

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, staff reviewed the draft notification letter submitted by CAT Communications International, Inc. (CCI). Staff modified the letter and returned it to CCI. Staff's modified version is attached. Please place this document in the docket file accordingly.

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CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM \_\_\_\_\_  
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DOCUMENT NUMBER-DATE

12867 NOV 22 8

FPSC-COMMISSION CLERK

Date

Valued Customer  
Anytown, FL

Re: Local Service Provider Freeze

Dear Valued Customer:

This letter is being written to notify you that a local telephone service provider freeze is on your account. 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.

While CCI firmly believes this freeze is in your best interest, the Florida Public Service Commission's rules require that the customer must affirmatively request a freeze prior to it being imposed. CCI placed the freeze on your account without your express authorization. Therefore, the Florida Public Service Commission has ordered that you be given the opportunity to have the freeze removed at no cost to you. If you do not desire to have the freeze in place, simply do nothing. On <December 15, 2002,> the freeze will be automatically removed. If you desire CCI to remove it sooner, please contact our customer service representatives and request its removal immediately.

Should you want to retain this valuable protection, sign and return the attached postage paid card to CCI and we will keep the freeze in place until further notice from you. If CCI does not receive your card by <December 15, 2002,> your local service provider freeze will be removed. Should you decide to keep the freeze, but later want to change carriers or just have it removed, a phone call to a customer service representative is all it takes for removal. There is no charge to remove the freeze. 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 call us directly for this removal.

If you have any additional question about the freeze or any other services 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,

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Account Number: \_\_\_\_\_