



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-

DATE: AUGUST 7, 2003
TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES (BAYÓ)
FROM: DIVISION OF COMPETITIVE MARKETS & ENFORCEMENT (M. WATTS)
DIVISION OF CONSUMER AFFAIRS (P. LOWERY)
OFFICE OF THE GENERAL COUNSEL (L. DODSON)
RE: DOCKET NO. 020645-TI - COMPLIANCE INVESTIGATION OF UKI COMMUNICATIONS, INC. FOR APPARENT VIOLATION OF RULE 25-4.118, F.A.C., LOCAL, LOCAL TOLL, AND TOLL PROVIDER SELECTION.
AGENDA: 08/19/03 - REGULAR AGENDA - PROPOSED AGENCY ACTION - INTERESTED PERSONS MAY PARTICIPATE
CRITICAL DATES: NONE
SPECIAL INSTRUCTIONS: NONE
FILE NAME AND LOCATION: S:\PSC\CMP\WP\020645AS.RCM

CASE BACKGROUND

- March 2, 2000 - UKI Communications, Inc. (UKI) obtained Florida Public Service Commission (Commission) interexchange company (IXC) certificate number 7332.
November 1, 2000, to July 24, 2003 - The Commission's Division of Consumer Affairs (CAF) received 319 consumer complaints against UKI.
January 31, 2001 - UKI reported \$43,520.00 in gross intrastate operating revenues for calendar year 2000. The Commission's records indicate that UKI paid the appropriate 2000 Regulatory Assessment Fees (RAF) on this date, but did not pay the required penalty and interest due for payment remitted after

07245 AUG-7 03

the due date of January 30, 2001. Accordingly, UKI has an outstanding balance of \$3.90 for calendar year 2000.

- March 7, 2002 - UKI reported \$593,855.52 in gross intrastate operating revenues for calendar year 2001. The Commission's records indicate that UKI paid the appropriate 2001 RAFs on this date, but did not pay the required penalty and interest due for payment remitted after the due date of January 30, 2002. Accordingly, UKI has an outstanding balance of \$106.89 for calendar year 2001.
- September 19, 2002 - Staff filed a recommendation in Docket No. 020645-TI, Compliance investigation of UKI Communications, Inc. for apparent violation of Rule 25-4.118, F.A.C., Local, Local Toll, and Toll Provider Selection.
- October 1, 2002 - The Commission deferred this item from the instant Agenda Conference pending settlement negotiations with the company.
- July 28, 2003 - Staff determined that 203 of the 319 consumer complaints received to date were apparent violations of Rule 25-4.118, Florida Administrative Code, Local, Local Toll, or Toll Provider Selection.
- July 29, 2003 - UKI submitted a proposal to settle this docket. (Attachment A)
- July 30, 2003 - To date, UKI has 37 consumer complaints that it needs to resolve. (Attachment B)
- August 7, 2003 - As of this filing, UKI has not reported its calendar year 2002 revenues or remitted the appropriate RAFs, penalty and interest.

- The Commission is vested with jurisdiction over these matters pursuant to Sections 364.285 and 364.603, Florida Statutes. Accordingly, staff believes the following recommendations are appropriate.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission accept the settlement offer proposed by UKI Communications, Inc. to resolve the apparent violations of Rule 25-4.118, Florida Administrative Code, Local, Local Toll, or Toll Provider Selection?

RECOMMENDATION: Yes. Staff recommends that the Commission accept the company's settlement offer to resolve the apparent violations of Rule 25-4.118, Florida Administrative Code, Local, Local Toll, or Toll Provider Selection. UKI should be required to remit all outstanding monies owed for Regulatory Assessment Fees, with the appropriate penalty and interest, within 90 days of the issuance of the Commission's Consummating Order. Additionally, UKI should be required to file a report with the Commission within 120 days of the issuance of the Commission's Consummating Order stating the manner in which UKI has complied with the provisions of its settlement offer and resolved all of the complaints filed against the company. According to its settlement offer, UKI's registration with the Commission, No. TJ327, and its tariff should be canceled, effective 90 days after the issuance of the Consummating Order.
(M. WATTS/L. DODSON)

STAFF ANALYSIS: Between November 1, 2000, and July 24, 2003, CAF logged 319 complaint cases from consumers claiming they were slammed by UKI. As of July 28, 2003, staff has determined that 203 of those complaints were apparent unauthorized changes of the primary interexchange carrier by UKI.

On September 19, 2002, staff filed its recommendation in this docket for the October 1, 2002, Agenda Conference. On September 30, 2002, UKI requested a deferral from the scheduled Agenda Conference, stating it wanted to offer a settlement.

UKI submitted an offer of settlement on July 29, 2003. In lieu of paying a fine for its apparent violation of Rule 25-4.118, Florida Administrative Code, Local, Local Toll, or Toll Provider Selection, UKI has offered to cease operating as a telecommunications provider in Florida within 90 days after the Commission's final order approving the settlement. Further, UKI proposed the following:

- UKI agrees that neither UKI nor a successor corporation to UKI will provide intrastate communications service for hire

subject to the Commission's jurisdiction, or seek authority under Chapter 364, Florida Statutes, to provide such service, sooner than 3 years from the date of the final order;

- UKI agrees that it will continue to address and resolve all pending consumer complaints;
- UKI agrees to send a letter to each of its customers in the State of Florida notifying them that the company is exiting the market and that they must choose another local toll and/or long distance provider prior to the cessation date in order to avoid discontinuation of their service. UKI will not make any suggestions or references to its customers regarding alternate providers in the notification letter. A copy of the letter UKI proposes to send to its customers is attached to its settlement offer for review and approval by the Commission;
- UKI agrees to pay any regulatory assessment fees, penalty, and interest owed for years 2000 through 2002, and regulatory assessment fees owed for year 2003, within 90 days of a final order approving this offer;
- The Commission agrees that this settlement, if approved, will be considered a resolution of all allegations of violations occurring as of the date of this letter; and
- The Commission agrees that this settlement, if approved, will not constitute a finding of wrongdoing.

Even though staff is recommending that the Commission approve UKI's settlement offer, staff believes that it is important to provide a brief summary of its findings in this case. Of the third party verification (TPV) tapes that UKI submitted to the Commission in response to staff's inquiries, none contained all of the information required by Rule 25-4.118(2)(c)2., Florida Administrative Code, Local, Local Toll, or Toll Provider Selection. Specifically, the TPV recordings were lacking at least one or more of the elements required by subsections 1., 4., or 5. of Rule 25-4.118(3)(a), Florida Administrative Code, Local, Local Toll, or Toll Provider Selection, which state:

Subsection 1. Customer's billing name, address, and each telephone number to be changed;

Subsection 4. Statement that the customer's change request will apply only to the number on the request and there must only be one presubscribed local, one presubscribed local toll, and one presubscribed toll provider for each number;

Subsection 5. Statement that the LEC may charge a fee for each provider change.

