

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

RECEIVED - FPSC
AUG 22 AM 10:11Z
COMMISSION CLERK

DATE: AUGUST 22, 2002

TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES (BAYÓ)

FROM: DIVISION OF COMPETITIVE MARKETS & ENFORCEMENT (BUYS) *DB*
OFFICE OF THE GENERAL COUNSEL (L. FORDHAM) *E.J.F. JLC*

RE: DOCKET NO. 020665-TI - COMPLIANCE INVESTIGATION OF
TELECORE COMMUNICATIONS FOR APPARENT VIOLATION OF RULE 25-
24.910, F.A.C., CERTIFICATE OF PUBLIC CONVENIENCE AND
NECESSITY REQUIRED, AND RULE 25-4.043, F.A.C., RESPONSE TO
COMMISSION STAFF INQUIRIES.

AGENDA: 09/03/02 - REGULAR AGENDA - PROPOSED AGENCY ACTION -
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\CMP\WP\020665.RCM

CASE BACKGROUND

- November 21, 2001 - Mr. David O. Klein, Counsel representing Orion Telecommunications Corp., submitted a written response to staff's letter of inquiry into the prepaid calling services provided by TeleCore Communications Corp. (Attachment A). In his letter, Mr. Klein indicated that TeleCore Communications Corp. (Telecore) is a wholly-owned subsidiary of Orion Telecommunications Corp. (Orion).
- January 9, 2002 - Staff sent a certified letter to Mr. George Gregory, Attorney for Orion, informing Telecore of staff's correspondence with Mr. Klein and requested a written reply by January 25, 2002.

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

DOCKET NO. 020665-TI
DATE: August 22, 2002

- January 25, 2002 - Staff called Orion and was informed that Mr. Gregory is no longer employed by Orion and that Mr. Avery S. Fischer has assumed his duties. Staff was unable to speak with Mr. Fischer and left him a voice mail message. Subsequently, staff sent Mr. Fischer a facsimile of its letter addressed to Mr. Gregory, dated January 9, 2002.
- January 28, 2002 - Mr. Fischer, General Counsel to Orion, submitted a facsimile to staff stating that he was new to the company and had no knowledge regarding Telecore (Attachment B). Mr. Fischer requested more time to review the issues and discuss the matter with outside counsel.
- June 5, 2002 - Staff received an anonymous letter from an individual who visited Orlando and purchased a prepaid phone card branded as "Express Mexico" listing Telecore Communications as the service provider (Attachment C).
- June 10, 2002 - Staff sent Mr. Fischer a certified letter via U.S. Postal Service regarding the provisioning of prepaid calling services in Florida by Telecore (Attachment D). A written reply was due on June 21, 2002.
- June 17, 2002 - Staff sent a letter to Mr. Fischer at Orion requesting a written response to a complaint received by a Florida consumer regarding the prepaid calling services provided by Telecore through a prepaid phone card branded as "True Connect Latin America." (Attachment E). A reply was due on July 9, 2002.
- June 17, 2002 - Staff received the U.S. Postal Service "green card" receipt for its letter dated June 10, 2002, indicating that the company received staff's letter (Attachment F).
- July 9, 2002 - Staff opened this docket to address Telecore's apparent violation of Rule Nos. 25-24.470 and 25-4.043, Florida Administrative Code.

The Commission is vested with jurisdiction over these matters pursuant to Sections 364.183, 364.285, and 364.337, Florida Statutes. Further, staff's recommended penalties are consistent with penalties imposed upon other interexchange companies by the Commission in previous dockets for the same apparent rule violations. Accordingly, staff believes the following recommendations are appropriate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission impose a \$25,000 penalty on Telecore Communications Corp. for apparent violation of Rule 25-24.910, Florida Administrative Code, Certificate of Public Convenience and Necessity Required?

RECOMMENDATION: Yes. The Commission should impose a \$25,000 penalty on Telecore Communications Corp. for apparent violation of Rule 25-24.910, Florida Administrative Code, Certificate of Public Convenience and Necessity Required. The penalty should be paid to the Florida Public Service Commission and forwarded to the Office of the Comptroller for deposit in the General Revenue Fund pursuant to Section 364.285(1), Florida Statutes. If the Commission's Order is not protested and the payment of the penalty is not received within fourteen calendar days after the issuance of the Consummating Order, the collection of the penalty should be referred to the Office of the Comptroller. Further, if Telecore Communications Corp. fails to timely protest the Commission's Order, and fails to obtain an IXC Certificate of Public Convenience and Necessity, the company should be required to immediately cease and desist providing prepaid calling services in Florida upon issuance of the Consummating Order until the company obtains an IXC Certificate of Public Convenience and Necessity. **(Buys, L. Fordham)**

STAFF ANALYSIS: Rule 25-24.910, Florida Administrative Code, Certificate of Public Convenience and Necessity Required, states:

A company shall not provide PPCS without first obtaining a certificate of public convenience and necessity as a local exchange company, alternative local exchange company, or interexchange company. The name used as the provider of PPCS printed on the prepaid calling card shall appear identical to the name in which the certificate is issued. A "doing business as" name may be used in lieu of the certificated name if it is registered as a fictitious name with the Florida Division of Corporations and reflected on the certificate before the name is used on the card.

