	07/20/2001	LB-49	VSM	CAF
353476T	YVONNE CZERNOWSKI	(561)-965-7739	01/03/2001	01/25/2001	02/07/2002	07/20/2001	LS-49	VSM	CAF
353522T	FERNANDO FERNANDEZ	(305)-871-0249	01/03/2001	01/25/2001	/ /	07/20/2001	LB-49	VSM	CAF
354023T	ROBERT MILLER	(561)-753-5722	01/05/2001	01/29/2001	02/07/2002	07/20/2001	LS-49	VSM	CAF
354095T	RAFAEL COMESANA	(904)-755-4121	01/05/2001	01/29/2001	02/07/2002	07/20/2001	LS-49	VSM	CAF
354468T	STEPHANIE KOOLICH	(561)-221-8296	01/08/2001	01/30/2001	02/07/2002	07/20/2001	LS-49	VSM	CAF
354545T	HERBERT BARON	(954)-570-8086	01/08/2001	01/30/2001	02/07/2002	07/20/2001	LS-49	VSM	CAF
354867T	PAT CLARK	(941)-355-2058	01/10/2001	02/01/2001	02/07/2002	07/20/2001	LS-49	VSM	CAF
356246T	TERESA KOUNTZ	(904)-221-2577	01/17/2001	02/07/2001	02/07/2002	07/20/2001	LS-49	VSM	CAF
356340T	CHAD MORGAN	(813)-973-3260	01/18/2001	02/08/2001	/ /	07/20/2001	LS-49	VSM	CAF
356477T	GEORGE V SMITH	(352)-596-6363	01/18/2001	02/08/2001	02/11/2002	07/20/2001	LS-49	VSM	CAF

CASE NO:	CUSTOMER NAME	PHONE NUMBER:	RECEIVED	DUE	REPLY	CLOSED	TYPE	STAFF	DIV.
356614T	FRANCIS MURPHY	(561)-546-5047	01/19/2001	02/09/2001	07/30/2001	07/20/2001	LS-49	VSM	CAF
357117T	SARA SANTANA	(954)-443-3347	01/22/2001	02/12/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
357202T	RIGOBERTO MARENCO	(561)-439-7855	01/23/2001	02/13/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
357420T	JENNIFER NELSON	(954)-724-2092	01/23/2001	02/13/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
357624T	MARTHA MENDEZ	(305)-227-1874	01/24/2001	02/14/2001	//	07/20/2001	LB-49	NJS	CAF
357826T	ALBERTO GOMEZ	(863)-427-1901	01/24/2001	02/14/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
357848T	JANETTE GIRONE	(813)-886-9426	01/25/2001	02/15/2001	//	07/20/2001	LS-49	NJS	CAF
358501T	FREDERICK LUSTIG	(561)-488-1865	01/29/2001	02/19/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
358663T	DONALD KELKER	(904)-771-3896	01/29/2001	02/19/2001	//	07/20/2001	LS-49	NJS	CAF
358815T	CARISA G WHITLEY	(904)-367-8376	01/29/2001	02/19/2001	//	07/20/2001	LS-49	NJS	CAF
358878T	LAURA MATHER	(561)-790-3044	01/30/2001	02/20/2001	//	07/20/2001	LS-49	NJS	CAF
358972T	MARTIN MARAGIN	(561)-994-1571	01/30/2001	02/20/2001	//	07/20/2001	LS-49	NJS	CAF
359152T	JANE GORDER	(561)-642-9966	01/30/2001	02/20/2001	//	07/20/2001	LS-49	NJS	CAF
359313T	RUSSEL GIESEKE	(561)-770-1598	01/31/2001	02/21/2001	//	07/20/2001	LB-49	NJS	CAF
359513T	ROBERT HUMES	(850)-785-0026	02/01/2001	02/22/2001	//	07/20/2001	LS-49	NJS	CAF
359928T	RAMON DIAZ	(954)-441-7777	02/02/2001	02/23/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
359929T	LOUIS LAWRENT	(954)-987-4927	02/02/2001	02/23/2001	05/24/2001	06/04/2001	LS-13	MEP	CAF
359948T	JOHNIE M POWELL	(954)-782-9919	02/02/2001	02/23/2001	//	07/20/2001	LB-49	NJS	CAF
360525T	JESUS RODRIGUEZ	(305)-221-9255	02/06/2001	02/27/2001	//	07/20/2001	LB-49	NJS	CAF
360548T	DONALD R WARD SR.	(352)-543-9820	02/06/2001	02/27/2001	//	07/20/2001	LS-49	NJS	CAF
361320T	TONI BEYDA	(954)-458-9775	02/09/2001	03/02/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
361372T	EDWARD H SWANKO	(904)-755-9043	02/09/2001	03/02/2001	05/24/2001	06/11/2001	LS-13	MEP	CAF
362159T	GEORGE SCHOENBERG	(561)-964-4020	02/14/2001	03/07/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
362345T	ANN SMITH	(954)-421-7535	02/14/2001	03/07/2001	03/15/2001	03/19/2001	LS-13	DCF	CAF
362593T	WILLIAM GULLETT	(561)-778-8799	02/15/2001	03/08/2001	03/15/2001	03/28/2001	GI-99	DCF	CAF
362602T	HELMUT GOELLNITZ	(561)-439-2962	02/15/2001	03/08/2001	//	07/20/2001	LB-49	NJS	CAF
362684T	YOLANDA PONCELEON	(954)-964-1211	02/16/2001	03/09/2001	02/12/2002	07/20/2001	LS-49	NJS	CAF
362776T	SHAUN BELL	(305)-245-6897	02/16/2001	03/09/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
362780T	BARBARA SANDBURG	(904)-672-6377	02/16/2001	03/09/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
363382T	MARIAELENA BOSKOVSKI	(305)-935-9041	02/20/2001	03/13/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
363486T	LYNNETTE ANDERSON	(561)-734-0539	02/21/2001	03/14/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
363564T	MARTIN LAVIN	(561)-499-8238	02/21/2001	03/14/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
363978T	MARIA TORRES	(954)-757-9207	02/22/2001	03/15/2001	02/12/2002	07/20/2001	LS-49	NJS	CAF

CASE NO:	CUSTOMER NAME	PHONE NUMBER:	RECEIVED	DUE	REPLY	CLOSED	TYPE	STAFF	DIV.
364096T	MARLENE GARCIA	(305)-759-9377	02/22/2001	03/15/2001	/ /	07/20/2001	LB-49	NJS	CAF
364748T	CHARMANE LEE	(954)-979-8767	02/27/2001	03/20/2001	05/24/2001	03/12/2002	LS-13	PAJ	CAF
364907T	ALBERTO CAMPOS	(305)-378-6639	02/27/2001	03/20/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
364914T	JORGE LLAMA	(305)-638-7832	02/27/2001	03/20/2001	05/09/2001	10/15/2001	LB-03	NJS	CAF
365401T	ERNEST WILSON	(904)-284-1205	03/01/2001	03/22/2001	/ /	07/20/2001	LS-49	NJS	CAF
365591T	DORIS MCDANIEL	(954)-581-5166	03/02/2001	03/23/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
365879T	RUBEN SEBASTIAN	(305)-887-5751	03/05/2001	03/26/2001	05/24/2001	06/19/2001	LS-13	NJS	CAF
366088T	CORINNE BETHEA	(561)-996-2679	03/05/2001	03/26/2001	/ /	07/20/2001	LB-49	NJS	CAF
366215T	DAVID W WERSINGER	(407)-574-5914	03/06/2001	03/27/2001	/ /	07/20/2001	LB-49	NJS	CAF
366300T	JAMES W SALIS	(904)-321-2212	03/06/2001	03/27/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
366320T	SUSAN COHEN	(321)-784-3562	03/06/2001	03/27/2001	/ /	07/20/2001	LB-49	NJS	CAF
367016T	RUTH WERTHEIM	(954)-428-4438	03/09/2001	03/30/2001	/ /	07/20/2001	LS-49	NJS	CAF
367034T	EARL WENDEL	(904)-312-0242	03/09/2001	03/30/2001	/ /	07/20/2001	LS-49	NJS	CAF
367093T	CHARMAINE LEE	(954)-979-8767	03/09/2001	03/30/2001	/ /	07/20/2001	LS-49	NJS	CAF
367197T	JOHN CUSHING	(904)-985-0813	03/09/2001	03/30/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
367484T	REYNALDO BAHAMONTE	(305)-621-4984	03/12/2001	04/02/2001	05/24/2001	10/08/2001	LS-13	NJS	CAF
367714T	JOSEPH E SALLEY	(904)-765-4345	03/13/2001	04/03/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
367850T	EDWARD H SWANKO	(904)-755-9043	03/13/2001	04/03/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
367852T	SHIRLEY RILEY	(561)-243-4128	03/13/2001	04/03/2001	05/24/2001	08/02/2001	LS-13	VSM	CAF
367862T	MICHAEL BLACK	(954)-927-1146	03/13/2001	04/03/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
368264T	MARIO VILLANUEVA	(407)-438-5703	03/15/2001	04/05/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
368718T	MARIANNE GUILIANI	(561)-995-9706	03/16/2001	04/06/2001	/ /	07/20/2001	LS-49	NJS	CAF
369088T	EDWARD F POWELL	(321)-722-2988	03/19/2001	04/09/2001	02/12/2002	07/20/2001	LS-49	NJS	CAF
369559T	JORDAN SMITH	(727)-842-4639	03/21/2001	04/11/2001	02/11/2002	07/20/2001	LS-49	NJS	CAF
369567T	LUCILLE H PADGETT	(904)-282-5178	03/21/2001	04/11/2001	05/24/2001	10/05/2001	GI-99	NJS	CAF
369726T	JUANA TORREZ	(305)-626-8764	03/21/2001	04/11/2001	/ /	07/20/2001	LB-49	NJS	CAF
369889T	CARLOS CARTANES	(305)-643-5952	03/22/2001	04/12/2001	05/24/2001	07/26/2001	LS-13	AH	CAF
371343T	MARTHA AVILES	(561)-218-1439	03/29/2001	04/19/2001	02/07/2002	07/20/2001	LS-49	NJS	CAF
371347T	MARJORIE BROWN	(850)-477-0812	03/29/2001	04/19/2001	/ /	07/20/2001	LB-49	NJS	CAF
371910T	LUISA DIAZ	(305)-948-0743	04/02/2001	04/23/2001	05/14/2001	06/25/2001	LS-13	NJS	CAF
372127T	ALFRED SPEIGHT	(386)-328-7502	04/03/2001	04/24/2001	05/21/2001	01/07/2002	LS-39	TCM	CAF
372396T	LISA JACKSON	(904)-880-7213	04/04/2001	04/25/2001	05/10/2001	08/22/2001	GI-08	MEP	CAF
372413T	BARBARA TECLER	(954)-742-8898	04/04/2001	04/25/2001	05/08/2001	05/08/2001	LB-49	JRD	CAF

CASE NO:	CUSTOMER NAME	PHONE NUMBER:	RECEIVED	DUE	REPLY	CLOSED	TYPE	STAFF	DIV.
372467T	SCOTT L HALL	(352)-376-0871	04/04/2001	04/25/2001	05/24/2001	08/10/2001	LS-13	VSM	CAF
372697T	J. RAYMOND TURNER	(561)-276-1957	04/05/2001	04/26/2001	05/24/2001	08/10/2001	LS-13	VSM	CAF
373056T	TAMBRIE HARDING	(904)-461-3286	04/09/2001	04/30/2001	05/09/2001	06/01/2001	GI-08	MEP	CAF
373924T	JOHN S FAST	(954)-724-0774	04/12/2001	05/03/2001	05/15/2001	01/10/2002	LS-13	TCM	CAF
374165T	ANDREW BEAN	(321)-634-5826	04/13/2001	05/04/2001	/ /	07/25/2001	LB-49	VSM	CAF
374669T	GEORGE W WILLIAMS	(321)-636-7011	04/16/2001	05/07/2001	05/15/2001	06/01/2001	LS-13	MEP	CAF
375224T	WESLEY STELLER	(941)-955-1711	04/18/2001	05/09/2001	05/24/2001	08/21/2001	LS-13	VSM	CAF
375662T	HANNAH KEANE	(954)-421-3016	04/20/2001	05/11/2001	05/24/2001	08/23/2001	LS-13	VSM	CAF
375717T	JUDE &SHELLEY AVRIL	(561)-433-1026	04/20/2001	05/11/2001	05/24/2001	02/11/2002	LS-13	VSM	CAF
376277T	LORRAINE A BOTERO	(561)-750-9512	04/24/2001	05/15/2001	05/24/2001	08/27/2001	LS-13	VSM	CAF
376611T	ANEDOLIE MURAT	(561)-279-0653	04/25/2001	05/16/2001	02/11/2002	07/25/2001	LS-49	VSM	CAF
377194T	JOE MARTIN	(727)-327-9735	04/30/2001	05/21/2001	05/10/2001	04/22/2002	GI-99	RWM	CAF
377304T	THOMAS L BROOKS	(561)-743-5445	04/30/2001	05/21/2001	05/24/2001	12/19/2001	LS-13	MEP	CAF
377353T	HARRY TOMERANC	(305)-947-5183	04/30/2001	05/21/2001	05/24/2001	01/10/2002	LS-13	TCM	CAF
377503T	SIDNEY POLLICK	(561)-234-3988	05/01/2001	05/22/2001	05/24/2001	11/06/2001	LS-13	AH	CAF
377570T	JAMES DEIGNAN	(561)-963-3269	05/01/2001	05/22/2001	05/24/2001	01/10/2002	LB-49	TCM	CAF
378154T	ALBERT WINOKER	(954)-731-6232	05/04/2001	05/25/2001	05/09/2001	05/14/2001	GI-08	RR	CAF
380104T	JOSE E HERNANDEZ	(954)-421-5067	05/16/2001	06/07/2001	07/25/2001	10/01/2001	LB-03	NJS	CAF
380544T	STEVE MCGAHAN	(561)-286-1651	05/21/2001	06/12/2001	02/07/2002	07/27/2001	LS-49	NJS	CAF
381981T	POLINA BATCHVAROVA	(561)-447-6998	05/30/2001	06/20/2001	02/07/2002	07/27/2001	LS-49	NJS	CAF
382241T	JOHN W MARTIN	(954)-432-9409	05/31/2001	06/21/2001	02/07/2002	07/27/2001	LS-49	NJS	CAF
382534T	CATHY MCKEE	(863)-680-9947	06/01/2001	06/22/2001	02/07/2002	08/31/2001	LS-49	PEL	CAF
383471T	FABIO OCAMPO	(407)-282-8046	06/07/2001	06/28/2001	02/12/2002	08/31/2001	LS-49	PEL	CAF
384956T	DANIELLE MURPHY	(904)-880-7737	06/14/2001	07/06/2001	/ /	08/31/2001	LB-49	PEL	CAF
384975T	ROBERTO VERDE	(305)-644-3402	06/14/2001	07/06/2001	02/07/2002	08/31/2001	LS-49	PEL	CAF
385202T	JOHN ABRAMS	(954)-419-1623	06/15/2001	07/09/2001	07/06/2001	12/31/2001	LS-13	MEP	CAF
387695T	ROBERTO VERDE	(305)-644-3402	06/28/2001	07/20/2001	/ /	08/31/2001	GI-99	PEL	CAF
388132T	DIRK'S AUTO CLINIC	(352)-795-3681	07/02/2001	07/24/2001	/ /	08/31/2001	LB-49	PEL	CAF
388473T	JOHN ABRAMS	(954)-419-1623	07/03/2001	07/25/2001	01/10/2002	11/05/2001	LS-49	NJS	CAF
388767T	GIOVANNI MENDEZ	(954)-970-3336	07/05/2001	07/26/2001	02/11/2002	08/31/2001	LS-49	PEL	CAF
389754T	TEONIDE PERALTA	(954)-962-3701	07/10/2001	07/31/2001	08/06/2001	10/09/2001	LS-13	VSM	CAF
390336T	VICTOR ALVAREZ	(954)-437-8285	07/11/2001	08/01/2001	07/26/2001	01/14/2002	LS-13	TCM	CAF
391709T	PAULA SEGREST	(850)-492-9704	07/17/2001	08/07/2001	/ /	08/31/2001	LB-49	PEL	CAF