Additionally, in all of the TPVs reviewed by staff, staff noted two other apparent rule violations. First, the verifier identified the company as "United Communications." This name is not registered with the Commission or with the Florida Department of State. Rule 25-4.118(3)(a)2., Florida Administrative Code, Local, Local Toll, or Toll Provider Selection, requires that the company clearly identify itself to the customer using its certificated name.

Second, in each TPV the verifier asked the prospective customer if he or she is authorized to "use" the service. Rule 25-4.118(3)(a)3., Florida Administrative Code, Local, Local Toll, or Toll Provider Selection, requires that the verifier confirm that the person is authorized to request a "change" of providers. Staff believes that the word "use" in this context is distinctly different from the meaning of the word "change" as stated in the rule and is misleading to the prospective customers. Rule 25-4.118(10), Florida Administrative Code, Local, Local Toll, or Toll Provider Selection, requires that during telemarketing and verification, no misleading or deceptive references shall be made while soliciting for subscribers.

While most consumers filed their complaints with the Commission verbally, a few submitted written comments, and some of those expressed their belief that UKI's use of the word "use" in the question, "Are you authorized to use this service," was indeed misleading and deceptive. Still other consumers who submitted written comments with their complaints detailed different ways that they believed UKI was deceptive or misleading in its marketing or verification. Some examples of these consumer comments are included in Attachment C. Each example in Attachment C consists of the first page of the complaint form, followed by the customer-submitted comments.

Staff noted during its review of the TPVs submitted by UKI that the telemarketer remained on the phone with the customer

during verification, played a pre-recorded statement requesting some portion of the information required by Rule 25-4.118(3)(a), Florida Administrative Code, and when necessary prompted the customer for a response or assisted the customer with his or her response. This appears to be a violation of Rule 25-4.118(2)(c), Florida Administrative Code, which requires that a firm that is independent and unaffiliated with the provider claiming the subscriber must verify the customer's requested change after telemarketing.

Staff has reviewed UKI's offer of settlement. Due to the nature of the marketing and verification techniques witnessed in the Commission's complaint files, staff believes that UKI's offer to exit the Florida telecommunications market for a period of three years from the date of issuance of the Consummating Order is in the public interest and is satisfactory. Staff has also reviewed UKI's proposed letter of notification to its customers and the other terms of its offer and believes that they are satisfactory.

This recommendation is consistent with the previous decision in Docket Number 980165-TI, Initiation of Show Cause Proceedings Against Amer-I-Net Services Corp. For Violation Of Rule 25-4.118, Florida Administrative Code, Interexchange Carrier Selection, and Rule 25-4.043, Florida Administrative Code, Response To Commission Staff Inquiries.

Based on the foregoing, staff recommends that the Commission accept the company's settlement offer to resolve the apparent violations of Rule 25-4.118, Florida Administrative Code, Local, Local Toll, or Toll Provider Selection. UKI should be required to remit all outstanding monies owed for Regulatory Assessment Fees, with the appropriate penalty and interest, within 90 days of the issuance of the Commission's Consummating Order. Additionally, UKI should be required to file a report with the Commission within 120 days of the issuance of the Commission's Consummating Order stating the manner in which UKI has complied with the provisions of its settlement offer and resolved all of the complaints filed against the company. According to its settlement offer, UKI's registration with the Commission, No. TJ327, and its tariff should be canceled, effective 90 days after the issuance of the Consummating Order.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: If no person, whose substantial interests are affected by the proposed actions files a protest of the Commission's decision on Issue 1 within the 21 day protest period, the Commission's Order will become final upon issuance of a Consummating Order. If the Commission's Order is not protested and UKI complies with its settlement offer, this docket should be closed administratively. If UKI fails to pay the Regulatory Assessment Fees owed, with penalty and interest, within 90 days of the issuance of the Consummating Order, or fails to file a report with the Commission within 120 days of the issuance of the Consummating Order to demonstrate that it has complied with its settlement offer and that it has resolved all of the complaints filed against the company, this docket should remain open pending further proceedings. **(L. DODSON)**

STAFF ANALYSIS: If no person, whose substantial interests are affected by the proposed actions files a protest of the Commission's decision on Issue 1 within the 21 day protest period, the Commission's Order will become final upon issuance of a Consummating Order. If the Commission's Order is not protested and UKI complies with its settlement offer, this docket should be closed administratively. If UKI fails to pay the Regulatory Assessment Fees owed, with penalty and interest, within 90 days of the issuance of the Consummating Order, or fails to file a report with the Commission within 120 days of the issuance of the Consummating Order to demonstrate that it has complied with its settlement offer and that it has resolved all of the complaints filed against the company, this docket should remain open pending further proceedings.

ORIGINAL

WIGGINS & VILLACORTA, P.A.

Post Office Drawer 1657
Tallahassee Florida 32302
850-222-1358
850-222-1359 FAX

July 29, 2003

Ms. Blanca S. Bayo, Director
Division of Commission Clerk &
Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED FPSC
JUL 29 PM 3:49
COMMISSION
CLERK

Re: 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. Bayo:

UKI Communications, Inc. (UKI) would like to resolve the Commission's concerns in the above matter without further process and on a mutually agreeable basis. This letter is an offer of settlement and supersedes all early offers and proposals. As an offer of settlement, nothing in this letter may construed as an admission against interest nor used against UKI should this matter not settle. This letter and its contents are intended as communications in furtherance of a settlement. Nothing in this letter constitutes an admission that UKI has refused to comply with or has willfully violated any lawful rule or order of the Commission.

Staff Recommendation

On September 19, 2002, staff filed its recommendation that the Commission initiate an enforcement proceeding against UKI for 162 apparent violations of Rule 25-4.118, F.A.C., Local, Local Toll, and Toll Provider Selection. Staff recommended that the Commission impose a penalty on UKI Communications, Inc. of \$10,000 per apparent violation, for a total of \$1,620,000.

UKI is a recently established and relatively small IXC. It obtained Commission inter-exchange company (IXC) Certificate Number 7332 on March 2, 2000. UKI reported \$593,855.52 in gross intrastate operating revenues for calendar year 2001.

