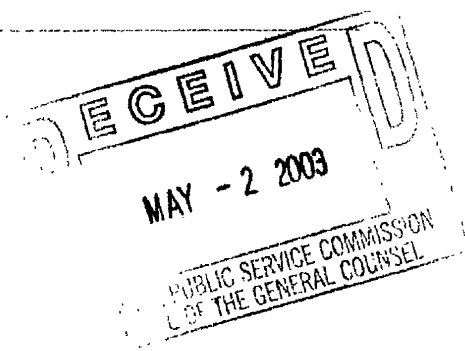


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April 30, 2003



Ms. Linda Dodson
Staff Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Data Request of March 25, 2003

Docket 020645-TI: Compliance investigation of UKI Communications, Inc. (UKI) for apparent violation of Rules 25-4.118, F.A.C., Local, Local Toll, and Toll Provider Selection

Dear Ms. Dodson:

This is in response to staff's letter data request dated March 25, 2003, which staff sent "(p)ursuant to Section 364.17, Florida Statutes..." The data requests are as follows:

1. Please provide all information, in English and in easily readable format, relating to slamming complaints filed directly with UKI Communications, Inc. from March 2, 2000, until March 1, 2003. Please separate the information by complaint, identifying the name of the complainant, the telephone number, the nature of the complaint, and how the complaint was resolved.

2. For each slamming complaint, please supply all documentation supporting the handling of the complaint.

As staff is aware, pursuant to Commission Rule 25-4.022, which implements Section 364.17 with respect to complaints, a company is required to maintain signed written complaints filed with it, along with related documentation, for a period of six months. Based on discussions with Ms. Renata Ribiero Dias, Customer Service Manager for UKI, during the past six months no Florida consumer has filed a signed written slamming complaint directly with UKI. On information and belief, this is also true for previous months. The reason for this is that almost without exception written complaints concerning slamming come to UKI through regulatory agencies such as the Florida Public Service Commission, not from consumers directly.

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Sincerely,

Patrick K. Wiggins
Patrick K. Wiggins

cc: Ms. Renata Ribiero Dias
Mr. Tomas Crowe

DOCUMENT NUMBER-DATE

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