

State of Florida



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Public Service Commission

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

DATE: April 1, 2004
TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director
FROM: Melinda H. Watts, Engineer III, Division of Competitive Markets & Enforcement *MHW*
RE: Docket No. 040196-TI – Compliance investigation of Globcom, Inc. for apparent violations of Sections 364.02(13) and 364.336, Florida Statutes.

Please add this document to the Docket file for Docket No. 040196-TI.

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FPSC-COMMISSION CLERK



2002 OCT 28 PM 9:59
BUREAU OF
COMPETITIVE SERVICES

October 28, 2002

State of Florida Public Service Commission
Attn: Angela Fondo
2540 Shumard Oak Boulevard
Tallahassee, FL. 32399

Dear Ms. Fondo,

This letter is in response to a claim made by Joseph Isaacs regarding overcharging of intrastate rates. Globcom is not aware of any overcharging of intrastate rates to its customers.

Globcom Global Telecommunications is a reseller for WorldCom. Recently we started working with a secondary carrier named Williams Communications. All call records obtained from our carriers are recorded and sent to our customers without any changes. Globcom has tested calls in the past to verify that call records are exact and we have made every effort in cooperation with our carriers to ensure that every call length is timed correctly.

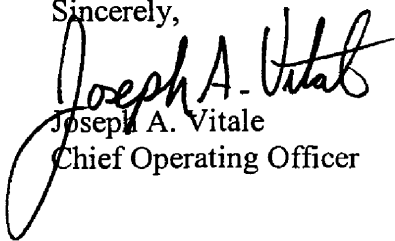
Mr. Isaacs represented Globcom as our regulatory consultant. He negotiated our contract with Williams Communications and set up our sign on and passwords for the provisioning platform. In July and August of 2002 he visited our office in Chicago to find out why we did not have any customers on the Williams network. We informed him that we were unsure about the quality of Williams Communications and also we did not know the format in which we were going to get billed. Since Mr. Isaacs had access to the sign on and password he provisioned himself and a few others to make test calls. After receiving feedback from him stating the quality was acceptable we began the process of creating a billing format. In our August billing cycle we had a few statements with no names or addresses only a telephone number. Our operations manager Michelle Barnes searched the BTN's and they were the BTN's that Mr. Isaacs provisioned to the Williams Communications network. When she called Mr. Isaacs for an address to send the bills he said to her that he was under the assumption that since he represented us in regulatory work that his calls would be free. She sent him the bills and when he received them he called us and told us that we billed him improperly. We investigated the bill and realized

that because he provisioned himself improperly that his calls were improperly rated. We immediately re-rated his calls the proper way and issued him credits for his phone numbers, which you will find attached, and all others that he provisioned on our system.

In closing I would like to add that Globcom no longer retains Mr. Isaacs as our regulatory consultant. I spoke with Mr. Paul Lowery regarding an open docket against Globcom for failure to pay some regulatory assessment fees which would have resulted in a revocation of our ALEC license which Mr. Isaacs was responsible for paying. He referred me to Ms. Paula Isler who informed me that Mr. Isaacs negotiated a settlement with the State of Florida PSC in July of 2002 and then on September 23, 2002 called her to withdraw his offer to settle which is about the time of our separation from Mr. Isaacs and ISG Telecom.

Globcom has every intention to abide by the laws and rules set before it by the State of Florida PSC. We have filed the necessary changes as to our contact address and persons of contact with your department to prevent any future disruptions or complication. If you have any further questions you can reach me directly at (847) 272-8481.

Sincerely,

A handwritten signature in black ink that reads "Joseph A. Vitale". The signature is written in a cursive style with a large, looping initial "J".

Joseph A. Vitale
Chief Operating Officer