During the course of its investigation into several prepaid phone cards and consumer complaints, staff determined that Telecore is providing prepaid calling services to the public in Florida and should have obtained an IXC certificate. Staff has obtained four

DOCKET NO. 020665-TI
DATE: August 22, 2002

different prepaid phone cards listing Telecore Communications as the prepaid calling card services provider (Attachments G, H, I, & J). Further staff called the customer service number (1-800-643-3185) printed on the back of the phone cards to obtain contact information for Telecore. The customer service representative stated that Orion and Telecore are the same company and any questions should be addressed to Orion.

Mr. Klein, former outside Counsel to Orion, indicated in his letter dated November 16, 2001, that Telecore is a wholly-owned corporate subsidiary of Orion and that Telecore will file an application for a certificate. In addition, in his facsimile dated January 28, 2002, Mr. Fischer, General Counsel for Orion, indicated he would investigate the certification issue and respond to staff accordingly. Staff sent another letter to Mr. Fischer on June 10, 2002, requesting information regarding Telecore's provision of prepaid calling services in Florida and its relationship to Orion. As of August 15, 2002, Mr. Fischer has not responded.

Further, staff determined that Telecore Communications Corp. is registered with the New York State, Department of State, Division of Corporations as an active Domestic Business Corporation (Attachment K). The process service address listed is: Orion Telecommunications Corp., 42-40 Bell Boulevard, Bayside, New York, 11361. Therefore, it appears that Telecore is a wholly-owned corporate subsidiary of Orion and any correspondence sent to the above address should be received by the principals directing Telecore.

Based on the aforementioned, staff believes that the principals responsible for Telecore are aware of the company's requirement to obtain a certificate and have been given ample opportunity to submit an application. Staff has repeatedly attempted to contact the company to resolve this issue. It appears that Telecore is ignoring staff's inquiries and continuing to provide prepaid calling services in Florida without first obtaining a certificate in apparent violation of Rule 25-24.910, Florida Administrative Code, Certificate of Public Convenience and Necessity Required.

Staff believes that Telecore's apparent violation of Rule 25-24.910, Florida Administrative Code, is "willful" in the sense intended by Section 364.285, Florida Statutes. In Order No. 24306, issued April 1, 1991, in Docket No. 890216-TL, In re: Investigation Into The Proper Application of Rule 25-14.003, F.A.C., Relating To

DOCKET NO. 020665-TI
DATE: August 22, 2002

Tax Savings Refund for 1988 and 1989 For GTE Florida, Inc., having found that the company had not intended to violate the rule, the Commission nevertheless found it appropriate to order it to show cause why it should not be fined, stating that "In our view, willful implies intent to do an act, and this is distinct from intent to violate a rule." Thus, any intentional act, such as Telecore's conduct at issue here, would meet the standard for a "willful violation."

By Section 364.285, Florida Statutes, the Commission is authorized to impose upon any entity subject to its jurisdiction a penalty of not more than \$25,000 per day for each offense, if such entity is found to have refused to comply with or to have willfully violated any lawful rule or order of the Commission, or any provision of Chapter 364. Utilities are charged with knowledge of the Commission's rules and statutes. Additionally, "[i]t is a common maxim, familiar to all minds, that 'ignorance of the law' will not excuse any person, either civilly or criminally." Barlow v. United States, 32 U.S. 404, 411 (1833).

Accordingly, staff recommends that the Commission should impose a \$25,000 penalty on Telecore Communications Corp. for apparent violation of Rule 25-24.910, Florida Administrative Code, Certificate of Public Convenience and Necessity Required. The penalty should be paid to the Florida Public Service Commission and forwarded to the Office of the Comptroller for deposit in the General Revenue Fund pursuant to Section 364.285(1), Florida Statutes. If the Commission's Order is not protested and the payment of the penalty is not received within fourteen calendar days after the issuance of the Consummating Order, the collection of the penalty should be referred to the Office of the Comptroller. Further, if Telecore Communications Corp. fails to timely protest the Commission's Order, and fails to obtain an IXC Certificate of Public Convenience and Necessity, the company should be required to immediately cease and desist providing prepaid calling services in Florida upon issuance of the Consummating Order until the company obtains an IXC Certificate of Public Convenience and Necessity.

DOCKET NO. 020665-TI
DATE: August 22, 2002

ISSUE 2: Should the Commission impose a \$10,000 penalty on Telecore Communications Corp. for apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries?

STAFF RECOMMENDATION: Yes. The Commission should impose a \$10,000 penalty on Telecore Communications Corp. for apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries. The penalty should be paid to the Florida Public Service Commission and forwarded to the Office of the Comptroller for deposit in the General Revenue Fund pursuant to Section 364.285(1), Florida Statutes. If the Commission's Order is not protested and the payment of the penalty is not received within fourteen calendar days after the issuance of the Consummating Order, the collection of the penalty should be referred to the Office of the Comptroller. **(Buys, L. Fordham)**

STAFF ANALYSIS: Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, states:

The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.

