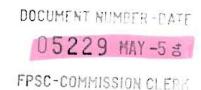


RE: Docket No. 040129-TX

Please add the following documents to Docket No. 040129-TX.

- CMP
- COM _____
- CTR
- ECR
- GCL
- OPC ____
- MMS _____
- RCA
- SCR _____
- SEC
- OTH _____





DATE: May 03, 2004

TO: Florida Public Service Commissioners and Staff

FROM: Mr. Abby Matari / CEO FLATEL, Inc.

RE: Docket No. 040129-TX Compliance investigation of FLATEL, Inc. d/b/a Florida Telephone Company d/b/a OSCATEL d/b/a Telephone USA for apparent violation of Rule 25-4.110(16), F.A.C. Customer Billing for Local Exchange Telecommunications Companies.

AGENDA: 05/03/04 – Regular Agenda – Proposed Agency Action

Discussion of Issues

Issue: FLATEL is requesting that the Commission consider and accept the settlement offer proposed by FLATEL, Inc. d/b/a Florida Telephone Company d/b/a OSCATEL d/b/a Telephone USA to resolve the apparent violation of Rule 25-4.110(16), F.A.C. Customer Billing for Local Exchange Telecommunications Companies.

<u>Analysis</u>: "Florida Public Service Commission Staff interprets Section 364.603, Florida Statutes, and Rule 25-4.1 10 (16), Florida Administrative Code, to mean that **a** PC freeze is the customers' option, not the service providers' option." FLATEL has never added a Local Service Freeze on any of its customers as a result of the notice in question without the customer's consent. FLATEL is requesting the Commissions' assistance in moving forward to proceed and work towards accepting its proposed settlement offer.



RE: Docket No. 040129-TX **DATE:** May 03, 2004

Ladies and Gentlemen of the Florida Public Service Commission:

In an effort to be in compliance with Rule 25-4.110(16) of the Florida Public Service Commission, FLATEL has made every effort to accommodate the requests put forth by the Commission and as an act of "Good Faith" has already removed the notice and begun to remove the Local Service Freeze from its customer's lines.

Although it was brought to our attention that adding a Freeze notice to our invoice was not in compliance with the Florida Public Service Commission's Rule, let it be known that FLATEL never added a Local Service Freeze on any of its customers as a result of the notice without the customer's consent.

It has been brought to our attention that Universal Telephone has objected to the Commission's Staff recommendation to accept our compliance proposal. Where Staff stated in its Docket 040129-TX as follows:

"Further, FLATEL's proposed settlement is consistent with similar settlement proposals that have been approved by the Commission in previous dockets. Therefore, staff recommends that the Commission accept the settlement offer proposed by FLATEL to resolve the apparent violation of Rule 25-4.110 (16), Florida Administrative Code, Customer Billing of Local Exchange Telecommunications Companies"

Universal Telephone has objected FLATEL's proposal to the Florida Public Service Commission with four customers that Universal Telephone mentions in their objection letter. In an effort to proceed with the compliance proposal, FLATEL would like to address the issues that were brought before the commission by Universal Telephone.

Customers **Abel Perez** (Attachment A) and **Florentina Gomez** (Attachment B) did not have a freeze as mentioned in the complaint from the Florida Public Service Commission and could have been switched at any time, **Marco Lopez** (Attachment C) did not wish to change carriers and requested to keep his freeze in place to avoid being slammed by Universal Telephone and **Hermilo Martinez** (Attachment D) last contacted FLATEL wishing to stay with FLATEL and use Western Union to pay their bill in the future.

FLATEL has researched the following matters using ONLY information obtained from Universal Telephone and the Dockets from the Florida Public Service

2300 Palm Beach Lakes Blvd., Executive Center Suite 210 West Palm Beach, FL 33409 P 561.688.2525 F 561.688.7334 www.Flatel.net



RE: Docket No. 040129-TX **DATE:** May 03, 2004

Commission's website and will provide the commission with information to secure our observations that involve Universal Telephone and Oscar Nodarse.

Oscar Nodarse / Utility USA has been denied the Authority to operate as a CLEC in the State of Florida but has managed to find a way to direct Universal Telephone as CEO seen on a fax obtained by our office with an attachment to Mr. Ray Kennedy (Attachment E). It clearly states that Oscar Nodarse is CEO of Universal Telephone after being denied authority by the Florida Public Service Commission to become a CLEC.

"Staff has previously acknowledged concern for Mr. Nodarse's questionable management skills and practices before filing its first recommendation on November 20, 2003. Based on these most recent events, staff believes it is in the public's best interest to recommend that the Commission deny Utility USA, Inc.'s offer to settle and that the Commission should not grant Utility USA, Inc. Florida Public Service Commission Certificate No. 8419 to provide competitive local exchange telecommunications service within the State of Florida. Staff also believes that the Commission should order the company to immediately cease and desist providing competitive local exchange telecommunications service in Florida."

"On September 16, 2003, Mr. Motola e-mailed staff a Letter of Authorization (e-mail and Letter of Authorization included in Attachment X) requesting staff's review of the document for compliance with the Commission's Rule 25-4.118, Florida Administrative Code. Staff noted that the company's name on the Letter of Authorization was Universal Wireless, a certificated CLEC, that heretofore was not at issue in these matters. It was unclear to staff the relationship between Mr. Nodarse and Universal Wireless. However, staff notes that Mr. Motola's e-mail of September 16, 2003, shows onodarse@aol.com as a copy recipient of the e-mail. The e-mail address was later confirmed to be that of Mr. Oscar Nodarse. Based on information in the Commission's Master Commission Directory, Mr. Nodarse is not listed as an associate of Universal Beepers Express, Inc. d/b/a Universal Wireless. Thus staff contacted Mr. Moeen Khalil, the listed liaison of Universal Beepers Express, Inc. d/b/a Universal Wireless and asked if he were aware that legal counsel for Mr. Nodarse was seeking a sample Letter of Authorization and review of a draft Letter of Authorization that showed Universal Beepers Express, Inc. d/b/a Universal Wireless as the provider of local telephone service. Mr. Khalil stated that he was aware of Mr. Motola's request and that he had made arrangements with Mr. Nodarse, whereby Mr. Nodarse would serve as an agent for Universal Beepers Express, Inc. d/b/a Universal Wireless."

It is imperative that the Commission recognizes Universal Telephone's telephone number 1-877-642-2423, which is the number used on their LOAs. This number is also the same exact telephone number that has been used on past Unauthorized LOAs by Oscar Nodarse / Utility USA, Ameriphone and Telephone One. FLATEL also received LOAs with Utility USA's address

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 RE:
 Docket No. 040129-TX

 DATE:
 May 03, 2004

which was recognized by the Florida Public Service Commission as improper and unauthorized use of Agency (as quoted below). Universal Telephone added Ameriphone to its d/b/a in September 2003, after Oscar Nodarse had been using unauthorized LOA's prior to that (Attachment F).

The Ameriphone Letter of Authorization, Attachment Z, displays an address of 3957 Jog Road, Greenacres, Florida 33467, which is the same address provided in Mr. Nodarse's application for Utility USA, Inc., Attachment Y. This location is Utility USA, Inc.'s place of business, not Universal Beepers Express, Inc. d/b/a Universal Wireless'.

Oscar Nodarse was operating a CLEC with FLATEL's unauthorized trade name of OSCATEL through Telephone One (as quoted below) and Ameriphone before becoming a fictitious name of Universal Telephone reference Docket # 030873-TX.

"Staff surmises that the d/b/a "Oscatel", and variations thereof, may have been used to maneuver customers from one local service provider to another, causing customer harm and confusion, and creating operational complications or financial hardships for other telecommunications providers."

Customers that submit complaints when Universal Telephone and Oscar Nodarse are involved DO NOT contact FLATEL regarding their service. Universal Telephone files complaints against FLATEL posing as customers. Proof of this can be found on the Florida Public Service Commission Consumer Request #555262T where they accidentally gave their number as being the customer number (Attached G).

Universal Telephone filed complaints with the Florida Public Service Commission on customers that do not even have service with FLATEL in an attempt to discredit our company. Reference Consumer Complaint Request numbers 554739T, 555230T and 555205T (Attached H).

In an attempt to assist customers with filing complaints with the Florida Public Service Commission, FLATEL was not allowed to be on a conference call with the customer, however Oscar Nodarse and the staff at Universal Telephone was able to file complaints in the customers behalf reference Consumer Complaint Request numbers 555812T and 555189T (Attached I).

Most of the customers that Universal Telephone complains about do not a have a freeze or do not wish to switch companies. They are simply misled by Universal Telephone that FLATEL has changed names or gone out of business. An arrest affidavit

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RE: Docket No. 040129-TX **DATE:** May 03, 2004

(Attachment J) for one of Universal Telephones agents, Wireless Unlimited is attached for keeping FLATEL customer's telephone service money.

Rosendo Castillo is one of many customers that is a victim of Oscar Nodarses managerial skills and will go unnoticed by the commission because the customer will not complain or will not go back to the pay center for a refund of their money. She was willing to repay for her service as well as the reconnection fees because of her ill child and awaiting a call from their Doctor. Amilhomme Guervil is another customer that was disconnected as an example of Utility USA and Oscar Nodarse's magerial skills.

In an effort to stand by our customers, FLATEL reactivated the above mentioned customer's service within minutes and has obtained a copy of the customer's police report, which we have provided the commission a copy of (Attachment K).

In closing, FLATEL is requesting that the Florida Public Service Commission take into consideration that everyone of the consumer complaints that comes through the commission's doors have Universal Telephone, Oscar Nodarse and their staff involved in one way or another past and present. Acc 15537 Abel Perez 28648 South Dixie Hwy Homestead, FL 33033 TN# 305-246-2021

PON 23703 TEL# 3052462021 CONNECT DATE 2-10-04 Tdisc PON Jen013 Tdisc Date 4-22-04

LOA attached for review

FLATEL is requesting payment and reconnection amount of \$25 be paid by Universal Telephone so that a past due balance is not reflected on customers account.