CASE NO:	CUSTOMER NAME	PHONE NUMBER:	RECEIVED	DUE	REPLY	CLOSED	TYPE	STAFF	DIV.
392139T	BOB MOULTON	(386)-752-4679	07/18/2001	08/08/2001	02/11/2002	08/31/2001	LS-49	PEL	CAF
392518T	MARK GULSBY	(941)-746-6995	07/20/2001	08/10/2001	02/07/2002	08/31/2001	LS-49	PEL	CAF
393438T	AMADO SALAZAR	(305)-251-9722	07/24/2001	08/14/2001	02/11/2002	08/31/2001	LS-49	PEL	CAF
393620T	PETER YNIGO	(352)-331-9035	07/25/2001	08/15/2001	/ /	08/31/2001	LS-49	PEL	CAF
394102T	IRVING PRESSER	(561)-683-9005	07/27/2001	08/17/2001	02/11/2002	08/31/2001	LS-49	PEL	CAF
394728T	KAREN BEAN	(904)-261-7683	07/31/2001	08/21/2001	02/07/2002	08/31/2001	LS-49	PEL	CAF
395328T	MARIA TORRES	(954)-757-9207	08/02/2001	08/23/2001	02/11/2002	08/31/2001	LS-49	PEL	CAF
395787T	ERLAN B VENTURA	(954)-433-1788	08/03/2001	08/24/2001	02/11/2002	08/31/2001	LS-49	PEL	CAF
398091T	T. AVILA LAZARA	(305)-229-8587	08/15/2001	09/06/2001	10/08/2001	02/11/2002	LS-13	TCM	CAF
398424T	TAMMY SMITH	(561)-625-0947	08/16/2001	09/07/2001	/ /	11/29/2001	LB-49	PEL	CAF
398934T	RUTH M MATHISON	(321)-259-6298	08/20/2001	09/11/2001	02/07/2002	11/05/2001	LS-49	NJS	CAF
399896T	CHARLES THOMPSON	(305)-623-1698	08/23/2001	09/14/2001	/ /	11/29/2001	LB-49	PEL	CAF
400369T	MILDRED SILVEUS	(321)-777-1305	08/24/2001	09/17/2001	/ /	11/29/2001	LS-49	PEL	CAF
401564T	JOSE E HERNANDEZ	(954)-421-5067	08/30/2001	09/21/2001	/ /	11/29/2001	LB-49	PEL	CAF
401714T	MICHAEL NEWMAN	(352)-489-2393	08/31/2001	09/24/2001	/ /	11/29/2001	LB-49	PEL	CAF
404681T	W. RANDY STEINBECK	(904)-471-8205	09/14/2001	10/05/2001	02/12/2002	11/29/2001	LS-49	PEL	CAF
404728T	MILAGROS URDANIVIA	(305)-751-9804	09/14/2001	10/05/2001	/ /	11/29/2001	LB-49	PEL	CAF
405078T	WILLIAM SIMMONS	(561)-483-8409	09/17/2001	10/08/2001	02/12/2002	11/29/2001	LS-49	PEL	CAF
406321T		(954)-463-1653	09/20/2001	10/11/2001	/ /	11/29/2001	LS-49	PEL	CAF
406823T	ALBERTO FERNANDEZ	(305)-604-0660	09/24/2001	10/15/2001	02/07/2002	11/29/2001	LS-49	PEL	CAF
407089T	SELMA GLASS	(954)-970-3541	09/25/2001	10/16/2001	02/07/2002	11/29/2001	LS-49	PEL	CAF
407188T	NORMAN BLONDER	(305)-932-1820	09/25/2001	10/16/2001	02/07/2002	11/02/2001	LS-49	CAB	CAF
407519T	RAUL ALBA	(305)-883-7368	09/26/2001	10/17/2001	/ /	11/29/2001	LB-49	PEL	CAF
407771T	CHRIS ROBINETT	(850)-455-8229	09/26/2001	10/17/2001	/ /	11/29/2001	LB-49	PEL	CAF
407918T	JOHN TORO	(561)-336-9102	09/27/2001	10/18/2001	02/12/2002	11/29/2001	LS-49	PEL	CAF
408126T	MICHAEL MOTLEY	(904)-808-1446	09/28/2001	10/19/2001	02/11/2002	11/02/2001	LS-49	CAB	CAF
408352T	MARTA BOWLING	(904)-778-9425	10/01/2001	10/22/2001	02/07/2002	11/29/2001	LS-49	PEL	CAF
408785T	NAOMI RAMIREZ	(321)-951-8579	10/02/2001	10/23/2001	11/06/2001	11/07/2001	LS-13	NJS	CAF
409339T	DIANE RIGSBY	(352)-544-0501	10/03/2001	10/24/2001	02/12/2002	11/29/2001	LS-49	PEL	CAF
409983T	ROSSANA FRANGO	(305)-933-8445	10/05/2001	10/26/2001	10/10/2001	01/30/2002	LS-13	NJS	CAF
410140T	BETTY GARFINKEL	(561)-499-1693	10/08/2001	10/29/2001	/ /	11/29/2001	LB-49	PEL	CAF
410222T	NORMA HIGDON	(904)-776-1873	10/08/2001	10/29/2001	10/18/2001	12/04/2001	LS-13	MEP	CAF
414106T	GENE FAHERTY	(321)-728-5794	10/25/2001	11/16/2001	02/11/2002	11/29/2001	LS-49	PEL	CAF

CASE NO:	CUSTOMER NAME	PHONE NUMBER:	RECEIVED	DUE	REPLY	CLOSED	TYPE	STAFF	DIV.
414492T	VIRGINIA PARIS	(941)-484-1696	10/26/2001	11/19/2001	02/12/2002	11/29/2001	LS-49	PEL	CAF
415516T	JOSEPH ROYALS	(850)-469-1101	10/31/2001	11/26/2001	11/26/2001	12/07/2001	LS-13	MEP	CAF
416527T	LOUISE SCHULTZE	(561)-499-6028	11/05/2001	11/29/2001	02/11/2002	02/06/2002	LS-49	NJS	CAF
416875T	EDNA MOURO	(904)-733-3485	11/06/2001	11/30/2001	01/29/2002	02/14/2002	LS-13	MEP	CAF
418589T	IDA GOLDSTEIN	(561)-686-7156	11/15/2001	12/10/2001	02/07/2002	02/06/2002	LS-49	NJS	CAF
421016T	KENNETH R HIATT	(954)-735-9907	11/28/2001	12/19/2001	02/07/2002	02/11/2002	LB-49	JRD	CAF
421357T	PAMELA THOMPSON	(850)-939-0075	11/30/2001	12/21/2001	01/22/2002	02/12/2002	LS-13	MEP	CAF
421922T	JORGE ROBLES	(305)-836-5387	12/03/2001	12/24/2001	02/11/2002	03/18/2002	GI-99	DCF	CAF
422534T	RICHARD E SPELLMAN	(305)-872-2666	12/05/2001	12/27/2001	01/17/2002	02/05/2002	LS-13	MEP	CAF
423211T	LEONARD REYNOLDS	(352)-543-5495	12/10/2001	01/02/2002	12/27/2001	01/30/2002	LS-13	PD	CAF
423434T	RICK SURRENCY	(386)-328-1940	12/10/2001	01/02/2002	01/14/2002	01/16/2002	LS-13	AH	CAF
423467T	ILDEFONSO GONZALEZ	(407)-273-5841	12/11/2001	01/03/2002	02/07/2002	02/11/2002	LB-12	VSM	CAF
423552T	CHRIS ROBINETT	(850)-458-5166	12/11/2001	01/03/2002	02/11/2002	02/13/2002	GI-07	VSM	CAF
425281T	CATHIA GUTIEREZ	(954)-457-3633	12/19/2001	01/11/2002	01/22/2002	02/12/2002	LS-13	MEP	CAF
427225T	HILDA SUAREZ	(305)-822-6743	01/02/2002	01/24/2002	01/22/2002	02/12/2002	LS-13	MEP	CAF
427871T	BETTY GARFINKEL	(561)-499-1693	01/04/2002	01/28/2002	02/07/2002	04/17/2002	GI-99	JLA	CAF
427899T	TEONIDE PERALTA	(954)-962-3701	01/04/2002	01/28/2002	//	//			CAF
428180T	ALFRED SPEIGHT	(386)-328-7502	01/07/2002	01/29/2002	02/11/2002	02/12/2002	LS-13	TCM	CAF
428685T	MILDRED SILVEUS	(321)-777-1305	01/08/2002	01/30/2002	//	//			CAF
429683T	VICTOR ALVAREZ	(954)-437-8285	01/14/2002	02/05/2002	//	05/14/2002	LB-49	TCM	CAF
431667T	HERMAN ZELOVIC	(305)-932-6067	01/23/2002	02/13/2002	01/29/2002	03/25/2002	LS-13	MEP	CAF
445913T	RONNIE WATKINS	(850)-626-2861	03/28/2002	04/18/2002	//	//			CAF
449266T	JOSEPH FORTUNATO	(561)-622-7865	04/15/2002	05/06/2002	//	//			CAF
451651T	NATHAN WEISS	(954)-454-2935	04/25/2002	05/16/2002	05/06/2002	05/15/2002	LS-13	MEP	CAF
453577T	IDA WALLER	(941)-755-9132	05/06/2002	05/28/2002	//	//			CAF
455719T	MAVIS WILLIAMS	(904)-461-8690	05/16/2002	06/07/2002	//	//			CAF
Total		285							

Request No. 335959T

Name

Business Name ABSOLUTE FUNDING SERVICES INC.

Consumer Information Name: Business Name: ABSOLUTE FUNDING SERVICES INC. Svc Address: 5840 MAIN STREET County: Pasco Phone: (727)-845-0432 City/Zip: New Port Richey / 34652- Account Number: Caller's Name: WILLIAM TSONPANIDIS Mailing Address: 5840 MAIN STREET City/Zip: NEW PORT RICHEY ,FL 34652- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: DAN FLORES Entered By: DCF Date: 09/15/2000 Time: 09:27 Via: PHONE Prelim Type: SLAMMING PO: Disputed Amt: 0.00
	Utility Information Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane335959T Response Needed From Company? Y Date Due: 10/06/2000 Fax: 1,877-550-3004 B	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: L Informal Conf.: N	Closed by: PEL Date: 08/23/2001 Closeout Type: LS-49 Apparent Rule Violation: Y

Customer states that he was switched from Horizon to Webnet without authorization or request. Customer states he has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Dan Flores
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

8/23/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. P. Lowery

Request No. 335959T

Name

Business Name ABSOLUTE FUNDING SERVICES INC.

Request No. 338207T

Name ADAMS ,SHERRY MRS

Business Name

Consumer Information

Name: SHERRY ADAMS

Business Name:

Svc Address: 204 RAULERSON ROAD #2

County: Volusia

Phone: (904)-749-1825

City/Zip: Seville

/ 32190-

Account Number:

Caller's Name: SHERRY ADAMS

Mailing Address: 204 RAULERSON ROAD #2

City/Zip: SEVILLE ,FL 32190-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane338207T

Response Needed From Company? Y

Date Due: 10/19/2000

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: RANDY ROLAND

Entered By: TCM

Date: 09/28/2000

Time: 13:08

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 08/23/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Please review the following notes in which the customer reports the following: She is receiving improper bills from WebNet. The customer states that she has long distance service with Qwest Communications. The customer is disputing charges that amount to \$3.88. The customer is asking that this amount be credited and that the company stop billing her.

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

Case taken by Telsula Morgan
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 338207T

Name ADAMS ,SHERRY MRS

Business Name

8/23/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. P. Lowery

Request No. 338207T

Name ADAMS , SHERRY MRS

Business Name

PAGE NO: 2

Request No. 338338T

Name HATTAWAY ,THOMAS MR.

Business Name

Consumer Information

Name: THOMAS L HATTAWAY

Business Name:

Svc Address: 3612 QUANDO DRIVE

County: Orange

Phone: (407)-812-4188

City/Zip: Orlando / 32812-

Account Number:

Caller's Name: THOMAS L HATTAWAY

Mailing Address: 3612 QUANDO DRIVE

City/Zip: ORLANDO ,FL 32812-

Can Be Reached: (407)-812-4188

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane338338T

Response Needed From Company? Y

Date Due: 10/20/2000

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: RANDY ROLAND

Entered By: AH

Date: 09/29/2000

Time: 09:37

Via: INTERNET

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 08/23/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"I have tried for months by asking AT-N to stop billing me and they will not stop. On July 20 I called BellSouth to put a PIC freeze and now I get charged by AT & T plus AT-N This month A company called WEBNET shows up on my account and i have never heard of them. I called ILD Teleservices, Inc. 1-800-433-4518 who handles AT-N and WEBNET business by billing my telephone acct. They said they would not stop billing me as long as AT-N and WEBNET sent bills to them. This is a conspiracy. It appears the only way I can stop this madness is to cancel my telephone which I need. Please HELP. This week I am home with my invalid wife. Monday I will be back at work. 407-246-2141."

Please investigate this issue, contact the customer and provide the Commission with a

Request No. 338338T

Name HATTAWAY ,THOMAS MR.

Business Name

detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

****Inquiry taken by A. Hashisho****

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

8/23/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. P. Lowery

Request No. 338338T

Name HATTAWAY ,THOMAS MR.

Business Name _____

PAGE NO: 2

Request No. 339524T

Name WELLS , CHERYL MS.

Business Name

Consumer Information		Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100		PSC Information	
Name: CHERYL WELLS		Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Helein-Scott Jane339524T Response Needed From Company? Y Date Due: 10/26/2000 Fax: 1,877-550-3004 R		Assigned To: NOELIA SANTIAGO	
Business Name:				Entered By: VSM	
Svc Address: 10139 BRANDYWINE LANE		Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: L Informal Conf.: N		Date: 10/05/2000	
County: Pasco Phone: (727)-861-7499				Time: 14:00	
City/Zip: Port Richey / 34668-		Date Due: 10/26/2000 Fax: 1,877-550-3004 R		Via: PHONE	
Account Number:				Prelim Type: SLAMMING	
Caller's Name: CHERYL WELLS		Date Due: 10/26/2000 Fax: 1,877-550-3004 R		PO:	
Mailing Address: 10139 BRANDYWINE LANE				Disputed Amt: 0.00	
City/Zip: PORT RICHEY , FL 34668-		Date Due: 10/26/2000 Fax: 1,877-550-3004 R		Supmntl Rpt Req'd: / /	
Can Be Reached:				Certified Letter Sent: / /	
E-Tracking Number:		Date Due: 10/26/2000 Fax: 1,877-550-3004 R		Certified Letter Rec'd: / /	
				Closed by: NJS	
				Date: 07/23/2001	
				Closeout Type: LS-49	
				Apparent Rule Violation: Y	

The customer is reporting her LD was switched without her authorization. She states the company has been billing her of service fees. The total amount in dispute \$8.00.

She states she has been in contact with the company on this issue.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report. This report should include an LOA/Taped verification

Send response to:
CAF FAX: 850/413-7168
CAF E-mail: pscreply@psc.state.fl.us
Case taken by Victor McKay

Request No. 339524T

Name WELLS , CHERYL MS.

Business Name

7/23/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 339524T

Name WELLS ,CHERYL MS.

Business Name

PAGE NO: 2

Request No. 346180T

Name HARDING ,TAMBRIE MR.

Business Name

Consumer Information

Name: TAMBRIE HARDING

Business Name:

Svc Address: 210 E ST. APT B

County: Saint Johns Phone: (904)-461-3286

City/Zip: Saint Augustine / 32080-

Account Number:

Caller's Name: TAMBRIE HARDING

Mailing Address: 210 E ST. APT B

City/Zip: SAINT AUGUSTINE ,FL 32080-

Can Be Reached: (904)-692-1495

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane346180T

Response Needed From Company? Y

Date Due: 12/12/2000

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: TARRAH GORDON

Entered By: VSM

Date: 11/17/2000

Time: 10:27

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: TCM

Date: 04/09/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

The customer is reporting she has calls on her bill for a chat line. She states she did not make these calls. She states the total amount in dispute in \$158.45.

She states she has been in contact with the company on this issue.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report.

Send response to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by Victor McKay

12/29/2000 FAX TO COMPANY. Your response to the FPSC is past due, please respond as soon as possible.

Request No. 346180T

Name HARDING ,TAMBRIE MR.

Business Name

No later than 01/05/2001. RBGillander

01-02-2001 - The customer called, and she said she had not been contacted by the company. The customer would like to know the status of her complaint. The phone number she gave as a CBR of (904)461-3286. Note, the customer left her message on the pay phone action line. I transferred the voice mail message to Ms. Gordon's line./JPlescow

02/19/01 Customer called to check case status. Customer was informed of show cause proceedings against company. Nchester

04/04/01 FAX TO CO: YOUR REPORT IS SEVERELY PAST DUE. PLEASE RESPOND TO THE FPSC WITH A DETAILED REPORT ASAP!!!!!!! TMORGAN

04/09/2001 RESPONSE IS STILL PAST DUE. PLEASE SEND A REPORT ASAP.RBGillander

04/09/01 Due to the length of time it has been since this complaint was filed, this inquiry will be closed as failure to respond. A new inquiry will be opened against WebNet. Please reference 373056T. tmorgan

Request No. 346180T

Name HARDING ,TAMBRIE MR.

Business Name

PAGE NO: 2

Request No. 351156T

Name GONZALEZ ,ILDEFONSO MR.

Business Name

<p>Consumer Information</p> <p>Name: ILDEFONSO GONZALEZ</p> <p>Business Name:</p> <p>Svc Address: 700 DEAN CREEK LANE</p> <p>County: Orange Phone: (407)-273-5841</p> <p>City/Zip: Orlando / 32825-</p> <p>Account Number:</p> <p>Caller's Name: ILDEFONSO GONZALEZ</p> <p>Mailing Address: 700 DEAN CREEK LANE</p> <p>City/Zip: ORLANDO ,FL 32825-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC Information</p> <p>Assigned To: TARRAH GORDON</p> <p>Entered By: VSM</p> <p>Date: 12/19/2000</p> <p>Time: 11:13</p> <p>Via: PHONE</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: PEL</p> <p>Date: 08/23/2001</p> <p>Closeout Type: LB-49</p> <p>Apparent Rule Violation: Y</p>
<p>Utility Information</p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Helein-Scott Jane351156T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 01/11/2001</p> <p>Fax: 1,877-550-3004 R</p> <p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>		

The customer is reporting he was promised .7 per minute for interstate and intrastate calls. He states he is receiving a rate of .15 per minute for calls.

He states he has been in contact with the company on this issue.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report.

Send response to:
CAF FAX: 850/413-7168
CAF E-mail: pscreply@psc.state.fl.us
Case taken by Victor McKay

1/18/2001 Customer called checking on case, was informed that no response has been received. Customer stated

Request No. 351156T

Name GONZALEZ ,ILDEFONSO MR.

Business Name

that he received another bill for \$290.53, customer states that he is sending \$15.05 to BellSouth only.
****ATTENTION COMPANY RESPONSE IS OVERDUE**** pduck

8/23/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed
an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible
enforcement action.P.Lowery

Request No. 351156T

Name GONZALEZ ,ILDEFONSO MR.

Business Name _____

PAGE NO: 2

Request No. 352071T

Name MALDONADO DELGADO ,JORGE MR. Business Name

Consumer Information

Name: JORGE R MALDONADO DELGADO

Business Name:

Svc Address: 6920 N. GLEN AVE.

County: Hillsborough Phone: (813)-931-4068

City/Zip: Tampa / 33614-

Account Number:

Caller's Name: JORGE R MALDONADO DELGADO

Mailing Address: 6920 N. GLEN AVE.