Staff sent Telecore two letters, one certified, requesting a written response to inquiries regarding the company's provision of prepaid calling services in Florida and customer complaints. The U.S. Postal Service "green card" receipt indicates that the company received staff's letter dated June 10, 2002.

Both cases involve a consumer complaint regarding a prepaid phone card listing Telecore Communications as the service provider. One of the cards is branded as "True Connect Latin America" and the other is branded as "Express Mexico." Staff called the customer service number listed on the back of each phone card to obtain the contact information for Telecore. The customer service representative stated that Telecore and Orion are the same company. In addition, as stated in Issue 1, staff determined that Telecore Communications Corp. is registered with the New York State, Department of State, Division of Corporations, and lists its service address as Orion Telecommunications Corp., 42-40 Bell Boulevard, Bayside, New York. Therefore, the company should have responded to staff's correspondence sent to the above address.

DOCKET NO. 020665-TI
DATE: August 22, 2002

In staff's letter dated June, 10, 2002, a reply was due on June 21, 2002, and for staff's letter dated June 17, 2002, a reply was due on July 9, 2002. As of August 15, 2002, Telecore has not submitted the necessary replies to staff within 15 days in apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries.

Therefore, staff believes that Telecore's apparent violation of Rule 25-4.043, Florida Administrative Code, is "willful" in the sense intended by Section 364.285, Florida Statutes. In Order No. 24306, issued April 1, 1991, in Docket No. 890216-TL, In re: Investigation Into The Proper Application of Rule 25-14.003, F.A.C., Relating To Tax Savings Refund for 1988 and 1989 For GTE Florida, Inc., having found that the company had not intended to violate the rule, the Commission nevertheless found it appropriate to order it to show cause why it should not be fined, stating that "In our view, willful implies intent to do an act, and this is distinct from intent to violate a rule." Thus, any intentional act, such as Telecore's conduct at issue here, would meet the standard for a "willful violation."

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Accordingly, staff recommends that the Commission should impose a \$10,000 penalty on Telecore Communications Corp. for apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries. The penalty should be paid to the Florida Public Service Commission and forwarded to the Office of the Comptroller for deposit in the General Revenue Fund pursuant to Section 364.285(1), Florida Statutes. If the Commission's Order is not protested and the payment of the penalty is not received within fourteen calendar days after the issuance of the Consummating Order, the collection of the penalty should be referred to the Office of the Comptroller.

DOCKET NO. 020665-TI
DATE: August 22, 2002

ISSUE 3: Should this docket be closed?

RECOMMENDATION: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. This docket should then be closed administratively upon either receipt of the payment of the penalties, or upon referral of the penalties to the Office of the Comptroller for collection if the penalties are not paid within fourteen calendar days after issuance of the Consummating Order.
(L. Fordham)

STAFF ANALYSIS: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. This docket should then be closed administratively upon either receipt of the payment of the penalties, or upon referral of the penalties to the Office of the Comptroller for collection if the penalties are not paid within fourteen calendar days after issuance of the Consummating Order.

KLEIN, ZELMAN, ROTHERMEL & DICHTER, L.L.P.

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NEW YORK, NEW YORK 10022-5803

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STEPHEN B. HANSBURG
OF COUNSEL

PRIVILEGED AND CONFIDENTIAL COMMUNICATION

SEAN A. MOYNIHAN
B. SIMEON GOLDSTEIN
MARY A. MOONEY

November 16, 2001

Mr. Dale R. Buys
Regulatory Analyst
Bureau of Service Quality
Florida Public Service Commission
2540 Shumard Oak Road
Tallahassee, FL 32399-0850

Re: Inquiry into Prepaid Phone Cards
Provided by TeleCore Communications Corp.

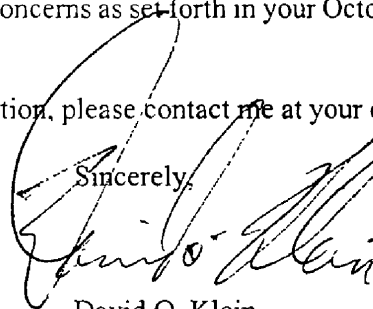
Dear Mr. Buys:

I write in response to your correspondence dated October 24, 2001, inquiring into the prepaid phone cards provided by TeleCore Communications Corp. Please be advised that TeleCore Communications Corp. ("TeleCore") is a wholly-owned corporate subsidiary of Orion Telecommunications Corp. Per our recent telephone conversation, we have agreed that TeleCore will file with the Public Service Commission an application for a Certificate of Public Convenience and Necessity to provide resold interexchange telecommunications services in the State of Florida within the coming weeks. As to the alleged Rule 25-24.920 violations associated with the TeleCore "Florida Express Gold" and "Freedom Call Worldwide" branded phone cards, any and all apparent overcharges can be explained by the fact that the value indicated by the TeleCore recorded message at the beginning of the call contemplates that the full value of the card will be depleted, in its entirety, during the first telephone call made by the prepaid calling card customer. If the full value of the card is not used during the first telephone call, and a subsequent call is made with the card, the per minute rates quoted during the preamble will no longer be accurate.