**** CUSTOMERS LINE NEVER HAD A FREEZE ****

4-5-2004 Line Busy

4-12-04 CUSTOMER SAYS HE MADE A PAYEMT AT WIRTELESS UNLIMITED # 1205 / UNIVERSAL TELEPHONE AND HAS A FLATEL RECEIPT NUMBER 69766 WHICH WE DID NOT RECEIVE ON 4/5/2004 IN THE AMOUNT OF \$48.74.

4-22-04 Guss Albert Note

CUSTUMER INFORMED FLATEL THEY WOULD OBTAIN A POLICE REPORT STATING THAT HE PAID THE AGENT ON TIME, AND THAT THE AGENT NEVER SENT US THE MONEY, WHEN THEY GET A POLICE STATEMENT AND FAX IT TO US, WE WILL RECONECT THEIR SERVICE AT NO CHARGE.

4-24-04 general notes

Customer states that this line is use for business purpose

4-26-04 general note

Received a call on Saturday from who we thought to be Mr. Abel Perez at the time and who happens to be on the list provided by the FPSC in question regarding Universal Telephone used an extensive amount of four letter expletive words to have his freeze removed. We agreed to remove the freeze as he requested, but when we called him back the following Monday to notify him of the status; he said that he did not call us on Saturday and insists that it was someone else. We encouraged the FPSC to contact this individual as we mentioned to him that we would bring it to the commission's attention. We believe Universal Telephones staff is behind all this, which is directed by Oscar Nodarse and his personal vendettas against FLATEL that is causing all of this and seriously affecting the End Users.

4-27-04 general note

Tried to contact customer to find out what he wants FLATEL to do with his line because he wanted to get a police report and fax to our office so he can stay with FLATEL. Left a message on cellular voice mail.

4-28-04 general note

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Customer contacted FLATEL and would like to stay with FLATEL and will obtain a police report.

Y

Acc	Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
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15537	93022	3-8-2004	1205	\$48.74		Luis Arcila	113336	\$48.74

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Connection Fee	\$40.00	\$49.00	\$49,00	Taxes	\$8,79	\$10.041	\$12.54
Taxes	\$15.00	318,85	\$19,35	Subtotal	\$48.74	\$60.03	\$82.44
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Inquiry - Customer Service Record

Page 1 of 3

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BELLSOUTH

Local Exchange Navigation System Inquiry Customer Service Record

Continue to TN Reservation ►

FLATEL HAR 6983

View Product and Services | Credit History View Pending Service Order Information

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Page 1 of 2

View LSR

FLATEL HAR 6983 JEN013 v 00

BELLSOUTH

Local Exchange Navigation System

Víew LSR **RSS0000 : Query Successful** PON: JEN013

LSR Admin LSR Bill LSR Contact EU Location/Access

TOP

LSR Admin Section

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CCNA: HAR PON: JEN013 Version: 00 Location Quantity : 001 Hunting Quantity: 00 Account Telephone Number : 3052462021 Service Center : LCSC Date Sent : 20040422 Desired Due Date: 20040422 Request Type ; EB Activity Type : Y Company Code: 6983 Type of Service : 28F-**Carrier Identification Code : 0000** Customer Name : FLATEL

1 TOP LSR Bill Section Billing Account Number Identifier 1 : R Billing Account Number 1 : 305Q952107700 Access Customer Name Abbreviation : HAR

LSR Contact Section TOP TOP Initiator Identification : SANDRA BRAND2 Initiator Telephone Number: 8887776561 Initiator Fax Number : 5618441992 Initiator Street : 2300 PALM BEACH LAKES BLV Initiator Room/Mail Stop: 210 Initiator City : WEST PALM BEACH Initiator State : FL Initiator Zip Code: 33409 Implementation Contact : ADRIANA SOLAR Implementation Contact Telephone Number : 8887776561

BOTTOM 🐶 TOP TOP EU (End User) Location and Access Section Header Location and Access Entry # : 1 Location Number: 000 End User Name : ABEL PEREZ House Number: 28648 Street Directional : S

View LSR/Order Information - PON Details

BELLSOUTH

Local Exchange Navigation System

View ESR/Order Information PON Details

RSS0000 : Query Successful

PON	Version	Completion Date	CN	Order Status	LSR Status
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Firm Order Notification Admin Directory Listing Service Details

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PON		23703	
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Transaction Set Id	Code	865	
Version		00	
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Rep	LCSC		
Dsgcon Tel No	88877	76561	
Rep Tel No	80077	34967	
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Page 1 of 2

FLATEL HAR 6983 23703 y 00

View LSR/Order Information - PON Dotails

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Location Number	000		
Telephone Number	3052462021		
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References

Main Menu

Return to LSR/Order Info Main 🕨

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LENS Version 15.0 Z698311

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Page 2 of 2

APR 8 0 2004 APR 8 0 2004

FLATEL contacted customer to let him know that their line did NOT have a freeze on it and could be switched at their discretion. FLATEL received a call on Saturday from who we thought to be Mr. Abel Perez (305-804-6961) at the time who used an extensive amount four letter expletive words to have his freeze removed.

We agreed to took into removing the freeze as he requested, but when we called him back the following Monday to notify him of the status; he early that he did not call us on Saturday and insists that it was someone else.

We encourage you to contact this individual at your earliest convenience as we mentioned to him that we would bring it to the commissions attention. We believe Universal Tetephones staff is behind all this, which is directed by Oscar Nodarse and his personal vendettas against FLATEL that is causing all of this and seriously affecting the End Users.

It is time that the FPSC acknowledge the trend of complaints against FLATEL when Universal Telephone and Oscar Nodarse are involved and only at those times precisely. You should know that not one of the customers called our office regarding their freeze, and if they do have it remove it as we are required to do. The FPSC should consider this action and proceed with the complaints recognizing the trend and giving FLATEL the benefit of the doubt.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards, Mr. Abby Matari CEO / Corporate Development FLATEL, inc. Florida Telephone Co. Telephone USA 2300 Palm Beach Lakes Bivd. Executive Center Suite 210 West Palm Beach, FL 33409 E <u>AMatari@Flatel.net</u> P 561-688-2525 x 102 F 581-688-7334 www.Flatel.net

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Wednesday, April 28, 2004 America Online: Flatelinc

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Acct 8912 Florentina Gomez 1313 NE 9 CT Homestaed, FL 33030 TN# 305-245-2865

LOA attached for review

Customer has never had a Local Service Freeze

PON: 1464173 Connect Date: 4-22-03 Bill Due Date: 3-24-04 Tdisc PON **JEN015** Tdisc Date 4-22-2004 Pdisc PON T373365 Pdisc Date 4-27-04

04-07-04 NO ANSWER

04-10-04 Left Message For Customer

04-13-04 NO ANSWER

04-20-04 NO ANSWER

Customer had been paying 1205 Wireless Unlimited and never had been disconnected for nonpayment. Customer had been called regarding bill several times with no answer. Customer has never contacted FLATEL. Tdisc order was then issued

Acc	Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
8912		4/24/2003	1205	\$ 95.55	4:49 AM	Sandra Giraldo	45334 \$	95.55
8912	41828	11/1/2003	1205	\$ 48.74	2:52 AM	Luis Arcila	79576 \$	48.74
8912	53683	6/30/2003	1205	\$ 48.74	2:39 AM	Sandra Giraldo	54167 \$	48.74
8912	41919	5/24/2003	1205	\$ 48.74	1:38 AM	Luis Arcila	48019 \$	48.74
8912	53692	7/28/2003	1205	\$ 48.74	5:39 AM	Luis Arcila	60480 \$	48.74
8912	41932	8/25/2003	1205	\$ 48.74	2:26 AM	Luis Arcila	66795 \$	48.74
8912	41948	9/29/2003	1205	\$ 48.74	8:33 AM	Luis Arcila	73049 \$	48.74
8912	41841	12/1/2003	1205	\$ 48.74	6:57 AM	Luis Arcila	87465 \$	48.74
8912	41858	1/5/2004	1205	\$ 48.74	10:08 AM	Luis Arcila	94454 \$	48.74
8912	69742	1/31/2004	1205	\$ 48.74	11:05 AM	Luis Arcila	101547 \$	48.74
8912	69755	2/25/2004	1205	\$ 48.74	4:40 AM	Luis Arcila	109318 \$	48.74

04/22/2003 00:34 19948333940 8912 Account: Agent Numbe 900 Osceola Dr Suite 203 West Palm Deach, FL 33409 03 Due Date: Phone. (561) 688-7525 or 1-889-7774561 Fax: (561)688-734 Date Phone Number: Passonie Prepaid Service Application & Agreement Application For Bellsouth or Sprint cation may also be used to charges judding or deleting services) and Transfer Physical Address (Direction de lacturacion) Res Bus Name Bldg/Floor, Suite/Apt: Street 33030 PC Zip State mestead Crty Neighbor #: Contact Number Work Number Pager Number Following Months (Meses Sigulantes) First Month (Primer Mes) Service Details (Detaile de Servico) **Basic Plus** Deluxe Economy Plan Deluxe **Basic Plus** Economy Service Plan \$49.99 \$69,90 \$39.95 \$69,90 Monthly \$49,99 \$39.95 Monthly Charges \$12.54 \$8,79 \$10.04 \$40,00 Taxes \$40.00 \$40.00 **Connection Fee** \$82.44 \$60.03 \$48.74 \$19.35 Subtotal \$16.85 \$15.60 Taxes \$129.25 Notes: \$106.84 \$95.55 Subtotal \$ S Features Total \$ \$ Long Distance \$ \$ 2 1 525 | 1 550 | | \$100 | | Other \$:95.55 \$ S Total Features (Opciones) Tax Included \$16.53 Memory Call \$6.52 Call Waiting \$5.93 Call Forwarding Variable \$7.11 Call Return (*69) \$29,63 Area Plus Plan \$8.89 aller ID Basic (# only) \$5.93 Wire Maintenance Plan \$13.04 aller ID Deluxe (Name & #) Name Change \$23.00 ## Change \$19.00 Transfer \$40.00 Changes \$19.00 + \$ (leature) 4-22-0 Date[:] ustomer Signature - there are the 20 . New News Processed 131 FLATE, 70 APR 2 4 2003 14642865 . P.O.N. # 900 Osceola Dr Suite 208 West Palm Beach, FL 33409 West Palm Beach, FL. 33409 Phone: (561) 588-2525 or 1-888-777-6561 Fax: (561)688-7334 DATE 4122,03 mez reniti Customer Name:.. Long Distance \$ [] Other \$_ 1 \$50.00 [1\$100.00 []\$25.00 Long Distance: 1 (check all that apply) Invoice Amount \$-Rate Plan Total Paid AGENT SIGNATURE: ad (3) - 12761 In et to a change order fee ded (Poiscs, then

