

ORIGINAL

State of Florida



Public Service Commission

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

-M-E-M-O-R-A-N-D-U-M- SIGN
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

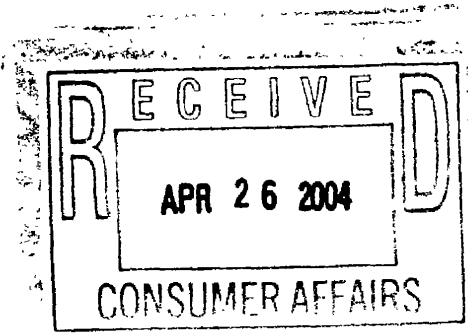
Please add these documents to Docket No. 040129-TX.

- JMP _____
- COM _____
- CTR _____
- ECR _____
- GCL _____
- OPC _____
- MMS _____
- RCA _____
- SCR _____
- SEC 1
- OTH _____

DOCUMENT NUMBER-DATE

04893 APR 27 8

FPSC-COMMISSION CLERK



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.

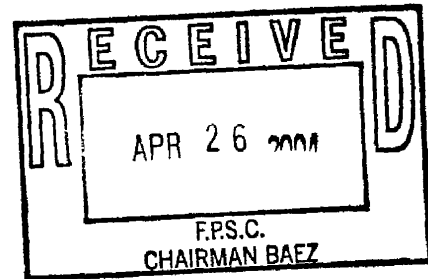
Attached you will find a list of customers that have requested to switch providers this week and FLATEL refuses to unfreeze this numbers by temporally disconnect this numbers without the customer consent, arguing that this customer had past due payments when all of these customers have prove of being 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



CORPORATE OFFICE
1585 Congress Ave
Dulles, FL 32445

CUSTOMER SERVICE
OFFICE 1 (877) 642-2423 (561) 2792540
FAX 1 (877) 642-2449 (561) 272-2445
WWW.SWITCHTELEPHONE.COM

LETTER OF AUTHORIZATION (LOA)

- Customer's Billing Name: Abel Perez
- Address: 28648 S. Dixie Hwy Homestead, FL 33033
- Telephone Number(s) to Change:
305-246-2021 _____

The customer's change request will apply only to the number(s) listed on this LOA. There must be only one presubscribed local, one presubscribed local toll, and one presubscribed toll 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 Service Local Toll Service _____

The Local Exchange Company may charge a fee for each provider change selected.

Customer's Signature: Abel Perez

The customer's signature on this LOA will result in a change of the customer's provider for the telephone number(s) listed above.



CORPORATE OFFICE

1585 Congress Ave
Delray FL 33445

WWW.SWITCHTELEPHONE.COM

CUSTOMER SERVICE

OFFICE 1 (877) 642-7423 (561) 2792446
FAX 1 (877) 642-5449 (561) 272-3445

LETTER OF AUTHORIZATION (LOA)

- Customer's Billing Name: Hermilio Martinez
- Address: 1301 NW 14th St Homestead, FL 33030
- Telephone Number(s) to Change:
305-245-8560 _____

The customer's change request will apply only to the number(s) listed on this LOA. There must be only one presubscribed local, one presubscribed local toll, and one presubscribed toll 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 Service Local Toll Service _____

The Local Exchange Company may charge a fee for each provider change selected.

Customer's Signature: [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.



CORPORATE OFFICE
1585 Congress Ave
Delray FL 33445
WWW.SWITCHTELEPHONEPHONE.COM

CUSTOMER SERVICE
OFFICE 1 (877) 642-2423 (561) 2792846
FAX 1 (877) 642-5448 (561) 372-3445

LETTER OF AUTHORIZATION (LOA)

- Customer's Billing Name: Marco Lopez
- Address: 1207 NE 1st Ave Homestead, FL 33030
- Telephone Number(s) to Change:
786-243-1365 _____

The customer's change request will apply only to the number(s) listed on this LOA. There must be only one presubscribed local, one presubscribed local toll, and one presubscribed toll 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 Service Local Toll Service _____

The Local Exchange Company may charge a fee for each provider change requested.

Customer's Signature: Xo Marcos Lopez

The customer's signature on this LOA will result in a change of the customer's provider for the telephone number(s) listed above.



CORPORATE OFFICE
1585 Canyon Ave
Tucson, AZ 85746
WWW.SWITCHTELEPHONEPHONE.COM

CUSTOMER SERVICE
OFFICE 1 (877) 642-2423 (561) 279-3446
FAX 1 (877) 642-2423 (561) 279-3446

LETTER OF AUTHORIZATION (LOA)

- Customer's Billing Name: Florentina Gomes
- Address: 1336 NW 9th CT Homestead, FL 33030
- Telephone Number(s) to Change:
305-245-2865

The customer's change request will apply only to the number(s) listed on this LOA. There must be only one pre-authorized local, one pre-authorized local toll, and one pre-authorized toll provider for each number listed.

The person requesting the change(s) in service is authorized to request changes. The services of Universal are those to which you wish to subscribe for the numbers listed above are:

Local Exchange Service Local Toll Service

~~The Local Exchange Company may charge a fee for such potential change services.~~

Customer's Signature: Florentina Gomes

The customer's signature on this LOA will result in a change of the customer's provider for the telephone number(s) listed above.