City/Zip: TAMPA ,FL 33614-

Can Be Reached: (813)-931-4068

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane352071T

Response Needed From Company? Y

Date Due: 01/17/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: DICK DURBIN

Entered By: JRD

Date: 12/22/2000

Time: 14:52

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 08/23/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer says his long distance carrier was switched from MCI Worldcom to Webnet without his authorization. Please provide proof of authorization including, if appropriate, an LOA or audio recording of the authorization.

Dick Durbin

8/23/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action.P.Lowery

Request No. 352071T

Name MALDONADO DELGADO ,JORGE MR. Business Name

Request No. 353441T

Name SALIANI , EDWARD MR.

Business Name

Consumer Information

Name: EDWARD SALIANI

Business Name:

Svc Address: 7505 NW 5TH PLACE

County: Broward

Phone: (954)-978-7049

City/Zip: Margate

/ 33063-

Account Number:

Caller's Name: VIRGINIA SALIANI

Mailing Address: 7505 NW 5TH PLACE

City/Zip: MARGATE , FL 33063-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane353441T

Response Needed From Company? Y

Date Due: 01/25/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VICTOR MCKAY

Entered By: TCM

Date: 01/03/2001

Time: 11:32

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VSM

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Please review the following notes in which the customer reports the following: the customer states that she has long distance service with AT&T; however, WebNet is also billing her for service. The customer is disputing charges amounting to \$18.84. She is asking that her account is credited, and that the company stop billing her for service that she does not have with WebNet.

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

Case taken by Telsula Morgan
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 353441T

Name SALIANI , EDWARD MR.

Business Name

2/8/2001 Customer called checking on case and no response has been received and states that she has received another bill from company for \$14.26 and states that she should not be receiving this charge. *** ATTENTION COMPANY RESPONSE IS OVERDUE, PLEASE RESPOND BY 2-15-2001*****

02/13/2001 Customer called to check the status of her complaint. Informed customer that a reply has not been received. tmorgan

07-20-2001 Company has failed to provide the PSC with a written response regarding this case. This case is being closed as an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. Closed. VMcKay

Request No. 353441T Name SALIANI ,EDWARD MR. Business Name _____

Request No. 353467T

Name ESGUERRA ,NOEMI

Business Name

Consumer Information

Name: NOEMI ESGUERRA

Business Name:

Svc Address: 9682 FOUNTAINBLEAU BLVD. APT 309

County: Dade

Phone: (305)-225-7426

City/Zip: Miami

/ 33172-

Account Number:

Caller's Name: NOEMI ESGUERRA

Mailing Address: 9682 FOUNTAINBLEAU BLVD. APT 309

City/Zip: MIAMI ,FL 33172-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane353467T

Response Needed From Company? Y

Date Due: 01/25/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VICTOR MCKAY

Entered By: DCF

Date: 01/03/2001

Time: 12:13

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VSM

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer states that she does not have a long distance provider and her extended area calls are done through BellSouth . Customer states that she is getting charges in the amount of \$58.50 from WebNet for calls that she has not made nor authorized.

Please investigate this matter and provide FPSC with a detail report by due date.

Dan Flores

07-20-2001 Company has failed to provide the PSC with a written response regarding this case. This case is being closed as an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. Closed. VMcKay

Request No. 353467T

Name ESGUERRA ,NOEMI

Business Name

Request No. 353522T

Name FERNANDEZ , FERNANDO MR.

Business Name

Consumer Information

Name: FERNANDO FERNANDEZ

Business Name:

Svc Address: 4271 NW 18TH STREET
APT 107

County: Dade Phone: (305)-871-0249

City/Zip: Miami / 33126-

Account Number:

Caller's Name: BARBARA J FERNANDEZ

Mailing Address: 4271 NW 18TH STREET
APT 107

City/Zip: MIAMI , FL 33126-

Can Be Reached: (305)-669-3320 7727

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane353522T

Response Needed From Company? Y

Date Due: 01/25/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: RBG

Date: 01/03/2001

Time: 14:11

Via: PHONE

Prelim Type: HIGH BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VSM

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer states the following complaint. Customer started seeing charges on her Bell South bill from Webnet, in October 2000. The customer states that she is being charged \$2800.00 since October 2000. Customer states she does not know what to do, because these are not her charges. Please contact customer, and the FPSC with a report by the due date. Customer states that she uses Vartec as her LD provider, not Webnet and it was possibly slammed from Vartec to Webnet. Customer asked to call Bell South to not disconnect her service for this. Called, Ms. Welling at Bell South, she informed us to call Bell South in regards to case, whether or not to sustain or wave charges. The charges will be held until we hear from the company. Thank you
RBGillander

Email: pscreply@psc.state.fl.us

Fax: 850/413-7168

Request No. 353522T

Name FERNANDEZ , FERNANDO MR.

Business Name

Written: 2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

4/3/2001 Customer called to check on case and was informed that show cause proceedings are pending against company and once resolved will have a response. pduck

04/20/2001 FAX TO COMPANY. Your response is 3 months past due. Please respond to this complaint no later than 04/27/2001. RBGillander

07-20-2001 Company has failed to provide the PSC with a written response regarding this case. This case is being closed as an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. Closed. VMcKay

Request No. 356340T

Name MORGAN ,CHAD MR.

Business Name

Consumer Information

Name: CHAD MORGAN

Business Name:

Svc Address: 10219 ALTAVISTA AVE
APARTMENT 207

County: Hillsborough Phone: (813)-973-3260

City/Zip: Tampa / 33647-

Account Number:

Caller's Name: CHAD MORGAN

Mailing Address: 10219 ALTAVISTA AVE
APARTMENT 207

City/Zip: TAMPA ,FL 33647-

Can Be Reached: (813)-829-4073

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane356340T

Response Needed From Company? Y

Date Due: 02/08/2001

Fax: 1,877-550-3004 R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VICTOR MCKAY

Entered By: WMC

Date: 01/18/2001

Time: 10:43

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VSM

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that she was switched from Intermedia to Webnet without authorization or request on September 17, 2001. Customer states she has returned to her carrier of choice. Customer states that he is still being billed \$ 91.25. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester
Reply to:
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

07-20-2001 Company has failed to provide the PSC with a written response regarding this case. This case is being closed as an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified

Request No. 356340T

Name MORGAN ,CHAD MR.

Business Name

for possible enforcement action. Closed. VMcKay

Request No. 356340T

Name MORGAN ,CHAD MR.

Business Name _____

PAGE NO: 2

Request No. 357624T

Name MENDEZ ,MARTHA MS.

Business Name

<p align="center">Consumer Information</p> <p>Name: MARTHA MENDEZ</p> <p>Business Name:</p> <p>Svc Address: 10750 SW 4TH STREET APT 204</p> <p>County: Dade Phone: (305)-227-1874</p> <p>City/Zip: Miami / 33174-</p> <p>Account Number: 30522718745380440</p> <p>Caller's Name: MARTHA MENDEZ</p> <p>Mailing Address: 10750 SW 4TH STREET APT 204</p> <p>City/Zip: MIAMI ,FL 33174-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: NOELIA SANTIAGO</p> <p>Entered By: AK</p> <p>Date: 01/24/2001</p> <p>Time: 11:12</p> <p>Via: MAIL</p> <p>Prelim Type: IMPROPER BILLS</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by: NJS</p> <p>Date: 07/20/2001</p> <p>Closeout Type: LB-49</p> <p>Apparent Rule Violation: Y</p>
<p align="center">Utility Information</p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Helein-Scott Jane357624T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/14/2001</p> <p>Fax: 1,877-550-3004 R</p>	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>	

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

Customer states the company has charged him twice for the same call. Customer wants the refund of \$2.24 to his account.

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

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.

ORIGINAL

Request No. 357624T

Name MENDEZ ,MARTHA MS.

Business Name

****Inquiry taken by A. Kambo****

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

ORIGINAL

Request No. 357624T

Name MENDEZ ,MARTHA MS.

Business Name

PAGE NO: 2

January 22, 2001

Florida Public Customer Services
Division of Consumer Affairs
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Re: Customer: Ricardo L. Piedra - Account Number: (305) 227-1874 - Duplicated charge.

Dear Customer Services Representative,

I would like to place a complaint about WEBNET Telephone Co.

1. They have charged twice for the same phone call:

On 10/13 to Winter Heaven, FL. 863 293-1279 at 3:15 p.m. 16 min.: \$2.24

2. The number that is in the bill, IDL Teleservices for Billing Questions. (1-800-433-4518) is not the number to call. The number to call is 1-877-880-0166, from Monday thru Thursday 8-7pm or Friday 8-5 pm.

3. On 1/22/00, I called the 877-880-0166; I was on hold for one hour and 25 minutes which it is ridiculous. When the Customer Services answered, with a unpleasant aptitude, she said that her name was Lisa Smith, she said that over the phone she could not make the correction to that duplicated charge, that if I had access to a fax machine I could fax it to Customer Services the number is 770-754-4840 in Georgia. I asked if it was a Toll free fax number, she said no. I asked for their address, which she said was the following:

WEBNET
Customer Services
11770 Bridge Road
Alpharetta, GA 30004

I have sent a letter to WebNet requesting a credit or a refund on that duplicated charge.

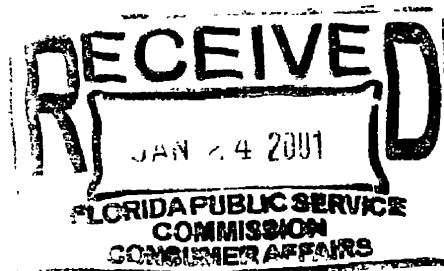
Their service is very poor. It is ridiculous to have a client waiting for services on hold for so long. I called them back on November/00 to cancel the long distance service with this company that I never ordered. This is my parents phone line. they are elderly people and to switch back to AT & T cost them money.

Please investigate.

Thanks.

Martha Mendez
10750 SW 4th Street Apt. 204
Miami, Florida 33174

Enclosed: Nov/00 & Jan./01 phone bills.



ORIGINAL



RICARDO L PIEDRA
Account Number: 305 227-1874 538 0440
Bill Period Date: Nov 10, 2000

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

Detailed Statement of Charges

<u>Itemized Calls</u>							<u>Amount</u>
<i>Service Provider - WEBNET</i>							
<i>Direct Dialed Calls</i>							
	<i>Date</i>	<i>Place Called</i>	<i>Number Called</i>	<i>Rate*</i>	<i>Time</i>	<i>Min</i>	
1.	10/13	WINTER HVL FL	863 293-1279	KD	03:15PM	16	2.24
2.	10/30	CUBA	37224418	AT	07:04PM	19	15.58
3.	11/01	HILTONHEAD SC	843 686-5579	AE	07:16PM	13	.91
Total Direct Dialed Calls							18.73
Total Itemized Calls							18.73
 <u>Taxes</u>							 <u>Amount</u>
<i>Taxes on Regulated Services</i>							
4.	Federal Tax58
5.	Florida Gross Receipts Surcharge46
Total Taxes on Regulated Services							1.04
Total Taxes							1.04
 Total ILD Teleservices, Inc. Current Charges							 19.77

* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

HB E038031

ORIGINAL

A-Th. 8-7pm
F. 8-5pm

1-877-880-0166



RICARDO L PIEDRA
Account Number: 305 227-1874 538 044
Bill Period Date: Jan 10, 2001

1/10/01

For ILD Teleservices, Inc. Billing Questions, Call 1 800 433-4518

Detailed Statement of Charges

<u>Itemized Calls</u>						<u>Amount</u>
<i>Service Provider - WEBNET</i>						
<i>Direct Dialed Calls</i>						
<i>Date</i>	<i>Place Called</i>	<i>Number Called</i>	<i>Rate*</i>	<i>Time</i>	<i>Min</i>	
1. 10/13	WINTER HVN FL	863 293-7779	KD	03:15PM	16	2.24
2. 10/16	HOLLYWOOD FL	954 558-7676	KD	04:39PM	3	.42
Total Direct Dialed Calls						2.66
Total Itemized Calls						2.66

<u>Taxes</u>	<u>Amount</u>
<i>Taxes on Regulated Services</i>	
3. Federal Tax08
4. Florida Gross Receipts Surcharge06
Total Taxes on Regulated Services14
Total Taxes14
Total ILD Teleservices, Inc. Current Charges	2.80

* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Teleservices, Inc.

HB E038121

ORIGINAL

1/22/01

Customer Services
WebNet
11770 Bridge Road
Alpharetta, Ga 3004

Re: Customer: Ricardo L. Piedra - Account Number: (305) 227-1874 - Duplicated charge.

Dear Customer Services Representative,

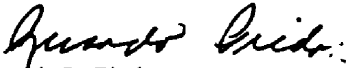
Please find attached the phone bill for November/00 & January/01.

A long distance phone call has been charged twice.

On 10/13 to Winter Heaven, Fl. # 329-1279 . 3:15 pm 16 min. \$2.24

Please credit or refund for \$2.24 to my account for that duplicated charge.

Thanks,



Ricardo L. Piedra
10750 SW 4th Street Apt. 204
Miami, Florida 33174

ORIGINAL

STATE OF FLORIDA

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

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 357624

DATE: 01-24-2001

TO: *Jane Helein-Scott*

OFFICE/BUSINESS: *WEBNET COMMUNICATIONS, INC.*

FAX NUMBER: *(800) 815-0348*

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: 7

MODE = MEMORY TRANSMISSION

START=JAN-24 16:10

END=JAN-24 16:12

FILE NO.=279

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	<22>	WEBNET	007/007	00:01:54

-FL PUBLIC SER. COMMISSION-

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

STATE OF FLORIDA

Commissioners:
 J. TERRY DEASON, CHAIRMAN
 E. LEON JACOBS, JR.
 LIJA 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

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 357024

DATE: 01-24-2001

TO: *Jane Helein-Scott*

OFFICE/BUSINESS: *WEBNET COMMUNICATIONS, INC.*

FAX NUMBER: *(800) 815-0348*

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: 7

Request No. 357848T

Name GIRONE , JANETTE MS.

Business Name

Consumer Information

Name: JANETTE GIRONE

Business Name:

Svc Address: 7103 PELICAN ISLAND DRIVE

County, Hillsborough Phone: (813)-886-9426

City/Zip: Tampa / 33634-

Account Number:

Caller's Name: JANETTE GIRONE

Mailing Address: 7103 PELICAN ISLAND DRIVE

City/Zip: TAMPA , FL 33634-

Can Be Reached: (813)-962-2484

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane357848T

Response Needed From Company? Y

Date Due: 02/15/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: PD

Date: 01/25/2001

Time: 08:48

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that she was switched from Verizon to Webnet without authorization or request. Customer states she has returned to her carrier of choice. Customer states that she has tried to contact company to inform them that she does not wish to be their customer but states that she can not get thru to company. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

****Inquiry taken by Pamela Duck****

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

Request No. 357848T

Name GIRONE , JANETTE MS.

Business Name

2/19/2001 Customer called to check on case and states that she is still being charged for calls.
*****Attention company response is overdue, please respond by 2/26/2001. pduck

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed
an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible
enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 357848T

Name GIRONE ,JANETTE MS.

Business Name _____

PAGE NO: 2

Request No. 358663T

Name KELKER ,DONALD

Business Name

Consumer Information

Name: DONALD KELKER

Business Name:

Svc Address: 7371 WINDING COURT S

County: Duval

Phone: (904)-771-3896

City/Zip: Jacksonville / 32244-

Account Number:

Caller's Name: DONALD KELKER

Mailing Address: 7371 WINDING COURT S

City/Zip: JACKSONVILLE ,FL 32244-

Can Be Reached: (904)-771-3896

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane358663T

Response Needed From Company? Y

Date Due: 02/19/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: PD

Date: 01/29/2001

Time: 12:39

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that he was switched from Qwest to Webnet without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

****Inquiry taken by Pamela Duck****

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

02/26/2001 FAX TO CO. Your report is past due. Please submit a final report by Friday, March 9, 2000.

eplendl

Request No. 358663T

Name KELKER ,DONALD

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 358663T

Name KELKER ,DONALD

Business Name

PAGE NO: 2

Request No. 358815T

Name WHITLEY ,CARISA

Business Name

Consumer Information

Name: CARISA G WHITLEY

Business Name:

Svc Address: 4083 SUNBEAM ROAD
APT 2301

County: Duval Phone: (904)-367-8376

City/Zip: Jacksonville / 32257-

Account Number:

Caller's Name: CARISA G WHITLEY

Mailing Address: 4083 SUNBEAM ROAD
APT 2301

City/Zip: JACKSONVILLE ,FL 32257-

Can Be Reached: (904)-287-2527

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane358815T

Response Needed From Company? Y

Date Due: 02/19/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: RBG

Date: 01/29/2001

Time: 16:21

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that she was switched from Sprint Long Distance to Webnet without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date. The customer states that she was billed for the month of October 2000 to January 2001, in the amount of \$113.00. Please do not take collection activity until this complaint has been addressed.

Case taken by Robert B. Gillander

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 358815T

Name WHITLEY ,CARISA

Business Name

4/13/01 - Customer called to find out about status of her complaint. I informed her the company has not responded to us, they are being show caused for violation of PSC rules and we would be in contact with her when a settlement was reached. DReecy.

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 358815T

Name WHITLEY ,CARISA

Business Name _____

PAGE NO: 2

Request No. 358878T

Name MATHER ,LAURA MS.

Business Name

Consumer Information

Name: LAURA MATHER

Business Name:

Svc Address: 12971 79TH COURT N

County: Palm Beach Phone: (561)-790-3044

City/Zip: West Palm Beach / 33412-

Account Number:

Caller's Name: LAURA MATHER

Mailing Address: 12971 79TH COURT N

City/Zip: WEST PALM BEACH ,FL 33412-

Can Be Reached: (561)-790-3044

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane358878T

Response Needed From Company? Y

Date Due: 02/20/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: PD

Date: 01/30/2001

Time: 09:20

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that she was switched from AT&T to Webnet without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Inquiry taken by Pamela Duck

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

7/20/2001: Company has failed to provide the PSC with a written response regarding this case. Case is closed

Request No. 358878T

Name MATHER ,LAURA MS.

