

ORIGINAL

State of Florida



Public Service Commission

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

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

COMMISSION
CLERK

DATE: February 5, 2004

TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director

FROM: Melinda H. Watts, Engineer III, Division of Competitive Markets & Enforcement *MW*

RE: Docket No. 031105-TX - Compliance investigation of Talk Unlimited Now, Inc. for apparent violation of Rules 25-22.032(5)(a), F.A.C., Customer Complaints, and 25-24.835, F.A.C., Rules Incorporated.

The attached complaint file, Request No. 527531T, is pertinent to staff's investigation of Talk Unlimited Now, Inc. in this docket. Please place this document in the docket file accordingly.

AUS _____
 CAF _____
 CMP _____
 COM _____
 CTR _____
 ECR _____
 GCL _____
 OPC _____
 MMS _____
 SEC _____
 OTH _____

DOCUMENT NUMBER-DATE

01729 FEB-5 04

FPSC-COMMISSION CLERK

Request No. 527531T

Name BENNETT ,CHRISTINE MS.

Business Name

Consumer Information

Name: CHRISTINE BENNETT

Business Name:

Svc Address: 3773 SE OLD ST. LUCIE BLVD.

County: Martin

Phone: (772)-223-2044

City/Zip: Stuart

/ 34996-

Account Number:

Caller's Name: CHRISTINE BENNETT

Mailing Address: 3773 SE OLD ST. LUCIE BLVD.

City/Zip: STUART ,FL 34996-

Can Be Reached: (772)-223-2044

E-Tracking Number:

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

Utility Information

Company Code: TX662

Company: TALK UNLIMITED NOW, INC.

Attn. Ed Smiley527531T

Response Needed From Company? Y

Date Due: 05/05/2003

Fax: 61,727-867-3711

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: CMP

Entered By: LAW

Date: 04/14/2003

Time: 11:21

Via: PHONE

Prelim Type: OTHER

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

Preclose type - Other

(Include amount in dispute if any.)

Customer Comments: Customer is disputing 57.49 plus 4 days (7.64). Customer states that she was supposed to be issued a refund check from the a previous complaint with the company. Customer states that she made a check out to Talk Unlimited now for payment for that month. Customer states that when she contacted the company to switch service she was told that Amerimex who had taken over service from Talk Unlimited that her check had not been received or posted. Customer states that he check has cleared the bank, and when she called back and made them aware of it and they say yes we have the payment posted. Customer also states that the company owed her a refund for four days which she did not have service. Customer is requesting this refund. Customer has contacted Talk Unlimited Now, and was told to contact Amerimex, customer contacted Amerimex and was given another long distance number and was told to ask to speak with Betty. Customer states that at this number she was only able to speak with someone that spoke Spanish. Customer states that she has

Request No. 527531T

Name BENNETT ,CHRISTINE MS.

Business Name

switched service with MCI and would like the account finalized and her refund issued.

Please investigate this matter, contact the customer, and provide a detailed written report to the Florida Public Service Commission by the due date.

Case taken by Lee White
Send Response to
Fax number 850-413-7168
E-mail : PSCREPLY@PSC.STATE.FL.US

08/11/03 Dialed (727) 867-3700 (Talk Unlimited Now, Inc.) to speak with Mr. Ed Smiley. The number was disconnected. I looked in the RAF files to find any alternate telephone numbers and found (727) 424-7561 as a number that had been used by Paula Isler. I dialed the number and asked for Mr. Smiley and the person who answered, replied, "This is not Talk Unlimited Now, Inc. " He stated that this is a cell phone and has nothing to do with Talk Unlimited Now, Inc. I asked if he was Mr. Ed Smiley and he said that he was not.

08/12/03 I called Debby Kampert who handles the complaints from Verizon. I explained that I was having a problem reaching Talk Unlimited Now, Inc. and asked if she might have an alternative number where they could be reached. She took the (727) 867-3700 that we have and ran a check on it. She stated that this number was disconnected around the end of June due to non-payment of their phone bill. She said that there is a can-be-reached number of (727) 403-6634 and a cell phone number of (727) 424-7561 (This is the same cell phone number I called on 8/11/03 and was told that it was not Talk Unlimited.)

I dialed (727) 403-6634 and got a recording from AT&T: Message P5-24 from AT&T Wireless stating that the subscriber does not answer, to try again later. JARIOLA

8/12/2003 Contacted Talk Unlimited Now using the information provided from the Michigan PSC. Spoke to a person, name unknown, who stated the company does not provide service. Recommending case be reassigned to CMP for cancellation of certificate. P.Lowery

8/15/2003 Case reassigned to the Division of Competitive Markets and Enforcement. P.Lowery

Request No. 527531T Name BENNETT ,CHRISTINE MS. Business Name _____

REGULATED LOCAL TELEPHONE COMPANIES LICENSED IN MICHIGAN

as of July 24, 2003

CLEC = Competitive Local Exchange Carrier

ILEC = Incumbent Local Exchange Carrier

Note: If your company's email address is not listed or corrections need to be made to this list, please contact Wendy Thelen at: wjthel@michigan.gov

Company Name and Address	Contact Information	CLEC	ILEC
Suretel, Inc. 5 N. McCormic Oklahoma City, OK 73127	Candice Gately Phone: (405) 440-2659 Fax Email: cgately@suretel.net	<input checked="" type="checkbox"/>	<input type="checkbox"/>
T2 Communications, LLC 301 Hoover Blvd Holland, MI 49423	Ned B. Timmer President Phone: (616) 399-9505 Fax Email:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk America Inc. 12001 Science Drive, Suite 130 Orlando, FL 32828	Sharon Thomas Director of Regulatory Affairs Phone: (407) 313-1353 Fax (407) 658-6312 Email: mkamin@talk.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk Unlimited Now, Inc. 3606 South Waverly Place Tampa, FL 33629	Phone: (813) 805-0648 Fax (813) 805-0908 Email:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tall Grass Communications Inc. 1 N. Summit Avenue Oakbrook Terrace, IL 60181	Peter Lynch President Phone: (630) 889-9900 Fax (630) 620-6953 Email:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TC3 Telecom Inc. 1114-F South Winter Street Adrian, MI 49221	Joseph P. Mattausch President Phone: (517) 265-7872 Fax (517) 265-7046 Email: joe@tc3telecom.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TCG Detroit Holdings I, Inc. 215 S. Washington Square Suite 230 Lansing, MI 48933	Francis Brown Phone: (517) 374-6521 Fax (517) 374-6545 Email:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TDS Metrocom, LLC 525 Junction Road Suite 6000 Madison, WI 53717	Shane Kaatz Manager, Carrier Relations Phone: (608) 663-3350 Fax (608) 633-3340 Email:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
TDS Telecom/Chatham Telephone Co. 130 Marquette Street P.O. Box 197 Chatham, MI 49816	Michael A. Pandow President and Director Phone: (906) 439-5000 Fax (906) 439-5600 Email:	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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