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FLATEL HAR 6983 JEN015 v 00

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BELLSOUTH

Local Exchange Navigation System

View LSR

RSS0000 : Query Successful PON: JEN015

LSR Admin LSR Bill LSR Contact EU Location/Access

TOP LSR Admin Section CCNA: HAR PON: JEN015 Version:00 Location Quantity: 001 Hunting Quantity: 00 Account Telephone Number: 3052452865 Service Center: LCSC Date Sent : 20040422 Desired Due Date: 20040422 Request Type : EB Activity Type : Y Company Code: 6983 Type of Service : 2BF-Carrier Identification Code: 0000 Customer Name : FLATEL



TOP LSR Bill Section Billing Account Number Identifier 1 : R Billing Account Number 1 : 305Q952107700 Access Customer Name Abbreviation : HAR

Location Number: 000

House Number : 1336 Street Directional : NW

End User Name : FLORENTINA GOMEZ

TOP LSR Contact Section воттом 🐶 Initiator Identification : SANDRA BRAND2 Initiator Telephone Number: 8887776561 Initiator Fax Number : 5618441992 Initiator Street: 2300 PALM BEACH LAKES BLV Initiator Room/Mail Stop: 210 Initiator City : WEST PALM BEACH Initiator State : FL Initiator Zip Code: 33409 Implementation Contact : ADRIANA SOLAR Implementation Contact Telephone Number: 8887776561 TOP EU (End User) Location and Access Section воттом 🐶 Header Location and Access Entry #:1

https://lans hallsouth com/NIASAm/lans/I ans Dispatch Source=11: View SD & clairs 4/28/2004

Street Name : 9TH Thoroughfare : CT City : HMSD State : FL Zip Code : 33030

Ф <u>тор</u>

References | Cancel

Return To Pon Detail

Return to View LSR/Order Info Main 🕨

LENS Version 15.0 Z698311 Copyright 2001 -- BellSouth Telecommunications, Inc. -- All Rights Reserved

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APR 3 0 2004 PSG BY: Am to

FLATEL HAR 6983 532WERWERWER v 00

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Local Exchange Navigation System View LSR/Order Information PON Details RSS0000 : Query Successful

PON	Version	Completion Date	CN	Order Status	LSR Status	
532WERWERWER	00	2004-04-28	2004-04-27	PC	BCN	

Firm Order	• Notification	Admin
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	1 TOP		Firm Order Notification Section	BOTTOM
	LEO Message		LEO	
	CLEC Appl Id		10000ap	
	CLEC User Id		Z698338	
	TRX Id		ugrQc819FmjTinhm 532WERWERWER 20040429 865 00 P	\
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	Transaction Set Id	l Code	865 Art.	
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,	CCNA	HAR		
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	Version	00		
	ATN	305245	52865	
	Company Code	6983		
	Order Number	DQB6		
	Init		DR SOLAR	
	Init Tel No	88877		
	Date/Time Sent	200404	427	
	Rep	LCSC		
	Rep Tel No	80077.		
	DD/CD	20040		
	EBD	20040	422	
-	BI1	R		

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Acct 3368 Marco Lopez 1207 NE 1st Ave Homestead, Fl 33030 TN# 7862431365

LOA attached for review

Customer has never been disconnected temporarily or permanently

PON: 6215 Connect Date: 05-16-02 Bill Due Date: 04-16-04 (Payment was made at Wireless Unlimited / Universal Telephone and they kept it) FLATEL is requesting payment and reconnection amount of \$25 be paid by Universal Telephone so that a past due balance is not reflected on customers account.

04-14-04 Left Message For Customer no answer

04-15-04 Left Message For Customer no answer

04-28-04

Gus Albert Note called, spoke to Juan, he stated that Marco Lopez was not home, that he will be back home around 5:00pm

04-28-04

General note CUSTUMER IS AWARE THAT HIS ACCT IS FROZEN AND HE WANTS TO KEEP IT THAT WAY. HE SAYS THAT HE ONLY WANTS TO STAY WITH FLATEL AND NO ONE ELSE. GUS

04-28-04

General note I spoke to the customer Marcos, he states he did signed the paper but that he was basically tricked in to it, they didn't explain to him what was going on, he wants to stay with FLATEL. He agreed to go to the new pay center next month to pay his bill and sign a new LOA.

Acc	Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
3368	4821	10/16/2002	1374	\$ 48.74	6:44 AM	Luis Arcila	5172	\$48.74
3368	8622	11/14/2002	1374	\$ 48.74	10:18 AM	Luis Arcila	9605	\$48.74
3368	13270	12/16/2002	1374	\$ 48.74	11:59 AM	Victor Solar	15891	\$48.74
3368	17993	1/16/2003	1374	\$ 48.74	10:50 AM	Luis Arcila	21469	\$48.74
3368	23115	2/17/2003	1374	\$ 48.74	6:19 AM	Luis Arcila	27220	\$48.74
3368	28044	3/17/2003	1374	\$ 48.74	1:24 AM	Sandra giraldo	33298	\$48.74
3368	33226	4/16/2003	1374	\$ 48.74	9:50 AM	Luis Arcila	39851	\$48.74
3368	38455	5/16/2003	1374	\$ 48.74	12:44 PM	Luis Arcila	45777	\$48.74
3368	64584	10/17/2003	1374	\$ 48.74	10:16 AM	Luis Arcila	77198	\$48.74
3368	43632	6/16/2003	1374	\$ 48.74	4:27 AM	Luis Arcila	51995	\$48.74
3368	48717	7/16/2003	1374	\$ 48.74	3:17 AM	Luis Arcila	58324	\$48.74
3368	54475	8/20/2003	1131	\$ 48.74	1:57 AM	Luis Arcila	64492	\$48.74

3368	59207	9/17/2003	1374	\$ 48.74	2:10 AM	Luis Arcila	70670	\$48.74
3368	70177	11/17/2003	1374	\$ 48.74	5:05 AM	Luis Arcila	85196	\$48.74
3368	76141	12/17/2003	1205	\$ 48.74	8:03 AM	Luis Arcila	92129	\$48.74
3368	82679	1/20/2004	1205	\$ 48.74	5:43 AM	Luis Arcila	98964	\$48.74
3368	89058	2/19/2004	1205	\$ 48.74	5:48 AM	Luis Arcila	106481	\$48.74
3368	95044	3/17/2004	1205	\$ 48.74	3:15 AM	Victor Solar	114159	\$48.74

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FLATEL HAR 6983

BELLSOUTH

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Local Exchange Navigation System Inquiry Customer Service Record

Continue to TN Reservation

View Product and Services | Credit History View Pending Service Order Information

All data available for this CSR has been displayed. (9010)	
ACCT 786 243-1365 365	
FXCH HMSD	
BCS 1FR	
STAT OPEN	
TYPE RESIDENCE	
SVCC 11 EQIND1 7	
LASTZSER 268435463	
MUL'ILINE 1	
APR 3.0 2004	
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BA3 900 OSCEOLA DR BA4 SUTTE 209	
PO W PLM BCH FL 33409	
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https://lens.bellsouth.com/NASApp/lens/LensDispatchServiet?source=CustomerScrviceRe... 4/30/2004

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TAX 1N01
TAR 208,800
PACI XXXX
BTN 305 Q95-2107-700
MAN R6983
CC - Known good credit
No Treatment (collection steps) in past 12 months
DOI 20020516
No Roturned Checks in past 12 months
No Deposit on Account
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 RESH R6983
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               /TTRA 305 245/EXK 305 245
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               /SED 05-16-02/28ER 3C10000001
               /RATE 8.63
               Call Return Blocking
               /TN 786 243-1365/SED 05-16-02
       1 BCR
               /ZSER 4310000002
               /RATE NH
               Repeat Dial Blocking
       1 BRD
               /IN 786 243-1365/SED 05-16-02
                /28ER 4A10090003
        1 CREXA Custom Toll Restriction plus expanded local calling
                /TN 786 243-1365/SED 05-16-02
                /ZSER 5110000004
                /RMKR (A) 05-16-02
        1 LNPCX FCC Local Number Portability Line Charge - Line
                /TN 786 243-1365/SEC 05-16-02
                 /ZSER 5810000005
                 /RATE .35
        1 RESCN Reseller Contact Nme and Number
                 /TN 786 243-1365
                 /ZRCI FLATEL INC. SANDRA
                  GIRALDO, 888 777-6561
                 /SED 05-16-02/ZSER 5F10000006
                 /RATE NR
                FCC Charge for Network Access
                 /TN 786 243-1365/SED 05-16-02
         1 91.M
                 /ZSER 6610000007
                  /RATE 6.50
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https://lens.bellsouth.com/NASApp/lens/LensDispatchServlet?source-CustomerServiceRe... 4/30/2004

Acct 5618 Hermilo Martinez 1301 NW 14th St Homestaed, FL 33030 TN# 305-245-8560

LOA attached for review

PON: 9968 Connect Date: 11-6-02 Bill Due Date: 4-01-04 Tdisc PON **54WFSDFDDFS** Tdisc Date 4-20-2004 Pdisc PON 23WREWERREW Pdisc Date 4-27-04

04-09-04 NO ANSWER

04-14-04 Grace Period Given

Customer paid at 1205 - Wireless Unlimited but that dealer did not notify us as she is not active anymore as a pay center. Customer stated that he is going back to pick up the money and pay somewhere else.