Business Name

an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 358878T

Name MATHER ,LAURA MS.

Business Name _____

PAGE NO: 2

Request No. 358972T

Name MARAGIN ,MARTIN MR.

Business Name

<p align="center">Consumer Information</p> <p>Name: MARTIN MARAGIN</p> <p>Business Name:</p> <p>Svc Address: 299 NW 52ND TERRACE APT 318</p> <p>County: Palm Beach Phone: (561)-994-1571</p> <p>City/Zip: Boca Raton / 33487-3</p> <p>Account Number:</p> <p>Caller's Name: KENT MARAGIN</p> <p>Mailing Address: 52 BIG SPRING ROAD</p> <p>City/Zip: CALIFON ,NJ 07830-3430</p> <p>Can Be Reached: (908)-832-9490</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: NOELIA SANTIAGO</p> <p>Entered By: PD</p> <p>Date: 01/30/2001</p> <p>Time: 11:35</p> <p>Via: PHONE</p> <p>Prelim Type: SLAMMING</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by: NJS</p> <p>Date: 07/20/2001</p> <p>Closeout Type: LS-49</p> <p>Apparent Rule Violation: Y</p>
	<p align="center">Utility Information</p> <p>Company Code: TJ299</p> <p>Company: WEBNET COMMUNICATIONS, INC.</p> <p>Attn. Helein-Scott Jane358972T</p> <p>Response Needed From Company? Y</p> <p>Date Due: 02/20/2001</p> <p>Fax: 1,877-550-3004 R</p>	
	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: L</p> <p>Informal Conf.: N</p>	

Customer states that he was switched from BellSouth to WebNet without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Inquiry taken by Pamela Duck

CONTACT NUMBERS
 CAF FAX: 850/413-7168
 CAF Email: pscreply@psc.state.fl.us

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed

Request No. 358972T

Name MARAGIN ,MARTIN MR.

Business Name

an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 359152T

Name GORDER, JANE

Business Name

Consumer Information

Name: JANE GORDER

Business Name:

Svc Address: 2425 LEANA LANE

County: Palm Beach Phone: (561)-642-9966

City/Zip: West Palm Beach / 33415-

Account Number:

Caller's Name: JANE GORDER

Mailing Address: 2425 LEANA LANE

City/Zip: WEST PALM BEACH, FL 33415-

Can Be Reached: (561)-642-9966

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane359152T

Response Needed From Company? Y

Date Due: 02/20/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: PD

Date: 01/30/2001

Time: 16:49

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that she was switched from Qwest to WebNet without authorization or request. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

****Inquiry taken by Pamela Duck****

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

7/20/2001: Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible

Request No. 359152T

Name GORDER, JANE

Business Name

enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 359152T

Name GORDER ,JANE

Business Name _____

PAGE NO: 2

Request No. 359313T

Name GIESEKE ,RUSSEL MR.

Business Name

Consumer Information

Name: RUSSEL GIESEKE

Business Name:

Svc Address: 87 CROOKED TREE LANE
APT 106

County: Indian River Phone: (561)-770-1598

City/Zip: Vero Beach / 32962-

Account Number:

Caller's Name: RUSSEL GIESEKE

Mailing Address: 87 CROOKED TREE LANE
APT 106

City/Zip: VERO BEACH ,FL 32962-

Can Be Reached: (561)-770-1598

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane359313T

Response Needed From Company? Y

Date Due: 02/21/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: RBG

Date: 01/31/2001

Time: 13:15

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer states that he was signed up under Webnet in May 2000. The customer states that he never authorized this carrier as a provider for his long distance. The customer is disputing a bill for the amount of \$18.47 for the months from October 2000 to December 2000. The customer states that he could not have ordered this service, he was not in Florida at the time this took place. Please investigate this complaint and contact the customer and the FPSC with a report by the due date. The customer states this amount was deducted from his accounts, without authorization.

Case taken by Robert B. Gillander

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

04/10/2001 Customer called. Customer states he is still being charged \$16.22. Will call Bell South to put

Request No. 359313T

Name GIESEKE ,RUSSEL MR.

Business Name

amount in dispute for the customer. RBGillander

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 360525T

Name RODRIGUEZ ,JESUS MR.

Business Name

Consumer Information

Name: JESUS RODRIGUEZ

Business Name:

Svc Address: +1915 SW 94TH CT

County: Dade

Phone: (305)-221-9255

City/Zip: Miami

/ 33165-7

Account Number: 30522192559250440

Caller's Name: JESUS RODRIGUEZ

Mailing Address: +1915 SW 94TH CT

City/Zip: MIAMI ,FL 33165-7711

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane360525T

Response Needed From Company? Y

Date Due: 02/27/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: AK

Date: 02/06/2001

Time: 12:45

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

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

Customer states the company induced his wife who is 80 years old and not in a fit mental state to make decisions to change the carrier. Customer wants the total miscellaneous charges of \$15.89 to be eliminated and wants the company to match his previous company rate.

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

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

Request No. 360525T

Name RODRIGUEZ ,JESUS MR.

Business Name

contained in the correspondence.

****Inquiry taken by A. Kambo****

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

03/05/2001 Customer correspondence received via U.S. mail, fax to company, and added original to file.
PRoberts

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed
an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible
enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 360525T

Name RODRIGUEZ ,JESUS MR.

Business Name

Request No. 359513T

Name HUMES ,ROBERT MR.

Business Name

Consumer Information

Name: ROBERT HUMES

Business Name:

Svc Address: 117 WILSON AVE

County: Bay

Phone: (850)-785-0026

City/Zip: Panama City

/ 32401-

Account Number:

Caller's Name: BLONDINE HUMES

Mailing Address: 117 WILSON AVE

City/Zip: PANAMA CITY ,FL 32401-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane359513T

Response Needed From Company? Y

Date Due: 02/22/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: JRD

Date: 02/01/2001

Time: 10:20

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer says that both her intralata and interlata toll carriers were switched to Qwest by Webnet without authorization. Please provide proof of authorization.

Dick Durbin

Responses to Florida Public Service Commission complaints should be sent to either of the two following addresses:

FAX: 850/413-7168

E-mail: pscreply@psc.state.fl.us

7/20/2001: Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

Request No. 359513T

Name HUMES ,ROBERT MR.

Business Name

THIS INQUIRY IS CLOSED.

Request No. 359513T

Name HUMES ,ROBERT MR.

Business Name

PAGE NO: 2

Request No. 359940T

Name POWELL ,JOHNIE MR.

Business Name

Consumer Information

Name: JOHNIE M POWELL

Business Name:

Svc Address: 2341 NW 15 TER

County: Broward

Phone: (954)-782-9919

City/Zip: Pompano Beach / 33064-

Account Number:

Caller's Name: JOHNIE M POWELL

Mailing Address: 2341 NW 15 TER

City/Zip: POMPANO BEACH ,FL 33064-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane359940T

Response Needed From Company? Y

Date Due: 02/23/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: VSM

Date: 02/02/2001

Time: 15:40

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

The customer is reporting he is being charged .14 per minute. He states he is suppose to receive .07 per minute.

He states he has been in contact with the company on this issue.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report.

Send response to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by Victor McKay

Request No. 359940T

Name POWELL ,JOHNIE MR.

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 359940T

Name POWELL ,JOHNIE MR.

Business Name

PAGE NO: 2

Request No. 360548T

Name WARD SR. ,DONALD MR.

Business Name

Consumer Information

Name: DONALD R WARD SR.

Business Name:

Svc Address: 12390 SW 75TH STREET

County: Levy

Phone: (352)-543-9820

City/Zip: Cedar Key

/ 32625-

Account Number:

Caller's Name: DONALD R WARD SR.

Mailing Address: P.O. BOX 189

City/Zip: CEDAR KEY ,FL 32625

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane360548T

Response Needed From Company? Y

Date Due: 02/27/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: TCM

Date: 02/06/2001

Time: 13:46

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

It appears that both the customer's local toll carrier and long distance carrier of choice was changed from BellSouth and Sprint to WebNet without authorization. He is currently disputing charges amounting to around \$207.83.

- * Provide verification obtained for the change in service.
- * Provide applicable credit and/or balance due information on this account.
- * Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 360548T

Name WARD SR. ,DONALD MR.

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 360548T

Name WARD SR. ,DONALD MR.

Business Name

PAGE NO: 2

Request No. 362602T

Name GOELLNITZ ,HELMUT MR.

Business Name

Consumer Information

Name: HELMUT GOELLNITZ

Business Name:

Svc Address: 6357 SUMMER SKY LANE

County: Palm Beach Phone: (561)-439-2962

City/Zip: Greenacres / 33463-

Account Number:

Caller's Name: HELMUT GOELLNITZ

Mailing Address: 6357 SUMMER SKY LANE

City/Zip: GREEN ACRES ,FL 33436-

Can Be Reached: (561)-439-2962

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane362602T

Response Needed From Company? Y

Date Due: 03/08/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: WMC

Date: 02/15/2001

Time: 14:24

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer states that he was switched from AT&T to Webnet without authorization or request. Customer states that he was billed \$25.96 on his current months bill. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Nekey Chester

Reply to:

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible

Request No. 362602T

Name GOELLNITZ ,HELMUT MR.

Business Name

enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 362602T

Name GOELLNITZ ,HELMUT MR.

Business Name

PAGE NO: 2

Request No. 364096T

Name GARCIA ,MARLENE MS.

Business Name

Consumer Information

Name: MARLENE GARCIA

Business Name:

Svc Address: 215 NW 92 ST

County: Dade

Phone: (305)-759-9377

City/Zip: Miami

/ 33150-

Account Number:

Caller's Name: MARLENE GARCIA

Mailing Address: 215 NW 92 ST

City/Zip: MIAMI ,FL 33150-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane364096T

Response Needed From Company? Y

Date Due: 03/15/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: VSM

Date: 02/22/2001

Time: 16:47

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

The customer is reporting her service was switched without her authorization. She states the total amount in dispute is \$54.15.

He states he has been in contact with the company on this issue.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report.

Send response to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by Victor McKay

Request No. 364096T

Name GARCIA ,MARLENE MS.

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 364096T

Name GARCIA ,MARLENE MS.

Business Name

PAGE NO: 2

Request No. 365401T

Name WILSON ,ERNEST MR.

Business Name

Consumer Information

Name: ERNEST WILSON

Business Name:

Svc Address: 839 LOVERS LANE

County: Clay

Phone: (904)-284-1205

City/Zip: Green Cove Springs / 32043-

Account Number:

Caller's Name: ERNEST WILSON

Mailing Address: 839 LOVERS LANE

City/Zip: GREEN COVE SPRINGS ,FL 32043-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane365401T

Response Needed From Company? Y

Date Due: 03/22/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: DCF

Date: 03/01/2001

Time: 12:17

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that he was switched from AT&T to Webnet without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

7/20/2001: Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 365401T

Name WILSON ,ERNEST MR.

Business Name

Request No. 366088T

Name BETHEA ,CORINNE MS

Business Name

Consumer Information

Name: CORINNE BETHEA

Business Name:

Svc Address:

County: Phone: (561)-996-2679

City/Zip: /

Account Number:

Caller's Name: TYRONE MC CLOUD

Mailing Address: P. O. BOX 608

City/Zip: SOUTH BAY ,FL 33493

Can Be Reached: (561)-992-4473

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane366088T

Response Needed From Company? Y

Date Due: 03/26/2001

Fax: 1,877-550-3004 R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: JRD

Date: 03/05/2001

Time: 15:30

Via: PHONE

Prelim Type: FAILURE TO

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

In your response to complaint #340728T, you indicated that the customer would receive a credit of \$509.77. Mr. McCloud, The customer's son, advises that the credit has not been received. Please investigate and provide a response.

Dick Durbin

Regulatory Supervisor/Consultant

Responses to Florida Public Service Commission complaints should be sent to either of the two following addresses:

FAX: 850/413-7168

E-mail: pscreply@psc.state.fl.us

4/2/01 Mr. McCloud called and asked about the status of the complaint. I called Webnet and was told that

Request No. 366088T

Name BETHEA ,CORINNE MS

Business Name

someone would call me back. Dick Durbin

4/3/01 Javier Aquino/WebNet called and said that they are the attorneys for WebNet and they have not received anything yet from WebNet. Dick Durbin

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 366088T

Name BETHEA ,CORINNE MS

Business Name

PAGE NO: 2

Request No. 366215T

Name WERSINGER ,DAVID MR.

Business Name

Consumer Information

Name: DAVID W WERSINGER

Business Name:

Svc Address: 3008 HUNKIN CIRCLE

County: Volusia Phone: (407)-574-5914

City/Zip: Deltona / 32738-

Account Number:

Caller's Name: TAMMIE K WERSINGER

Mailing Address: 3008 HUNKIN CIRCLE

City/Zip: DELTONA ,FL 32738-

Can Be Reached: (407)-324-5781

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane366215T

Response Needed From Company? Y

Date Due: 03/27/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: RBG

Date: 03/06/2001

Time: 10:06

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

The customer states that she is disputing charges that come on her Bell South bills. The customer states that she has a total disputed amount from your company of \$270.00. The customer states she never authorized Webnet to charge her on her Bell South bills but has been disputing this amount for the last two months, (January and February 2001) The customer states she tried to call your company. Please investigate the complaint and file a report with the customer and the FPSC no later than the due date.

RBGillander

Fax: 850/413-7168

Email: pscreply@psc.state.fl.us

Written: 2540 Shumard Oak Blvd

Request No. 366215T

Name WERSINGER ,DAVID MR.

Business Name

Tallahassee, Florida 32399

04/26/2001 Customer called for status on the inquiry. I advised the customer that the PSC has not received a report as yet. eplendl

04/26/2001 FAX TO CO. Your report is past due. Please submit a final report by Friday, May 4, 2001. eplendl

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

07/24/2001 Customer called to check status of case. Customers local service has been interrupted. Contacted BST (Ms. Moran) to have customer service restored. Will email NSantiago. Customer would like a call. kmarshall

Request No. 366215T

Name WERSINGER ,DAVID MR.

Business Name

PAGE NO: 2

Request No. 366320T

Name COHEN , SUSAN MS

Business Name

Consumer Information

Name: SUSAN COHEN

Business Name:

Svc Address: 4105 OCEAN BEACH BLVD #325

County: Brevard Phone: (321)-784-3562

City/Zip: Cocoa Beach / 32931-3

Account Number:

Caller's Name: JAYSON COHEN

Mailing Address: 4105 OCEAN BEACH BLVD #325

City/Zip: COCOA BEACH , FL 32931-3565

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane366320T

Response Needed From Company? Y

Date Due: 03/27/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: VSM

Date: 03/06/2001

Time: 11:48

Via: PHONE

Prelim Type: CRAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

The customer is reporting he signed with the company for LD service on . He states after six months of service, he was then charged for one plus dialing service for \$4.95 and an activation charge of \$6.00.

He states he has been in contact with the company on this issue.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report.

Send response to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by Victor McKay

Request No. 366320T

Name COHEN , SUSAN MS

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 366320T

Name COHEN ,SUSAN MS

Business Name

PAGE NO: 2

Request No. 367016T

Name WERTHEIM ,RUTH MS.

Business Name

Consumer Information

Name: RUTH WERTHEIM

Business Name:

Svc Address: 53 TILFORD C

County: Broward

Phone: (954)-428-4438

City/Zip: Deerfield Beach / 33442-

Account Number:

Caller's Name: RUTH WERTHEIM

Mailing Address: 53 TILFORD C

City/Zip: DEERFIELD BEACH ,FL 33442-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane367016T

Response Needed From Company? Y

Date Due: 03/30/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: TCM

Date: 03/09/2001

Time: 08:34

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

It appears that the customer's long distance carrier of choice was changed from AT&T to Webnet without authorization.

- * Provide verification obtained for the change in service.
- * Provide applicable credit and/or balance due information on this account.
- * Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 367016T

Name WERTHEIM ,RUTH MS.

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 367016T

Name WERTHEIM ,RUTH MS.

Business Name _____

PAGE NO: 2

Request No. 367034T

Name WENDEL ,EARL MR.

Business Name

Consumer Information

Name: EARL WENDEL

Business Name:

Svc Address: 138 RIVERSIDE AVENUE

County: Putnam

Phone: (904)-312-0242

City/Zip: Satsuma

/ 32189-

Account Number:

Caller's Name: EARL WENDEL

Mailing Address: 138 RIVERSIDE AVENUE

City/Zip: SATSUMA ,FL 32189-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane367034T

Response Needed From Company? Y

Date Due: 03/30/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: TCM

Date: 03/09/2001

Time: 09:06

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Please review the following notes in which the customer reports the following: When he signed up for service, he was told that he would receive \$100.00 for transferring to the company. The customer states that he called the company b/c he had not received his \$100.00 and the company informed him that he had to have service for 6 months. The customer states that he has had the service for 6 months and he still has not received the check.

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

Case taken by Telsula Morgan

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 367034T

Name WENDEL ,EARL MR.

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 367034T

Name WENDEL ,EARL MR.

Business Name

PAGE NO: 2

Request No. 367093T

Name LEE ,CHARMAINE MS.

Business Name

Consumer Information

Name: CHARMAINE LEE

Business Name:

Svc Address: 6783 BAYFRONT DRIVE

County: Broward

Phone: (954)-979-8767

City/Zip: Margate

/ 33063-

Account Number:

Caller's Name: DOUGLAS LEE

Mailing Address: 6783 BAYFRONT DRIVE

City/Zip: MARGATE ,FL 33063-

Can Be Reached: (954)-224-1637

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane367093T

Response Needed From Company? Y

Date Due: 03/30/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: MEP

Date: 03/09/2001

Time: 11:08

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

The customer reports that he never authorized Webnet to be on his accounts with AT&T and Bell South, but states he has been double billed since September 2000. The customer is disputing a total of \$450.00 from your company. The customer states that he has no idea how Webnet became involved with his long distance service.