Significant Disagreement Between UKI and Staff

Although UKI believes that it and staff are in accord on how to settle this matter,

AJS
CAF
CMF
COM
CTR
EGR
GCL
GFC

DEV
GTH

DOCUMENT NUMBER-DATE

6857 JUL 29 03

COMMISSION CLERK

there nonetheless remains between UKI and staff a significant disagreement with respect to a material issue of law and policy. Although this issue does not have to be resolved to settle this matter, UKI believes it useful to be clear about its view of the case.¹

Specifically, staff characterizes the consumer complaints as slamming complaints - i.e., complaints about unauthorized transfer - because as a general matter the script used by UKI's TPV provider did not comply or could not be shown to comply with the checklist provided in Rule 25-4.118, F.A.C. UKI disagrees. UKI's initial marketing campaigns generated confusion and customer complaints, which UKI regrets. Nevertheless, to the best of UKI's knowledge, no consumer was switched without complying with FCC rules for verifying customer authorization of the switch (i.e., the authorization for each and every conversion was verified by an independent TPV, which authorization was recorded, and no conversion order was issued without verification from the TPV provider that that the conversion was authorized). In short, UKI cannot acquiesce in the charges that it switched any consumer's service without actual or apparent authority from the consumer to do so.

Nature of Consumer Complaints

According to staff, from January 1, 2001, to June 24, 2002 - The Commission's Division of Consumer Affairs (CAF) received 230 consumer complaints against UKI. The number of complaints per month peaked at 33 in November 2001.

Staff determined that 162 of the 230 consumer complaints related to apparent unauthorized carrier change in violation of Rule 25-4.118, Florida Administrative Code. This determination of "apparent violations" is based upon (a) how the CAF analyst logged in consumer complaint and (b) staff's review of TPV tapes. Based on the review of the tapes, staff concluded that there were:

1. 111 apparent violations of the rule because the independent third party verifier (a) identified UKI as "United Communications" or (b) asked if customer was authorized to "use" the service (as opposed to change" the service), or (c) both;
2. 47 apparent violations because UKI was not able to provide TPV tapes; and
3. 4 apparent violations because the TPV tapes were unintelligible.

The complaints mostly relate to confusion around the changing of the customers'

¹ UKI would like to emphasize that this is not a complaint about staff, but rather statement of disagreement over a legal issue. Staff has been courteous, professional and even-handed in dealing with UKI, which UKI greatly appreciates.

preferred IXC. Although there is a tendency to loosely describe these complaints as involving "unauthorized" conversions, this is not accurate. Rather, these were generally complaints about the basis of conversion.

Some customers initially denied that UKI had any authorization to effect the conversion, but this is not unusual in the industry. A review of commission records reflect that typically, a complaint falls into one of three groups: (1) the complainant "did not remember" the authorization, (2) the complainant felt that UKI misrepresented or reneged on the promotional offering, or (3) someone other than the complainant made the authorization.

To reiterate, the initial representations of the consumers notwithstanding, UKI is not aware of a single change made where the FCC TPV process was not followed. So that there is no confusion on this point:

- UKI is not aware of any customer who was switched without authorizing the conversion.
- UKI is not aware of any authorization that was not taped by the TPV provider.
- UKI is not aware of any customer who agreed to the change who did not affirm that he or she was at least 18, a member of the household, and authorized to approve the change.
- UKI is not aware of any consumer alleging that he or she declined service.
- UKI did not submit any carrier change order to an ILEC without first receiving confirmation from the independent TPV that the change was authorized.

The Inadequacy of the TPV Script

Staff is correct that the script used by the independent TPV provider did not meet the conversion checklist in Rules 25-4.118, F.A.C. Specifically, the script did not contain the required items stating that (i) the LEC may charge a fee for each S. provider change and (ii) the change authorization applies to only one number (e.g., if a consumer has two telephone numbers, there must be two separate authorizations).

As contemplated by the Commission rules, UKI contracted with an independent entity, Federal Verification Company (FVC), to provide third party verification. FVC submitted to UKI a sample of a script that met the applicable requirements of the FCC. UKI approved the use of this script for the verification of all conversions, including those involving Florida customers. UKI did so on the mistaken but good faith belief that the script satisfied Florida requirements. UKI accepts responsibility for this mistake.

The Source of the Complaints

The source of the complaints was customer confusion around the promotional incentives used in UKI's first two marketing campaigns. UKI attempted to win customers by offering low rates *plus* an incentive. Specifically, in one campaign prospects were provided a rate of 7 cents a minute *plus* a calling card good for 1000 free minutes. In the other campaign, the customers were offered the same low rate *plus* a rebate check of \$25.00 if they stayed with UKI for 180 days. These "plus" items were, of course, incentives that were designed to stimulate sales. Unfortunately, they also stimulated complaints.

Mostly consumers complained that they did not receive their calling cards or checks soon enough. The company in fact did experience problems in getting the cards to the customers as quickly as it preferred. With respect to the checks, however, the consumer apparently did not apprehend that he or she would receive the check upon staying with the company 180 days. In any event, both groups of complaints can be related to consumer confusion or to the consumer's expectation of immediate reward.

As UKI explained to staff in a meeting, it realized that neither plan was working out and abandoned both. It's useful to recognize here that particularly as a new company, UKI's marketing and sales efforts needed to convert prospects to new customers and new customers to loyal customers. Any plan that creates customer confusion and triggers complaints is simply not good business. This is an area where good business practice and good regulatory practice align. There is no legitimate concern that the customer complaints are the result of marketing intended to make sales by creating customer confusion.

UKI's System Was Reasonable

UKI's basic approach to marketing its services and responding to consumer complaints was sound. UKI employed in-house telemarketers to generate sales. They were and are employees of the company. Before being allowed to make sales calls, each marketer was given training, which included a review of rules against slamming. The telemarketers were provided scripts and were monitored by on-floor supervisors. Moreover, all outbound calls were taped on micro-cassettes, which were reviewed as needed. (Unfortunately, the tapes were recycled so the records of calls were not preserved beyond a few weeks.) Under this system, customer complaints to the company could be fully addressed and the conduct of the telemarketers reviewed. As a result, telemarketers prone to irresponsibility did not last beyond a day or two.

When the telemarketer made a sale, he or she would hand off the customer to the TPV as contemplated under Florida rules. If UKI receive confirmation from the TPV that carrier change was authorized, UKI would send the order to the ILEC. Also, within 3-5 days of receiving the confirmation, UKI would send a

welcome letter to the customer. The letter included an 800 number for the customer to call if there were questions.

With this system in place, UKI's management believed in good faith that it was complying with regulations and it could reasonably respond to customer complaints or staff inquiries. When a customer did call to complain, it was UKI's policy to immediately afford the customer refunds or adjustments due under applicable regulations.

What Went Wrong?

So what went wrong? UKI experienced performance problems in three key components of its system.

1. First, the independent contractor TPV did not perform adequately.
2. Second, the company's MIS component experienced problems and the welcome letters became delayed.
3. Third, UKI's website platform did not perform adequately, creating communication problems.