04-17-04 no answer

NA (Updated by: Veronica Bautista on: 04/17/2004 at 1:08:46 PM) no answer (Updated by: Mauricio Cepero on: 04/17/2004 at 3:03:05 PM) NO ANSWER THIS IS THE 10TH TIME CALLING THIS CUSTOMER HE NEVER ANSWERS THE LINE (Updated by: Mauricio Cepero on: 04/19/2004 at 9:10:27 AM)

Customer had been paying 1205 Wireless Unlimited and never had been disconnected for nonpayment. Customer had been called regarding bill several times with no answer. Customer has never contacted FLATEL. Tdisc order was then issued

Acc Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
5618 7373	11/6/2002	1205	\$ 95.55	1:18 AM	Sandra Giraldo	10815	\$95.55
5618 11147	12/2/2002	1205	\$ 48.74	6:56 AM	Luis Arcila	13554	\$48.74
5618 15543	1/2/2003	1205	\$ 48.74	10:53 AM	Luis Arcila	19591	\$48.74
5618 19678	1/27/2003	1205	\$ 57.09	5:43 AM	Luis Arcila	25036	\$48.74
5618 26231	3/6/2003	1205	\$ 48.74	9:36 AM	Luis Arcila	30819	\$48.74
5618 32110	4/9/2003	1205	\$ 48.74	11:21 AM	Luis Arcila	36933	\$48.74
5618 37011	5/7/2003	1205	\$ 48.74	11:24 AM	Luis Arcila	43189	\$48.74
5618 61573	10/1/2003	1205	\$ 48.74	2:21 AM	Luis Arcila	73347	\$48.74
5618 61574	10/1/2003	1205	\$ 32.04	2:22 AM	Luis Arcila	78197	\$32.04
5618 44753	6/23/2003	1205	\$ 48.74	6:17 AM	Luis Arcila	55617	\$48.74
5618 40259	5/28/2003	1205	\$ 48.74	3:51 AM	Luis Arcila	49496	\$48.74
5618 53181	8/11/2003	1205	\$ 48.74	4:01 AM	Luis Arcila	61597	\$48.74
5618 56413	9/2/2003	1205	\$ 48.74	4:02 AM	Luis Arcila	67685	\$48.74
5618 67987	11/5/2003	1205	\$ 59.00	11:23 AM	Luis Arcila	81190	\$59.00
5618 73355	5 12/4/2003	1205	\$ 59.00	9:41 AM	Luis Arcila	87837	\$59.00

5618	79840	1/7/2004	1205 \$	59.00	9:00 AM Luis Arcila	94848 \$59.00
5618	85827	2/4/2004	1205 \$	59.00	1:15 AM Luis Arcila	101880 \$59.00
5618	93023	3/8/2004	1205 \$	59.00	3:47 AM Luis Arcila	109813 \$59.00

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	ulm Beach, FL 33439		· Agent Number.	1205	utoduni:	5618	'
Phone: (561) 648-2515 # 1-888-1 Propaid Service Applic	• •		Date: Passcode:	11-5-020	the second s		02
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Pager Number	Contu	ict Number	246-32	Work Number	Ne	ighbor #	· ·
Service Details ,Dept	e de Serviço) 🕴	irst Month	(Printer Mes)	Following	Months (Me	es Siguiantas)	
Service Plan		Basic Plus	Deluxe				Deluxe
Monthly Charges Connection Fee	\$39.95 \$40.00	\$49.99 \$40.00	\$40.00		\$39.95 \$8:79	\$49.99 \$10.04	\$59.90 \$12,54
Taxes	\$15.60	\$16.85			548,74	\$60.03	\$82.44
Subtotal	\$95.55	\$106.84				······································	
Features Total	\$ 95.55 \$		\$			· ·	·
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1925 (1956 ;) \$100 (Cover	\$		\$				
Total	\$95.55\$		\$	<u>}</u>			
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FLATEL HAR 6983 v 00

BELLSOUTH

Local Exchange Navigation System Inquiry Customer Service Record

Continue to TN Reservation

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ACCT 305 245-8560 560 EXCH HMSD BCS IFRCL STAT FINAL TYPE RESIDENCE EVCC 11 LASTZSER 268435467 DISCORTS 040420 MULTINE 1 INTERMINE 0 UCINTIND UAZZIND BREFIND DENVIND 0 BMTHTNN SENSACCT TYRA 305 245 CENT ROX LIST IN KARTINEZ, HERMILO IA (0AD) SA 1301 NW 14TH ST, HMSD, FL DZIP 33030 DIR DDA MARTINEZ SERMILO I301 NW 14TH ST HOMESTEAD FL 33030 DEL A1, B1	wailable for this CSR	has been displayed.	(9010)
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DEL A1, B1	ULNW LATH ST TECHEND ET 22020		
TST L.T.	,		
BN1 FLATEL INC	ATEL INC		
BA2 DBA FLORDIA TEL CO	A FLORDIA TEL CO		
BA3 900 OSCEOLA DR	O OSCEOLA DR		
BA4 SUITE 209	DITE 209		

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PO W PLM BCH FL 33409 TAX 1NO1 TAR 208,800 PAC1 XXXX BTN 305 Q95-2107-700 MAN R6983 CC - Known good credit 001 20021106 No Treatment (collection steps) in past 12 months No Returned Checks in past 12 months No Deposit on Account C1 LSE LP 11-06-2002 RESH R6983 SS 000-00-0000;N ZPTX Y (LINES & STATIONS) 1 1FRCL Residential Line /TN 305 245-6560/TBE A /PIC NONE/LPIC NONE /PCA OF, 11-06-02 /LPCA OF, 11-06-02/21CP R /TTRA 305 245/EXK 305 245 /LRN 3052450000/3LKD /SED 11-06-02/2SER 3C10000001 /RCU TWC /RATE 8.63 1 BCR Call Return Blocking /TN 305 245-8560/SED 11-06-02 /ZSER 431000002 APR 3 0 2004 /RATE NR 1 BRD Repeat Dial Blocking /TN 305 245-8560/SED 11-06-02 FΥ /ZSER 4A1000003 ARATE NR 1 ESXDC Call Waiting Deluxe /TN 305 245-8560/SED 10-01-03 /ZSER 741000009 /RATE 5.86 1 ENPCX FCC Local Number Portability Line Charge - Line /TN 305 245-8560/SED 11-06-02 /ZSER 5110000004 /RATE .35 1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection /TN 305 245-8560/SED 10-01-03 /ZSER 701000000A /RATE 6.21 1 RESCN Reseller Contact Nme and Number /TN 305 245-8560 /ARCT FLATEL, INC., SANDRA GIRALDO, 888 777-6561 /SED 11-06-02/2SER 8210000009

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	/RATE NR	
איסַמא ו	Inside Wird Maintenance	
	/TN 305 245-8560/SED 11-	06-02
	/ZSER 5F10000006	
	/RMKR (A) 11-06-02	
	/RATE 5.50	
1 9LM	FCC Charge for Network A	ccess
	/TN 305 245-8560/SMD 11-	06-02
-	/2SER 6610000007	
	/RATE 6.50	
_ CREXA	Custom Toll Restriction	plus expanded local calling
	/SED 11-06-02/ZSER 6D100	00008
	/KATE 3.13	
COMPLETE	D ACIIVITY	
	9 01-01-04 043399287204 0	
	01-07-04 043399287035 0	
	04-28-04 04339BD8CLJD 0	
1 ··· = ·	04-20-04 043392281878 0	
	04-20-04 043392CFW5X1 0	
	04-20-04 ZIDS086 0	
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- .	10-01-03 033252C96WM7 1	0-63-63 3232
OCS=1FR	D 11.06.02	11-06-02 3022
NGMEVP I.	r 11-00-02 1	LT-DO-DV SUXY

References | Cancel

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FLATEL HAR 5983

BELLSOUTH

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Local Exchange Navigation System

View LSR/Order Information PON Details RSS0000: Query Successful

PON	Version	Completion Date	CN	Order Status	LSR Status
23WREWERREW	00	2004-04-28	2004-04-27	PC	BCN

Firm Order Notification Admin

<u> ተ </u>		Firm Order Notification Section	п <u>воттом</u> Ф
LEO Message		LEO	
CLEC Appl 1d		10000ap	
CLEC User Id		Z698338	
TRX Id		ugrQc819FmjTjHhu	
PON		23WREWERREW	
CDTSENT		20040429	
Transaction Set I	d Code	865	
Version		00	
Test Prod Indicat	or	P	
Trans Set Purpos	e Code	53	
Tran Ack Type		AT	
Status Code		CP	
Status Msg		BILLING/RECORDS COMPLETE	
TOP TOP		Administrative Section	BOTTOM 🖓
CCNA	HAR		
PON		EWERREW	FAXED
Version	00		APR 3 0 2004
ATN	305245	8560	AFR 3 V LVU4
Company Code	6983		BY:
Order Number	DQ8C		
loit		DR SOLAR	
Init Tel No	888773		
Date/Time Sent	200404	27	
Rep	LCSC	7	5 (
Rep Tel No	800773		POISC
DD/CD	200404		
EBD	200404	120	
BII	R		

