



Public Service Commission
CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

RECEIVED-FPSC
MAY - 8 AM 10:40
COMMISSION
CLERK

DATE: MAY 8, 2003

TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES (BAYÓ)

FROM: DIVISION OF COMPETITIVE MARKETS & ENFORCEMENT (BUYS) *DBB*
OFFICE OF THE GENERAL COUNSEL (W. KNIGHT) *WJK*

RE: DOCKET NO. 030411-TI - COMPLIANCE INVESTIGATION OF PANTHER
TELECOMMUNICATIONS CORPORATION FOR APPARENT VIOLATION OF
RULE 25-4.043, F.A.C., RESPONSE TO COMMISSION STAFF
INQUIRIES.

AGENDA: 05/20/03 - REGULAR AGENDA - PROPOSED AGENCY ACTION -
INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\CMP\WP\030411.RCM

CASE BACKGROUND

- January 02, 2002 - Panther Telecommunications Corporation (PTC) was granted Certificate No. 8002 to provide intrastate interexchange telecommunications in Florida.
- February 28, 2003 - The Commission received a consumer complaint regarding a prepaid phone card branded as the *No Connect Pre Paid Phone Card*. The back of the phone card lists "P.T.C." as the service provider.
- March 10, 2003 - Staff sent a certified letter (Attachment A) to PTC requesting that the company investigate the consumer complaint. A response to staff's inquiry was due on March 26, 2003.

DOCUMENT NUMBER-DATE
04166 MAY-8 3
FPSC-COMMISSION CLERK

DATE: May 8, 2003

- March 31, 2003 - The certified mail "green card" receipt (Attachment B) was returned to the Commission indicating that PTC received staff's letter on March 26, 2003. Staff sent a second certified letter (Attachment C) to PTC, again requesting that the company investigate the consumer complaint and provide staff with a response by April 16, 2003.
- April 14, 2003 - The second certified mail "green card" receipt (Attachment D) was returned to the Commission indicating that PTC received staff's second certified letter on April 9, 2003.
- April 28, 2003 - Staff called the voice and facsimile telephone numbers for the company on file in the Master Commission Directory, however, both numbers are not in service.
- April 29, 2003 - Staff opened this docket to address PTC's apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries.

The Commission is vested with jurisdiction over this matter pursuant to Sections 364.183 and 364.285, Florida Statutes. Further, staff's recommended penalty is consistent with penalties imposed upon other interexchange companies by the Commission in previous dockets for the same apparent rule violation. Accordingly, staff believes the following recommendations are appropriate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission impose a \$10,000 penalty on Panther Telecommunications Corporation for apparent violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, to be paid to the Florida Public Service Commission within fourteen calendar days after the issuance of the Consummating Order?

RECOMMENDATION: Yes. If PTC fails to timely protest the Commission's Order and fails to pay the \$10,000 penalty within fourteen calendar days after the issuance of the Consummating Order, Certificate No. 8002 should be cancelled and the company should also be required to immediately cease and desist providing interexchange telecommunications services, including prepaid calling services, in Florida. (Buys, W. Knight)

STAFF ANALYSIS: Rule 25-24.480, Florida Administrative Code, Records & Reports: Rules Incorporated, incorporates Rule 25-4.043, Florida Administrative Code, by reference into the rules applicable to interexchange companies. Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, states:

The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.

As outlined in the case background, staff sent PTC two certified letters requesting written responses to staff's inquiries regarding a consumer complaint. The certified mail receipts for both letters indicate that the company received staff's letters. At the time of filing this recommendation, staff had not received any reply from PTC. In addition, staff attempted to call PTC using the telephone numbers provided by the company and listed in the Master Commission Directory. The facsimile number was disconnected and the voice number gave a fast busy. Staff has undertaken reasonable efforts to contact PTC and solicit a response, however, the company has not responded.

Furthermore, staff believes that PTC's failure to provide the required documentation is a "willful violation" of Rule 25-4.043,

Florida Administrative Code, in the sense intended by Section 364.285, Florida Statutes.

Pursuant to Section 364.285(1), Florida Statutes, the Commission is authorized to impose upon any entity subject to its jurisdiction a penalty of not more than \$25,000 for each day a violation continues, if such entity is found to have *refused to comply with or to have willfully violated* any lawful rule or order of the Commission, or any provision of Chapter 364, Florida Statutes, or revoke any certificate issued by it for any such violation.

