

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) *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.

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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 records. This letter is the template used to print the letters that were mailed to CCI's customers on November 13, 2002, as directed by the Commission at the November 5, 2002, Agenda Conference. Please place this document in the docket file accordingly.

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
GPC \_\_\_\_\_  
HMS \_\_\_\_\_  
SEC 1 \_\_\_\_\_  
OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

12868 NOV 22 02

FPSC-COMMISSION CLERK

**GAT COMMUNICATIONS INTERNATIONAL, INC.**  
**P.O. BOX 8129**  
**ROANOKE, VA 24017-0129**

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**FACSIMILE TRANSMITTAL SHEET**

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TO: <b>Melinda</b>	FROM: <b>Debra Waller</b>
COMPANY: <b>FPSC</b>	DATE: <b>11/21/2002</b>
FAX NUMBER: <b>850-413-6953</b>	TOTAL NO. OF PAGES INCLUDING COVER:
PHONE NUMBER:	SENDER'S TELEPHONE NUMBER: <b>540-444-2146</b>
RE: <b>Letter</b>	SENDER'S FAX NUMBER: <b>540-444-2133</b>

URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY     PLEASE RECYCLE

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NOTES/COMMENTS:

Here is a copy on the stationary. The bottom part is perforated for easy return - if they want to.

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[CLICK HERE AND TYPE RETURN ADDRESS]



November 12, 2002

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

Dear CCI 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 PSC rules require that the customer must request a freeze prior to it being imposed. CCI placed the freeze on your account without your express authorization. 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 in the postage paid envelope to CCI and we will keep the freeze in place until further notice from you. If CCI does not receive your response 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 questions 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 to protect me from any unauthorized switching of my telephone service. I understand for my inconvenience I will receive two (2) hours of free long distance.

Print Customer Name  
Print Customer Account #