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FLATEL HAR 6983

Local Exchange Navigation System View LSR/Order Information PON Details RSS0000 : Query Successful

PON	Version	Completion Date	CN	Order Status	LSR Status
54WFSDFDDFS	00	2004-04-20	2004-04-20	PC	BCN

Firm Order Notification Admin

습 <u>ፐርቦ</u>		Firm Order Notification Section	BOTTOM C3-
LEO Message		LEO	
CLEC Appl Id		10000ap	
CLEC User Id		Z698338	
TRX Id		ugrQc817Fm8nN1QQ	
PON		54WFSDFDDFS	
CDTSENT		20040421	
Transaction Set I	d Code	865	
Version		00	
Test Prod Indicat	or	P	
Trans Set Purpos	e Code	53	
Tran Ack Type		AT	
Status Code		CP	
Status Msg		BILLING/RECORDS COMPLETE	
12 TOP		Administrative Section	BOTTOM 🖓
CCNA	HAR		
PON	54WF	SDFDDFS	
Version	00	58560 EAXEL APR 3 0 2004	
ATN	30524:	58560 APR 3 0 2004	
Company Code	6983		
Order Number	CQFW		
lnit		DR SOLAR	
Init Tel No	88877		
Date/Time Sent	20040	420	
Rep	LCSC		
Rep Tel No	80077		
DD/CD	20040	420	
B11	R		
BANI	305Q9	52107700	
<u> ን TOP</u>			
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FACSIMILE TRANSMITTAL SHEET				
1'0:	FROM Linda Pinzon			
COMPANY: FLATEL	COMPANY: UNIVERSAL TELEPHONE			
DATE: 04/23/2004	SENDER'S REFERENCE PHONE NUMBER: (561) 279 2846			
FAX NUMBER: 1-561-688 7334	TOTAL NO. OF PAGIN INCLUDING COVER:			
RE:	SENDER'S REPERENCE FAX NUMBER (561) 272 3445			
URGENT DFOR REVIEW	PLEASE COMMENT D PLEASE REPLY D PLEASE RECYCLE			

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NOTES/COMMENTS:

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Information regarding our customers is in the attached document.

Thank you,

UNIVERSAL TELEPHONE Linda Pinzon Customer Service Department lpiazon@switchtelephone.com

1585 SOUTH CONGRESS AVENUR, DELRAY BEACH FLORIDA 33445

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April 23-2004

FLATEL,

To Whom It May Concern:

The following customer(s) requested a change of provider but this linc(s) has a local service freeze that was not authorized by our client. Please remove this freeze immediately.

Maria Cardona 1-305-2483106 Marco Lopez 1-786-2431365

Thank you for your attention and prompt answer to our request.

UNIVERSAL TELEPHONE

Linda Pinzon

Customer Service Department lpinzon@switchtelephone.com

CC: Oscar Nodarse C.E.O./Universal Telephone

CC: Ray Kennedy Public Service Commission

CC: Richard Reyes Tobby and Reyes, P.A.

2

•	V & Uni	Versal	
KU	A COMPORATE OFFICE SB5 Congress Ave Deiray Fl, 33445 WWW.SWIT LETTER OF AUT	LA GUDEELON DENECH CUSTOMER SERVICE OFFICE 1 (877) 642-2423 (561) 279 FAX 1 (877) 642-5448 (861) 272 CHPHONE COM	
(LETTER OF AUT	HORIZATION (LOA)	
	Customer's Billing Name: <u>Narti</u>		
	• Address: 480 3200 DE		
	• Telephone Number(s) to Change: 15 (561) 968 41 43	FAXED FEB 18 2004 @ 1.40	Эрм. au.
	The customer's change request will apply or must be only one presubscribed local, one p toll provider for each number listed.		
	The person requesting the change(s) in services of Universal Wireless to which you are:		
	Local Exchange Service	Local Toll Service	
	The Local Fundament Provide Company and	ge a fee for each provider change si	-1
	I ue rocat exclatinge company may cligit	- · -	siectea.
	Customer's Signature: <u>LCost (n bc</u>	fancus	
	Customer's Signature: <u>LCost 10 ho</u> The customer's signature on this LOA wi	ill result in a change of the custome an above	All inor
	Customer's Signature: <u>LCos (n bc</u> The customer's signature on this LOA wi	ill result in a change of the custome an above	All inor

FROM : FAX NO.	:	Apr. 16 2002 04:01PM P1					
1528 N- FIDME ave. 747-2580							
FROM : 1528 N. FIRME and 1528 N. FIRME and 1528 N. FORME and 1528							
3957 JOG RD GREENACRES FL. 33467 561-642-4848 (877) 642-2423 FAX 561-642-0770 FAX (877) 642-5448							
NUEVA CONECCION							
Nombre de el Agente: (ACALIME) DISC	(Van heads al Agente: (A CACIMIT) MSC. [Cuenta:						
Numero de Agente: 10 38	echa de Activacion	PON:					
Fecha	Numero de el t	elerono:					
Nombre de el cliente	20 alog						
Abusil-1	TAMIBE -						
Direction: 52. NE 11-ST.	Apt#/Floor:	sto H 2					
Ciuded: Nomesterd	Estado: ZIA	Codigo Postal: 33030					
Numero de Trabajo:	Ceil/Beeper#:						
Numero de el Vecino:							
SERVICIO D	E CONECC	ION GRATIS					
	→ \$49.00						
	PLAN SIMPLE						
l Yashara Baradar	A lavas distancia dentro di	e los Estados Unidos*					
Incluve llamadas de larga distancia dentro de los Estados Unidos ⁿ							
		9AA					
Acceso a numeros 1-800							
Acceso a 911							
Clientes conectados entre	Ciclo de Facturacion	Vence					
1 st -7 th	1	1					
8 ⁱⁿ -15 th	2	8					
16 th - 23 rd	3	16					
Z4 th - 31 ^{tt}	4	24					
Importante, Fa	vor les Cuidadosamente						

*Con la firma, el cliente entiende y/o authoriza: (1) Que la informacion en la aplicacion es correcta, (2) No habra reembolso una vez sido procesada la aplicacion, (3) Ameriphone, no sera responsable por el periodo de tiempo que se tome en la activacion,(4) Cualquier opcion o cambio en el servicio estara sujeto a cargos extra.

* 50 minutos de larga distancia dentro de los Estados unidos todos los meses.

Firma del Cliente: ______ Fecha: _//- /2- 0 3



COPY OF PREPAID CALLING CARD

3957 Jog Rd Greenaeres FL, 33467 Telephone: 561-642-4848 Fax: 561-642-5448

UTILITY USA, INC, DBA OSCATEL TELECOMMUNICATIONS AUTORIZED AGENT OF TELEPHONE ONE.

LOCAL FREEZE REMOVAL NOTICE

I _______ request my current carrier FLATEL to please remove the freeze off my account immediately, due to my wish to switch to OSCATEL TELELECOMMUNICATIONS EXCLUSIVE AGENT OF TELEPHONE ONE starting on ______ I will have TELEPHONE ONE as my local carrier.

Yo _____ Pido que mi proveedor de servicio telefonico local actualmente (FLATEL) remueva el freeze local de mi linea telefonica, yo deseo tener a OSCATEL TELECOMMUNICATIONS AGENTE EXCLUSIVO DE TELEPHONE ONE empezando __/___/ yo tendre a TELEPHONE ONE como proveedor local.

Address: _____

Phone Number:

 CUSTOMER SIGNATURE
 DATE:

 *Al recibir la tarjeta de larga distancia prepagada con el control #:
 estoy

 aceptando el cambio de mi servicio telefonico.
 estoy

* copy faxed to Public Service Commission.