I trust that this adequately addresses your concerns as set forth in your October 24, 2001 correspondence.

Should you require any additional information, please contact me at your convenience.

Sincerely,



David O. Klein

2001 NOV 21 AM 10:28
DIVISION OF
COMPETITIVE SERVICES



Orion Telecommunications

ORION TELECOMMUNICATIONS
CORP.

Avery S. Fischer
General Counsel

(718) 631-5600
(718) 224-0614 (fax)

CONFIDENTIAL

January 28, 2002

VIA FACSIMILE 850-413-6537

Mr. Dale R. Buys
State of Florida
Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

Re: Telcore Communications

Dear Mr. Buys:

I received your fax dated January 25, 2002. As you know, George Gregory, who has knowledge of the matter referred to in your letter, is no longer employed by Orion Telecommunications. Since I very recently joined the company, I have no information regarding TelCore Communications or the alleged violations referred to in your letter.

Please provide me with sufficient time to learn of the matter referred to in your letter and to discuss the matter with our outside counsel. Once I have had this opportunity, I will respond accordingly.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Avery S. Fischer', is written over a faint, larger version of the signature.

Avery S. Fischer
General Counsel

DOCKET NO. 020666-TI
DATE: August 22, 2002

Attachment C

2002 JUN -5 AM 10: 58

COMMISSION OF
COMPETITIVE SERVICES

May 30, 2002

Walter D'Haeseleer
Director of Competitive Markets & Enforcement
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Subject: **Complaint; Non-Certificated Carrier – Telecore**

I am enclosing a sample poster and a telephone card produced by the company known as "Telecore." I purchased several similar cards recently on my trip to the Orlando area. The cards do not provide the amount of time advertised on the cards or in the poster. Further, this company does not appear to be certificated in your state.

I have called their customer service number and have been unable to obtain contact information for the company. I have also been unable to locate the company on the FPSC's website as being certificated as a Prepaid Debit Card Provider in Florida. However, the merchant indicates that the cards are distributed locally by The Phone Card Warehouse (someone named Tino) in Orlando.

In fact, I have been led to believe that the card and many similar cards bearing the trade name "X-Press" are being produced by Orion Telecommunications Corp., 42-40 Bell Blvd., Bayside, New York 11361. I tried calling them at 718-631-5600, but they were no help.

This is an example of a company openly violating the law. Please put a stop to this activity.

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY

STATE OF FLORIDA



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

Public Service Commission

June 10, 2002

CERTIFIED MAIL

Mr. Avery S. Fischer, General Counsel
Orion Telecommunications Corp.
42-40 Bell Blvd.
Bayside, NY 11361-2861

Re: Telecore Communications - Provisioning of PrePaid Calling Services

Dear Mr. Fischer:

The purpose of this letter is to encourage you to take prompt action regarding Telecore Communications' provisioning of prepaid calling services in Florida. The actions I recommend are provided later in this correspondence. In correspondence dated January 28, 2002, addressed to Mr. Dale Buys, a staff member at the Florida Public Service Commission, you indicated that you have no information regarding Telecore Communications because you had recently joined the company.

Please be advised that Commission staff have received several complaints regarding Telecore Communications' prepaid calling card services. In addition, on June 5, 2002, Mr. Walter D'Haeseleer, Director of Competitive Markets and Enforcement at the Florida Public Service Commission, received an anonymous letter claiming that Telecore Communications is openly violating the laws of Florida. The anonymous claimant also provided a prepaid calling card labeled X-Press Mexico, with identification number F249-6049-0000319798 and PIN number 441-162-6161.

In an effort to find information about Telecore Communications, I called the customer service number, 1-800-895-7090, listed on the X-Press Mexico prepaid calling card. An Orion Telecommunications Corp. representative answered my call. I provided the representative the card identification number and PIN number. The representative told me that the identification number and PIN number represented a product of Orion Telecommunications Corp., although she was not familiar with the name Telecore Communications. Upon completion of my conversation with your company's representative, I then called you. You were not in and I left a voice mail message requesting that you contact me regarding Telecore Communications. As my message indicated, I am seeking resolution to the mystery surrounding Telecore Communications. Because you have not returned my call, I elected to send this letter.

Mr. Avery S. Fischer
Page 2
June 10, 2002

For your information, Rule 25-24.910, Florida Administrative Code, Certificate of Public Convenience and Necessity Required, provides that a company shall not provide prepaid calling services in Florida without first obtaining a Certificate of Public Convenience and Necessity from the Commission. By providing prepaid calling services, Telecore Communications is operating in violation of the Commission's Rules and as such, may be subject to penalties as defined in Section 364.285, Florida Statutes, which states:

(1) The commission shall have the power to impose upon any entity subject to its jurisdiction under this chapter which is found to have refused to comply with or to have willfully violated any lawful rule or order of the commission or any provision of this chapter a penalty for each offense of not more than \$25,000, which penalty shall be fixed, imposed, and collected by the commission; or the commission may, for any such violation, amend, suspend, or revoke any certificate issued by it. Each day that such refusal or violation continues constitutes a separate offense. Each penalty shall be a lien upon the real and personal property of the entity, enforceable by the commission as a statutory lien under chapter 85. Collected penalties shall be deposited in the General Revenue Fund unallocated.