How Did UKI Respond?

UKI initiated and implemented significant remedial measures before this docket was opened. Perhaps the most dramatic was the suspension of intrastate marketing in June of 2002, some three months before staff's recommendation was filed. This suspension has remained in effect for over a year, the consequences of which dictate cancellation of UKI's certificate in the face of this investigation.

UKI took other steps to address the root causes of its problems. These included contracting with a new TPV provider, improving the training program for sales staff, retaining permanently sales tapes, and changing of Website provider and platform (email bounce-back problem).

Offer of Settlement

Although UKI does not agree that it willfully and knowingly violated applicable Commission rules, it acknowledges that significant start-up problems in its first year of marketing resulted in customer confusion and complaints. UKI regrets and apologizes for the inconveniences to both consumers and staff. UKI appreciates the opportunity to resolve this matter through settlement so that the burden of formal proceeding may be avoided.

As previously noted, 12 months ago, UKI's management decided to suspended intrastate marketing and not resume until (1) the matters in this docket were

resolved, and (2) it was satisfied that the systems it used to market, handle consumers complaints, and respond to regulatory requests were "bulletproof." As events have unfolded, UKI has reluctantly concluded that the only practical avenue to resolving this matter is through cancellation of its certificate and to terminate intrastate communications service subject to the Commission's jurisdiction.

In light of the above, UKI proposes the following settlement:

1. UKI will stop operating as a telecommunications provider within 90 days of a final order approving this offer;
2. UKI agrees that neither UKI nor a successor corporation to UKI will provide intrastate communications service for hire subject to the Commission's jurisdiction, or seek authority under Chapter 364, Florida Statutes, to provide such service, sooner than 3 years from the date of the final order;
3. UKI agrees that it will continue to address and resolve all pending consumer complaints;
4. UKI agrees to send a letter to each of its customers in the State of Florida notifying them that the customer is exiting the market and that they must choose another local toll and/or long distance provider prior to the cessation date in order to avoid discontinuation of their service. UKI will not make any suggestions or references to its customers regarding alternate providers in the notification letter. A copy of the letter UKI proposes to send to its customers is attached here to for review and approval by the Commission;
5. UKI agrees to pay any regulatory assessment fees, penalty, and interest owed for years 2000 through 2002, and regulatory assessment fees owed for year 2003, within 90 days of a final order approving this offer;
6. The Commission agrees that this settlement, if approved, will be considered a resolution of all allegations of violations occurring as of the date of this letter; and
7. The Commission agrees that this settlement, if approved, will not constitute a finding of wrongdoing.

Thank you for your attention to this matter.

Sincerely



Patrick K. Wiggins
Attorney for UKI Communications, Inc.

attachment

JULY 29, 2003
UKI SETTLEMENT OFFER

APPENDIX

[INSERT UKI LETTERHEAD WITH ADDRESS]

Dear Customer:

We regret to inform you that UKI Communications, Inc. will be discontinuing intrastate toll service for all of our commercial and residential customers located in the State of Florida. All of our retail customers for in-state long distance interexchange services, including 1+, toll-free, dial around, casual, and travel card services will be affected.

To ensure continuity of service, you should call the substitute long distance carrier of your choice as soon as possible to arrange for alternative service. UKI will suspend service as soon as permitted by the Florida Public Service Commission and applicable regulations, and our target date for complete discontinuance of service is _____.

Please accept our thanks for your business, and our apologies for the inconvenience of having to select another carrier. If we can provide any further assistance, please call our Customer Service Department at _____.

CASES REQUIRING RESOLUTION BY UKI

	BTN	NAME	COMPLAINT NO.
1	305-221-9822	JORGE RODRIGUEZ	480781T
2	850-402-0752	CARMEN YANEZ	481379T
3	954-455-9134	KENDRA GUIMARAES	482144T
4	239-353-2373	OSCAR VELEZ	482271T
5	305-234-7521	RAFAEL COTO	482617T
6	813-933-0314	ELIZABETH DELGADO	483547T
7	305-234-4341	HERNANDO PARROTT	484170T
8	305-604-9070	EDUARDO NUNEZ	484603T
9	305-361-8387	MARCELA BARRIOS	485193T
10	305-891-3850	ROSA AMURRIO	486055T
11	954-965-9157	MICHAEL MAGGI	486324T
12	561-367-9003	JORGE ARROYO	489953T
13	305-829-1881	DAVID RODRIGUEZ	495765T
14	407-678-0798	HECTOR TORRES	496386T
15	305-552-8276	ALVARO LOPEZ	496912T
16	407-281-6596	CARLOS RIVERA	498126T
17	305-595-9718	EDUARDO FERRO	501626T
18	850-514-7455	ASHLEY SKIDMORE	503145T
19	305-264-4911	KAILA ASTORGA	503584T
20	305-408-6443	ROBERTO VILLASMIL	523086T
21	407-370-3144	JOSE RAMIREZ	523935T
22	352-694-2363	MARY STEWART	526830T
23	954-961-7488	DORIS PARRA	528875T
24	239-945-1716	ROBERT ROBERTSON	530735T
25	407-933-4657	PAO LY THONG	534295T
26	305-408-0004	MARIA GOMEZ	534555T
27	239-455-9429	QUINTIN SILICK	534924T
28	305-477-9819	ENRIQUE VILLAMOR	535027T
29	352-732-5921	CAROL SJOGREN	535115T
30	352-523-0739	LINDA & RICHARD SCHROEDER	535199T
31	954-436-2168	EALIZIA MARTINEZ	535475T
32	954-344-6913	JAVIER PARDO	536099T
33	352-383-9150	HARRY RUSSELL	539599T
34	305-532-5748	RUDESINDA ARREGUI	540082T
35	407-654-4426	TINKER TOY TELEPHONE	540286T
36	239-597-5877	ROY SCHAETZEL	540896T
37	352-748-2221	FRANK SLAUGHTER INSURANCE AGENCY	546530T

quest No. 433309T

Name PELAEZ , EMILIANO

Business Name

CAD

Consumer Information

me: EMILIANO PELAEZ

Business Name:

Address: 6251 NW 112 TERRACE

County: Dade

Phone: (305)-558-5534

City/Zip: Hialeah

/ 33012-

Account Number:

Caller's Name: EMILIANO PELAEZ

Address: 6251 NW 112 TERRACE

City: HIALEAH , FL 33012-

Attached:

Tracking Number: 0002319

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

Utility Information

Company Code: TJ327

Company: UKI COMMUNICATIONS, INC.