riferration Interration S. Commission – Construet Recuest Assignation S. Company F. Alt. Mc Prefin	Name OROZCO NEMESIO ME	(o MR. Buainess Name	
Commission Commission Command Carls Funct Recuest Assigned to come april thered By the Date april 25/10 Shumand Carls By the Carls By the Carls By the Date april 25/10 Shumand By the Carls By the Date april 2000 Shumand By the Date appiled By	afarmation	Flerida Public Service	PSC Information
25/10 Shumard Cak 3oulevard Enterce By: Lt Picne: 25/10 S5041:3-6100 Enterce By: Lt Picne: 251-41:3-5100 Enter Prefim Type: aukunt or SERME Picne: Utility Information Pic Edit Law: Enter Net: Pic Edit Due: 05/29/20:33 Certified Letter Rec'd: / / Edit Due: 05/29/20:33 Certified Letter Rec'd: / / Reciy Received: / / Certified Letter Rec'd: / / Activ: micmol Cont: Bite: / /		Commission – Consumer Recuest	
Overation Tolichassee, I for do 32399 Date. 94:205 Picne: 361)-34-06 U-1'Ity Information Date. 94:0. Picne: 361)-34-06 U-1'Ity Information Picne: Picne: Picne: 361)-34-06 U-1'Ity Information Picne: Picne: Picne: 3610-4:3-6100 Time: Picne: Picne: Picne: 3610-4:3-6100 Disputed Amt: 0.00 Picne: Picne: Picne: Picne: Picne:		2510 Shumard Oak Boulevard	
J-crue: (361): 542-4648 DU-U DOUU-U J-crue: (361): 542-4648 U.C.T.I.V. Information Ma: Profilm _ype:: Quarm of SEMOE J-crue: (351): 542-4648 U.C.T.I.M. Ma: Profilm _ype:: Quarm of SEMOE ZDD Atta: Aby MacrioSOSET PO: ZDD Atta: Aby MacrioSOSET Disputed Amt: 0.00 ZDD Compony: f. ATLL MC Disputed Amt: 0.00 ZDD Compony? f. ATLL MC Disputed Amt: 0.00 ZDD Compony? f. ATLL MC Disputed Amt: 0.00 ZDD Core Educ: 0.00 Disputed Amt: 0.00 ZDD Atta: Aby MacrioSOSET Corrified Letter Recit: / / ZDD Atta: Atta: Aby MacrioSOSET Disputed Letter Recit: / / ZDD Atta: Atta: Atta: Atta: / / ZDD Atta: Atta: Atta: / / ZDD Atta: Atta: Atta: / / ZDD Atta: Atta: / / / / ZDD Atta: Atta: / / / / Atta: Atta: / / Atta: / / Atta: / /		Tallahassee, Flor do 32399 250 413 6100	Date, 09/38/2003
Prone: Junction Prefin Type:: autum of Strate: Prone: Jage U.T.I'ty Information Prefin Type:: autum of Strate: Jage Company: F. MEL NG. Company: F. MEL NG. Prefin Type:: autum of Strate: Zoto Attn. Jage Pro: Disputed Amt: 0.00 Zoto Tesponse Needer: From Company? Exponed Amt: 0.00 Zoto Date Due: 0s/23/203 Certified Letter Rec'd: / / Reply Received: / Cortified Letter Rec'd: / / Reply Received: / Date: / / Date: Active: Immediate: Date: / / Date: / /	22 SOUTH E, SI.	6.3U4.J0100	Time: 12:05
200 Attn. Aby Maxcio56267 PO: 200 Attn. Aby Maxcio56267 Disputed Amt. 0.00 200 Tesponse Needer From Compony? Supmit Rpt Red": // 201 Date Due: 06/29/2003 Certified Letter Sert: // 201 Interim Report Received: // Cortified Letter Sert: // 201 Reply Received Timely/Late: Date: // 201 Date: // Date: //	Bach Dr. Cne:	Utility information	
ZCD Zepomse Needes: From Company? * Supmit Rpt Require: / / / Zesponse Needes: From Company? * Supmit Rpt Require: / / / Date Due:: 0s/29/203 Certified Letter Rocid: / / Arterim Report Received:: / / Configend Letter Rocid: / / Reply Received:: / / Date: / / Arterim Confi:: * Date: / /	_are Worth	Company: f.ATEL, NG.	uted Amt [.]
Late Due: Us/29/2000 Certified Letter Sert: / / rterim Report Received: / / Continued Letter Recid: / / Reply Received: / / Ote: / / Reply Received Timely/Late: Dote: / / nformal Confi: w Apparent Rule Valation:		Alth. Aby Macrossier Response Needer From Company? *	
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Reby Received Timely/Late: J. Closeout Type: Informat Confi. w Apparent Rule Violation:	. Cîty/Zid; lake worth .F. 33460-		Closed by:
nformal Conf.: 🔉 Apparent Rule Valation:	Con Be Reached:	Recy Received Timely/Late:	Closeout Tyse:
Preclose type - Quality of Service	E. Tracking Number:	nfermal Conf.: 🛛 😠	Vialation:
	Preclose type - Quality of Service		
	Customer is WitHOUT SERVICE since the (10) doys ago.		
Customer is WiTHCUT SERVICE since the (10) days ago.			
Custamer is WitHOUT SERVICE since the (10) days ago.			

w Bell South SOUN rever Please investigate this matter, contract the customer, and provide a detailed written report to the Forido Public Service Commission by the due date YONG <u>р</u> てしててもの Business Name SN LAN Jachmunn Ę Name OBORCO , NEWESIO ME. Q Customer this customer Case token by Lopez. Send Response to 5552627 Request No.

OSCOLEN

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PAGE NO:

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From: LOYON LOPEZ

Inquiry - Customer Service Record

Page 1 of 1

C BELLSOUTH

Local Exchange Navigation System InquiryCustomer Service Record CSR For Account 561 642-4848 001

FLATEL HAR 6983 ¥ ÛŬ ¥

Continue to TN Reservation >

View Product and Services | Credit History View Pending Service Order Information

Customer Record Sections

Select one section to display DIR/BILL Show Section for Option All data available for this CSR has been displayed. (9010)

---DIR

DDA OSCATEL 3957 JOG RD GRNACS FL 33467 DEL A1, B1

BN1 OSCATEL BA2 3957 JOG RD 150 GRNACS FL 33467 CC - Known bad credit DOI 20030825 No Treatment (collection steps) in past 12 months No Returned Checks in past 12 months No Deposit on Account TACT DNET, REWARD FOR MYO DOT NET, 0803, 012, 4346519, T TACT 12CB, 12CB - CCFB REWARD AGMT 12MOS, 0803, 012, 4346518, T, AL

References | Cancel

Z698311

View Product and Services | Credit History

Continue to TN Reservation 🕨

Copyright 2001 - BellSouth Telecommunications, Inc. - All Rights Reserved LENS Version 13.0

bos60911 - 8 9/8/2003

\bigcirc

 Subj:
 561-642-4848 Orozco Nemesio

 Date:
 9/8/2003 5:46:14 PM Eastern Daylight Time

 From:
 Flateling

 To:
 pscrepty@psc.state.ff.us

This customer is not with FLATEL.

.

If you have any questions or concerns regarding this emeil, please contact our office at the information provided below.

Best regards, Mr. Abby Matari CEO / Corporate Davelopment FLATEL, Inc. Florida Telephone Co. Telephone USA 2300 Palm Beach Lakes Blvd. Executive Center Suite 210 West Palm Beach, FL 33409 E AMatari@Flatel.net P 561-688-2525 x 102 F 561-688-7334 www.Flatel.net

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Monday, September 08, 2003 America Online: Flateline

Ϋ.

Request No. 554739T Name WASZAK ,DEBON	RAH MS Business Name	
Consumer Information Name: DEBORAH WASZAK Business Name: Svc Address: 7853 NLE RIVER RD	Florida Public Service Commission — Consumer Request 2540 Shumard Oak Boulevard Tallahossee, Florido 32399 850—413—6100	PSC Information Assigned To: LOYDA LOPEZ Entered By: DCF Date: 09/04/2003 Time: 10:59
county; Palm Beach Phone: (561)-478-0961 City/Zip: West Palm Beach / 33411- Account Number:	Utility Information Company: FLATEL, NC. Attn. Abby Matori554739T	Vio: PHONE Prelim Type: QUALITY OF SERVICE PO: Disputed Amt: 0.CO
Caller's Name: Deforat Waszak Mailing Address: 7853 Nile RMER RD	Response Needed From Company? x Date Due: 09/25/2003	Suprimit! Rpt Reg'd: // Certified Letter Sent: // Certified Letter Rec'd: //
City/Zip: WEST PALM BEACH .F. 33411- Con Be Reached: E-Tracking Number:	Interim Report Received: // Reply Received: // Reply Received Timely/Late: Informal Conf.: x	Closed by: Date: / / Closeout Type: Apparen: Rule Violation: 💌

Customer is requesting the company to release her lines in order to switch service to another company. Customer states that the company is holding her telephone lines that unables her to switch to antoher company.

Customer is requesting an immediate release of the lines.

Please investigate this matter, contact the customer, and provide a detailed written report to the Florida Public Service Commission by the due date.

not our customer. Already switched Uscar's wifes best friend. Case taken by D. Flores ____ Send Response to Fox number 850-413-7168 E-mail: PSCREPLY@PSC.STATE.FLUS

Request No. 5547391

Name WASZAK , DEBORAH MS.

Page 1 of 1

 Subj:
 561-478-0961

 Date:
 9/8/2003 5:36:57 PM Eastern Daylight Time

 From.
 Flateling

 To:
 pecrepty@psc.state.fl.us

This customer has been switched and is no longer with FLATEL.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards, Mr. Abby Matari CEO / Corporate Development FLATEL, Inc. Florida Telephone Co. Telephone USA 2300 Palm Beach Lakes Blvd. Executive Center Suite 210 West Palm Beach, FL 33409 E <u>AMatari@Flatel.net</u> P 561-688-2525 x 102 F 561-688-7334 www.Flatel.net

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Monday, September 08, 2003 America Online: Flatelinc

Request No. 555230T Name VASCUE2 , MA	RIA MRSBusiness Name	
Consumer Information Name: MARA VASCUEZ Business Namo: Svo Addross: 109 SOLIH & STREET	Florida Public Service Commission — Consumer Request 2540 Shumard Ock Boulevard Fallchassee, Florida 32399 850—413—6100	PSC information Assigned to: wichPitr Entered By: PW Date: 09/08/2003 Time: 11/20
County; Poir Beach Phone: (581)-505-4108 City/Zip: Lake Worth / 33460- Account Number: Coiler's Name: MARIA VASCUEZ Mailing Address: 109 SOUTH & STREET	Utility Information Company: FLATEL, INC. Attn. Abby Metan555230T Response Needed From Company? x Date Due: 09/29/2005	Via: PHONE Prelim Type: QUALITY OF SERVICE FC: D'sputed Amt: 0.00 Supmet! Rpt Reg'o: / / Certified Letter Sent: / /
City/Zip: LAKE WORTH (FL 33460- Con Be Reached: E-Tracking Number:	.nterim Report Received: // Reply Received: // Reply Received Timely/Late: Informal Canf.: #	Certified Letter Recid: // Closed by: Date: // Closeout Type: Apparent Rule Violation: M

Preclose type - Quality of Service

Customer Comments: Customer states that Flatel turned off the phone line or has a freeze on the line for the past 4 days. Customer wants the company to release that number, line, so that the customer can switch to another carrier. Customer speaks a Mayon dialect. An employee at one of the Marichi payment locations is speaking on her behalf. Customer requests that the line ba released. P. Walker

not our number/customer

Please investigate this matter, contact the customer, and provide a detailed written report to the Florida Public Service Commission by the due date.

Request	No.	555230T

1

PAGE NO:

Name VASCUEZ ,MARIA MRS

Business Name

9-100-03 11:37am p.