(2) The commission may, at its discretion, institute in any court of competent jurisdiction a proceeding for injunctive relief to compel compliance with this chapter or any commission rule or to compel the accounting and refund of any moneys collected in violation of this chapter or commission rule.

In your correspondence dated January 28, 2002, you indicated that additional time was needed to learn of the matter referred to in Mr. Buys letter and to discuss the matter with outside counsel. I believe that you have been given ample time to investigate and to provide a response addressing Telecore Communications. To resolve this matter, you should respond to the following:

1. As General Counsel for Orion Telecommunications Corp., do you also serve as General Counsel for Telecore Communications?
2. Is Telecore Communications a subsidiary, parent, or in any way related to Orion Telecommunications Corp.?
3. If the answer to 2. is yes, then you should:
 - a. Register Telecore Communications with the Florida Secretary of State, Division of Corporations.
 - b. Submit an interexchange company application to the Florida Public Service Commission. The application and instructions can be found at www.psc.state.fl.us.
4. If the answer to 2 is no, then you should provide details about Telecore Communications to include:

Mr. Avery S. Fischer
Page 3
June 10, 2002

- a. Point of contact (Name and e-mail address).
- b. Physical address.
- c. Mailing address.
- d. Phone number/facsimile number.
- e. E-mail address
- f. Copy of contract executed by Telecore Communications and Orion Telecommunications Corp.

Please provide a written response to me by June 21, 2002. If you determine that Telecore Communications is related to Orion Telecommunications Corp., please submit the application for an interexchange company certificate no later than June 28, 2002. If you have any questions, I can be reached at 850-413-6584.

Sincerely,



Ray Kennedy
Bureau of Service Quality

cc: Department of Revenue
Jackie Gilchrist, Certification
Beth Keating, Office of General Counsel

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY



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

Public Service Commission

June 17, 2002

Mr. Avery Fischer
Orion Telecommunications of New York
42-40 Bell Boulevard
Bayside, NY 11361-2861

Dear Mr. Fischer:

This letter is regarding a consumer complaint concerning Prepaid Calling Services (PPCS) apparently provided by Telecore Communications. It is my understanding from information provided by the customer service agent for the prepaid card in question that Telecore Communications is, in fact, Orion Telecommunications Corp d/b/a Orion Telecommunications Corp of New York (Orion). Therefore, I am transmitting this consumer complaint to Orion for resolution.

The complainant, Mr. Walter Martinez, stated that he purchased a prepaid calling card from Soto Produce. A copy of the card and the complaint are enclosed. The card does not disclose the number of minutes available or the maximum rate per minute in apparent violation of Rule 25-24.920, Florida Administrative Code (see attached evaluation form and rules). However, when Mr. Martinez first used the card, the recording he heard when he called the toll-free access number stated that he had 151 minutes. Mr. Martinez stated that he did not receive 151 minutes, that he only received 45 minutes of calling time.

Please provide a written response to staff addressing the manner in which Orion will resolve Mr. Martinez's complaint. Mr. Martinez may be reached by telephone at (407) 695-5696, or by mail at 52 South Winter Park Drive, Casselberry, FL 32707.

Further, please provide the full call detail records for the True Connect Latin America prepaid phone card with PIN number 271-005-6840. These records should provide a complete breakdown of how the account for that PIN went from \$5.00 to \$0.00. Please include the name of the network company from whom you purchase time. Your response is due on July 9, 2002.

DOCKET NO. 020666-TI
DATE: August 22, 2002

Attachment E

Mr. Avery Fischer
Page 2
June 17, 2002

If you have any questions, please contact me at (850) 413-6952.

Sincerely,



Melinda Watts
Bureau of Service Quality

Enclosures (4)

1. Complaint No. 461767T
2. True Connect Latin America prepaid calling card (copy)
3. PPCS rules (Florida Administrative Code)
4. PPCS Compliance Evaluation form

Ref: CATS 461767T

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none">Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.Print your name and address on the reverse so that we can return the card to you.Attach this card to the back of the mailpiece, or on the front if space permits.		A. Received by (Please Print Clearly)	B. Date of Delivery
Article Addressed to:		C. Signature X <i>R. M. Va</i>	<input type="checkbox"/> Agent <input type="checkbox"/> Addressee
Mr. Avery S. Fischer, General Counsel Orion Telecommunications Corp. 42-40 Bell Blvd. Bayside, New York 11361-2861		D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No	
Express Mail Return Receipt for Merchandise C.O.D.		4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes	
2. Article Number (Copy from service label) <i>7000 1070 0012 8641 02 70</i>			

PS Form 3811, July 1999 Domestic Return Receipt 102595-99-M-1789

UNITED STATES POSTAL SERVICE

QUEENS NY 113

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

2002 JUN 17 AM 11:12
DIVISION OF
COMPETITIVE SERVICE

Ray Kennedy
Bureau of Service Quality
FLORIDA PUBLIC SERVICE COMMIS
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

1.1



TELECORE



1. Dial the toll free number on the back of the card from any touch tone phone.
2. Follow the voice prompts.
3. Then you will be asked to dial the number you wish to call

CALL ANYWHERE IN THE WORLD... 24 HOURS A DAY!

