ORIGINAL

State of Florida



Hublic Service Commission

Capital Circle Office Center • 2540 Shumard Qak Boulevard Tallahassee, Florida 32399-0850

> -M-E-M-O-R-A-N-DJULMBSION CLERK

DATE:

April 27, 2004

TO:

Blanca S. Bayó, Commission Clerk and Administrative Services Director

FROM:

Kiwanis L. Curry, Regulatory Analyst I, Division of Competitive Markets &

Enforcement

RE:

Docket No. 040129-TX

Please add these documents to Docket No. 040129-TX.

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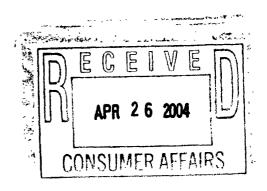
04893 AFR 27 8

FPSC-COMMISSION OF FE



April 26, 2004

Florida Public Service Commission: Tallahassee, Fl



RE: Docket 040129 Objection to FLATEL's Proposal (Customer's Local Service Freeze)

To Whom It May Concern:

In Universal Telephone best interest to request that the PSC please realize that what was asked from FLATEL It's acceptable but is not solving the main problem we are having, when we fax an LOA signed by customer requesting to remove the Local Service Freeze from their accounts it is supposed to be removed without delay. FLATEL is not removing the freeze of customers who decide to change providers, and temporally disconnect this numbers holding this customers back from having telephone service with any Local Service Provider.

Attached you will find a list of customers that have requested to switch providers this week and FLATEL refuses to unfreeze this numbers by temporally disconnect this numbers without the customer consent, arguing that this customer had past due payments when all of these customers have prove of being up to date until the day the LOA was signed. We have had customers transferring their services from several different companies regulated by the PSC such as Bellsouth, Supra, MCI, once these companies receive the LOA signed by customer freeze is removed immediately we still having the problem of FLATEL holding this customers back from leaving by keeping this numbers temporally disconnected for lengthy period of time.

I insist that the PSC takes measures to help this customers protect their rights and stop FLATEL's violations.

If you have any other questions or concerns regarding this letter, please contact our corporate office at the information provided.

Best regards

Mr. Mike Khalil

CFO/ Chief Financial Officer

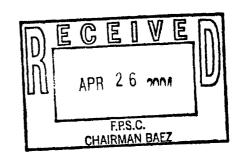
Universal Telephone

E:Uniphone@aol.com

P: (561) 279-2846

F: (561) 272-3445

CC: Commitioners Appointed Admistrators Thomas Williams Jason Rojas Ray Kennedy





COSTORATE CEFECE 1583 Congress Ave Delia; F1, 23445

CARLES SERVICE

OFFICE 1 (877) 642-2423 (S61) 2792846

PAY 1 (877) EM EA49 (569) 272-2445 WWW.SWITCHTELEPHONEPHONE.COM

LETTER OF AUTHORIZATION (LOA)	
• Customer's Billing Name: Abel Perez • Address: 28648 S. Dixie Huy Homestedd & 330	33
i,	
Telephone Numberie) to Change:	
305-246-2021	
The customer's change request will apply only to the number(e) listed on this LOA. There must be only one presubstribed local to and one presubstribed to provider for each number listed.	
The person requesting the change(s) in service is authorized to request changes. The services of Universal Wireless to which you wish to subscribe for the numbers listed above are:	
Local Exchange ServiceLocal Toll Service	
The Local Exphange Company may charge a too for each provider change sciences.	
Customer's Signature:	
The customer's signature on this LOA will result in a change of the customer's provider for the telephone number(s) listed above.	



CONFICEATE OFFEE

CETTARE SERVICE

OFFICE 1 (877) 642-2423 (561) 2792846 PLN 1 (877) 642-5449 (561) 272-2445

Dollay 23, 23445 FAX 1 (877) 642-54 WWW.SWITCHTELEPHONEPHONE.COM

LETTER OF AUTHORIZATION (LOA)

• Cu sio mer's Billing	Name: Hermilia Martinez	
- Address: <u>/30</u>	I NW 14thSt Homestead	LFL 33030
• Telephone Humber	-	
<u> 305-245-85</u>	60	
The existomer's change must be only one prest to provider for each no	request will apply only to the number(s) listed on this bactibed local toil, and one presubscribed local toil, and one probable listed.	LOA. There
The person requesting services of Universal Villare:	the change(s) in service is authorized to request char meless to which you wish to subscribe for the number	ges, The a listed above
Local Exchange Service	Local Toll Service	
The Local Exchange	Company may charge a fee for each provider char	ge zeienień.
Customer's Signature:		
The customer's sign provider for the telep	ature on this LOA will result in a change of the cushone number(s) listed above.	stomer's



CORPORATE CERCE 1585 Congress Ave

CLETCHER SERVICE

OFFICE 1 (877) 642-2423 (561) 2792846

TAX 1 (877) 642-6448 (64) 172-3445 Delia 21, 33445

LETTER OF AUTHORIZATION (LOA)

- Cuchomar's Billing	Name: Marco Lopez	
· Address: 120	7 NE ISTAVE Homested	dyf2 33030
Telephone Mumber		i İ
786-243-136	5	
The customer's change must be only one prest toll provider for each no	request will apply only to the number(a) listed on this ibscribed local, one presubscribed local toil, and one presubscribed local toil, and one presubscribed local toil, and one presubscribed local toil.	LOA. There
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CORPORATE CETTE 1585 Campress Ave

OSTORER SERVICE

OFFICE 1 (877) 642-2423 (5G) 2792546

THE CONTENT THE THE

WWW.SWITCHTELEPHONEF-TONE COM

LETTER	QF	AUTHOREZA	TION	(LOA)
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LETTER OF AL	uthorization (LOA)	ì
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- Address 1336 ALL		
· Telephone Municulal to Change:		
305-245-2865		
The customer's change request will apple must be only one presubscribed local, or the presubscribed local, or the provider for each marker second.	y only to the number(s) listed on ne presubscribed (DDS) foll, smd (this LOA. There
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Local Exchange Service	Local Toll Service	
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Customer's Signature: TLATED # D.C.		
The customer's signature on this i.f. provider for the telephone number(s	OA will result in a change of the sisted above.	* chings in the