2 of

د

Subj:561-505-4108 Maria VasquezDate:9/8/2003 5:44:49 PM Eastern Daylight TimeFrom:FlatelingTo:psc/eply@psc.state.fl.us

This telephone number does not belong to FLATEL.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards, Mr. Abby Matari CEO / Corporate Development FLATEL, Inc. Florida Telephone Co. Telephone USA 2300 Palm Beach Lakes Blvd. Executive Center Suite 210 West Palm Beach, FL 33409 E AMatarit@Flatel.net P 561-688-2525 x 102 F 561-688-7334 www.Flatel.net

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Monday, September 08, 2003 America Online: Flateline

Request No, 555205T Name TRIANA , JA	RELIN Business Name	
Consumer Information	Florida Public Service	PSC Information
Nome: JAKELIN ERIANA	Commission – Consumer Request 2540 Shumard Oak Boulevard	Assigned To: JOY ANDERSON
Business Name:	Tallahassee, Florida 32399	Entered By: LAW Date: 09/08/2003
Svic Address: 2710 SW 155 STREET	8504136100	Time: 10:55
County: Dade Phone: (305)-446-8800	Utility Information	Vio: PHONE Prelim Type: Quality CF Service
City/Zip: Wiemi / 33146-	Company: Flatel, INC.	PO:
Account Number:	Attn. Abby Matori5552057	Disputed Amt: 0.00
Co‼er's Nome: Jakelin Trana	Response Needed From Company?	Supmoll Rpt Regio: / /
Moiling Address; 2710 SW 155 STREET	Dote Due: 09/29/2003	Certified Letter Sent: //
City/Zip: MAKI.FL 33146-	interim Report Received: / /	Certified Letter Rec'd: //
Can Be Reached: (305)-642-4848	Reply Received: / /	Closed by:
CON DE IVEDUNED, 1993-945-4948	Reply Received Timely/Late:	Date: / /
E-Tracking Number:	Informal Conf.: 18	Closeout Type: Apparent Rule Volation: ™

Preclose type - Quality of Service

Customer Comments: Please review the following notes in which the customer reports the following: The customer is trying to switch to another company and has been told by the other carrier that a block is on the line, therefore preventing the carrier from being switched. Please remove the block.

Please investigate this issue, contact the customer and provide me with a cetailed written report that addresses the issues , and confirms the customer has been contacted either by letter or phane.

Customer is also requesting that she not be contacted anymore by the company celling her that she cannot switch to another company.

SINCE This is not our customer. This customer has been PDISC April.

Subj:305-446-8800 Jakelin TrianaDate:9/8/2003 5:48:24 PM Eastern Daylight TimeFrom:FlatelingTo:pscrepty@psc.state.fl.us

This customer has not been serviced by FLATEL since April.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards, Mr. Abby Matari CEO / Corporate Development FLATEL, Inc. Florida Telephone Co. Telephone USA 2300 Palm Beach Lakes Blvd. Executive Center Suite 210 West Palm Beach, FL 33409 E AMatari@Flatel.net P 561-688-2525 x 102 F 561-688-7334 www.Flatel.net

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Monday, September 08, 2003 America Online: Flatelinc

Consumer information	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399	PSC information Assigned To: PENNY DAVIS Entered By: PJD Date: 09/10/2003	
Svc Address: 1302 LAKE AVE	850-413-6100	Time: 11:38	
County: Palm Beach Phone: (561)-586-1116 City/Zip: Lake Worth / 33460- Account Number: Caller's Name: OSCAL CAREAJAL Mailing Address: 1302 LAKE AVE	Utility information Company Code: TX164 Company: FLATEL, INC. Attn. Abby Matari555812T	Prelim Type: DELAY IN PC: Disputed Amt: 0.00	
	Response Needed From Company? N Date Due: 09/25/2003 Fax: 61,561-688-7334	Superntl Rpt Req'd: / / Certified Letter Sent: /	
Mailing Address: 1302 LAKE AVE City/Zip:Lake Worth ,FL 33460-	FAX: 51,561-466-7334 Interim Report Received: / / Reply Received: / /	Cartified Letter Rec'd:	

Can Be Reached: (561)-628-2514

E Tracking Number:

Reply Received Timely/Late: Informal Conf.: N Lers. The customers requested to switch service from Florida barnen and some of the customers are disconnected. The

Mr. Carbajal called on be half of the his customers. The customers requested to switch service from Florida Telephone to Telephone One. The switch did not happen and some of the customers are disconnected. The following is a list of customer with copies of LOA for the switch. The second list is of customers whom I do not have copies of the LOAs. Please respond to Penelope J. Davis no later than September 25, 2003 at fax (850) 413-6519 or Internet mail pdavis@psc.state.fl.us as to the status of these transfers.

List of Customers with copies of LOAs: Pablo Bernade (305) 246-1790 Alberto Sanchez (561) 586-6022 (refer to CATS: 555586T) Alejandro Sales (561) 493-3107 Aramilda Hernandez (305) 251-1589 Cesar Augusto (305) 246-9721 Elias F. Gonzalez (561) 547-3405

Request No. 555812T

Date: / /

Prancisco Aquilar (561) 493-1565 Francisco Matso Pascual (561) 493-4073 -Fredy P. Betancourt (561) 432-4292 Jose Bonilla (786) 243-2571 Jose L. Ciavera (954) 942-1720 Juan Tomas (561) 582-3286 Manuel Tzer (305) 247-1262 Maria Vasquez (561) 854-4109 (refer to CATS: 555230T) Mariano M. Rodriguez (561) 585-4912 Mario Perez (561) 582-4147 Martin Solis (786) 243-0918 Pedro Simon (786) 243-3828 Roberto Rivers (305) 248-1019 Salvador Potoy (305) 245-5571 List of Customers Adam Looss (561) 533-8128 Alonso Pablo Vazquez (561) 585-5320 Andres Gornez (561) 547-3193 Araceli Varga (561) 582-4082 (refer to CATS: 554699T) Basilio Pablo (954) 946-1598 Cecillia Marino (561) 588-4923 Demecio Orosco (561) 547-3405 (refer to CATS: 555610T) Edward Ramirez (305) 247-0959 Gilberto Domingo (561) 582-5601 Rumberic Jimenez (561) 540-8706 Ignacio Mateo (561) 649-4527 (refer to CATS: 555189T) Jacinto Ramirez (561) 585-0775 Jakelin Triana (305) 446-6800 (refer to CATS: 555205T) Jesus Perez (561) 547-7716 Jorge Guerrero [561] 432-2415 Jorge Resediz (561) 586-5269 Jose Antonio Alvarez (561) 547-3405 Jose Garcia (305) 246-0193

Leonor Penalosa (561) 434-2713 Maria Celsa (561) 963-7601 Mario Mendieta (561) 568-1798 Martin Diricio (561) 533-0237

Ramiro Alvarez (561) 243-2207

Request No. 555812T

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09/10- Faxed complaint to both Florida Telephone and Telephone One.

.. . . .

Request No. 555812T Name .

 Subj:
 CATS: 555812T

 Date:
 9/10/2003 3:02:12 PM Eastern Daylight Time

 From:
 Flatelinc

 To:
 RMcHargu@PSC.STATE.FL.US

Ruth Mchargu RMcHargu@PSC.state.fl.us 850-413-6117

I am sending you this email to notify you, your department and the Florida Public Service Commission that on August 18th, 2003 FLATEL fired Mr. Oscar Nodarse. He has since begun reselling service for **Telephone One** (Certified through the FPSC) through **Utility USA** (Awaiting Certification through the FPSC) and we believe that he has stolen a copy of our data base and "Slamming" those customers.

FLATEL (dba OSCATEL) has reason to believe that Oscar Nodarse and his wife Mana are sending LOA's on OSCATEL letterhead which is one of our trade names and contacting the FPSC posing as the end user. We feel that it is their intention to mislead the customers by collecting money posing as OSCATEL since many of them do not speak any English and discredit FLATEL (dba OSCATEL) after being disconnected for nonpayment.

We have since contacted some of the many customers regarding this matter who say they know nothing of the complaints that are being faxed to our office. In an effort to assist our customere, we have redirected them to other pay centers but only after they have been discennected which FLATEL has paid the reconnection fee in a "Good Faith" effort to restore their service while this matter is attended to.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards, Mr. Abby Matari CEO / Corporate Development FLATEL, Inc. Florida Telephone Co. Telephone USA 2300 Palm Beach Lakes Blvd. Executive Center Suite 210 West Palm Beach, FL 33409 E <u>AMatari@Flatel.net</u> P 561-688-2525 x 102 F 581-688-7334 www.Flatel.net

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Page 1 of 1

 Subj:
 RE: CATS: 555812T

 Date:
 9/10/2003 3:11:08 PM Eastern Daylight Time

 From:
 RMcHargu@PSC STATE FLUS

 To:
 FlateInc@aol.com

This complaint was filed by Penny Davis with Division of Competitive Markets and Enforcement. You will need to respond to her directly regarding this and all telephone numbers listed on this complaint. Her contact information is included on the complaint form.

Ruth McHargue Regulatory Program Administrator

> -----Original Message-----From: Flatelinc@aol.com [mailto:Flatelinc@aol.com] Sent: Wednesday, September 10, 2003 3:02 PM To: RMcHargu@PSC.STATE.FL.US Subject: CATS: 555812T

Ruth Mchargu RMcHargu@PSC.state.fl.us 850-413-6117

I am sending you this email to notify you, your department and the Florida Public Service Commission that on August 18th, 2003 FLATEL fired Mr. Oscar Nodarse. He has since begun reselling service for **Telephone One** (Certified through the FPSC) through **Utility USA** (Awaiting Certification through the FPSC) and we believe that he has stolen a copy of our data base and "Slamming" those customers.