At the beginning of each call, a voice prompt will announce the balance remaining on your card.

You will be reminded when you have 1 minute remaining on your card.

Prices are subject to change without notice. If used from a pay phone, additional pay phone charges may apply. A service fee may apply. This card has no cash value and is non-refundable. This card will expire three months after first use. Services provided by TELECORE COMMUNICATIONS.

Los precios pueden ser cambiados sin previo aviso. Si se usa de un telefono publico cargos adicionales se aplicaran. Un cargo de servicio sera aplicado. Esta tarjeta no tiene valor monetario y no es reembolsable. Esta tarjeta expira tres meses despues del primer uso. Servicios suministrados por TELECORE COMMUNICATIONS.

**CUSTOMER SERVICE
1-800-643-3185**

- | | |
|--|--|
| 1. Dial 1-800-895-7090 | 1. Marque 1-800-895-7092 |
| 2. When prompted, enter your card number | 2. Cuando se le indique, marque los numeros. |

441-162-6161

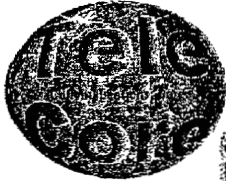
- | | |
|---|--|
| 3. For calls within the U.S. to Canada or the Caribbean: Dial 1+area code and telephone number. For calls to any other country dial 011, country code, city code and telephone number. To make another call, don't hang up; press ##. | 3. Para llamar dentro de los Estados Unidos, a Canada o el Caribe: Marque 1+ el codigo de area + numero telefonico. Para llamar a cualquier otro pais: Marque 011 + codigo del pais + codigo de la ciudad + numero telefonico. Para hacer otra llamada, no cuelgue. Marque ##. |
|---|--|

For Customer Service dial: 1-800-643-3185.

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This card expires three months after first use. Esta tarjeta expira tres meses despues del primer uso.

F249-6049-0000319798





**TRUE
 CONNECT**
prepaid phone cards
LATIN AMERICA

EASY TO USE!

1. Dial the local access number or the toll free number on the back of the card from any touch tone phone.
2. Follow the voice prompts.
3. Then you will be asked to dial the number you wish to call.

CALL ANYWHERE IN THE WORLD... 24 HOURS A DAY

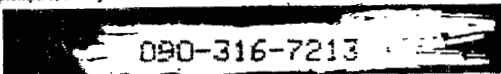
At the beginning of each call, a voice prompt will announce the balance remaining on your card. You will be reminded when you have 1 minute remaining on your card.

Prices are subject to change without notice. If used from a pay phone, additional pay phone charges may apply. A service fee may apply. A connection fee may apply. This card has no cash value and is non-refundable. This card will expire three months after first use. Services provided by TELECORE COMMUNICATIONS.

Los precios pueden ser cambiados sin previo aviso. Si se usa de un telefono publico cargos adicionales se aplicaran. Un cargo por servicio sera aplicado. Cargo de conexion aplicara. Esta tarjeta no tiene valor monetario y no es reembolsable. Esta tarjeta expira tres meses despues del primer uso. Servicios suministrados por TELECORE COMMUNICATIONS.

CUSTOMER SERVICE
1-800-643-3185
NEW YORK, NY

- | | |
|---|---|
| 1. Dial 1-877-685-9736 | 1. Marque 1-877-685-9765 |
| <small>Favor no cuelgue, espere instrucciones en Español.</small> | <small>2. Cuando se le indique, marque los numeros.</small> |
| 2. When prompted, enter your card number | |



- | | |
|--|--|
| 3. For calls within the U.S. to Canada or the Caribbean:
Dial 1+area code and telephone number
For calls to any other country:
dial 011, country code, city code and telephone number.
To make another call, don't hang up press ##. | 3. Para llamar dentro de los Estados Unidos, a Canada o el Caribe: Marque 1 + el codigo de area + numero telefonico.
Para llamar a cualquier otro pais: Marque 011 + codigo del pais + codigo de la ciudad + numero telefonico.
Para hacer otra llamada, no cuelgue Marque ##. |
|--|--|

For Customer Service dial: 1-800-643-3185

This card expires three months after first use. Esta tarjeta expira tres meses despues del primo uso.

0292-4082-0000413062





FLORIDA EXPRESS GOLD

Prepaid Phone Card

1. Dial the toll free number on the back of the card from any touch tone phone.
2. Follow the voice prompts.
3. Then you will be asked to dial the number you wish to call.

CALL ANYWHERE IN THE WORLD... 24 HOURS A DAY

At the beginning of each call, a voice prompt will announce the balance remaining on your card. You will be reminded when you have 1 minute remaining on your card.

Prices are subject to change without notice. If used from a pay phone, an additional pay phone charge may apply. A service fee may apply. This card has no cash value and is non-refundable. This card will expire six months after first use. Services provided by TeleCore Communications.

