

ORIGINAL

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850 APR 22 PM 2:18

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

DATE: April 22, 2004

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

FROM: Dale R. Buys, Regulatory Analyst II, Division of Competitive Markets & Enforcement *DB*

RE: Docket No. 040210-TI - Compliance Investigation of Global Crest Communications, Inc. d/b/a Dimensions for apparent violation of Section 364.02(13), Florida Statutes, Definitions.

Please file the attached copies of the letters addressed to Mr. Martin C. Satz, dated January 14, 2004, and to Ms. Shelia Vick, dated February 13, 2004, including copies of the certified mail receipts, in the above referenced docket file.

DRB/

Attachments

cc: Office of the General Counsel (Rojas)

- AUS _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC 1
- OTH _____

DOCUMENT NUMBER-DATE

04791 APR 22 04

FPSC-COMMISSION CLERK

STATE OF FLORIDA

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CHARLES M. DAVIDSON



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
BETH W. SALAK
DIRECTOR
(850) 413-6600

Public Service Commission

February 13, 2004

CERTIFIED MAIL
FACSIMILE: (305) 688-7130

Ms. Shelia Vick, President
Global Crest Communications, Inc. d/b/a Dimensions
First Union Bank Building
12550 Biscayne Blvd., 7th Floor
Miami, FL 33181

Dear Ms. Vick:

Staff recently received a number of complaints regarding your company's prepaid calling card services. Hence, staff believes an evaluation of your company's services is appropriate. Please provide us with a working sample of each prepaid phone card product that can be used for intrastate calls in Florida for which Global Crest Communications, Inc. d/b/a Dimensions (Global Crest) is the service provider. Staff will test and evaluate the service for the cards and compare the rates to your company's tariff. In addition, please provide us with any advertising that is used at the point of sale. Please ensure that staff receives the phone cards by February 27, 2004.

In another matter, your company is past due on responding to a consumer complaint (copy enclosed) staff received on March 25, 2003. Global Crest has been adequately notified of the complaint and email we received from your company indicates that you are aware that a written response is required. To resolve this matter, Global Crest should provide staff with a written response to the complaint no later than February 27, 2004.

Also, the email we received in July 2003 lists different contact information for Global Crest than is listed in our records. If Global Crest's contact information has changed, please complete the enclosed change of company information form and mail it to the Commission at the address shown on the form or fax it to (850) 413-7118. The form is for use by companies regulated by the Florida Public Service Commission in changing information which appears in the PSC's Master Commission Directory of Utility Data. The changes must be made by a company representative only, using printed script, signed, and dated.

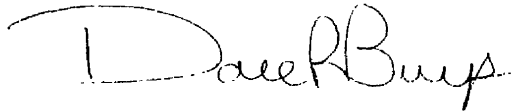
Ms. Shelia Vick
Page 2
Friday, February 13, 2004

To summarize, Global Crest should provide staff with the following no later than **February 27, 2004**:

1. A working sample of all the prepaid phone card products that can be used for intrastate calls in Florida for which Global Crest is the service provider.
2. A written response to consumer complaint, Request No. 542383T.
3. A completed change of company information form, if necessary.

Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,



Dale R. Buys
Regulatory Analyst
Bureau of Service Quality

Tel: (850) 413-6536

Fax: (850) 413-6537

Email: dbuys@psc.state.fl.us

Ref: TMS 1028

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

COMPLETE THIS SECTION ON DELIVERY

- A. Received by (Please Print Clearly) _____ B. Date of Delivery 2/24/04
- C. Signature [Signature] Agent
 Addressee
- D. Is delivery address different from item 1? Yes
 No

1. Ms. Shiela Vick, President
 Global Crest Communications, Inc. d/b/a
 Dimensions, First Union Bank Building
 12250 Biscayne Blvd., 7th Floor
 Miami, FL 33181

Registered Mail
 Return Receipt for Merchandise
 C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

7002 0860 0001 1755 2134

PS Form 3811, March 2001

Domestic Return Receipt

102595-01-M-1424

UNITED STATES POSTAL SERVICE

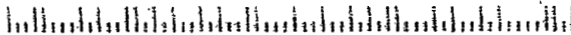


First-Class Mail
 Postage & Fees Paid
 USPS
 Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

Mr. Dale Buys
 Florida Public Service Commission
 2540 Shumard Oak Blvd.
 Tallahassee, FL 32399-0850

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STATE OF FLORIDA

COMMISSIONERS:
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CHARLES M. DAVIDSON



OFFICE OF THE GENERAL COUNSEL
RICHARD D. MELSON
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

January 14, 2004

Return Receipt Requested

Mr. Martin C. Satz
Global Crest Communications, Inc. d/b/a Dimensions
4752 N.W. 167th Street
Miami, Florida 33014-6427

Re: Past Due Company Response to Consumer Complaints

Dear Mr. Satz

The Florida Public Service Commission's Division of Consumer Affairs (CAF) has informed my office that Global Crest Communications, Inc. d/b/a Dimensions has not responded to the Commission regarding a specific consumer complaint. Despite numerous attempts by CAF to obtain a reply to the complaint, our records show that a company response has not been received to date.

The Commission intends to see that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. According to PSC Rule 25-22.032(5)(a):

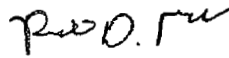
"... a Commission staff member will investigate the complaint and attempt to resolve the dispute in the following manner: The staff member will notify the company of the complaint and request a response. The company shall provide its response to the complaint within fifteen (15) working days. The response shall explain the company's actions in the disputed matter and the extent to which those actions were consistent with applicable statutes and regulations. The response shall also describe all attempts to resolve the customer's complaint."

I have enclosed a copy of the original complaint form for which we have no response. If the Commission has not received a response within ten (10) business days of the date of this letter, Global Crest Communications, Inc. d/b/a Dimensions is potentially at risk of being fined and/or having its certificate revoked. Please respond via fax to (850) 413-7168, or e-mail the response to PSCREPLY@psc.state.fl.us.

Mr. Satz
Page 2
January 14, 2004

If you have any questions or need assistance, please contact Bev DeMello, Director of Consumer Affairs at (850) 413-6107 or by e-mail at bdemello@psc.state.fl.us, or Leroy Rasberry, Chief, Bureau of Complaint Resolution at (850) 413-6119, e-mail lraser@psc.state.fl.us.

Sincerely,



Richard D. Melson
General Counsel

RDM:bsd/jmb
Enclosures

cc: Mary Andrews Bane, Executive Director
Bev DeMello, Director, Consumer Affairs

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Mr. Martin C. Satz
 Global Crest Communications, Inc.
 4752 N.W. 167th Street
 Miami, Florida 33014-6427

2. Article Number
 (Transfer from service label)

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) B. Date of Delivery

R. H. Hall 1/20

C. Signature Agent

R. H. Hall Address

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type

- Certified Mail Express Mail
 Registered Return Receipt for Merchand
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

7002 0860 0001 1757 9131

PS Form 3811, March 2001

Domestic Return Receipt

102595-01-M

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

Florida Public Service Commission
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Atten: Paul Lowery

JAN 26 2004

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