Qwest advised that the switch was initiated by Webnet.

Please investigate this matter, contact the customer and provide me with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the date below.

Original inquiry 362846T taken by Robert B. Gillander

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 367093T

Name LEE ,CHARMAINE MS.

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 367093T

Name LEE ,CHARMAINE MS.

Business Name

PAGE NO: 2

Request No. 368718T

Name GUILIANI ,MARIANNE MS.

Business Name

Consumer Information

Name: MARIANNE GUILIANI

Business Name:

Svc Address: 110 NW 70 ST
#101

County: Palm Beach Phone: (561)-995-9706

City/Zip: Boca Raton / 33487-

Account Number:

Caller's Name: MARIANNE GUILIANI

Mailing Address: 110 NW 70 ST
#101

City/Zip: BOCA RATON ,FL 33487-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane368718T

Response Needed From Company? Y

Date Due: 04/06/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: JLA

Date: 03/16/2001

Time: 14:33

Via: FAX

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that she was switched from Sprint to WebNet without authorization or request. Customer states she is in the processing of returning to her carrier of choice.

Customer states that she has made previous contact with the company to discuss the issues outlined in the customer's attached correspondence. Please review the customer's correspondence, investigate this matter and provide me with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date above.

****Note**** Customer contact is (561)-995-9706.

Please send all fax and e-mail responses to:

Request No. 368718T

Name GUILIANI ,MARIANNE MS.

Business Name

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by janderson

07/13/2001 Customer called and wanted to know the outcome of the case. I told her someone from our office will research the file and call her back. AKambo

07/16/2001 Customer called to check status of case. Informed her that the company was up for showcase and will be appearing before the commission. Will contact her local company to have charges recoured (spoke with Ms.Moran). Informed Ruth of case. kmarshall

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 368718T

Name GUILIANI ,MARIANNE MS.

Business Name _____

PAGE NO: 2

Request No. 369726T

Name TORREZ ,JUANA MS

Business Name

Consumer Information

Name: JUANA TORREZ

Business Name:

Svc Address: 5310 NW 180 TERRACE

County: Dade

Phone: (305)-626-8764

City/Zip: Opa Locka

/ 33055-

Account Number:

Caller's Name: LETICIA ROMERO

Mailing Address: 5310 NW 180 TERRACE

City/Zip: OPA LOCKA ,FL 33055-

Can Be Reached: (305)-681-7893

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane369726T

Response Needed From Company? Y

Date Due: 04/11/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: RBG

Date: 03/21/2001

Time: 14:16

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer speaks Spanish, when calling her, please have Spanish speaking person to call. The person to file the complaint is the granddaughter of Ms. Torrez. Customer states that she was switched from AT&T to Webnet without authorization or request. Ms. Romero noted that this took place in September 2000 and that there is a total disputed amount of \$42.00. Customer states she has returned to her carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date. Please investigate this complaint and contact the customer and the FPSC with a report no later than the due date.

RBGillander

Email: pscreply@psc.state.fl.us

Request No. 369726T

Name TORREZ ,JUANA MS

Business Name

Written: 2540 Shumard Oak Blvd
Tallahassee, Florida 32399

Fax: 850/413-7168

7/20/2001: Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 369726T

Name TORREZ ,JUANA MS

Business Name

PAGE NO: 2

Request No. 371347T

Name BROWN ,MARJORIE MRS

Business Name

Consumer Information

Name: MARJORIE BROWN

Business Name:

Svc Address: 1401 JOHN CARROLL DRIVE

County: Escambia Phone: (850)-477-0812

City/Zip: Pensacola / 32504-

Account Number:

Caller's Name: RODNEY BROWN

Mailing Address: 1401 JOHN CARROLL DRIVE

City/Zip: PENSACOLA ,FL 32504-

Can Be Reached: (850)-477-8012

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane371347T

Response Needed From Company? Y

Date Due: 04/19/2001

Fax: 1,877-550-3004 R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: NOELIA SANTIAGO

Entered By: JPP

Date: 03/29/2001

Time: 10:58

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: NJS

Date: 07/20/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Caller states that Webnet misrepresented their services and that service agreed upon was not provided. Caller states that his mother continues to be billed \$51.00. (a different rate than she was quoted) Also was told that she would receive a \$100.00 credit after 6 months which has not been received.

Joyce Pafford

Responses to Florida Public Service Commission complaints should be sent to either of the two following addresses:

Fax - (850)413-7168

E-mail - pscreply@psc.state.fl.us

Request No. 371347T

Name BROWN ,MARJORIE MRS

Business Name

7/20/2001:Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. NOELIA J. SANTIAGO.

THIS INQUIRY IS CLOSED.

Request No. 371347T

Name BROWN ,MARJORIE MRS

Business Name _____

PAGE NO: 2

Request No. 374165T

Name BEAN , ANDREW MR.

Business Name

Consumer Information

Name: ANDREW BEAN

Business Name:

Svc Address: 810 PEACHTREE STREET UNIT D9

County: Brevard Phone: (321)-634-5826

City/Zip: Cocoa / 32922-

Account Number:

Caller's Name: ANDREW BEAN

Mailing Address: 810 PEACHTREE STREET UNIT D9

City/Zip: COCOA , FL 32922-

Can Be Reached: (800)-266-4330 13136

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Helein-Scott Jane374165T

Response Needed From Company? Y

Date Due: 05/04/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VICTOR MCKAY

Entered By: TCM

Date: 04/13/2001

Time: 08:39

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VSM

Date: 07/25/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer was on a plan with a monthly service fee of \$4.95 and a rate of \$0.07/minute on calls. The customer states that he noticed that recently he was being charged \$0.21/minute.

The customer also states that he first signed up for service with WebNet back in may or June of 2000. Recently, on his February 7, 2001 bill, he noticed that WebNet is charging him an activation fee. The customer is disputing this \$6.00 charge.

The customer states that WebNet is also over charging him on the Universal Service fee. He states that the FCC advised that the charge should be no more than 18%. The customer states that WebNet is charging him around 70%.

*Please confirm the rate plan the customer is on.

Request No. 374165T

Name BEAN , ANDREW MR.

Business Name

* Confirm applicable credits and/or balance due information on the account.

* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

07-25-2001 The Company has failed to provide the PSC with a written response regarding this case. This complaint is being closed as an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. VMcKay

Request No. 374165T

Name BEAN ,ANDREW MR.

Business Name

PAGE NO: 2

Request No. 384956T

Name MURPHY ,DANIELLE MS.

Business Name

Consumer Information

Name: DANIELLE MURPHY

Business Name:

Svc Address: 4949 AZURE STREET

County: Duval

Phone: (904)-880-7737

City/Zip: Jacksonville / 32258-

Account Number:

Caller's Name: DANIELLE MURPHY

Mailing Address: 4949 AZURE STREET

City/Zip: JACKSONVILLE ,FL 32258-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier384956T

Response Needed From Company? Y

Date Due: 07/06/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: CAF

Entered By: TCM

Date: 06/14/2001

Time: 14:26

Via: PHONE

Prelim Type: HIGH BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 08/31/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer was promised one rate and billed at a much higher rate. The customer states that when she initially signed up for WebNet, she agreed to a rate plan of \$0.07/minute. The customer states that when she received her bill, she noticed that she was billed between \$0.14-\$0.21/minute. The customer states that she immediately contacted the company and they agreed to issue a credit in the amount of \$49.18 and rerate the other calls to \$0.10/minute. The customer states that she had not received the credit.

*Please confirm the rate plan the customer is on.

* Confirm applicable credits and/or balance due information on the account.

* Confirm the customer has been contacted regarding this matter.

Case taken by Telsula Morgan

Request No. 384956T

Name MURPHY ,DANIELLE MS.

Business Name

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

8/31/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action.P.Lowery

Request No. 384956T

Name MURPHY ,DANIELLE MS.

Business Name

PAGE NO: 2

Request No. 388132T

Name

Business Name DIRK'S AUTO CLINIC

Consumer Information Name: Business Name: DIRK'S AUTO CLINIC Svc Address: 6617 W GULF TO LAKE HIGHWAY County: Citrus Phone: (352)-795-3681 City/Zip: Crystal River / 34429- Account Number: Caller's Name: DIRK HOAG Mailing Address: 6617 W GULF TO LAKE HIGHWAY City/Zip: CRYSTAL RIVER ,FL 34429- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: CAF Entered By: VSM Date: 07/02/2001 Time: 11:42 Via: PHONE Prelim Type: CRAMMING PO: Disputed Amt: 63.00 Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: PEL Date: 08/31/2001 Closeout Type: LB-49 Apparent Rule Violation: Y
	Utility Information Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Aquino Javier388132T Response Needed From Company? Y Date Due: 07/24/2001 Fax: 1,877-550-3004 R	
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: L Informal Conf.: N	

The customer is reporting he is being billed for an internet service that he never authorized. He states the charge has appeared since March 2001. He states he does not have a computer. He is sending a copy of the bill.

He states he has been in contact with the company on this issue.

Please investigate this issue, contact the customer and provide the PSC with a detailed written report.

Send response to:
CAF FAX: 850/413-7168
CAF E-mail: pscreply@psc.state.fl.us
Case taken by Victor McKay

Request No. 388132T

Name

Business Name DIRK'S AUTO CLINIC

8/31/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action.P.Lowery

Request No. 388132T

Name ,

Business Name DIRK'S AUTO CLINIC

PAGE NO: 2

Request No. 391709T

Name SEGREST , PAULA MS.

Business Name

Consumer Information

Name: PAULA SEGREST

Business Name:

Svc Address: 5719 CACICA STREET

County: Escambia

Phone: (850)-492-9704

City/Zip: Pensacola

/ 32507-

Account Number:

Caller's Name: PAULA SEGREST

Mailing Address: 5719 CACICA STREET

City/Zip: PENSACOLA , FL 32507-

Can Be Reached: (850)-492-9704

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier391709T

Response Needed From Company? Y

Date Due: 08/07/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: CAF

Entered By: WMC

Date: 07/17/2001

Time: 13:39

Via: PHONE

Prelim Type: FAILURE TO

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 08/31/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer states that she was billed at different rates at different times and can not figure at what rate she was billed and which rates applied to each calls. Customer contacted the company and was able to get the company to agree to give her a \$79.74 credit for the billing. Customer has contacted the company to no avail to get her credit because she has yet to receive it. Customer also states that she is supposed to receive a check for \$100.00 for switching and has not received it either. Customer states that she has tried to work this issue out with the company and could not reach anyone to assist her after hours of the phone and being put on hold.

Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report by the due date.

Case taken by Nekey Chester

Reply to:

Request No. 391709T

Name SEGREST , PAULA MS.

Business Name

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

8/31/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action. P. Lowery

Request No. 391709T

Name SEGREST , PAULA MS.

Business Name

PAGE NO: 2

Request No. 393620T

Name YNIGO ,PETER MR.

Business Name

Consumer Information

Name: PETER YNIGO

Business Name:

Svc Address: 7200 SW 8TH AVE APT 69

County: Alachua

Phone: (352)-331-9035

City/Zip: Gainesville / 32607-

Account Number:

Caller's Name: PETER YNIGO

Mailing Address: 7200 SW 8TH AVE APT 69

City/Zip: GAINESVILLE ,FL 32607-

Can Be Reached: (352)-246-9035

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier393620T

Response Needed From Company? Y

Date Due: 08/15/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: CAF

Entered By: PD

Date: 07/25/2001

Time: 12:07

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 230.88

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 08/31/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Customer states that he was switched from Sprint to Webnet without authorization or request. Customer states he has returned to his carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Pamela Duck
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

8/31/2001 Company has failed to provide the PSC with a written response regarding this case. Case is closed an apparent violation of Rule 25-22.032. Division of Competitive Services will be notified for possible enforcement action.P.Lowery

Request No. 393620T

Name YNIGO ,PETER MR.

Business Name

Request No. 398424T

Name SMITH ,TAMMY MS.

Business Name

Consumer Information

Name: TAMMY SMITH

Business Name:

Svc Address: 2360 PAR ROAD

County: Palm Beach

Phone: (561)-625-0947

City/Zip: West Palm Beach / 33409-

Account Number:

Caller's Name: TAMMY SMITH

Mailing Address: 2360 PAR ROAD

City/Zip: WEST PALM BEACH ,FL 33409-

Can Be Reached: (561)-683-7523

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier398424T

Response Needed From Company? Y

Date Due: 09/07/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: TELSULA MORGAN

Entered By: AK

Date: 08/16/2001

Time: 11:01

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 75.74

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Please review the following:

Customer says the company charged them at 21c a minute instead of 7c a minute for intrastate calls in March/April. customer called and the company promised a refund of \$75.74 which they never received. Customer is not with the company any more but they are being billed for this amount. They want this to stop and the amount to be credited to their account.

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

Inquiry taken by A. Kambo

CONTACT NUMBERS

Request No. 398424T

Name SMITH ,TAMMY MS.

Business Name

CAF FAX: 850/413-7168

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

09/19/01 Customer states that BellSouth is trying to disconnect her service for nonpayment of the disputed amount of \$75.74. Customer warm transferred to Mrs. Moran at BellSouth. tmorgan

09/19/01 FAX TO CO: It appears that your report is past due. Please provide a report to the Commission ASAP!!!!!! tmorgan

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

Request No. 398424T

Name SMITH ,TAMMY MS.

Business Name

PAGE NO: 2

Request No. 399896T

Name THOMPSON ,CHARLES

Business Name

Consumer Information

Name: CHARLES THOMPSON

Business Name:

Svc Address: 20048 NW 64 PL

County: Dade

Phone: (305)-623-1698

City/Zip: Hialeah

/ 33015-

Account Number:

Caller's Name: CHARLES THOMPSON

Mailing Address: 20048 NW 64 PL

City/Zip: HIALEAH ,FL 33015-

Can Be Reached: (305)-757-1600

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier399896T

Response Needed From Company? Y

Date Due: 09/14/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: TELSULA MORGAN

Entered By: TCM

Date: 08/23/2001

Time: 09:43

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 77.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

The customer is reporting he is being charged for service that he did not authorize. He states AT&T is his LD carrier. The total in dispute is \$77.00

A complaint was previously filed with ILD and they advised that they are billing the charges on behalf of Web Net.

Please investigate this matter, contact the customer and provide the Commission with a detailed written report.

Case taken by Telsula Morgan
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 399896T

Name THOMPSON ,CHARLES

Business Name

NOTE: Please reference 375571T

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

Request No. 399896T

Name THOMPSON ,CHARLES

Business Name

PAGE NO: 2

Request No. 400369T

Name SILVEUS ,MILDRED MS

Business Name

Consumer Information

Name: MILDRED SILVEUS

Business Name:

Svc Address:

County: Phone: (321)-777-1305

City/Zip: /

Account Number:

Caller's Name: JANET M WIND

Mailing Address: 40 GRASSHOPPER LANE

City/Zip: SEDONA ,AZ 86336

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier400369T

Response Needed From Company? Y

Date Due: 09/17/2001

Fax: 1,877-550-3004 R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: NCHESTER

Date: 08/24/2001

Time: 14:58

Via: MAIL

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:
Customer has been billed by Webnet for service that she has not authorized or requested.

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

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 Nekey Chester

ORIGINAL

Request No. 400369T

Name SILVEUS ,MILDRED MS

Business Name

PAGE NO: 1

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

Request No. 400369T

Name SILVEUS ,MILDRED MS

Business Name

ORIGINAL

PAGE NO: 2

FAX COVER SHEET

ORIGINAL

DATE: 08/23/01

TO: FL. Public Service Commission

TELEPHONE: 1-800-342-3552

FAX: 1-800-511-0809

(850)^{or}413-7168

ATTN: Consumer Services

FROM: Janet M. Wind for Mildred Silveus

TELEPHONE: (520) 282-0763

FAX: (520) 203-9573

RE: Possible fraud service provider: Webnet

NO. OF SHEETS INCLUDING COVER 8

ORIGINAL

August 21, 2001

Consumer Services
State of Florida
Servicing Brevard County

Re: Possible Fraudulent Co. associated with Telecommunications

To Whom It May Concern:

This letter is being sent as per my conversation with Angela this day, and concerns a company called **WEBNET** and its billing service called **ILD Teleservices**. This account is for **Mildred K. Silveus**, my mother who is 84 years old and who I have power of attorney for. My name is **Janet M. Wind** and I reside in Arizona. All bills are mailed to me as my mother is unable and has been unable to attend to her affairs for several years.

I have included copies of two Bell South statements, one labeled **A** from January 7, 2001, and the other labeled **B-E** from August 7, 2001. My complaint and concern is the following:

- **Webnet** appeared on my mother's bill some time in the year 2000. As far as I know, this was not approved by myself or by my mother. She has no Internet service or calling cards.
- I switched the long distance service provider to **AT&T** in January of 2001.
- I waited a few months, as it has been my experience that switching providers takes a few months to complete.
- **Webnet** still appears on the Bell South bill as does **AT&T**. My mother is being billed a minimum of \$5.65 per month from **Webnet**.
- **It has been impossible to resolve this issue through ILD Teleservices and Webnet. The difficulty I have had in attempting to resolve this issue leads me to believe, in combination with the non-requested service, that this is possibly a less than credible business once again preying upon the elderly.**

I have done the following in order to resolve this issue:

1. I have placed 4 calls to **ILD Services**, waiting a minimum of 10 minutes per call, to speak to a representative. **ILD** claims they are merely a billing service for over 250 companies and cannot handle any billing questions for **Webnet**. They gave me a toll

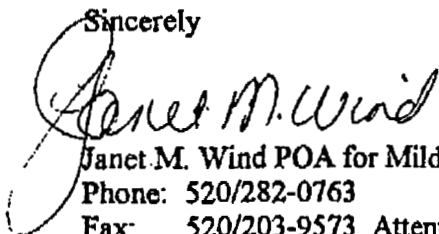
free number of 1-877-880-0166, which cannot be reached from Arizona.