FLATEL (dba OSCATEL) has reason to believe that Oscar Nodarse and his wife Maria are sending LOA's on OSCATEL letterhead which is one of our trade names and contacting the FPSC posing as the end user. We feel that it is their intention to mislead the customers by collecting money posing as OSCATEL since many of them do not speak any English and discredit FLATEL (dba OSCATEL) after being disconnected for nonpayment.

We have since contacted some of the many customers regarding this matter who say they know nothing of the complaints that are being faxed to our office. In an effort to assist our customers, we have redirected them to other pay centers but only after they have been disconnected which FLATEL has paid the reconnection fee in a "Good Faith" effort to restore their service while this matter is attended to.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards, Mr. Abby Matari CEO / Corporate Development FLATEL, Inc. Florida Telephone Co. Telephone USA 2300 Paim Beach Lakes Blvd. Executive Center Suite 210 West Paim Beach, FL 33409 E <u>AMatari@Flatel.net</u> P 561-686-7334 www.Flatel.net

This message contains information from FLATEL, inc. which may be confidential and privileged, if you are not an intended recipient, please refrain from any disclosure, copying, distribution or use of this information and note that such actions are prohibited. If you have received this transmission in error, please notify by email AMatari@Flatel net

 Subj:
 Fwd: CATS: 555812T

 Date:
 9/10/2003 3:21:02 PM Eastern Daylight Time

 From:
 Elatelise

 To:
 PDavis@PSC.state.flus

Penelope Davis PDevis@P8C.state.fl.us 850-413-8518

I am sending you this email to notify you, your department and the Florida Public Service Commission that on August 18th, 2003 FLATEL fired Mr. Oscar Nodarse. He has since begun reselling service for **Tetephone One** (Certified through the FPSC) through **Utility USA** (Awaiting Certification through the FPSC) and we believe that he has stolen a copy of our data base and "Slamming" those customers.

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If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards, Mr. Abby Matari CEO / Corporate Development FLATEL, Inc. Florida Telephone Co. Telephone USA 2300 Palm Beach Lakes Blvd. Executive Center Suite 210 West Palm Beach, FL 33409 E <u>AMateri@Flatel.net</u> P 561-688-2525 x 102 F 561-688-7334 www.Flatel.net

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 Forwarded Message:

 Subj:
 RE: CATS: 555812T

 Date:
 9/10/2003 3:11:08 PM Eastern Daylight Time

 From:
 RMcHargu@PSC.STATE_FLUS

 To:
 Flatelinc@aot.com

 Sent from the Internet (Details)

This complaint was filed by Penny Davis with Division of Competitive Markets and Enforcement. You will need to respond to her directly regarding this and all telephone numbers listed on this complaint. Her contact information is included on the complaint form.

Wednesday, September 10, 2003 America Online: Flatelinc

Request No. 595094T Name PEREZ , ABEL	MR. Business Name	·		
Consumer Information Name: ABEL PEREZ Business Name: Svc Address: 29648 SOUTH OXXIE HWY	Florida Public Service Commission Consumer Request 2540 Shumard Ook Boulevard Tollahassee, Florida 32399 850-413 6100	PSC Information Assigned To: LOXDA LOPEZ Entered By. DCF Date: 04/26/2004 Time: 12:50		
county: Dade Phone: (305)-246-2021 City/Zip: Hamestecd / 33033- Account: Number:	Utility Information Company: FLATEL, INC Attn. Abby Maxari5950341	Via: PHONE Profim Type: QUALITY OF SERVICE PO: Disputed Amt: 0.00		
Coller's Name: ABEL PERLZ Mailing Address: 28548 South Dixie HWY	Response Neederl From Company? x Date Due: 05/17/2004	Supmenti Rpt Req'd: / / Certified Letter Sent: / / Certified Lettor Rec'd: / /		
City/Zip: Howestead FL 33033- Can Re Reached: (305)-246-2021 E-Tracking Number:	interim Report Receivec: // Reply Received: // Reply Received Timely/Late: rformal Conf.: #	Closed by: Date: / / . Closeout Type: Apporent Rule Violation:		

Preclose type - Quality of Service

Customer Comments: Customer states that he works to transfer local phone service to cricther company but Flatel , his previous company does not want to release the lines. Customer is requesting the release of his lines in order to transfer to checker company.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1 Complaint resolution should be provided to the customer via cireal contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2 A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.

Request No. 595094T	Name	PEREZ , XBEL MR.	Business Na	een
PAGE NO: 1				

a) the cause of the problem

b) actions taken to resolve the customer's complaint

c) the company's proposed resolution to the complaint

d) answers to chy questions raised by staff in the complaint,

e) continuation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Moil - pscreply@psc state.fl.us

Icx - 850-413-7168

Nol - 2540 Shumard Ock Blvd.

Tallatassee, Florida 32399-0850

Case Laken by _D. Flores ____

4-26-04 12:55pm

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MET Satisfaxtion To: Abby Mataris95094T

From: LOYON LOYEZ

PERE2 , ABEL MR. Name

Business Name

2 PAGE NO:

Subj:561-649-4527 Mateo IgnacioDate:9/8/2003 5:28:41 PM Eastern Daylight TimeFrom:FlatelingTo:pscrepty@psc.state.fl.us

This customer was contacted, wishes to remain a FLATEL customer and never called the Florida Public Service Commission to request anything. Has been a satisfied customer since October 2002.

If you have any questions or concerns regarding this email, please contact our office at the information provided below.

Best regards, Mr. Abby Matan CEO / Corporate Development FLATEL, Inc. Florida Telephone Co Telephone USA 2300 Palm Beach Lakes Bivd. Executive Center Suite 210 West Palm Beach, FL 33409 E AMatan@Flatel.net P 561-688-2525 x 102 F 561-688-7334 www.Flatel.net

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Monday, September 08, 2003 America Online: Flatelinc



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9-08-03
10:5186
p. 2
of 3

Request No. 555189T Name MATEO , IGNZ	CIO MR. Business Name	
Consumer Information Name: IGNACIO IMIEC Business Name: Sva Address: 0175 GIENOWE LANE	Flarida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahossee, Florida 32399 850-413-6100	PSC Information Assigned To: WOWELLE Entered By: PW Date. 09/05/2003 Timo: 10:33
County: Paim Beach Phone: (581)-649 4527 City/Zip: West Paim Beach / 33415	Utility Information Company: FLATEL NC. Attn. Abby Malari555' 891	Vio: PHONE Prelim Type: QUALITY OF SERVICE PC: Disputed Amt: 0.00
Account Number: Coller's Name: IGNACIO WATED Mailing Address: 5175 GLENCOVE LANE	Response Needed From Company? x Date Due: 09/29/2003	Suprant! Rpt Reg'd: // Certified Letter Sent: // Certified Letter Rec'd: //
City/Zip: West PALM BRACH ,FL 33473- Con Be Reached: E-Tracking Number:	Interim Report Received: // Reply Received: // Reply Received Timely/Late: Informal Cont.: N	Certified Letter Rec'd: // Closed by: Date: // Closeout Type: Apparent Rule Violation:

Preclose type - Quality of Service

Customer Comments: Customer states that he is a customer of Flatel and that FLATEL has put a freeze on his line which he wants remove ASAP. Customer state that Abby Matori is calling on behalf of Flatel of all curs of the evening up to 11pm horrassing and threatening customers. Customer states that Flatel is a customer states that there is a freeze on his line and would like to be released. Sandro Bueno colled on customers behalf Customer speaks a dialect of <u>Sponist /hadian</u> that is mostly unknown. P. Walker

habfreeze since 10-31-02

Please investigate this motter, contact the customer, and provide a detailed written report to the Fiorida Public Service Commission by the due dote.

Request No.	555 189 T	Name	MATEO	,IGNACIO MR.	Business	Name	
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COMPLAINT/ARREST AFFIDAVIT

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COMPANY FLATEL INC. V-1 (SOLAR) ADVISED THAT PAYMENTS TOTALING \$891.94 WAS								
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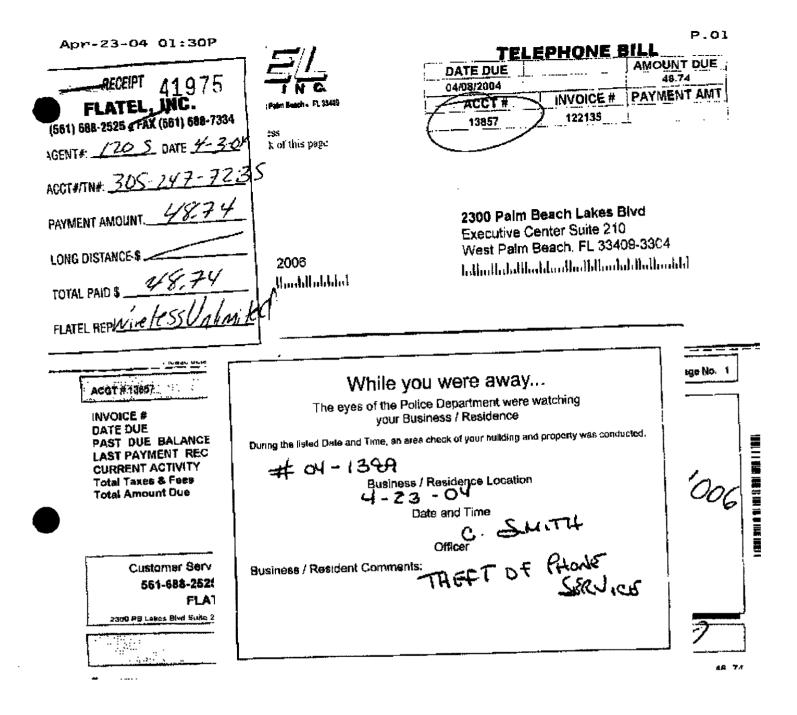
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