Los precios pueden ser cambiados sin previo aviso. Si se usa de un telefono publico cargos adicionales se aplicaran. Un cargo de servicio sera aplicado. Esta tarjeta no tiene valor monetario y no es reembolsable. Este tarjeta expira seis meses despues del primer uso. Servicios subministrados por TeleCore Communications.

CUSTOMER SERVICE
1-800-643-3185
NEW YORK, NY

- | | |
|---|---|
| 1. Dial 1-877-590-1391 | 1. Marque 1-877-590-1689 |
| 2. When prompted, enter your card number. | 2. Cuando se le indique, marque los numeros |

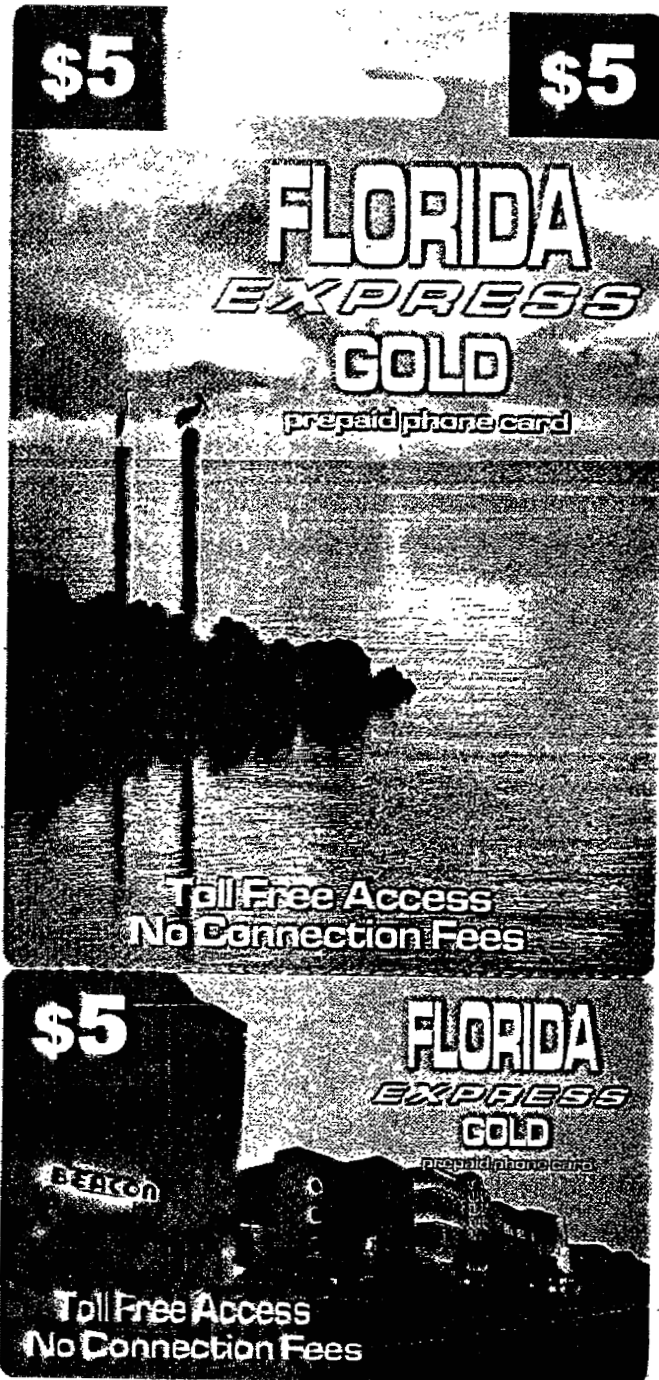
--- 855-337-4488 ---

- | | |
|---|---|
| 3. For calls within the U.S. to Canada or the Caribbean
Dial 1 + area code + telephone number
For calls to any other country
dial 011 + country code + city code + telephone number
To make another call, don't hang up press ##. | 3. Para llamar dentro de los Estados Unidos, a Canada o el Caribe. Marque 1 + el codigo de area + numero telefonico.
Para llamar a cualquier otro pais: Marque 011 + codigo del pais + codigo de la ciudad + numero telefonico.
Para hacer otra llamada, no cuelgue, marque ##. |
|---|---|

For Customer Service dial: 1-800-643-3185

This card expires six months after first use. Esta tarjeta expira seis meses despues del primer uso

0249-0000103190





Freedom Call Worldwide

Prepaid Phone Card

1. Dial the toll free number on the back of the card from any touch tone phone.
2. Follow the voice prompts.
3. Then you will be asked to dial the number you wish to call.

CALL ANYWHERE IN THE WORLD... 24 HOURS A DAY

At the beginning of each call, a voice prompt will announce the balance remaining on your card. You will be reminded when you have 1 minute remaining on your card.

Prices are subject to change without notice. If used from a pay phone, an additional pay phone charge may apply. A service fee may apply. This card has no cash value and is non-refundable. This card will expire three months after first use. Services provided by TeleCore.

