

020646-TX

Sent VIA Facsimile and Airborne  
August 29, 2002

ORIGINAL

## **Cat Communications International, Inc.**

### **PUC Complaint "Report Card"**

Submitted to be included

with settlement offer

dated August 9, 2002.

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
SEC    \_\_\_\_\_  
OTH \_\_\_\_\_

DOCUMENT NUMBER - DATE

09204 AUG 30 2002

FPSC-COMMISSION CLERK

CCI would like to present their PUC Complaint "Report Card" for review and also would like for it to accompany our latest settlement offer dated August 9, 2002. We would like to especially call attention to the fact that there were almost no freeze related complaints in 2001. You will find that CCI complaints really started when a flourish of freeze related complaints against another CLEC operating in the state of Florida started surfacing and they were having to respond to the PUC's docket. At that time they were advising customers that had CCI service that were wanting to migrate over to them to call the Commission to have the freeze removed in lieu of calling CCI and making the request. CCI never had an opportunity to process an order to remove the freeze prior to the complaint, therefore not allowing the freeze and removal to work as we know it can. We are currently operating in 23 states and the District of Columbia and we process freeze removals in most states. Ameritech (ILEC) does not have a local service provider freeze and we cannot use it in their footprint. Also please make note of how the complaints have drastically decreased since you opened up a docket against CCI.

We do thank you for your time involved in reviewing all of this information.

### CCI Florida PUC Complaints "Report Card"

#### 2001

Non-Freeze Related Complaints	Freeze Related Complaints
<b>363347T</b> - 02/20/01 - Customer reporting that CCI would not disconnect her service. She had never called and requested but was disconnected on 2/21/01 for an NSF check.	<b>423841T</b> - 12/12/01 - Customer wanting to switch service. Freeze removal order placed on 12/12 and completed on 12/13.
<b>379522T</b> - 05/14/01 - Customer was requesting a full refund. Verizon GTE was having problems with orders in Tampa not being completed in their system and they were at a standstill for several months. Customer was given a full refund.	
<b>388060T</b> - 07/02/01 - Customer stated that she had requested disconnection in May. At the time of responding to the complaint, customer had had no contact with CCI since March and she was disconnected for non-payment on 07/06/01.	
<b>392415T</b> - 07/19/01 - Customer looking for refund check that was issued but stolen. CCI was waiting for stop payment confirmation from the bank before reissue could be completed.	
<b>394419T</b> - 07/30/01 - Customer's complaint due to delay in restoring phone	

<p>service after payment was made. CCI never requested service to be suspended. Sprint took service down because they saw it as an abandoned station, they had a retail customer requesting service at the same location. We could not call the customer but did write to her and heard nothing back.</p>	
<p><b>395050T</b> - 08/01/01 - Customer requested residential service in a commercial location. He complaint consisted of request of a refund and to cease billing. CCI's request for service connection was completed by BellSouth and then when they realized that it was residential service installed at a commercial site, they disconnected it. In the CCI system the account was not disconnected immediately. Billing was stopped, but due to a fraudulent application and a completed installation, refund request could not be fulfilled.</p>	
<p><b>395818T</b> - 08/06/01 - Customer reporting delay in installation. Installation was completed the day that complaint was received.</p>	
<p><b>399820T</b> - 08/22/01 - Customer ordered service but it was not working. Customer's order was processed as a migration. Order was completed by GTE and after completion they honored a suspension from the previous supplier of phone service. Upon realizing the problem, GTE was contacted and service was restored.</p>	
<p><b>401776T</b> - 08/31/01 - Customer (Theresa Dunham) had stated that CCI would not allow her to switch her service. Phone number provided on complaint belonged to Theresa Ford and therefore we could not discuss the account.</p>	

## 2002

Non-Freeze Related Complaints	Freeze Related Complaints
<p><b>439910T</b> - 02/28/02 - Customer complaining that CCI would not disconnect service. It was explained to customer that we required a faxed request for disconnect.</p>	<p><b>427919T</b> - 01/04/02 - Customer requesting that freeze be removed. Customer never requested CCI to remove the freeze, they went straight to the PUC. Upon receipt of</p>