Section 364.285(1), Florida Statutes, however, does not define what it is to "willfully violate" a rule or order. Nevertheless, it appears plain that the intent of the statutory language is to penalize those who affirmatively act in opposition to a Commission order or rule. See, Florida State Racing Commission v. Ponce de Leon Trotting Association, 151 So.2d 633, 634 & n.4 (Fla. 1963); c.f., McKenzie Tank Lines, Inc. v. McCauley, 418 So.2d 1177, 1181 (Fla. 1st DCA 1982) (there must be an intentional commission of an act violative of a statute with knowledge that such an act is likely to result in serious injury) [citing Smit v. Geyer Detective Agency, Inc., 130 So.2d 882, 884 (Fla. 1961)]. Thus, a "willful violation of law" at least covers an act of purposefulness.

However, "willful violation" need not be limited to acts of commission. The phrase "willful violation" can mean *either* an intentional act of commission or one of omission, that is *failing to act*. See, Nuger v. State Insurance Commissioner, 238 Md. 55, 67, 207 A.2d 619, 625 (1965) [emphasis added]. As the First District Court of Appeal stated, "willfully" can be defined as:

An act or omission is 'willfully' done, if done voluntarily and intentionally and with the specific intent to do something the law forbids, or *with the specific intent to fail to do something the law requires to be done*; that is to say, with bad purpose either to disobey or to disregard the law.

Metropolitan Dade County v. State Department of Environmental Protection, 714 So.2d 512, 517 (Fla. 1st DCA 1998) [emphasis added]. In other words, a willful violation of a statute, rule or order is also one done with an intentional disregard of, or a plain indifference to, the applicable statute or regulation. See, L. R.

Willson & Sons, Inc. v. Donovan, 685 F.2d 664, 667 n.1 (D.C. Cir. 1982).

Thus, the failure of PTC to provide staff with a written response to its inquiry concerning a consumer complaint within fifteen days meets the standard for a "refusal to comply" and a "willful violation" as contemplated by the Legislature when enacting section 364.285, Florida Statutes.

Nor could PTC claim that it did not know that it had the duty to respond to staff's inquiry. "It is a common maxim, familiar to all minds, that 'ignorance of the law' will not excuse any person, either civilly or criminally." Barlow v. United States, 32 U.S. 404, 411 (1833); see, Perez v. Marti, 770 So.2d 284, 289 (Fla. 3rd DCA 2000) (ignorance of the law is never a defense). Moreover, in the context of this docket, all telecommunication companies, like PTC, by virtue of their Certificate of Public Convenience and Necessity, are subject to the rules published in the Florida Administrative Code. See, Commercial Ventures, Inc. v. Beard, 595 So.2d 47, 48 (Fla. 1992).

Thus, staff recommends that the Commission find that PTC has, by its actions and inactions, willfully violated Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, as incorporated into Rule 25-24.480, Florida Administrative Code, and impose a \$10,000 penalty on the company to be paid to the Florida Public Service Commission.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. If the Commission's Order is not protested, this docket should be closed upon receipt of the payment of the penalty or the cancellation of the company's certificate.
(W. Knight)

STAFF ANALYSIS: Whether staff's recommendation on Issue 1 is approved or denied, the result will be a Proposed Agency Action Order. If no timely protest to the Proposed Agency Action is filed within 21 days of the date of issuance of the Order, this docket should be closed administratively upon receipt of the payment of the penalty or cancellation of the company's certificate.

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

March 10, 2003

Via Certified U.S. Mail

Mr. Efrain Rodriguez
Panther Telecommunications Corporation
5255 N.W. 87th Avenue, Suite 101
Miami, Florida 33178-2125

Re: Customer Complaint Request No.520098T regarding the *No Connect Pre Paid Phone Card.*

Dear Mr. Rodriguez:

The Florida Public Service Commission received the enclosed complaint from Mr. Filpos regarding a pre paid phone card labeled *No Connect*. The back of the phone card lists P.T.C. as the service provider. It appears that your company, Panther Telecommunications Corporation, is the service provider for this phone card. Mr. Filpos claims that the phone card never worked and the customer service number is not in service. Please investigate this complaint, contact Mr. Filpos and provide me with a detailed written report, by March 26, 2003, that addresses the issues in Mr. Filpos complaint and confirms the customer has been contacted either by letter or phone.