Attn. Eugenia Sandoval433309T

Response Needed From Company? Y

Date Due: 02/19/2002

Fax: 1,866-684-0457

R

Interim Report Received: / /

Reply Received: 03/11/2002

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: WMC

Date: 01/29/2002

Time: 15:45

Via: E-FORM

Prelim Type: SLAMMING

PO:

Disputed Amt: 0

Supmntl Rpt Req'd: /

Certified Letter Sent:

Certified Letter Rec'd: / /

Closed by: MEP

Date: 03/18/2002

Closeout Type: LS-13

Apparent Rule Violation: Y

DOCKET NO. 020645-TI
DATE: August 7, 2003

Please review the "incorporated" Internet correspondence, located between the notation marks on this form, in which the customer reports the following:
TRACKING NUMBER - 0002319 January 29, 2002

CUSTOMER INFORMATION

Account Number: 305 5585534

Business Account Name:

Name: Emiliano Pelaez

Address: 6251 NW 112 Terrace

City: Hialeah

State: FL

Zip: 33012

ORIGINAL

quest No. 433309T

Name PELAEZ , EMILIANO

Business Name

SE NO: 1

ATTACHMENT 1

Date the customer contacted utility:

Did customer previously contact the PSC?: No

If Yes, the customer spoke with:

Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Slamming

Services switched: Local Telephone , Interexchange/Long Distance Telephone

Local telephone company: BellSouth

Interexchange/long distance telephone company: ATT

Contacted Preferred Carrier to Switch Back?: Yes

Received a bill?: Yes

Comments: I noticed on my last Bellsouth statement that I was being charged for switching my "Local Service" and "Long Distance Service" the bill said: WORLCOM

1800 821 2001 When I called them they said they were billing me on behalf of one of their customers: UKI Communications 1877 673 1355

When I called UKI the person there played a recording where they asked a member of my family (my elderly mother) if she was authorized to "use" the phone and she replied "yes" . That apparently was enough to switch my services.

I hope you can do something about this illegal practices,

Thank You

ORIGINAL

quest No. 422231T

Name SALDARRIAGA ,DIEGO MR.

Business Name

Consumer Information

Account Number: DIEGO SALDARRIAGA

Business Name:

Address: 300 SWEETWATER CLUB CIRCLE

County: Seminole Phone: (407)-862-4204

City/Zip: Longwood / 32779-

Account Number:

Account Name: DIEGO SALDARRIAGA

Address: 300 SWEETWATER CLUB CIRCLE

City/Zip: LONGWOOD ,FL 32779-

Phone Number: (407)-261-1080 1021

Account Number: 0001817

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

Utility Information

Company Code: TJ327

Company: UKI COMMUNICATIONS, INC.

Attn. Eugenia Sandoval422231T

Response Needed From Company? Y

Date Due: 12/26/2001

Fax: 1,866-684-0457

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSO Information

Assigned To: NOELIA SANTIAGO

Entered By: WMC

Date: 12/04/2001

Time: 16:18

Via: E-FORM

Prelim Type: SLAMMING

PO:

Disputed Amt: 0

Supmntl Rpt Req'd: /

Certified Letter Sent:

Certified Letter Rec'd: / /

Closed by: NJS

Date: 02/27/2002

Closeout Type: LS-49

Apparent Rule Violation: Y

DOCKET NO. 020645-T1
DATE: August 7, 2003

ORIGINAL

Please review the "incorporated" Internet correspondence, located between the notation marks on this form, in which the customer reports the following:
RACKING NUMBER - 0001817 December 04, 2001

CUSTOMER INFORMATION

Account Number: 407 862-4204

Business Account Name:

Name: Diego Saldarriaga

Address: 300 Sweetwater Club Circle

City: Longwood

State: FL

Zip: 32779

quest No. 422231T

Name SALDARRIAGA ,DIEGO MR.

Business Name

AGE NC: 1

ATTACHMENT 0

Date the customer contacted utility: 12/03/2001

Did customer previously contact the PSC?: No

If Yes, the customer spoke with:

Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Slamming

Services switched: Local Telephone , Interexchange/Long Distance Telephone

Local telephone company: Sprint

Interexchange/long distance telephone company: AT&T

Contacted Preferred Carrier to Switch Back?: Yes

Received a bill?: Yes

Comments: A telemarketer called my wife Oct 15 and in Spanish asked whether she was authorized to use United Communications Service, she said yes, and they asked her for the Name and birthdate.

After playing the recording over the phone, Mike Nesh at UKI 877-673-1355 said to me twice, that this is their company authorized answer for a change of service even though it does not refer to, nor does it mention "change, switch" or something to that effect.

Sprint on the other hand, tells me there is nothing they can do, and that I have to pay for the charges, or they will disconnect my phone service.

ORIGINAL

Request No. 431537T

Name GUZMAN ,SERGIO MR.

Business Name

Handwritten signature

Consumer Information

Name: SERGIO GUZMAN

Business Name:

Home Address: 10612 SW 22 LANE

County: Dade

Phone: (305)-554-8197

City/Zip: Miami

/ 33165-

Account Number:

Caller's Name: SERGIO GUZMAN

Mail Address: 10612 SW 22 LANE

City: MIAMI ,FL 33165-

Phone Number: (4)- -

Account Number:

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

Utility Information

Company Code: TJ327

Company: UKI COMMUNICATIONS, INC.

Attn. Eugenia Sandoval431537T

Response Needed From Company? Y

Date Due: 02/12/2002

Fax: 1,866-684-0457

R

Interim Report Received: / /

Reply Received: 02/04/2002

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: NCHES

Date: 01/22/2002

Time: 15:01

Via: MAIL

Prelim Type: FCC-S

PO:

Disputed Amt:

Supmntl Rpt Req'd:

Certified Letter Se

Certified Letter Rec'd: / /

Closed by: MEP

Date: 02/20/2002

Closeout Type: LS-13

Apparent Rule Violation: Y

DOCKET NO. 020645-TI
DATE: August 7, 2003

ATTACHMENT C

Please review the attached correspondence in which the customer reports the following:
customer's long distance was changed without authorization or request.

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
obtained in the correspondence.

*Inquiry taken by Nekey Chester**

ORIGINAL

Request No. 431537T

Name GUZMAN ,SERGIO MR.