<p>Once this was provided service was terminated.</p>	<p>complaint, CCI processed order to remove the freeze on 1/10/02. Customer never migrated service nor made any additional payments. Account was suspended on 2/21/02 and disconnected on 2/22/02.</p>
<p><b>444399T</b> - 03/21/02 - Customer's situation involved disconnection requests. CCI had received a request by phone on 3/11 to disconnect service. Requested notice in writing but that we would suspend awaiting receipt. Upon suspension, call was received stating that payment was made and disconnect was not desired. CCI restore service only to receive a request to disconnect service due to a change in providers.</p>	<p><b>427766T</b> - 01/04/02 - Customer advised by payment agent to call the PUC and request freeze to be removed. Order was processed that day to remove freeze. Customer never migrated service nor made any additional payments. We suspended service on 03/01/02 and disconnected completely on 04/17/02.</p>
<p><b>453293T</b> - 05/03/02 - Complaint rests on customer's request for disconnection so that she can switch to another company. CCI had not received this request from customer, only call questioning bill. Account disconnected on 8/6/02.</p>	<p><b>429471T</b> - 01/11/02 - Customer questioning billing and requesting freeze be removed. Customer had not contacted us regarding billing questions or freeze removal. Upon receiving complaint, records of account were pulled and there was no freeze on the account (must have been told this be agent). Customer did migrate service, exact date unknown.</p>
<p><b>458808T</b> - 06/03/02 - Customer complaining of intermittent service. GTE has confirmed that it is an inside wiring problem and per our tariff this wiring is the customer's responsibility.</p>	<p><b>429179T</b> - 01/10/02 - Customer had called in on 1/08/02 requesting disconnect. We had requested this in writing, which is our policy. Upon receipt of complaint, freeze removal was processed and customer switched providers.</p>
<p><b>474122T</b> - 06/28/02 - Customer disputing bill. They had migrated to another telephone company and our bill had been mailed prior to receipt of change of service notice.</p>	<p><b>430768T</b> - 01/17/02 - Customer had contacted CCI on 1/17 and requested freeze to be removed. Somehow customer had been misinformed because there was no freeze on his account to be removed. Customer finally migrated service as of 2/12/02. No payments were made towards account past 1/14/02.</p>
<p><b>483827T</b> - 08/15/02 - Customer complaining about delay in connection. Responded back that problem lies in BellSouth holding a pending order at an address where a balance was owed. BellSouth has since processed our order and service has now been working since</p>	<p><b>429608T</b> - 01/14/02 - Customer claims that she had advised CCI that she was changing carriers and account was disconnected. CCI shows no sign of customer calling on 12/3/01 to have freeze removed. Account was suspended for non-payment on 12/29/01. At that time</p>

8/24/02.	customer requested freeze to be removed but account would need to be restored first. Customer had made a partial payment but not enough for restoral and on 01/04/02 requested that account be completely disconnected. Disconnection was completed on 01/14/02.
	<b>427908T</b> - 01/04/02 - Customer requesting line to be disconnected. Customer had called this day and requested freeze removal. At this time we were charging a \$10 fee to make changes to customer's accounts. This was explained to her and then she called back and asked that we disconnect her service. Written request for disconnection was received on 01/07/02 and order was processed and disconnected on 01/08/02.
	<b>432456T</b> - 01/25/02 - Customer had called CCI stating that she went with another company in December and was requesting freeze removal. We attempted to process a freeze removal on 1/25/02 but order was returned stating we were not the provider on the account.
	<b>432660T</b> - 01/28/02 - Customer had been a product of an agent (NY Extensions) slamming customers without their knowledge. Customer's freeze was removed and they did move service to another provider.
	<b>499393T</b> - 01/31/02 - Customer complaining that she needs freeze removed to switch to Florida Telephone Service. We have no record of customer requesting removal. Upon receipt of request from PUC, freeze was removed and customer migrated service on 2/11/02.
	<b>435518T</b> - 02/08/02 - Customer requested freeze be removed. Order processed on 2/08 to remove freeze and completed on 2/12. Customer migrated service on 2/14.
	<b>437450T</b> - 02/18/02 - Customer had called on 2/18 to have freeze removed. Account had already been suspended on 2/13, no payment had been received since 12/26.