2. I have had ILD transfer me to Webnet only to find that it is impossible to speak to a person. I received dead air at the prompt to remain on the line with no music or intermittent invitations to remain on the line. After 15 minutes I had to determine that this was a dead end.

I have now contacted your department for help in this situation. Please contact me at the below telephone number, Fax number, or address.

Thank you for your assistance.

Sincerely



Janet M. Wind POA for Mildred K. Silveus

Phone: 520/282-0763

Fax: 520/203-9573 Attention Jan

Address: 40 Grasshopper Ln.
Sedona, AZ 86336

ORIGINAL



*Subletted
to AT&T
1/19/01*

MILDRED K SILVEUS & JANET WIND
 Account Number: 321 777-1305 915 3142
 Bill Period Date: Jan 7, 2001

For ILD Telecommunications, Inc. Billing Questions, Call 1 800 433-4518

Detailed Statement of Charges

<u>Itemized Calls</u>							<u>Amount</u>
<i>Service Provider - WEBNET</i>							
<i>Direct Dialed Calls</i>							
<i>Date</i>	<i>Place Called</i>	<i>Number Called</i>	<i>Rate*</i>	<i>Time</i>	<i>Min</i>		
1. 11/23	PITTSBURGH PA	412 462-5987	AE	06:55PM	29	4.06	
2. 11/28	SETAUKET NY	631 689-8461	AE	06:25PM	2	.28	
3. 11/28	RED BANK NJ	732 530-1024	AE	06:31PM	3	.42	
4. 11/28	PTJEFFERSN NY	631 476-6323	AE	06:35PM	1	.14	
5. 11/28	PTJEFFERSN NY	631 476-6323	AE	06:37PM	8	1.12	
6. 12/08	SEATTLE WA	206 624-7930	AD	03:23PM	8	.56	
7. 12/17	FARMINGTON UT	801 451-5408	AD	04:03PM	2	.14	
8. 12/17	SAN RAFAEL CA	415 453-2915	AD	04:37PM	2	.14	
9. 12/17	ARCATA CA	707 839-4235	AD	04:40PM	41	2.87	
10. 12/20	PTJEFFERSN NY	631 476-6323	AE	06:35PM	8	1.12	
11. 12/20	HOUSTON TX	713 722-9881	AE	07:54PM	2	.28	
12. 12/20	PTCHARLOTT FL	941 627-9722	AE	08:03PM	53	11.13	
13. 12/24	PITTSBURGH PA	412 665-2400	AD	12:05PM	7	.49	
14. 12/24	PTJEFFERSN NY	631 476-6323	AD	03:56PM	10	.70	
15. 12/25	SEDONA AZ	520 282-0763	AD	11:10AM	5	.35	
16. 12/30	SEATTLE WA	206 762-3745	AD	02:21PM	39	2.73	
17. 12/30	SEATTLE WA	206 767-3595	AD	03:03PM	19	1.33	
Total Direct Dialed Calls						27.86	
Total Itemized Calls						27.86	
<u>Taxes</u>							<u>Amount</u>
<i>Taxes on Regulated Services</i>							
18. Federal Tax86	
19. Florida Gross Receipts Surcharge68	
Total Taxes on Regulated Services						1.54	
Total Taxes						1.54	
Total ILD Telecommunications, Inc. Current Charges						29.40	

* Taxes and Rates Applied - See Back of First Page

This portion of your bill is provided as a service to ILD Telecommunications, Inc.
 AM E087305



ORIGINAL



Tele-Info, Inc.

Page 6 of 7



MILDRED K SILVEUS % JANET WIND
Account Number
321 777-1305 915 3142

Detailed
Statement of
Charges

Miscellaneous Charges and Credits

Amount

Service Provider - WEBNET M-R 8-7
E 8-5

Date

- 1. 07/19 Federal Universal Service Fund Fee70
- 2. 07/19 1-Plus Long Distance Monthly Fee 4.95

Total Miscellaneous Charges and Credits 5.65

Itemized Calls

Service Provider (WEBNET) 1-877-880-0166

Amount

Direct Dialed Calls

Date	Place Called	Number Called	Rate*	Time	Min	Amount
3. 07/07	ORLANDO FL	407 970-5433	AD	12:12PM	2	.28
4. 07/10	ORLANDO FL	407 970-5433	AE	06:27PM	1	.14
5. 07/10	ORLANDO FL	407 970-5433	AE	06:28PM	7	.98

Total Direct Dialed Calls 1.40

Total Itemized Calls 1.40

③ FAX TO FLD
TT: Holman 8/20/01 calling service for 250 companies.
Taxes above & only * they have for webnet.

Taxes on Regulated Services

- 6. Federal Tax22
- 7. Florida Gross Receipts Surcharge17

Total Taxes on Regulated Services39

Total Taxes39

Total ILD Teleservices, Inc. Current Charges 7.44

④ ILD disconnected after 10 min

② TT Carlos at ILD 8/20/01 2nd call thru FLD
 Ckd above webnet # & put me thru directly.
 10:59 AM - FLD to stay on the line to speak to a
 U.S. Rep. Nothing - but dead air.
 Need telephone #
 Mailing address:

NO MORE
NO MORE
NO MORE

FAX #

Assurance that this is off the account.



ORIGINAL



MILDRED K SILVEUS % JANET WIND
Account Number
321 777-1305 915 3142



Your bill includes
BellSouth charges for:

Local

Monthly Statement
as of August 7, 2001

Account Summary	Amount
Previous Bill	\$25.32
Payments (Posted as of August 7)	-25.32
Balance	\$0.00

Questions? Call:
BellSouth
RightTouch® Service: 1 800 826-6290
PIN: 0915
Customer Service: 407 780-2355
Repair: 611
Online: www.bellsouth.com/blsc

Current Charges Summary:	
BellSouth	
Local (Page 3)	\$16.98
Total BellSouth Charges	\$16.98

Other Companies
AT&T 1 800 222-0300
ILD Teleservices, Inc. 1 800 433-4518

Other Companies	
AT&T (Page 4)	\$14.81
ILD Teleservices, Inc. (Page 6)	7.44
Total Other Companies' Charges	\$22.25
Total Current Charges	\$39.23

Total Amount Due: \$39.23

Attention BellSouth® Complete
Choice® plan and BellSouth® Area
Plus® service customers. You are
eligible for special savings on
BellSouth® Internet service and select
BellSouth® Paging services. Call us
today to take advantage of this money
saving offer!

News You Can Use - Page 7



ORIGINAL



MILDRED K SILVEUS % JANET WIND

Account Number
321 777-1305 915 3142



Service Provider Summary

Listed below are Local Toll and Long Distance Providers for your line(s).

Line Number	Local Toll Company	Long Distance Company
321 777-1305	QWEST COMMUNICATIONS	AT&T LONG DISTANCE SERV.
Service Provider Contact Number		
QWEST COMMUNICATIONS		1 800 837-1111
AT&T LONG DISTANCE SERV.		1 800 222-0300

BellSouth Local and Local Toll Charges

Customer Service: 407 780-2355

Online: www.bellsouth.com/blsc

Monthly Local Service August 7 through September 6

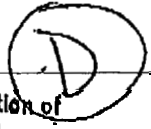
Basic Services	Quantity	Amount
1. Federal Universal Service Charge <i>What's a Federal Universal Service Charge? A charge to recover costs associated with the Federal Universal Service Fund.</i>	1	\$5.55
2. FCC Local Number Portability Line Charge - Line <i>What's a FCC Local Number Portability Line Charge? A charge to recover costs associated with providing number portability between telecommunications service providers.</i>	1	.35
3. Residential Line	1	9.64
4. Emergency 911 Charge. This charge is billed on behalf of the County of Brevard County <i>What's an Emergency 911 charge? Your local government asks you to pay a small charge each month through your phone bill to help pay for emergency service in your community.</i>	1	.50 **
5. FCC Charge for Network Access <i>What's a FCC Charge for Network Access? A charge to recover costs associated with connecting to the interstate telecommunications service provider's network.</i>	1	5.00
6. Telecommunications Access System Act Surcharge <i>What's a Telecommunications Access System Act Surcharge? A surcharge to fund the relay center for hearing and speech impaired persons.</i>	1	.12 **
Total Basic Services		\$16.16
Monthly Local Service August 7 through September 6		\$16.16
Taxes		Amount
Taxes on Regulated Services		
7. Federal Tax		\$48
8. Florida Gross Receipts Surcharge		.24
9. Franchise Charge		.10
Total Taxes on Regulated Services		\$82
Total Taxes		\$82
Total Local and Local Toll Charges		\$16.98

** Unregulated Charge. Nonpayment of these items will not result in disconnection of your local service. However, collection of unpaid charges may be pursued by the Service Provider.

000344

050344

ORIGINAL





MILDRED K SILVEUS % JANET WIND
 Account Number
 321 777-1305 915 3142

**Detailed
 Statement of
 Charges**

AT&T Invoice Charges For Period Ending JUL 30, 2001
 For 321-777-1305

For AT&T Billing
 Questions, Call
 1 800 222-0300
 24 Hours a Day -
 7 Days a Week

Itemized Calls

Amount

Direct Dialed Calls

Date	Place Called	Number Called	Rate*	Time	Min.	Amount
1. 07/04	SEDONA	AZ 928 282-0763	D *	12:59PM	8	.56
2. 07/04	CLARKSVILE	PA 724 377-9273	D *	2:03PM	24	1.68
3. 07/06	SEDONA	AZ 928 282-0763	D *	7:30PM	5	.35
4. 07/06	SEDONA	AZ 928 282-0763	D *	9:37PM	7	.49
5. 07/08	SEDONA	AZ 928 282-0763	N *	2:18PM	7	.35
6. 07/09	SEDONA	AZ 928 203-9557	D *	1:59PM	7	.49
7. 07/09	SEDONA	AZ 928 282-0763	D *	7:06PM	1	.07
8. 07/10	JEROME	AZ 928 300-7832	D *	2:46PM	4	.28
9. 07/10	SEDONA	AZ 928 282-0763	D *	8:08PM	18	1.26
10. 07/11	JEROME	AZ 928 300-7832	D *	5:07PM	3	.21
11. 07/12	SEDONA	AZ 928 282-0763	D *	10:03AM	24	1.68
12. 07/12	SEDONA	AZ 928 282-0763	D *	9:13PM	14	.98
13. 07/13	SEDONA	AZ 928 282-0763	D *	5:19AM	4	.28
Total Direct Dialed Calls00

Total Itemized Calls00

* AT&T One Rate (R) Weekends Plan
 State-to-State Call(s),
 Charge(s) Not Included in Total.

Optional Calling Services

Amount

14. AT&T One Rate (R) Weekends Plan 4.95
 JUL 30 thru AUG 29

AT&T One Rate (R) Weekends Plan Summary

15. Direct Dialed Calls 8.68
 Total AT&T One Rate (R) Weekends Plan 13.63
 Total Optional Calling Services 13.63

Other Charges and Credits

Amount

16. Universal Connectivity Charge95
 17. For an explanation of this charge, please call
 1 800 532-2021.
 In-state connection fee 1.95
 18. For an explanation of this charge,
 please call 1 800 333-5256.
 Bill Statement Fee 1.50
 19. For an explanation of this charge,
 please call 1 888 ATT-BILL.
 AT&T Free 60 Minutes -4.06
 Total Other Charges and Credits34

* Taxes and Rate Codes - Page 7

ⓔ

MODE = MEMORY TRANSMISSION START=AUG-27 09:56 END=AUG-27 09:59

FILE NO.=743

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	2	918775503004	010/010	00:02:54

-FL PUBLIC SER. COMMISSION-

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

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

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 400369

DATE: 8-27-01

TO: Aquino Javier

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 9W1 877-550-3004

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

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

COMMENTS: Fy 1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 11

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
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COMMENTS: Fy 1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 11

Request No. 401564T

Name HERNANDEZ ,JOSE MR.

Business Name

Consumer Information

Name: JOSE E HERNANDEZ

Business Name:

Svc Address: 1533 NORTHEAST 48TH STREET

County: Broward

Phone: (954)-421-5067

City/Zip: Pompano Beach / 33064-

Account Number:

Caller's Name: JOSE E HERNANDEZ

Mailing Address: 1533 NORTHEAST 48TH STREET

City/Zip: POMPANO BEACH ,FL 33064-

Can Be Reached: (954)-421-5067

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier401564T

Response Needed From Company? Y

Date Due: 09/21/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: ROBERT

Entered By: RBG

Date: 08/30/2001

Time: 16:12

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 147.24

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

This complaint was originally filed with Qwest Communications. Qwest has stated that this was not their complaint and has said responsibility falls to Webnet. The customer is disputing a total of \$147.24 from your company. The customer states that he should not be billed this amount. Please investigate this complaint and contact the customer and the FPSC with a report no later than the due date. RBGillander

E-Mail: pscreply@psc.state.fl.us

Fax: 850/413-7168

NOTE TO CLOSING ANALYST: Please refer to original complaint number 380109T. RBGillander

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a

Request No. 401564T

Name HERNANDEZ ,JOSE MR.

Business Name

company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

Request No. 401564T

Name HERNANDEZ ,JOSE MR.

Business Name

PAGE NO: 2

Request No. 401714T

Name NEWMAN ,MICHAEL MR.

Business Name

Consumer Information

Name: MICHAEL NEWMAN

Business Name:

Svc Address: 12034 N ELKCAM BLVD

County: Citrus

Phone: (352)-489-2393

City/Zip: Dunnellon

/ 34433-

Account Number:

Caller's Name: TAMMY NEWMAN

Mailing Address: 12034 N ELKCAM BLVD

City/Zip: DUNNELLO, FL 34433-

Can Be Reached: (352)-489-2393

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier401714T

Response Needed From Company? Y

Date Due: 09/24/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: JOY ANDERSON

Entered By: AWA

Date: 08/31/2001

Time: 13:29

Via: PHONE

Prelim Type: CRAMMING

PO:

Disputed Amt: 10.95

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer states she was charged for a calling plan and activation fees in error. Customer's long distance company is not Webnet Communications. Customer states that she has made previous contact with the company to discuss this issue. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case taken by Michelle Watson-Livingston

FAX# 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including

Request No. 401714T

Name NEWMAN ,MICHAEL MR.

Business Name

verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

Request No. 401714T

Name NEWMAN ,MICHAEL MR.

Business Name _____

PAGE NO: 2

Request No. 404728T

Name URDANIVIA ,MILAGROS MS

Business Name

Consumer Information

Name: MILAGROS URDANIVIA

Business Name:

Svc Address: 660 NE 78TH STREET
APT 318

County: Dade Phone: (305)-751-9804

City/Zip: Miami / 33138-

Account Number:

Caller's Name: MANUEL WALKER

Mailing Address: 660 NE 78TH STREET
APT 318

City/Zip: MIAMI ,FL 33138-

Can Be Reached: (305)-758-9481

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier404728T

Response Needed From Company? Y

Date Due: 10/05/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VICTOR MCKAY

Entered By: KM

Date: 09/14/2001

Time: 14:53

Via: PHONE

Prelim Type: FAILURE TO

PO:

Disputed Amt: 10.94

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Please review the following notes in which the customer reports the following: Customer states that they have made numerous attempts to cancel the account. The amount is being debited from her account. Please cease payment and make proper credits from the date of disconnection. She has documentation from February 15, 2001 by certified letter/receipt. A confirmation (S90Q0813) was given from Minerva to cancel the account.

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

PLEASE NOTE** The information on this form is only a summary of the customer's concerns.

Inquiry taken by Kaullis Marshall

CAF FAX#: (850) 413-7168

CAF E-MAIL: pscreply@psc.state.fl.us

Request No. 404728T

Name URDANIVIA ,MILAGROS MS

Business Name

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
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Request No. 404728T

Name URDANIVIA ,MILAGROS MS

Business Name _____

PAGE NO: 2

Request No. 406321T

Name OLSEN ,R

Business Name

Consumer Information

Name:

Business Name:

Svc Address: 106 SE 10TH STREET

County: Broward

Phone: (954)-463-1653

City/Zip: Fort Lauderdale / 33316-

Account Number:

Caller's Name: R H OLSEN

Mailing Address: 106 SE 10TH STREET

City/Zip: FORT LAUDERDALE ,FL 33316-

Can Be Reached: (954)-463-1653

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier406321T

Response Needed From Company? Y

Date Due: 10/11/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: NCHESTER

Date: 09/20/2001

Time: 15:09

Via: MAIL

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LS-49

Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:
Customer's long distance service was changed to Webnet without authorization or request.

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

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 Nekey Chester

ORIGINAL

Request No. 406321T

Name OLSEN ,R

Business Name

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

ORIGINAL

Request No. 406321T

Name OLSEN ,R

Business Name

PAGE NO: 2

TO: FLA PSC

TO WHOM IT MAY CONCERN:
THIS IS THE SECOND (2ND) TIME I HAVE BEEN
SUMMERED BY THESE JOKERS - I THINK IT IS TIME
YOU PUT THEM OUT OF BUSINESS - THANK YOU - *PH Olson*

ILD
Teleservices Inc.

