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State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850 FEB -5 PM 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 *MWA*

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. 523763T, 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
C.M.
CTR
ECR
GCL
OPC
MMS
SEC
OTH

DOCUMENT NUMBER-DATE

01731 FEB-5 3

FPSC-COMMISSION CLERK

Request No. 523763T

Name GLENN ,TASHA MS.

Business Name

Consumer Information

Name: TASHA GLENN

Business Name:

Svc Address: 250 SW 14TH AVE., APT 50

County: Dade

Phone: (786)-243-1702

City/Zip: Homestead / 33030-

Account Number:

Caller's Name: TASHA GLENN

Mailing Address: 250 SW 14TH AVE., APT 50

City/Zip: HOMESTEAD ,FL 33030-

Can Be Reached: (305)-242-8773

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 Smiley523763T

Response Needed From Company? Y

Date Due: 04/11/2003

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: KD

Date: 03/21/2003

Time: 13:36

Via: PHONE

Prelim Type: IMPROPER

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 - Improper Disconnect

Are you currently without service? Yes

When was the service disconnected? 3/20/03

Other Comments: Customer states that she switched her service from Talk Unlimited to Carilink International in the end of February. Customer states that on 3/20/03 her service was disconnected. Customer contacted Carilink and was told that her old carrier (Talk Unlimited) had disconnected her service with no notice. Customer was not given any reason for the disconnect. Customer states that she is completely without service, including 911 capability. ATTENTION COMPANY: PLEASE RESTORE CUSTOMERS SERVICE IMMEDIATELY.

Please investigate this matter, contact the customer, and provide a detailed written report to the Florida

Request No. 523763T

Name GLENN ,TASHA MS.

Business Name

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Public Service Commission by the due date.

Case taken by KDodson
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. 523763T Name GLENN ,TASHA MS. Business Name _____

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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: wjthele@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: cgateley@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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MICHIGAN

Nancy B. White
General Counsel - Florida

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(305) 347-5558

February 4, 2004

VIA OVERNIGHT MAIL

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

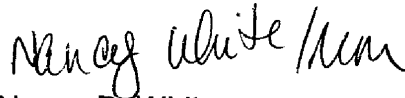
Re: Docket No. 030851-TP

Dear Ms. Bayó:

Today, BellSouth Telecommunications, Inc. served its Responses to The Florida Public Commission Staff's Request for Copies, in the above referenced matter.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,



Nancy B. White

cc: All Parties of Record
Marshall M. Criser III
R. Douglas Lackey

525725

DOCUMENT # 030851-TP-0013

01734 FEB-5 2004

FPSC-COMMISSIONER-0013

CERTIFICATE OF SERVICE
Docket No. 030851-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via Electronic Mail, Hand Delivery* and FedEx® this 4th day of February 2004 to the following:

Jeremy Susac, Staff Counsel *
Pat Lee
Florida Public Service Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
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Fax: (850) 413-6250
jsusac@psc.state.fl.us
plee@psc.state.fl.us

Michael A. Gross
VP Reg. Affairs & Reg. Counsel
Florida Cable Telecomm. Assoc.
246 East 6th Avenue
Tallahassee, FL 32303
Tel. No. (850) 681-1990
Fax. No. (850) 681-9676
mgross@fcta.com

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Vicki Gordon Kaufman (+)®
McWhirter, Reeves, McGlothlin,
Davidson, Kaufman & Arnold PA
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Represents FCCA
Represents Covad ~
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vkaufman@mac-law.com

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