Business Name

PAGE NO: 1

DOCKET NO. 020645-TI
 DATE: August 7, 2003

431537

ATTACHMENT C
 ORIGINAL

COMPLAINT FOR SERGIO GUZMAN

Complaint Type: Wireline

Account Type: Residential

Congressional Complaint

IC Number:	02-W2173882	Case Type:	Complaint
Date Received:	01/04/2002	Complainant:	Sergio Guzman
Date Entered:	01/04/2002	Date Assigned:	01/07/2002
Entered By:	Internet User	Date Reassigned:	
Assigned To:		Service Date:	
Date Closed:		Response Date:	
Closed By:		Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Disposed By:	Disposed Date:

Current Status: Pending Analyst Review

Complaint Summary:

It appears that a telemarketing call was made to my home when I or my husband were not present in October. I noticed the charges in my December billing and I contacted UKI immediately, Mr. Thomas played the conversation taped with my son in spanish. Question asked by telemarketing person is misleading in spanish "Usted tiene autorizacion de usar el sistema de United Telecomunicacion?" this translate into "Do you have the authority to use the United Telecommunication system? along with him giving his name, address, zip code and date of birth. I am insulted by this telemarketing technique. It is misleading in order to obtain business in a fraudulent way. I am very offended and concerned to think that probably elderly and persons not understanding un-ethical telemarketing companies can be paying outrageous prices when their long distance services is changed. By using the spanish language is another way of stealing from consumers used by UKI. I informed MCI of this sub-contractor conducting business for them and I am holding them responsible for allowing such tactics used to acquired businesses. I am asking for all monies charged to my telephone account to be refunded in additions to any fees billed by Bell South for changing my long distance carrier, approx. until my 12/17/01 bill \$36.00. Nor I or my husband, owners and responsible for the telephone #305-554-8194 have given authorization to UKI to change our long distance carrier service.

Apparent Carrier(s):	UKI Communications
----------------------	--------------------

Problem Number: 3055548194			
Title: None	First Name: Sergio	Middle Initial:	Last Name: Guzman
Contact Name:	Valeria Guzman	Best Time to Call:	9am-5pm
Contact Number:	(305) 599-2600 Ext. 16125	Fax Number:	
Email Address:	guzmanlaw@aol.com	Internet Address:	
PO Box:		Address:	10612 SW 22 Lane
City:	Miami	State: FL	Zip: 33165

On Behalf Of:	
Company Name:	
Party's Name: Valeria Guzman	Relationship with the Party:
Party's Contact Number: Ext.	PO Box:
	Address:
	City:State:PrZip:
Other Party that can be contacted?	
Name:	Relationship:

Request No. 429214T

Name JAUREGUI, JORGE MR.

Business Name

ORIGINAL

Consumer Information

Name: JORGE P JAUREGUI

Business Name:

Service Address: 1790 NE 191ST STREET APT 501-C2

County: Dade

Phone: (305)-944-7834

City/Zip: Miami

/ 33179-

Account Number:

Caller's Name: JORGE P JAUREGUI

Mail Address: 1790 NE 191ST STREET APT 501-C2

City MIAMI, FL 33179-

Jan ched:

3-Tr Number:

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

Utility Information

Company Code: TJ327

Company: UKI COMMUNICATIONS, INC.

Attn. Eugenia Sandoval429214T

Response Needed From Company? Y

Date Due: 02/01/2002

Fax: 1,866-684-0457

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: ANGIE HARTSHORN

Entered By: SDM

Date: 01/10/2002

Time: 13:50

Via: MAIL

Prelim Type: SLAMMING

PO:

Disputed Amt: 312

Supmntl Rpt Req'd: /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: AH

Date: 04/03/2002

Closeout Type: LS-13

Apparent Rule Violation: Y

DOC# NO. 020645-11
DATE: August 7, 2003

Customer states that a change has been made to their long distance carrier assignment without appropriate authorization.

Customer's preferred carrier should be *** BellSouth***

Please confirm, in a detailed report, that any changes or additions to this account were made in accordance with applicable state rules (25-4.118) and regulations.

If an LOA or VLOA was used please provide this as proof of authorization.

If the change request was received from a LEC, please provide the date of the order and the order number received from the LEC.

Request No. 429214T

Name JAUREGUI, JORGE MR.

Business Name

ORIGINAL

PAGE NO: 1

ATTACHMENT C

DOCKET NO. 020645-TI
DATE: August 7, 2003

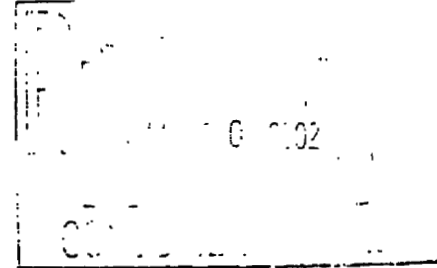
ORIGINAL
ATTACHMENT C

Jorge P. Jauregui
1790 NE 191st Street Apt. 501-C2
North Miami Beach, FL 33179
Tel. (305) 944-7834

January 7, 2002

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
Attention: Shonna

ORIGINAL



RE: UK1 Communications

Dear Ms Shonna:

It was a pleasure talking to you this morning and as per your request the following is an explanation as to what happened with the above mentioned Telephone Company:

Some time in October 2001 I received a marketing phone call from UK1 Communications, they told me that my telephone number had been chosen to receive a 100 minutes long distance free telephone card, with no obligation for me to purchase anything nor to change my telephone carrier.

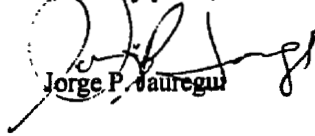
I answered that yes, I was interested in receiving the free card, at that time the marketing person asked me who was the person in charge of making decisions regarding my telephone service; I answered that I was, so they asked me for my date of birth which I gave them as November 4, 1971.

Then in December of 2001 I was presented with a \$312.93 for telephone calls from Miami-Dad County to Broward County.

I did not authorized UK1 to change my service from Bell South to them.

Anything that you can do, I will be greatly appreciative,

Sincerely yours,


Jorge P. Jauregui

PS. This is the telephone number for UK1 (877) 673-1355

Request No. 422543T

Name RODRIGUEZ , SIMON

Business Name

Consumer Information

Name: SIMON RODRIGUEZ

Business Name:

Address: 320 E. PHOENIX AVENUE

County: Highlands Phone: (863)-465-5243

City/Zip: Lake Placid / 33852-

Account Number:

Customer Name: SIMON RODRIGUEZ

Address: 320 E. PHOENIX AVENUE

City/Zip: LAKE PLACID , FL 33852-

Phone Number: (863)-465-3003 119

Tracking Number: 0001825

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

Utility Information

Company Code: TJ327

Company: UKI COMMUNICATIONS, INC.