Page 6 of 9

R H OLSEN
Account Number
954 463-1653 245 1800

Detailed Statement of Charges

Miscellaneous Charges and Credits
Service Provider - **WEBNET**

Date	Description	Amount
1. 08/16	1-Plus Long Distance Monthly Fee	4.95
2. 08/16	Activation Charge for Long Distance Plan	6.00
Total Miscellaneous Charges and Credits		10.95
Taxes		
<u>Taxes on Regulated Services</u>		
3.	Federal Tax	34
4.	Florida Gross Receipts Surcharge	27
Total Taxes on Regulated Services		61
Total Taxes		61
Total ILD Teleservices, Inc. Current Charges		11.56

RECEIVED
SEP 19 2001
CONSUMER AFF

CHARGES

MODE = MEMORY TRANSMISSION

START=SEP-20 16:47

END=SEP-20 16:50

FILE NO. =231

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	8	918775503004	004/004	00:02:22

-FL PUBLIC SER. COMMISSION-

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

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

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 406321

DATE: 9-20-01

TO: Aquino Javier

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 9W1 877-550-3004

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

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

COMMENTS: Fy 1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

STATE OF FLORIDA

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



DIVISION OF CONSUMER AFFAIRS
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Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 406321

DATE: 9-20-01

TO: Aquino Javier

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 9W1 877-550-3004

FROM: *DIVISION OF CONSUMER AFFAIRS*

FAX NUMBER: (850) 413-7168

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

COMMENTS: Fy 1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

Request No. 407519T

Name ALBA ,RAUL MR.

Business Name

Consumer Information

Name: RAUL ALBA

Business Name:

Svc Address: 115 W 15TH STREET

County: Dade

Phone: (305)-883-7368

City/Zip: Hialeah

/ 33010-

Account Number:

Caller's Name: RAUL ALBA

Mailing Address: 115 W 15TH STREET

City/Zip: HIALEAH ,FL 33010-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier407519T

Response Needed From Company? Y

Date Due: 10/17/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: NCHESTER

Date: 09/26/2001

Time: 09:00

Via: MAIL

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following:
Customer has been billed by Webnet for a service that he never authorized or requested.

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

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 Nekey Chester

ORIGINAL

Request No. 407519T

Name ALBA ,RAUL MR.

Business Name

PAGE NO: 1

CONTACT NUMBERS

CAF FAX: 850/413-7168

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

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

ORIGINAL

Request No. 407519T

Name ALBA ,RAUL MR.

Business Name

PAGE NO: 2

Miami, September 20, 2001

To: Florida Public Service Commission Inquiries

SEP 20 2001

From: Raul Alba
(305) 883 7368

CO.

The present is for getting help regarding a charge on my Bell South account.

I have been charged for more than 4 months from a company that I never requested services, that is WEBNET.

I spoke with the company and they said they spoke with my wife, and she accepts the services from this company, later I spoke with my wife, and she said: The only thing that I accepted from this company was a present; they said I have been won, not any service.

No matter what was the mistake, at this point, I spoke to this company and I paid the first bill, around \$12.00 (may be this is was my mistake), but I clearly said to them: We do not requested your services, We don't need it and, We don't want it, and please, for future calling the only authoring person for adding or removing services to this telephone number is my self.

The next month of this conversation, I received a new bill from this company, and I call them again, and had a long speaking with a representative of the customer service, but at the end of my calling a very nasty person whom spoke with me said: You have to paid for this services because you have this service, and hand up.

Later I spoke to Bell South about it, and they said they will try to help me, but nothing happen, month by month I have been receiving a charge from this company, and of course I do not paid it, in addition, the worse of this situation happened in the current bill of Bell South, this company is charging me a new bill, with monthly charge of \$4.95 and Activation fee of \$6.00 plus taxes.

I called Bell South again, and they recommend me to write a letter to you, I called ILD (18004334518), and they said they are only a billing company, and for inquiries they gave me the 18776731355, I called there and wait for more that 30 minutes for answering, them some body ask for my telephone number, and said: hold on one second, but hand up, later called them again, wait for another 30 minutes approximately, finally we conclude that the telephone number received from ILD was the UKI telephone number instead of the WEBNET, the UKI gave me a new telephone (18778800166) finally I spoke today again with some body in WEBNET, called Angela, she said she can gave a credit of \$11.56 from the current bill, because they made a mistake charging me that amount, she check and actually I have not his services, but she was unable to gave me a credit for prior charge, because that was longer than 3 months, I requested her for speaking with her supervisor or some one able to help me, but she said: I am sure that no body here can help you because is longer than 3 months, any way I continued requesting her for speaking with her supervisor, them she said, ok I will transfer to him, but there is nothing to do, and them instead of transferring me to him, she hand up the phone.

Well this is the story and the reason for may letter, please help me and write me back, about what can I do regarding to this problem.

Thank in advance, sincerely



Raul Alba

MODE = MEMORY TRANSMISSION

START=SEP-26 15:15

END=SEP-26 15:17

FILE NO.=344

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	#	918775503004	004/004	00:01:10

-FL PUBLIC SER. COMMISSION-

***** -FL PUB SER COMM - ***** - 650 413 7294- *****

STATE OF FLORIDA

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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 # 407519

DATE: 9-26-01

TO: Aquino Javier

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 9W1 877-550-3004

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

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

COMMENTS: Fy1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
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DIVISION OF CONSUMER AFFAIRS
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Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 407519

DATE: 9-26-01

TO: Aquino Javier

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FAX NUMBER: 9W1 877-550-3004

FROM: *DIVISION OF CONSUMER AFFAIRS*

FAX NUMBER: (850) 413-7168

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

COMMENTS: Fj 1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 4

Request No. 407771T

Name ROBINETT ,CHRIS MR.

Business Name

Consumer Information

Name: CHRIS ROBINETT

Business Name:

Svc Address: 223 ADA WILSON AVE

County: Escambia

Phone: (850)-455-8229

City/Zip: Pensacola

/ 32507-

Account Number:

Caller's Name: CHRIS ROBINETT

Mailing Address: 223 ADA WILSON AVE

City/Zip: PENSACOLA ,FL 32507-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier407771T

Response Needed From Company? Y

Date Due: 10/17/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: VICTOR MCKAY

Entered By: KMARSHAL

Date: 09/26/2001

Time: 15:29

Via: FAX

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 11.56

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Please review the attached correspondence in which the customer reports the following: Customer reported that there are unauthorized charges on his bill. He attempted to contact the company but did not receive a response.

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

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 Kaullis Marshall
CAF FAX: 850/413-7168

ORIGINAL

Request No. 407771T

Name ROBINETT ,CHRIS MR.

Business Name

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

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

ORIGINAL

Request No. 407771T

Name ROBINETT ,CHRIS MR.

Business Name

PAGE NO: 2

ORIGINAL
FAX COVER SHEET

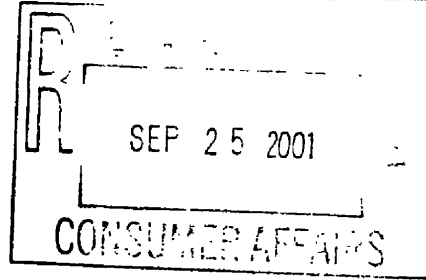
Chris E. Robinett

Mailing Address: PO Box 5998 - Navarre, Fla - 32566

Physical Address: 223 Ada Wilson Ave
Pensacola, FL. - 32507

Phone: (850) 455-8229

Fax: (850) 458-5166



SEND TO Company name Fla Public Svc Comm	From Chris Robinett
Attention Kallis	Date 9/25/01
Office location	Office location
Fax number 1800-511-0809	Phone number

- Urgent
 Reply ASAP
 Please comment
 Please review
 For your information

Total pages, including cover: 3

COMMENTS RE: Cramming

I spoke to someone at your office earlier about a company (ILD Tele services & WEB NET) who have added unauthorized charges / svc to my Bell South Bill. I am faxing the copies of the pages of my Bell South Bill that pertain to this problem. I have tried to call both ILD Tele services & Webnet, but just get the run around.

Thank You
Chris E Robinett



ORIGINAL

CHRIS ROBINETT
Account Number
850 455-8229 740 0560



Your bill includes
BellSouth charges for:

Local

Monthly Statement
as of September 4, 2001

Account Summary

Amount

[REDACTED]

Questions? Call:
BellSouth
Automated Service System 1 800 826-6290
Customer Service 734 2155
Fax: 611
Online: www.bellsouth.com/bisc

Current Charges Summary:

BellSouth		
Local	(Page 3)	\$52.26
Total BellSouth Charges		\$52.26

Other Companies
LD Telecommunications, Inc. 1 800 433-4518

Other Companies		
LD Telecommunications, Inc	(Page 5)	\$11.56
Total Other Companies Charges		\$11.56
Total Current Charges		\$63.82

[REDACTED]

Attention BellSouth® Complete
Choice® plan and BellSouth® Area
Plan® service customers. You are
eligible for special savings on
BellSouth® Internet service and select
BellSouth® Paging services. Call us
today to take advantage of this money
saving offer!

News You Can Use - Page 6



Account Number
850 455-8229 740 0560

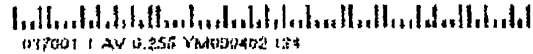
Total Amount Due
By September 26

~~511.11~~ 52.26

Amount Enclosed \$

- Please make check payable in U.S. funds to BellSouth
- Use back of coupon for change of billing address

P.O. Box 70807
Charlotte, NC
28272-0807



CHRIS ROBINETT
223 ADA WILSON AVE
PENSACOLA FL 32507-2413

• Pay Online!
www.bellsouth.com/pay

8509455822974005610301012300401000000000000053350000011717



CHRIS ROBINETT
Account Number
850 455-8229 740 0560

ORIGINAL

Detailed
Statement of
Charges

For ILD Teleservices,
Inc. Billing Questions,
Call 1 800 433-4518

Miscellaneous Charges and Credits

850 458-5166

Service Provider - WEBNET

Date

Date	Description	Amount
1. 08/16	1-Plus Long Distance Monthly Fee	4.95
2. 08/16	Activation Charge for Long Distance Plan	6.00
Total Miscellaneous Charges and Credits		10.95

1877.880
0164

The above total does not include the following taxes:

Federal Tax	\$0.34
Florida Gross Receipts Surcharge	\$0.27

Taxes

Taxes on Regulated Services

Description	Amount
3. Federal Tax	.34
4. Florida Gross Receipts Surcharge	.27
Total Taxes on Regulated Services	.61
Total Taxes	.61

Total ILD Teleservices, Inc. Current Charges 11.56

② FCC - Fed. Protective Comm.

Fax 800-511 0804

ATTN: Kessler

"clarity"
unauthorized charges
~~long~~

Speak to Ann Pinks @ Bell South

✓ ①

She will accept this amt from my bill
call
FCC - 1-800-342-3552
complain

③

She is connecting me to
ILD Teleservices / web site

Speak to X Jones
9/25/01

MODE = MEMORY TRANSMISSION

START=SEP-27 11:49

END=SEP-27 11:51

FILE NO.=366

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK		918775503004	006/006	00:01:34

-FL PUBLIC SER. COMMISSION-

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

STATE OF FLORIDA

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 LILA A. JABER
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 MICHAEL A. PALECKI



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 # 407771

DATE: 9-27-01

TO: Aquino Javier

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 9W1 877-550-3004

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

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

COMMENTS: Fy 1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 6

Vertical text on the right margin, possibly a file number or reference code.

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

ORIGINAL

Public Service Commission

FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry # 407771

DATE: 9-27-01

TO: Aquino Javier

OFFICE/BUSINESS: WebNet Comm.

FAX NUMBER: 9WI 877-550-3004

FROM: DIVISION OF CONSUMER AFFAIRS

FAX NUMBER: (850) 413-7168

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

COMMENTS: Fy 1

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 6

Request No. 410140T

Name GARFINKEL ,BETTY MRS

Business Name

Consumer Information

Name: BETTY GARFINKEL

Business Name:

Svc Address: 792 NORMANDY Q

County: Palm Beach

Phone: (561)-499-1693

City/Zip: Delray Beach / 33484-

Account Number:

Caller's Name: BETTY GARFINKEL

Mailing Address: 792 NORMANDY Q

City/Zip: DELRAY BEACH ,FL 33484-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier410140T

Response Needed From Company? Y

Date Due: 10/29/2001

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: DAN FLORES

Entered By: DCF

Date: 10/08/2001

Time: 11:43

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PEL

Date: 11/29/2001

Closeout Type: LB-49

Apparent Rule Violation: Y

Customer states that even though she has AT&T as her long distance provider she keeps on getting billed from Webnet. Customer has try to contact the company but without any satisfaction. Please investigate this matter and provide FPSC with a detail report by due date.

Dan Flores

"11/29/2001 According to PSC computer records, the Company has failed to provide the PSC with a written response regarding this case. Case is therefore closed as an apparent violation of Rule 25-22.032. If a company response was sent to the PSC, the company is requested to resend the original response, including verification, to fax #850-413-7168 or e-mail address pscreply@psc.state.fl.us
The Division of Competitive Services will be notified for possible enforcement action.P.Lowery"

Request No. 410140T

Name GARFINKEL ,BETTY MRS

Business Name

Request No. 427899T

Name PERALTA ,TEONIDE MS.

Business Name

Consumer Information

Name: TEONIDE PERALTA

Business Name:

Svc Address: 10460 SW 159TH COURT

County: Dade

Phone: (954)-962-3701

City/Zip: Miami

/ 33196-

Account Number:

Caller's Name: PEDRO PERALTA

Mailing Address: 10460 SW 159TH COURT

City/Zip: MIAMI ,FL 33196-

Can Be Reached: (305)-586-6420

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier427899T

Response Needed From Company? Y

Date Due: 01/28/2002

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: VICTOR MCKAY

Entered By: KM

Date: 01/04/2002

Time: 12:41

Via: PHONE

Prelim Type: FAILURE TO

PO:

Disputed Amt: 97.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Previous complaint number 389754T

Customer states that his mother's long distance service was switched without her authorization or request. He states that she was not billed until 4 months later. The company reported that the customer signed for service via taped verification. After listening to the tape, it appears the service was not authorized as stated in FAC 25-4.118. It appears the company did not notify the customer of the switching fee that may be charged. The company was to issue the customer a credit totaling \$97.00. Customer has not received the credit.

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issue.

PLEASE NOTE** The information on this form is only a summary of the customer's concerns.

Request No. 427899T

Name PERALTA ,TEONIDE MS.

Business Name

****Inquiry taken by Kaullis Marshall****

CAF FAX: 850/413-7168

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

Request No. 427899T

Name PERALTA ,TEONIDE MS.

Business Name

PAGE NO: 2

Request No. 428685T

Name SILVEUS ,MILDRED MS

Business Name

Consumer Information

Name: MILDRED SILVEUS

Business Name:

Svc Address:

County: Phone: (321)-777-1305

City/Zip: /

Account Number:

Caller's Name: JANET M WIND

Mailing Address: 40 GRASSHOPPER LANE

City/Zip: SEDONA ,AZ 86336

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier428685T

Response Needed From Company? Y

Date Due: 01/30/2002

Fax: 1,877-550-3004 R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: JOY ANDERSON

Entered By: AWA

Date: 01/08/2002

Time: 15:24

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 108.91

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Customer states the company is billing for Webnet service without her authorization or request. Customer has had previous contact with the company to discuss this issue. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report by the due date. Associated case 400369 closed as a failure to respond.

Case taken by Michelle Watson-Livingston
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

03182002: Customer called to check status of her case. Contacted Paul Lowery to verify associated case referred to technical division. mwlivingston

Request No. 428685T

Name SILVEUS ,MILDRED MS

Business Name

03182002: P.Lowery reports that the customer is to receive full credit from the company in 1-2 billing cycles. Left message stating the same on customer's voicemail. mwlivingston
03182002: Customer states she really wants to disconnect her service. Customer also states she does not want the company to provide service. mwlivingston

Request No. 428685T

Name SILVEUS ,MILDRED MS

Business Name _____

PAGE NO: 2

Request No. 429683T

Name ALVAREZ ,VICTOR

Business Name

Consumer Information

Name: VICTOR ALVAREZ

Business Name:

Svc Address: 11000 SW 10TH COURT

County: Broward

Phone: (954)-437-8285

City/Zip: Pembroke Pines / 33025-

Account Number:

Caller's Name: VICTOR ALVAREZ

Mailing Address: 11000 SW 10TH COURT

City/Zip: PEMBROKE PINES ,FL 33025-

Can Be Reached: (954)-821-1204

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier429683T

Response Needed From Company? Y

Date Due: 02/05/2002

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: TELSULA MORGAN

Entered By: TCM

Date: 01/14/2002

Time: 10:20

Via: PHONE

Prelim Type: FAILURE TO

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: 05/02/2002

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: TCM

Date: 05/14/2002

Closeout Type: LB-49

Apparent Rule Violation: Y

Back on July 11, 2001, Mr. Alvarez filed a slamming complaint against WebNet, 390336T. The Florida Public Service Commission deemed the inquiry an apparent slamming infraction. A supplemental report was sent over to WebNet on October 3, 2001, asking WebNet in accordance with FAC 25-4.118, to issue the customer FULL credit for the first 30 days of service and re-rate any additional bills to the previous carrier's rates. To date, the Commission is not in receipt of a report from WebNet advising when the credit was issued and for what amount.

Please investigate this matter, contact the customer and provide the Commission with a detailed written report.

Case taken by Telsula Morgan
FAX# 850-413-7168
E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 429683T

Name ALVAREZ ,VICTOR

Business Name

5/2/02 FAX TO CO: It appears that the Commission has not received a report from your company responding to the customer's complaint. Please provide a report that addresses this customer's issues no later than Wednesday, May 8, 2002. tmorgan

5/14/02 Inquiry closed as an apparent infraction for failure to respond to the Commission within 15 days.
tmorgan

Request No. 429683T

Name ALVAREZ ,VICTOR

Business Name

PAGE NO: 2

Request No. 445913T

Name WATKINS ,RONNIE MR.

Business Name

Consumer Information

Name: RONNIE WATKINS

Business Name:

Svc Address: 9488 AMERICAN FARM ROAD

County: Santa Rosa

Phone: (850)-626-2861

City/Zip: Milton

/ 32583-

Account Number:

Caller's Name: RONNIE WATKINS

Mailing Address: 9488 AMERICAN FARM ROAD

City/Zip: MILTON ,FL 32583-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier445913T

Response Needed From Company? Y

Date Due: 04/18/2002

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 03/28/2002

Time: 10:01

Via: MAIL

Prelim Type: SLAMMING

PO:

Disputed Amt: 81.17

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

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

Customer states he did not request or authorize WebNet as a service provider. Customer seeks credit adjustment of \$81.17.

