State of Florida



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

DATE: November 22, 2002

TO: Division of the Commission Clerk and Administrative Services (Bayó) FROM: Division of the Competitive Markets & Enforcement (Watts)

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.

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.

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(540) 265-2555 Ext. 21 58 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	Lay#850-413-6953	
-		<u>(</u> ВМ)	3
NOTE:	Find following approval ".	letter for your "stamp of	
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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.

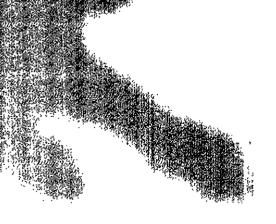
Should you want to retain this valuable protection return the attached postage paid card to CCI and we will keep the force in place until further notice from you. Should you decide to keep the freeze and the force in place until further notice from you. Should you decide to keep the freeze and the force in place carriers, a phone call to a customer service representative is all it takes for removal.

The force any arrangement you can make regarding past due balances it is not be them when requesting the freeze be removed. Please do call us directly for this removal. This complaint with the Florida PSC for the removal of the freeze is unnecessary and going thought with carry can cause an unnecessary delay.

11 yes have are reditional questions about the freeze or any other service provided by CCI please was a 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: ____1111111