

State of Florida



Public Service Commission  
-M-E-M-O-R-A-N-D-U-M-

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**DATE:** November 22, 2002  
**TO:** Division of the Commission Clerk and Administrative Services (Bayó)  
**FROM:** Division of the Competitive Markets & Enforcement (Watts) *MW*  
**RE:** Docket No. 020646-TX - Compliance investigation of CAT Communications International, Inc. for apparent violation of Rule 25-4.110(16), F.A.C., Customer Billing for Local Exchange Telecommunications Companies.

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In accordance with the Chairman's instructions with respect to Docket No. 020646-TX at the November 5, 2002, Agenda Conference, CAT Communications International, Inc. (CCI) submitted the attached customer notification letter to staff for its review and approval. Please place this document in the docket file accordingly.

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
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COM \_\_\_\_\_  
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SEC   1    
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DOCUMENT NUMBER-DATE

12866 NOV 22 02

FPSC-COMMISSION CLERK



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Fax: (540) 265-6754

e-mail: patspencer@ccitelecom.com

4142 Melrose Ave., Roanoke, Virginia 24017

**From The Desk Of...**

**Patricia Spencer**  
 VICE PRESIDENT  
 Operations

TO: Melinda Watts

fax#850-413-6953

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(PM)

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NOTE:

Find following letter for your "stamp of approval".

Thanks!



1-888-477-1224 • Fax: (540) 265-6754  
P.O. Box 6129, Roanoke, VA 24017-0129

November 5, 2002

Valued Customer  
Anytown, FL.

Re: Local Service Provider Freeze

Dear Valued Customer:

This letter is being written to outline the local service provider freeze that maybe on your account at no additional charge to you. The purpose of this freeze has been to protect your account from unauthorized transfer by a competing carrier and/or the mishandling of your account by unscrupulous agents.

This freeze makes any provider change to your account impossible without your knowledge and permission. CCI is writing to notify you of this freeze because it has come to our attention that all of our customers may not be aware that it is on their account.

While CCI firmly believes this freeze is in your best interest, we are offering you the opportunity to have it removed at no cost to you. If you do not desire to have the freeze in place simply do nothing. Within 30 days of the date of this letter, the freeze will be automatically removed. If you desire us to remove it sooner please contact our customer service representatives and request its removal immediately.

Should you want to retain this valuable protection return the attached postage paid card to CCI and we will keep the freeze in place until further notice from you. Should you decide to keep the freeze and later want to change carriers, a phone call to a customer service representative is all it takes for removal. While CCI would appreciate any arrangement you can make regarding past due balances it is not necessary to make them when requesting the freeze be removed. Please do call us directly for this removal. Filing a complaint with the Florida PSC for the removal of the freeze is unnecessary and going through a third party can cause an unnecessary delay.

If you have any additional questions about the freeze or any other service provided by CCI please contact our customer service representatives at 1-888-477-1224.

Sincerely,

CAT Communications International, Inc.

**CAT Communications International, Inc.**

**Please retain the local service provider freeze on my account at this time.**

Thank you,

Name: Valued Customer

Account Number: 111111