Should you have any questions or wish to discuss this matter, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys".

Dale R. Buys
Regulatory Analyst
Bureau of Service Quality

Voice: (850) 413-6536
Fax: (850) 413-6537
Email: dbuys@psc.state.fl.us

DRB
Enclosure

- 7 -

Request No. 520098T

Name FILPOS ,LUIS

Business Name

DOCKET NO. 030411-TI
DATE: May 8, 2003

<p align="center">Consumer Information</p> <p>Name: LUIS FILPOS</p> <p>Business Name:</p> <p>Svc Address: 4855 NW 7 ST. APT. 202</p> <p>County: Dade Phone: (305)-448-7219</p> <p>City/Zip: Miami / 33126-</p> <p>Account Number:</p> <p>Caller's Name: LUIS FILPOS</p> <p>Mailing Address: 4855 NW 7 ST. APT. 202</p> <p>City/Zip: ,FL 33126-</p> <p>Can Be</p> <p>E-Track</p>	<p align="center">Florida Public Service</p> <p align="center">Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard</p> <p align="center">Tallahassee, Florida 32399</p> <p align="center">850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: DALE BUYS</p> <p>Entered By: LLL</p> <p>Date: 02/28/2003</p> <p>Time: 15:19</p> <p>Via: FAX</p> <p>Prelim Type: PREPAID CALL</p> <p>PO:</p> <p>Disputed Amt: 0.00</p> <hr/> <p>Supmntl Rpt Req'd: / /</p> <p>Certified Letter Sent: /</p> <p>Certified Letter Rec'd: / /</p> <hr/> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: N</p>
<p align="center">Utility Information</p> <p>Company Code: NA</p> <p>Company: P.T.C.</p> <p>Attn.</p> <p>Response Needed From Company? Y</p> <p>Date Due: 03/26/2003</p> <p>Fax: R</p>	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: N</p>	

Please review the attached correspondence in which the customer reports the following:
In February, 2003, the customer purchased a prepaid phone card for \$ 5. Customer states that the card never work. He tried to contact the customer service (1-800-431-4294), but that phone # is not in service.

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE** The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

Inquiry taken by Loyda Lopez

Request No. 520098T

Name FILPOS ,LUIS

Business Name

CONTACT NUMBERS:

CAF FAX: 850/413-7168

CAF Email:pscreply@psc.state.fl.us

03/03/2003 Company does not appear to be certificated to sell prepaid calling cards. P.T.C. does not appear the Master Commission Directory. ACalhoun

3/6/2003 Case reassigned to the Division of Competitive Markets and Enforcement. P.Lowery

03/10/03: Letter drafted to send to Panther Telecommunications Corporation. Company response due by March 26, 2003. drbuys

DOCKET NO. 030411-TI
DATE: May 8, 2003

1
6
1

Attachment A

Request No. 520098T Name FILPOS ,LUIS Business Name

ATT: Loyda

Caso: 516 738 - C

Favor: mi interes es
que estas personas no
puedan seguir anquañando
no se pudo hablar con
esta tarjeta y en el
servicio al cliente no se

puede
comunicar

Muchas
gracias

Luis A. Filpo

485 NW 75

202

Mia. Fl.

33126

305-448-9219

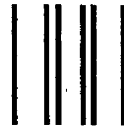
ORIGINAL

English Instructions	Instrucciones en Español
1. Dial toll-free access number: 1-800-970-4712	1. Marque número de acceso gratis 1-800-970-4712
2. When prompted, enter your PIN number.	2. Cuando se le indique, ingrese su número de PIN
PIN	706 770 3039 \$5
3. For domestic calls, dial 1 + area code + number.	3. Para llamadas domésticas marque 1 + código de área + número.
4. For international calls, dial 011 + country code + city code + number.	4. Para llamadas internacionales marque 011 + código de país + código de ciudad + número.
<small>This card expires six months after its first use.</small>	<small>Esta tarjeta expira seis meses después de su primer uso.</small>
Customer Service/Servicio al Cliente: 1-800-431-4294	
Network provided by: P.T.C.	Control # 91894962



SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 	<p>A. Received by (Please Print Clearly) <u>4455</u> Date of Delivery <u>3-26-03</u></p> <p>C. Signature <u>[Signature]</u> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, enter delivery address below:</p>
<p>Mr. Efrain Rodriguez <u>[Signature]</u> Panther Telecommunications Corp 5255 N.W. 87th Avenue, Suite 1 Miami, FL 33178-2125</p> <p>FORWARDED</p>	
	<p>3. Service Type <input type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p> <p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>
<p>2. <u>7002 0860 0001 1754 4054</u></p>	
<p>PS Form 3811, March 2001</p>	<p>Domestic Return Receipt 102595-01-M-1424</p>

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

Florida Public Service Commission
Mr. Dale Buys
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

DIVISION OF COMPETITIVE SERVICES

2003 MAR 31 AM 10:30

OX

32399-0850 01



STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

March 31, 2003

Via Certified U.S. Mail

Mr. Efrain Rodriquez
Panther Telecommunications Corporation
5255 N.W. 87th Avenue, Suite 101
Miami, Florida 33178-2125

Re: Failure to respond to Commission staff inquiry into Customer Complaint Case regarding the No Connect Pre Paid Phone Card.

Dear Mr. Rodriquez:

On March 10, 2003, I mailed you the enclosed letter regarding the complaint from Mr. Filpos. A written reply from your company was due on March 26, 2003. As of today, I have not heard from you or any other company representative.

Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, requires that the necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry. Currently, Panther Telecommunications Corporation appears to be in violation of this rule.

Please be aware that by Section 364.285, Florida Statutes, the Commission is authorized to impose upon any entity subject to its jurisdiction a penalty of not more than \$25,000 per day for each offense, if such entity is found to have refused to comply with or to have willfully violated any lawful rule or order of the Commission, or any provision of Chapter 364.

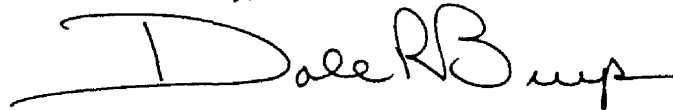
Mr. Rodriquez, please provide me with the information requested in my enclosed letter, dated March 10, 2003, no later than **April 16, 2003**. If I do not receive a response from your company, a docket will be opened to initiate formal compliance proceedings.

Mr. Efrain Rodriquez
Page 2
March 31, 2003

In addition, the "green card" certified mail receipt I received from my letter dated March 10, 2003, was stamped with "FORWARD" on the address. If your company has changed its mailing address, you need to update the new information with the Commission. If an update is necessary, please fill out the enclosed change information on regulated utility form. Please note that the information in the form must be printed and changes made by a company representative only, then signed, dated, and mailed to the Commission at the address shown on the form or faxed to (850) 413-7118.

Should you have any questions or wish to discuss this matter, please call me at 850-413-6536.

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys". The signature is written in a cursive style with a long horizontal stroke at the beginning.

Dale R. Buys
Regulatory Analyst
Bureau of Service Quality

DRB
Enclosures (2)

DATE: May 8, 2003

STATE OF FLORIDA

COMMISSIONERS:

LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

March 10, 2003

Via Certified U.S. Mail

Mr. Efrain Rodriguez
Panther Telecommunications Corporation
5255 N.W. 87th Avenue, Suite 101
Miami, Florida 33178-2125

Re: Customer Complaint Request No.520098T regarding the *No Connect Pre Paid Phone Card.*

Dear Mr. Rodriguez:

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Should you have any questions or wish to discuss this matter, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Dale R. Buys".

Dale R. Buys
Regulatory Analyst
Bureau of Service Quality

Voice: (850) 413-6536
Fax: (850) 413-6537
Email: dbuys@psc.state.fl.us

DRB
Enclosure

Request No. 520098T

Name FILPOS ,LUIS

Business Name

Consumer Information

Name: LUIS FILPOS

Business Name:

Svc Address: 4855 NW 7 ST. APT. 202

County: Dade

Phone: (305)-448-7219

City/Zip: Miami

/ 33126-

Account Number:

Caller's Name: LUIS FILPOS

Mailing Address: 4855 NW 7 ST. APT. 202

City/Zip: MIAMI

FL 33126-

Can Be Re

E-Tracki r:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: NA

Company: P.T.C.

Attn.