	<p>Due to the fact that customer was wishing to have service with Florida Telephone Service we processed a disconnect so that he could get his new service initiated.</p>
	<p><b>441557T</b> - 03/07/02 - Customer called requesting freeze removal. Customer was instructed by the other carrier to file a complaint with the PUC. At the time complaint was received, customer's request was already being processed. Freeze removal was completed on 3/11. Customer is still active with CCI and never transferred service.</p>
	<p><b>442180T</b> - 03/11/02 - Another complaint involving customer who never called CCI requesting freeze to be removed. Conversation with customer explaining bill on 3/6 but no freeze removal was requested. Freeze removal completed by BellSouth on 3/12.</p>
	<p><b>443391T</b> - 03/18/02 - Winning CLEC advised customer to file complaint to have freeze removed. Customer never spoke to CCI with this request. Freeze was removed on 3/18 and customer migrated to Florida Telephone Service on 3/25.</p>
	<p><b>445234T</b> - 3/25/02 - Florida Telephone Service advised customer that they could not switch her service due to a freeze on her account. Customer had called questioning her bill but never mentioned a freeze. Upon placing an order on 3/25 to remove a freeze, our order was returned to us because there was no freeze on customer's account.</p>
	<p><b>449575T</b> - 04/16/02 - Customer stating CCI will not release her line so she can port her service to Florida Telephone Service. The last contact CCI had with this customer was when they made a payment commitment on 3/29/02 to pay their outstanding balance. Upon receipt of complaint freeze was removed just as it would have been if customer had called us first.</p>
	<p><b>449577T</b> - 04/16/02 - Another customer</p>

	<p>being told by Florida Telephone Service to file a PUC complaint to get line released. On 3/29 customer had called requested disconnection, then called back and requested freeze removal. Disconnection was stopped and freeze removal was placed with BellSouth on 04/04/02 order #CY81Y0H8. Customer migrated service on 05/04/02.</p>
	<p><b>451141T</b> - 04/23/02 - Florida Telephone Service advised customer to file complaint to have service ported to them. Customer never made call requesting removal. Last conversation CCI had with customer was concerning cable outage on 04/01/02. Freeze removal order placed on 04/23/02 and customer's migration was processed on 04/25..</p>
	<p><b>451310T</b> - 04/24/02 - Another PUC complaint for freeze removal where customer never contacted CCI with the request. CCI did speak with the customer regarding bill on 04/18/02 and customer made a payment commitment. Freeze removal processed on 04/25/02. Customer never migrated service and service was disconnected on 6/10.</p>
	<p><b>451518T</b> - 04/25/02 - Broken record of complaints stemming from Florida Telephone Service advising customers to file PUC complaints to have freezes removed. No contact on this account from customer since last payment made on 04/05/02. Freeze removal processed on 04/25/02 and customer migrated service on 05/06/02. We were cited by the Commission on this one for not responding in a timely fashion, but we did forward a copy of our email response that went out on 04/29/02.</p>
	<p><b>454113T</b> - 05/08/02 - Customer filing complaint requesting company remove freeze. Customer had made payment commitment on 4/26 for 5/4. Called on 5/8 to extend commitment but was advised that we could not guarantee his service would</p>

	not be suspended since he had missed his commitment. No mention was made regarding freeze removal. Freeze was removed effective 05/10.
	<b>458348T</b> - 05/30/02 - Customer filing complaint that she had been trying for a month to have CCI release the freeze on her line. Again the only mention of freeze removal was on this complaint. Customer had spoken with our representatives on 05/06/02 and made a payment commitment for 05/26/02. Freeze removal was processed on 05/30/02.
	<b>459645T</b> - 06/06/02 - Customer advised that they had contacted CCI to port her service to Florida Telephone Service and CCI will not release her line. By now I think that everyone would agree that had the customer called, which they did not, CCI would have gladly removed the freeze to avoid any further complaints. But obviously these customers are being used to make a point. Freeze removal request was honored and customer moved service.
	<b>460388T</b> - 06/10/02 - Customer states that they were switching to another ALEC and service was disconnected. Requested restoral and freeze removal. Customer had made payment arrangement for 5/4. Upon missing that commitment she spoke with a representative on 5/9 and made a 2nd commitment for 5/18. When this payment was not received suspension order was processed on 5/24 and subsequent disconnection order on 6/7. Ample time was given to customer to have a freeze removal processed and service migrated prior to suspension.
	<b>461755T</b> - 06/17/02 - Customer filing complaint to have freeze removed. Customer never contacted CCI with request. Freeze removal processed on 6/17. Florida Telephone Service processed migration on 6/21/02.
	<b>472810T</b> - 06/24/02 - Customer requesting freeze removal. This customer did contact