Attn. Eugenia Sandoval422543T

Response Needed From Company? Y

Date Due: 12/27/2001

Fax: 1,866-684-0457

R

Interim Report Received: / /

Reply Received: 03/11/2002

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDI

Entered By: WMC

Date: 12/05/2001

Time: 15:29

Via: E-FORM

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 03/15/2002

Closeout Type: LS-13

Apparent Rule Violation: Y

DOCKET NO. 020645-TI
DATE: August 7, 2003

ATTACHMENT C

ORIGINAL

Please review the "incorporated" Internet correspondence, located between the station marks on this form, in which the customer reports the following:
TRACKING NUMBER - 0001825 December 05, 2001

CUSTOMER INFORMATION

Account Number: 863-465-5243

Business Account Name:

Name: Simon Rodriguez

Address: 320 E Phoenix Ave

City: Lake Placid

State: FL

Zip: 33852

Request No. 422543T

Name RODRIGUEZ , SIMON

Business Name

Page NO:- 1

Date the customer contacted utility: 12/04/2001

Did customer previously contact the PSC?: No

If Yes, the customer spoke with:

Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Slamming

Services switched: Interexchange/Long Distance Telephone

Local telephone company: Sprint

Interexchange/long distance telephone company: Primus-Isterra

Contacted Preferred Carrier to Switch Back?: No

Received a bill?: Yes

Comments: Telemarketer offered to send free calling card to try out their service. My wife took the call and specifically told telemarketer she did not want to be switched. My wife only agreed to receive free calling card. Telemarketer hoodwinked my wife into going thru Third Party Verification. This occurred under false pretense. Our long distance service was slammed and the per-minute rates are outrageously high. Please note that the subscriber is not my wife but myself. The phone line and the bill are under my name, not my wife's.

Case No. 423107T

Name COLORADO, LIBARDO MR.

Business Name

Consumer Information

Name: LIBARDO COLORADO

Business Name:

Address: 5260 SW 5TH ST

County: Broward

Phone: (954)-581-6693

City/Zip: Plantation / 33317-3

Account Number:

Orderer's Name: LIBARDO COLORADO

Address: 5260 SW 5TH ST

City/Zip: PLANTATION, FL 33317-3616

Be advised:

Account Number:

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

Utility Information

Company Code: TJ327

Company: UKI COMMUNICATIONS, INC.

Attn. Eugenia Sandoval423107T

Response Needed From Company? Y

Date Due: 12/31/2001

Fax: 1,866-684-0457

R

Interim Report Received: / /

Reply Received: 02/08/2002

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: PAMELA DUCK

Entered By: PD

Date: 12/07/2001

Time: 16:15

Via: MAIL

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: PD

Date: 02/14/2002

Closeout Type: LS-13

Apparent Rule Violation: Y

DOCKET NO. 020645-TI
DATE: August 7, 2003

Please review the attached correspondence in which the customer reports the following:
Customer states that he did authorize companies service.

Please investigate this issue, contact the customer and provide the Commission with a
filed written report that addresses the issues in the correspondence, and
confirm 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
obtained in the correspondence.

Enquiry taken by P. Duck**

ORIGINAL

ATTACHMENT C

Case No. 423107T

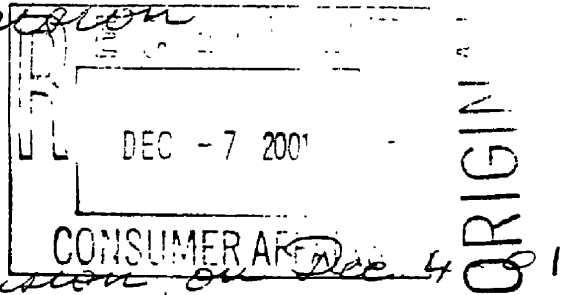
Name COLORADO, LIBARDO MR.

Business Name

Page NO: 1

DATE: August 7, 2003

Public Service Commission
Tallahassee Fl.



I called Public Service Commission, on Dec 4 2001
with the complain of this Comp. I L D Teleservice
inc. Service Provider utki Communication.

This Company is charging me for service I never
agreed to have with them. I called them when I
recieved they charges, begining oct. - 01, they said I agreed
to be with them. Somebody called here at home, few
months ago, offering a 0.3 cents a minute, long distance
inside the U.S.A. they asked if I want more information
about the plan. I told the person that was calling, send
the information, without obligation or compromise, they
say in order to do that, I need to answer some question
without telling or ask me for authorization they were
recording my voice, I found this out, when I called
them about the charges and this is against the law.
Very simple it was a trick. They my age, and if I was the perso
encharged of the economy of the house.

Like this company are many, they want to get customers by
force, they need to be stoped, because this is against
the law, this is fraud, they want to rob people every
were + Please do something about it, your job is protect
innocent people against them.

Thank you

Libardo Colorado

Request No. 361543T

Name GONZALEZ ,ROSE MS.

Business Name _____

Consumer Information

Name: ROSE GONZALEZ

Business Name:

Home Address: 2412 SHELBY CIRCLE

County: Osceola

Phone: (407)-344-0973

City/Zip: Kissimmee

/ 34743-

Account Number:

Caller's Name: ROSE GONZALEZ

Home Address: 2412 SHELBY CIRCLE

City/Zip: KISSIMMEE ,FL 34743-

Phone: (407)-939-7657

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

Utility Information

Company Code: TJ327

Company: UKI COMMUNICATIONS, INC.

Attn. Giuseppe Vitale361543T

Response Needed From Company? Y

Date Due: 03/05/2001

Fax: 6W1,866-684-0457

Interim Report Received: / /

Reply Received: 03/06/2001

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: EPLENDL

Date: 02/12/2001

Time: 09:36

Via: INTERNET

(Phone/Mail/Fax/E

Prelim Type: OTHER

PO:

Supmntl Rpt Req'd: /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 03/12/2001

Closeout Type: LS-13

Apparent Rule Violation: Y

DOCKET NO. 020645-TT
DATE: August 7, 2003

ATTACHMENT

See attached documentation:

Please review the "incorporated" Internet correspondence, located between the notation marks on this form, in which the customer reports the following:

Recipient: contact@psc.state.fl.us

Return-email: contact@psc.state.fl.us

Return-name: Consumer

Subject: Telecommunications Slamming Complaint Form

Recipient: contact@PSC.STATE.FL.US

Return-email: contact@PSC.STATE.FL.US

Return-name: Consumer

Subject=VALUE=

Account Holder: Rose Gonzalez

Request No. 361543T

Name GONZALEZ ,ROSE MS.