Response Needed From Company? y

Date Due: 03/26/2003

Fax:

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: DALE BUYS

Entered By: LLL

Date: 02/28/2003

Time: 15:19

Via: FAX

Prelim Type: PREPAID CALL

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: /

Certified Letter Rec'd: /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Please review the attached correspondence in which the customer reports the following:

In February, 2003, the customer purchased a prepaid phone card for \$ 5. Customer states that the card never work. He tried to contact the customer service (1-800-431-4294), but that phone # is not in service.

Please investigate this issue, contact the customer and provide the Commission with a detailed written report that addresses the issues in the correspondence, and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE** The information on this form is only a summary of the customer's concerns. Additional information, important to this matter, may be contained in the correspondence.

Inquiry taken by Loyda Lopez

Request No. 520098T

Name FILPOS ,LUIS

Business Name

PAGE NO: 1

DOCKET NO. 030411-TI
DATE: May 8, 2003

Attachment C

CONTACT NUMBERS:

AF FAX: 850/413-7168

AF Email:pscreply@psc.state.fl.us

03/03/2003 Company does not appear to be certificated to sell prepaid calling cards. P.T.C. does not appear in the Master Commission Directory. ACalhoun

1/6/2003 Case reassigned to the Division of Competitive Markets and Enforcement. P.Lowery

03/10/03: Letter drafted to send to Panther Telecommunications Corporation. Company response due by March 26, 2003. drbuys

- 16 -

Request No.	520098T	Name	FILPOS ,LUIS	Business Name	
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att- Loyda

Caso: 516 738 -

ORIGINAL
FEB 26 2003

Favor: mi interes es
que estas personas no
puedan seguir engañando
no se pudo hablar con
esta tarjeta y en el
servicio al cliente no se
puede comunicar

English Instructions		Instrucciones en Español	
1. Dial toll-free access number: 1-800-970-4712		1. Marque número de acceso gratis: 1-800-970-4714	
2. When prompted, enter your PIN number.		2. Cuando se le indique, ingrese su número de PIN	
PIN	706 770 3038	\$5	
3. For domestic calls, dial 1 + area code + number.		3. Para llamadas domésticas marque 1 + código de área + número.	
4. For international calls, dial 011 + country code + city code + number.		4. Para llamadas internacionales marque 011 + código de país + código de ciudad + número.	
This card expires six months after its first use.		Esta tarjeta expira seis meses después de su primer uso.	
Customer Service/Servicio al Cliente: 1-800-431-4294			
Network provided by: P.T.C.		Control # 81894862	

Muchas gracias
LUISA A. FILIPPO

485 NW 79

#202

Mia. Fl.

33126

305-448-9219

ORIGINAL



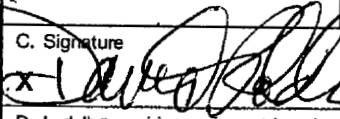

**TO: FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0870**

RE: CHANGE OF INFORMATION ON REGULATED UTILITY

Official Company Name: (As appears on certificate)	Mailing Name: (Must be part of official company name; 58 characters or less)
Certificate No.: (A separate form must be used for each certificate number)	Physical Location:
Attention Line: (Person to whom all official FPSC correspondence is addressed)	Mailing Address:
Liaison Officer(s)	
Officer No. 1: Name: Title: Telephone Number: Fax No.: e-mail Address:	Officer No. 2: Name: Title: Telephone Number: Fax No.: e-mail Address:
Company Web Address:	

SUBMITTED BY COMPANY REPRESENTATIVE: Name: _____
Title: _____
Telephone No.: _____

DATE: _____

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none">Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.Print your name and address on the reverse so that we can return the card to you.Attach this card to the back of the mailpiece, or on the front if space permits.	<p>A. Received by (Please Print Clearly) _____</p> <p>B. Date of Delivery <u>4-9-03</u></p> <p>C. Signature </p> <p><input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p>
<p>Mr. Efrain Rodriquez Panther Telecommunications Corp. 5255 N.W. 87th Avenue, Suite 101 Miami, FL 33178-2125</p> 	<p>Return Receipt for Merchandise <input type="checkbox"/> Insured Mail, <input type="checkbox"/> C.O.D.</p> <p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>

7002 0860 0001 1754 4764

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

Florida Public Service Commission
Mr. Dale Buys
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

2003 APR 14 PM 10:32
DIVISION OF
COMPETITIVE SERVICES