	<p>CCI on 6/18 requesting freeze removal. Order was submitted on 6/19 and confirmed back with a due date of 6/21. There should have been no reason on the filing date as to why customer could not migrate to Florida Telephone Service at that time. They did migrate on 6/24/02.</p>
	<p><b>474159T</b> - 06/28/02 - Customer requesting freeze removal. Customer never called CCI requesting removal. Freeze removal order placed on 7/1 and date due of 7/9 received from Sprint.</p>
	<p><b>475517T</b> - 07/08/02 - ALEC advising customer there is a freeze on his line and to request removal of this freeze. Customer never called requesting freeze removal. We did speak with the customer on 6/28 and they made a payment arrangement for 7/6 which was not kept. Freeze removal was processed on 7/8 and customer migrated service on 7/10.</p>
	<p><b>476830T</b> - 0712/02 - Customer wanting freeze removed. States that she was told by CCI she needed to pay \$78 for this to be done. Customer had contacted CCI on 6/10 and requested to have a feature added. It is CCI's practice that an account must be up to date before orders adding features can be processed. At the time of her call her 6/1 bill was past due and we would have made the request for it to be paid. Never did we receive a phone call requesting freeze removal, but it was placed once request was received via this complaint. Freeze removal was processed and completed by the LEC on 7/12/02.</p>
	<p><b>477716T</b> - 07/17/02 - Customer requesting freeze be removed to migrate service to Florida Telephone Service. No conversation with the customer since a credit card payment was made on the account on 6/19. Freeze removal request processed on 7/17 and completed on 7/18.</p>
	<p><b>478017T</b> - 07/18/02 - Florida Telephone Service migration advising customer to complain to the PUC to have freeze</p>

	<p>removed. Customer made payment on 6/14 which shorted that bill for service from 5/15 to 6/14 by \$30. Commitment was made for a payment of \$71.33 to be paid by 7/13. Since no payment was received by 7/18 account was suspended. This suspension was for a payment that was actually due on 6/15 so they have received a grace period of over 30 days. Suspension order had already been placed when complaint was received. (YOUR COMPANY ACTIVITY REPORT RECEIVED 8/26 SHOWS WE HAVE NOT RESPONDED TO THIS COMPLAINT. CALLED AND SPOKE WITH PAUL LOWRY AND HE ADVISED OUR RESPONSE WAS IN ANOTHER DEPT'S HANDS AND HE WOULD RETRIEVE IT FROM THEM.)</p>
	<p>483290T - 08/13/02 - Customer wanting to switch to another carrier and needs freeze removed. Customer had called on 8/6 requesting freeze removal and order was processed on 8/07. Migrated service on 8/14.</p>

"Report Card" Recap

2001

Non-Freeze Related	Freeze Related
9	1

2002

Non-Freeze Related	Freeze Related			
# of complaints	# of complaints	Reasons for complaints	*# of complaints for reason shown	**FTS associated complaints
6	34	Customer never contacted CCI with freeze removal request	21	10
		Customer never ended up	3	

		migrating after freeze was removed		
		Freeze not even on account	3	
		Customer request showing confusion between freeze removal and disconnection - necessary to wait for validation before processing	2	
		Customer account already suspended at time of freeze removal request	4	2
		Customer product of slamming of agent - NY Extensions	1	
		Customer had contacted CCI and freeze removal was already in progress	3	1

\*Complaints may qualify for two different categories.

\*\*These are only the known Florida Telephone Services affiliated complaints. Many others were not identifiable as to whom the ALEC or "other carrier" was.