ILD advised that WebNet is the carrier that initiated the switch in service.

Please provide LOA or TPV that authorized WebNet to bill this customer.

Please investigate this issue, contact the customer and provide the Commission 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. 445913T

Name WATKINS ,RONNIE MR.

Business Name

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.

Original Inquiry 441916T taken by Kaullis Marshall

CAF FAX: 850/413-7168

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

05/14/2002 FAX TO CO. Your report is past due. Please submit a final report by Friday, May 24, 2002.
eplendl

Request No. 445913T

Name WATKINS ,RONNIE MR.

Business Name

PAGE NO: 2

RONNIE WATKINS
Account Number
850 626-2861 500 0567



Charges Under Investigation

This section is provided as a service to BellSouth customers and may include regulated and unregulated charges.

ORIGINAL

<i>Ad 38. - Nov</i>	Bill Period Date	Company	Amount
→	11. Nov 25, 2001	ILD Teleservices, Inc.	\$34.82
<i>Ad. - Dec</i>	12. Dec 25, 2001	ILD Teleservices, Inc.	48.95
Total Charges Under Investigation			\$81.17

Payment requirements

You may pay the Total Amount Due from page 1 minus the Total Charges Under Investigation. Charges under investigation are excluded from late payment charges.

Total Amount Due from Page 1	154.59
Less Total Charges Under Investigation	81.17
Total Payment Required	\$73.42

After calling Bell South & I.D. + Web net I paid adjusted charges in Nov. + Dec.

RONNIE WATKINS

Account Number:

850 626-2861 500 0567

Date:

Feb 25, 2002

RONNIE WATKINS
9488 AMERCN FRM RD
MILTON FL 32570

RECEIVED ORIGINAL
MAR - 8 2002
CONSIGNED BY *Web net*

WE HAVE RECEIVED A RESPONSE REGARDING THE DISPUTED CHARGES OF \$37.72 FROM ILD TELESERVICES.

THE ADJUSTMENT HAS NOT BEEN APPROVED DUE TO THE FOLLOWING REASON(S):

_CUSTOMER IS RESPONSIBLE FOR DIRECT DIALED CALLS

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE



RONNIE WATKINS

Account Number:

850 626-2861 500 0567

Date:

Feb 25, 2002

RONNIE WATKINS
9488 AMERCN FRM RD
MILTON FL 32570

Web net ORIGINAL

WE HAVE RECEIVED A RESPONSE REGARDING THE DISPUTED CHARGES OF \$28.34 FROM ILD TELESERVICES.

THE ADJUSTMENT HAS NOT BEEN APPROVED DUE TO THE FOLLOWING REASON(S):

_CUSTOMER IS RESPONSIBLE FOR DIRECT DIALED CALLS

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE

RONNIE WATKINS
Account Number
850 626-2861 500 0567



Charges Under Investigation

This section is provided as a service to BellSouth customers and may include regulated and unregulated charges.

<i>Ad 38. - Nov</i>	Bill Period Date	Company	Amount
→	11. Nov 25, 2001	ILD Teleservices, Inc.	\$34.82
<i>Ad. - Dec</i>	12. Dec 25, 2001	ILD Teleservices, Inc.	46.35
Total Charges Under Investigation			\$81.17

ORIGINAL

Payment requirements

You may pay the Total Amount Due from page 1 minus the Total Charges Under Investigation. Charges under investigation are excluded from late payment charges.

Total Amount Due from Page 1	154.59
Less Total Charges Under Investigation	81.17
Total Payment Required	\$73.42

After calling Bell South & I.L.D. + Web net I paid adjusted charges in Nov. & Dec.

RONNIE WATKINS
Account Number
850 626-2861 500 0567



Service Provider Summary

Listed below are Local Toll and Long Distance Providers for your line(s).

Line Number	Local Toll Company	Long Distance Company
850 626-2861	BELLSOUTH TELE	EXCEL TELECOM

Service Provider Contact Number	SEE FIRST PAGE
BELLSOUTH TELE	1 800 875-9235
EXCEL TELECOM	

BellSouth Local and Local Toll Charges

Customer Service: 780-2355
 Online: www.bellsouth.com/blsc

Monthly Local Service February 25 through March 24

	<i>Quantity</i>	<i>Amount</i>
Basic Services		
1. Residential Line	1	\$9.45
2. Emergency 911 Charge. This charge is billed on behalf of Santa Rosa County	1	.50 **
<i>Your local government asked you to pay a small charge each month to help provide for emergency service in your community.</i>		
3. LifeLine Credit	#	-12.00
4. FCC Charge for Network Access	1	5.00
<i>A charge to recover costs associated with connecting to a telecommunications service provider's Interstate network.</i>		
5. Telecommunications Access System Act Surcharge	1	.12 **
<i>A surcharge to fund the relay center that assists the hearing and speech impaired communicate with telecommunications providers.</i>		
# Quantity may not apply to this service.		
Total Basic Services		\$3.07
Optional Services		
6. Caller ID Name and Number Delivery with Anonymous Call Rejection	1	\$7.95
7. Inside Wire Maintenance Service Plan	1	4.75 **
Total Optional Services		\$12.70

 **BELLSOUTH**

Pa

RONNIE WATKINS
Account Number: 850 626-2861 500
Date: Feb 25, 2002

RONNIE WATKINS
9488 AMERCN FRM RD
MILTON FL 32570

Web net
MAR - 8 2002
ORIGINAL

WE HAVE RECEIVED A RESPONSE REGARDING THE DISPUTED CHARGES OF \$37.72 FROM ILD TELESERVICES.

THE ADJUSTMENT HAS NOT BEEN APPROVED DUE TO THE FOLLOWING REASON(S):

CUSTOMER IS RESPONSIBLE FOR DIRECT DIALED CALLS

 **BELLSOUTH**

Pa

RONNIE WATKINS
Account Number: 850 626-2861 500
Date: Feb 25, 2002

RONNIE WATKINS
9488 AMERCN FRM RD
MILTON FL 32570

Web net ORIGINAL

WE HAVE RECEIVED A RESPONSE REGARDING THE DISPUTED CHARGES OF \$28.34 FROM ILD TELESERVICES.

THE ADJUSTMENT HAS NOT BEEN APPROVED DUE TO THE FOLLOWING REASON(S):

CUSTOMER IS RESPONSIBLE FOR DIRECT DIALED CALLS

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE

Angie Hashisho

From: Cecilia Beglane [cecilia.beglane@ildmail.com]
Sent: Wednesday, March 27, 2002 1:52 PM
To: Florida PSC
Subject: RE: Request # 441916T / Ronnie Watkins

March 27, 2002

Florida Public Service Commission
Sent Via Email - pscreply@psc.state.fl.us
Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: Request # 441916T / Ronnie Watkins

In response to the above referenced complaint, ILD Telecommunications, Inc. offers the following information.

ILD provides operator assisted services nationwide. In addition, ILD serves as a billing agent for numerous long distance carriers who set their own rates and send their rated telephone messages to ILD. Each of these long distance carriers is responsible for maintaining compliance with all applicable Federal, state, and local regulatory requirements. Upon receipt by ILD, the rated calls submitted by these long distance carriers are then distributed to the appropriate local telephone companies for billing.

Our records indicate we are billing the consumer on behalf of Web Net. Web Net provides long distance service offered to consumers via telemarketing or sign up through the Internet site. This service includes monthly fees, setup fees PICC and USF charges.

ILD does not play any role in the marketing/solicitation of customers for Web Net. ILD merely provides the billing services for Web Net and does not have the capability of providing information such as a consumer's date of assignment with Web Net or copies of voice recorded acceptance of Web Net's services. Should a consumer require this type of information, ILD representatives will transfer the caller to Web Net Customer Service Center for immediate assistance.

In order to obtain information regarding the allegations made in this complaint, ILD will forward a copy of the complaint to Web Net for their review and response. You may also contact their Customer Service at 877-880-0166.

If I can be of further assistance, please feel free to contact me at 954-717-6803.

Sincerely,
Lorraine McClin- Morris
Manager - Regulatory Affairs

cc:

Ronnie Watkins
9488 American Farm Road
Milton, Florida 32583

Web Net Communications, Inc.
Attention: Regulatory Department
8260 Greensboro Drive #240
McLean, Virginia 22102

MODE = MEMORY TRANSMISSION
 FILE NO.=173
 STATION NAME/TEL NO. PAGES DURATION
 001 OK 617037141330 008/008 00:01:28
 START=MR-29 13:48 END=MR-29 13:50

*****-FL PUB SER COMM - *****
 -FL PUBLIC SER. COMMISSION-
 850 413 7294-*****

Request No. 445913T Name WATKINS ,RONNIE MR. Business Name _____

Consumer Information Name: RONNIE WATKINS Business Name: Pvc Address: 9488 AMERICAN FARM ROAD County: Santa Rosa Phone: (850)-626-2861 City/Zip: Milton / 32583- Account Number: Caller's Name: RONNIE WATKINS Mailing Address: 9488 AMERICAN FARM ROAD City/Zip: MILTON ,FL 32583- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: ELLEN PLENDL Entered By: MEP Date: 03/28/2002 Time: 10:01 Via: MAIL Prelim Type: SLAMMING PO: Disputed Amt: 81.17
	Utility Information Company Code: TJ299 Company: WEBNET COMMUNICATIONS, INC. Attn. Aquino Javier445913T Response Needed From Company? Y Date Due: 04/18/2002 Fax: 1,877-550-3004 R	Suppmtl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:
 Customer states he did not request or authorize WebNet as a service provider. Customer seeks credit adjustment of \$81.17.
 LD advised that WebNet is the carrier that initiated the switch in service.
 Please provide LOA or TPV that authorized WebNet to bill this customer.
 Please investigate this issue, contact the customer and provide the Commission 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. 445913T Name WATKINS ,RONNIE MR. Business Name _____

PAGE NO: 1

Request No. 449266T

Name FORTUNATO ,JOSEPH MR.

Business Name

Consumer Information

Name: JOSEPH FORTUNATO

Business Name:

Svc Address: 4063 HOOD ROAD #6

County: Palm Beach Phone: (561)-622-7865

City/Zip: Palm Beach Gardens / 33410-

Account Number:

Caller's Name: NANCY V FORTUNATO

Mailing Address: 968 VISTA LANE

City/Zip: HIAWASSEE ,GA 30546

Can Be Reached: (706)-896-3151

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Aquino Javier449266T

Response Needed From Company? Y

Date Due: 05/06/2002

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: JOY ANDERSON

Entered By: SDM

Date: 04/15/2002

Time: 13:45

Via: PHONE

Prelim Type: FAILURE TO

PO:

Disputed Amt: 24.89

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Please see previous complaint #376332. Customer has not received as reported from the previous case.

"The customer is disputing a total amount of \$16.42 from your company. The customer states that she uses AT&T for her long distance and has received improper bills from your company. The customer states that she got this bill on January 5, 2001 and February 5, 2001. Please investigate this complaint and contact the customer and the FPSC no later than the due date."

Please investigate this matter, contact the customer, and provide a detailed written report to the Florida Public Service Commission by the due date.

Case taken by Shonna McCray

Request No. 449266T

Name FORTUNATO ,JOSEPH MR.

Business Name

Send Response to:

Fax number 850-413-7168

E-mail: PSCREPLY@PSC.STATE.FL.US

Request No. 449266T

Name FORTUNATO ,JOSEPH MR.

Business Name

PAGE NO: 2

Request No. 453577T

Name WALLER ,IDA MRS

Business Name

Consumer Information

Name: IDA WALLER

Business Name:

Svc Address: 4810 HOWRIL LANE

County: Manatee

Phone: (941)-755-9132

City/Zip: Bradenton

/ 34207-

Account Number:

Caller's Name: IDA WALLER

Mailing Address: 4810 HOWRIL LANE

City/Zip: BRADENTON ,FL 34207-

Can Be Reached: (954)-524-7213

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Cathy Gorfida453577T

Response Needed From Company? Y

Date Due: 05/28/2002

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: DAN FLORES

Entered By: DCF

Date: 05/06/2002

Time: 12:31

Via: PHONE

Prelim Type: OTHER

PO:

Disputed Amt: 30.91

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Preclose type - Other

Customer Comments: Customer states tha the company since December 2001 was suppose to credit him for a total amount of \$30.91 for calls that the he consider were charged in excess of minutes by the company.

Please investigate this matter, contact the customer, and provide a detailed written report to the Florida Public Service Commission by the due date.

Request No. 453577T

Name WALLER ,IDA MRS

Business Name

Case taken by Dan Flores
Send Response to _____
Fax number 850-413-7168
E-mail : PSCREPLY@PSC.STATE.FL.US

Request No. 453577T

Name WALLER ,IDA MRS

Business Name _____

PAGE NO: 2

Request No. 455719T

Name WILLIAMS ,MAVIS MS.

Business Name

Consumer Information

Name: MAVIS WILLIAMS

Business Name:

Svc Address: 232 SEA WOODS DRIVE N.

County: Saint Johns Phone: (904)-461-8690

City/Zip: Saint Augustine / 32080-

Account Number:

Caller's Name: MAVIS WILLIAMS

Mailing Address: 232 SEA WOODS DRIVE N.

City/Zip: SAINT AUGUSTINE ,FL 32080-

Can Be Reached: (904)-461-8690

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TJ299

Company: WEBNET COMMUNICATIONS, INC.

Attn. Cathy Gorfida455719T

Response Needed From Company? Y

Date Due: 06/07/2002

Fax: 1,877-550-3004

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: RANDY ROLAND

Entered By: RR

Date: 05/16/2002

Time: 11:26

Via: FAX

Prelim Type: SLAMMING

PO: WILES

Disputed Amt: 11.56

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Customer states that in Aug/Sep 2001 her service was switched without authorization. She was advised that a credit of \$11.56 would be issued, but she never received the credit. She paid the amount to her local company BellSouth to avoid late payment charges. Customer is seeking a refund of \$11.56. Please investigate and provide the Florida PSC with a written response including the LOA or TPV tape.

****Inquiry taken by R. Roland****
rroland@psc.state.fl.us
850-410-8037 - OFFICE

PLEASE SEND YOUR RESPONSE to FPSC VIA ONE OF THE FOLLOWING:
FAX: 850/413-7168
E-mail: pscreply@psc.state.fl.us
Mail: 2540 Shumard Oak Blvd

Request No. 455719T

Name WILLIAMS ,MAVIS MS.

Business Name

Tallahassee, FL 32399

Request No. 455719T

Name WILLIAMS ,MAVIS MS.

Business Name

PAGE NO: 2



Florida House of Representatives

DOUG WILES

State Representative, 20th District

Serving parts of Clay, Flagler, St. Johns and Volusia Counties

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416 House Office Building
402 South Monroe Street
Tallahassee, FL 32399-1300
(850)488-2977

FAX

TO: Office of Bev DeMello, PSC; FAX # 413-6108

FROM: Martha Jennison

DATE: May 15, 2002

RE: Peter and Mavis Williams/Telephone billing problem

Attached is a one-page letter from Mrs. Peter Williams regarding a Webnet credit they are awaiting.

Anything you could do to assist would be most appreciated.

Thank you.

*Committees: Education K-12, Academic Excellence Council Insurance, Consumer Affairs Council
Finance and Taxation, Fiscal Responsibility Council Reapportionment, Procedural Council
Select Committee on Transforming Florida Schools Select Committee on Contested Seats*

232 Sea Woods Drive N.
St. Augustine, FL 32080

PETER A. WILLIAMS BELL SOUTH ACCOUNT # 904 461-8690 012 0568

~~Included in my September 17, 2001 telephone bill from Bell South, was an item for \$11.56 from Webnet, representing \$4.95 for a Long Distance Monthly Fee, and \$6.00 for a Long Distance Plan, both dated 8/16/01, plus Taxes of .61 cents.~~

I called Webnet and explained to them that I had not requested this service, nor in fact had I any recollection of speaking to one of their representatives. Webnet eventually agreed that the charges were probably the result of an "over-enthusiastic marketer", and that they would arrange for a credit to be forwarded on my behalf to Bell South. Since October of 2001, I have repeatedly called Webnet to enquire as to the progress of the resolution of this problem.

In November 2001, I was advised by representative Mariellana, that indeed a credit had been authorized but that it would take 60 days to clear before sending to Bell South. I continued to call on a monthly basis in an effort to keep track of this credit, and each time, following the initial 60 days, I was told the credit would show up on my next Bell South bill. Over the past seven months, I have spoken to Mariellana, Ricardo, and John, all representatives of Webnet, some of whom I am told are no longer with the company. Bell South agreed not to apply late charges on the Webnet item for three months, but at the end of that time they advised me they could no longer waive late charges and I should pay the Webnet item. I reluctantly did so, hoping the long promised credit would eventually materialise.

My last call to Webnet was in mid April, when I was informed the original credit had been misplaced and that a new credit had been authorized, but again I would have to wait another 60 days from April 1 for it to clear. I asked what exactly had happened to the first credit and was told the Webnet Investigation Department had handled the problem. I had previously spoken to Bell South to ask if they had received any communication from Webnet regarding a credit over the past several months, and they assured me they had not. I asked the Webnet representative if I could speak to their Investigation Department and was told there was not a number available.

At this time I indicated to the representative that I felt it was time to refer the matter to the appropriate State department for some resolution. The response was "by all means go ahead, do what you think best", the implication very clearly being, who cares!

I realise the amount in question is paltry, but at this point in time, we have moved beyond the dollar amount and I think it's time Webnet were required to become accountable for their unprofessional behavior, bordering in my opinion, on sharp practice.

Can anything be done?

Mavis Williams

#11.56

ILO
#2.19

TJ 299