

State of Florida



ORIGINAL

Public Service Commission

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

FEB 5 2004

PH 2:19

-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. 529492T, 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

01730 FEB-5 04

COMMISSION CLERK

Request No. 529492T

Name SAUNDERS ,DAVID

Business Name

Consumer Information

Name: DAVID SAUNDERS

Business Name:

Svc Address: 3002 NE FIFTH TERRACE APT. 306

County: Broward Phone: (954)-537-2198

City/Zip: Oakland Park / 33334-

Account Number:

Caller's Name: DAVID SAUNDERS

Mailing Address: 3002 NE FIFTH TERRACE APT. 306

City/Zip: OAKLAND PARK ,FL 33334-

Can Be Reached: (954)-537-2198

E-Tracking Number: 0007094

**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 Smiley529492T

Response Needed From Company? Y

Date Due: 05/15/2003

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: LLL

Date: 04/24/2003

Time: 16:43

Via: E-FORM

Prelim Type: IMPROPER BILLS

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

"TRACKING NUMBER - 0007094 April 24, 2003

SERVICE ADDRESS

Account Number: 9545372198

Business Account Name:

Name: David Saunders

Address: 3002 ne fifth terrace apt 306

City: fort lauderdale

Zip: 33334

Service Phone: 9545372198

CUSTOMER INFORMATION

Request No. 529492T

Name SAUNDERS ,DAVID

Business Name

PAGE NO: 1

ORIGINAL

Name: David Saunders
Address: 3002 ne fifth terrace apt 306
City: fort lauderdale
State: FL
Zip: 33334
Primary Phone: 9545372198
Secondary Phone: 9544712926
E-mail: david0501@att.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TX662 Talk Unlimited Now, Inc.
Did customer previously contact the utility?: I contacted Talk Unlimited now 10 times during the month of Feb. 2003. I spoke to their customer service dept.
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Improper Billing
Complaint Detail: My phone number is 9545372198, I cancelled my service with Talk Unlimited in Feb. 2003, due to the fact that their service was interrupted for four days and I never received a credit for it, and I could not contact anyone from the co. I switched my service to Bell South and w/o my authorization, Talk Unlimited took me away from Bell South. This is fraud, and they have billed me for service and I do not have them as a carrier. I have Bell South. They are harassing me for payment. Please resolve. Thanks, David Saunders email: david0501@att.net"

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.

Inquiry taken by Loyda Lopez

CONTACT NUMBERS

CAF FAX: 850/413-7168
CAF Email: 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

Request No. 529492T Name SAUNDERS ,DAVID Business Name

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

3/12/2003 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

3/12/03 Complaint given to June, to be re-assigned. Shonna McCray

3/15/2003 Case reassigned to the Division of Competitive Markets and Enforcement. P.Lowery

Request No. 529492T Name SAUNDERS ,DAVID Business Name _____

Loyda Lopez

Subject: FW: E-Form Improper Billing - 7094

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Thursday, April 24, 2003 3:47 PM
To: contact@psc.state.fl.us
Subject: E-Form Improper Billing - 7094

TRACKING NUMBER - 0007094 April 24, 2003

SERVICE ADDRESS

Account Number: 9545372198
Business Account Name:
Name: David Saunders
Address: 3002 ne fifth terrace apt 306
City: fort lauderdale
Zip: 33334
Service Phone: 9545372198

CUSTOMER INFORMATION

Name: David Saunders
Address: 3002 ne fifth terrace apt 306
City: fort lauderdale
State: FL
Zip: 33334
Primary Phone: 9545372198
Secondary Phone: 9544712926
E-mail: david0501@att.net
Contact By: E-mail Address

COMPLAINT INFORMATION

Utility Name: TX662 Talk Unlimited Now, Inc.
Did customer previously contact the utility?: I contacted Talk Unlimited now 10 times during the month of Feb. 2003. I spoke to their customer service dept.
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Improper Billing
Complaint Detail: My phone number is 9545372198, I cancelled my service with Talk Unlimited in Feb. 2003, due to the fact that their service was interrupted for four days and I never received a credit for it, and I could not contact anyone from the co. I switched my service to Bell South and w/o my authorization, Talk Unlimited took me away from Bell South. This is fraud, and they have billed me for service and I do not have them as a carrier. I have Bell South. They are harassing me for payment. Please resolve.
Thanks, David Saunders email: david0501@att.net

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1)
<http://www.psc.state.fl.us/consumers/complaint/review.cfm>
www.psc.state.fl.us

ORIGINAL

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: wjthelen@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"/>

ORIGINAL