Business Name _____

FILE NO: 1

DOCKET NO. 020645-TI
DATE: August 7, 2003

Angie Hashisho

From: Interactive.Slamming.Form@webserv2.electro-net.com
Sent: Saturday, January 27, 2001 2:14 PM
Subject: Slamming Complaint

recipient: contact@psc.state.fl.us
return-email: contact@psc.state.fl.us
return-name: Consumer
subject: Telecommunications Slamming Complaint Form
recipient: contact@PSC.STATE.FL.US
return-email: contact@PSC.STATE.FL.US
return-name: Consumer
subject=VALUE=
Account Holder: Rose Gonzalez
Account Number: 407-344-0973-304
Service Address: 2421 Shelby Circle
City, State and Zip Code: Kissimmee, Fl. 34743
County: Osceola
Mailing Address=
Mailing City, State and Zip Code=
E-mail Address: SPEKDY GONZAL11@HOTMAIL.COM
Telephone Number at the Service Address: 407-344-0973
Daytime Contact Telephone Number: 407-939-7657 EXT 21512
Local Telephone Company: SPRINT
Interstate/Long Distance Telephone Company: SPRINT
Intrastate/Local Toll Telephone Company: SPRINT
Interstate/Long Distance: Yes
Intrastate/Local Toll: Yes
Company that Switched the Service Without Authorization: QWEST/UKI
Contacted Preferred Carrier: YES
Contacted company in dispute: YES
name of contact: ANN/ALLISON/APRIL
Received bill from new carrier: NO
comments: Gentlemen:

I received a call from someone pretending (I assume) to be with Sprint during the latter part of December advising me that my long distance contract with Sprint was about to terminate. I asked that person how that could be because I had not been notified and that Sprint had always been my carrier. This stuck in my head for a few days and then I decided to call my long distance Sprint office whereupon they advised me that my service had been changed from Sprint to Qwest. I told them that could not be because I had not given permission for the change and besides the point I had a pik freeze so that it could not be changed without my permission. The young lady at Sprint who took my call on 1/10/2001 named Veronica immediately changed me back to my previous Sprint package that I had had with them. She told me to call my local company (Sprint) and advise them about the pik freeze not being adhered to. I did so immediately the following day and spook with Jason and Suzanne. Tl

hey assured me that no Pik Freeze was ever put on my account. I asked them why not because I had gone thru this within the last year and at the time the local rep told me to put a Pik Freeze on my account so that this would not happen again. Apparently the Pik Freeze was not put on at that time. However this time, both Suzanne and Jason assured me that the Pik Freeze was on. I sure hope so. They told me that I would know the Pik Freeze was on my account when I recieved my bill and it would show that Sprint was my long distance carrier.

Suzanne gave me the information about the electronic note from Qwst and she also gave me their phone number. I called and spoke firt with Allison and she advised me that my account was being taken care of by UKI and she gave me their phone number. I called and spoke with the receptionist there who advised me they did not have my account. That it would be Qwest who had it as they only rent lines from Qwest. (I had forgotten to tell you that when I started talking to these companies I advised them that the call was being recorded for FCC purposes and they acknowledged the fact). I once again called Qwest and now had a Diego answer who spoke in Spanish. I advised him I wanted to talk in English because I was recording my conversations for FCC purposes. He put me on hold and finally someone named April came on who told me that they did not have me as being one of their accounts. I told them that if this is so, they don't have me as an account and UKI does not have me as an !

account, that I did not expect to have any charges from them on my next telephone bill. Today 1/27/2001 I recieve my telephone bill and lo and behold but what do I see \$9.60 in

ORIGINAL

- charges from Qwest (I assume because in the explanation from my phone company it states
- under Change in service as follows:
Current Carrier Selections
Local toll: Sprint
- changed from Qwest Communications Jan 11
changed from Sprint Dec 22

Long distance: Sprint
changed from Qwest Communications Jan 11
changed from Sprint Dec 22

The \$9.60 is for 4 charges of \$2.40 each supposedly for 2 local and 2 long distance carrier charges. It seems like when they change you from you local company to theirs they charge you \$2.40 and then when it is cancelled they charge you \$2.40 for changing from their carrier to another.

I don't know who gave these persons permission to change my service but it sure was not me. And here I am being charged for a service that I did not request and being charged for it to be cancelled and returned to my original carrier. If this is not slamming, then what is it?

I tried getting a hold of Qwest today and spoke with someone named Penny and once again she advised me that i was UKI's customer and that Qwest had no way of accessing my account. I called once again to UKI and their offices are closed.

I am tired of this going back and forth and have placed this in your hands with the hope that you can finally settle this. Please do all you can. I thank you for any help you can give me.

Sincerely,

Rose Gonzalez

ORIGINAL

Copy

quest No. 440292T

Name QUESADA ,MARTA

Business Name

Consumer Information

me: MARTA QUESADA

Business Name:

Address: 60 EAST 3 STREET
APT. 402

County: Dade Phone: (305)-223-0847

City/Zip: Hialeah / 33010-

Account Number: 30588513942690440

Customer Name: MARTA QUESADA

Address: 60 EAST 3 STREET
APT. 402

City/Zip: HIALEAH ,FL 33010-

Phone Number: (305)-446-2517

Tracking Number: 0002607

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

Utility Information

Company Code: TJ327

Company: UKI COMMUNICATIONS, INC.

Attn. Eugenia Sandoval440292T

Response Needed From Company? Y

Date Due: 03/25/2002

Fax: 1,866-684-0457

R

Interim Report Received: / /

Reply Received: 03/13/2002

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: WMC

Date: 03/04/2002

Time: 08:27

Via: E-FORM

Prelim Type: SLAMMING

PO:

Disputed Amt: (

Supmntl Rpt Req'd: /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 03/19/2002

Closeout Type: LS-13

Apparent Rule Violation: Y

DOCKET NO. 020645-TI
DATE: August 7, 2003

ATTACHMENT C

Please review the "incorporated" Internet correspondence, located between the station marks on this form, in which the customer reports the following:
TRACKING NUMBER - 0002607 February 28, 2002

CUSTOMER INFORMATION

Account Number: 305-885-1394-269-0440

Business Account Name:

Name: MARTA QUESADA

Address: 60 EAST 3 STREET, APT #402

City: HIALEAH

State: FL

Zip: 33010

quest No. 440292T

Name QUESADA ,MARTA

Business Name

SE NO 1

Date the customer contacted utility: 11//2001

Did customer previously contact the PSC?: No

If Yes, the customer spoke with:

Date the customer contacted PSC:

PROBLEM INFORMATION

Problem Type: Slamming

Services switched: Interexchange/Long Distance Telephone

Local telephone company: BELL SOUTH

Interexchange/long distance telephone company: AT&T

Contacted Preferred Carrier to Switch Back?: Yes

Received a bill?: Yes

Comments: Mrs. Quesada was invited to a luncheon and given a raffle ticket to fill out. She does not read or write English and does not know what it was she was signing for. After this her telephone bills skyrocketed and became concerned. Son called local carrier and was told to contact UKI Communications directly. Correspondence was sent via certified mail to them on Feb. 5, 2002 and she still awaits to hear from them. New phone bill indicates the amount that needs to be cleared up is \$181.07.