Los precios pueden ser cambiados sin previo aviso. Si se usa de un telefono publico cargos adicionales se aplicaran. Un cargo de servicio sera aplicado. Esta tarjeta no tiene valor monetario y no es reembolsable. Esta tarjeta expira tres meses despues del primer uso. Servicios subministrados por TeleCore.

CUSTOMER SERVICE
1-800-643-3185
NEW YORK, NY

- | | |
|--|--|
| 1. Dial 1-866-471-7816 | 1 Marque 1-866-471-7817 |
| 2 When prompted, enter your card number. | 2 Cuando se le indique, marque los numeros |

6945-563-8297

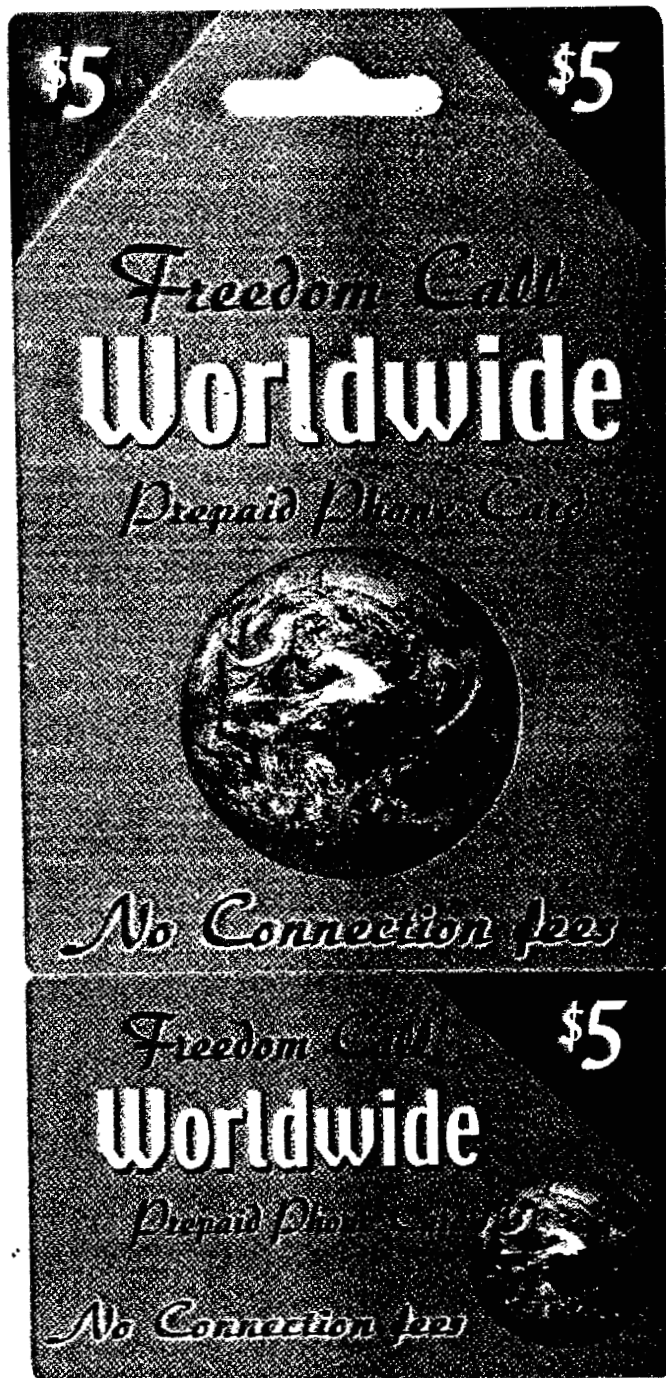
- | | |
|--|--|
| 3 For calls within the U.S. to Canada or the Caribbean
Dial 1 + area code + telephone number
For calls to any other country dial 011 + country code + city code + telephone number.
To make another call, don't hang up press ##. | 3 Para llamar dentro de los Estados Unidos, Canada o el Caribe Marque 1 + el codigo de area + numero telefonico
Para llamar a cualquier otro pais Marque 011 + codigo del pais + codigo de la ciudad + numero telefonico
Para hacer otra llamada no cuelgue, sino marque ##. |
|--|--|

For Customer Service dial: 1-800-643-3185

This card expires three months after first use

Esta tarjeta expira tres meses despues del primer uso

A278-0000931397



NYS Department of State
Division of Corporations

Entity Information

Selected Entity Name: TELECORE COMMUNICATIONS, CORP.

<p>Current Entity Name: TELECORE COMMUNICATIONS, CORP. Initial DOS Filing Date: 05/08/2000 County: QUEENS Jurisdiction: Entity Type: DOMESTIC BUSINESS CORPORATION Current Entity Status: ACTIVE</p>
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DOS Process (Address to which DOS will mail process if accepted on behalf of the entity)

JAMES SUTTON
ORION TELECOMMUNICATIONS CORP.
42-40 BELL BLVD.
BAYSIDE, NEW YORK 11361

Registered Agent

JAMES SUTTON
ORION TELECOMMUNICATIONS CORP.
42-40 BELL BLVD.
BAYSIDE, NEW YORK 11361

NOTE: New York State does not issue organizational identification numbers.

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