

State of Florida



ORIGINAL

Public Service Commission

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

RECEIVED FPSC
MAY -5 PM 2:54

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

DATE: May 5, 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 the following documents to Docket No. 040129-TX.

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

DOCUMENT NUMBER - DATE

05229 MAY -5 04

FPSC-COMMISSION CLERK

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.

Analysis: “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

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

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 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

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

CUSTOMER 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 RECONNECT 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

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

Acc	Payment No.	Due Date	Dealer	Amount	Time	Employee	Invoice	Paid
15537	87027	2-10-04	1205	\$95.55		Sandra Giraldo	109444	\$95.55
15537	93022	3-8-2004	1205	\$48.74		Luis Arcila	113336	\$48.74

P.O.R. #



300 Osceola Dr Suite 200 West Palm Beach, FL 33409
Phone: (561) 688-2329 or 1-888-777-8661 Fax: (561) 688-7234
Prepaid Service Application & Agreement

Agent Number: 1205	Account: 15537
Date:	Due Date: 2-10-04
Passcode:	Phone Number: 305-246-2021

Application For BellSouth or Sprint

This Application may also be used for Changes (addition or deletion services) and Transfers

Physical Address (Direction of Rectification)

Name: Abel Perez Bus Res

Street: 2864 9 South Dixie Hwy Suite/Apt: Bldg/Floor: 1

City: Home land State: Fla Zip: 33033

Pager Number	Contact Number (305) 204-6961	Work Number	Neighbor #
Service Details (de de Servicio)	First Month (Primer Mes)	Following Months (Meses siguientes)	
Service Plan	Economy Basic Plus Deluxe	Plan	Economy Basic Plus Deluxe
Monthly Charges	\$39.95 \$49.99 \$89.90	Monthly	\$39.95 \$49.99 \$89.90
Connection Fee	\$40.00 \$40.00 \$40.00	Taxes	\$8.79 \$10.04 \$12.54
Taxes	\$15.60 \$16.85 \$19.35	Subtotal	\$48.74 \$60.03 \$82.44
Subtotal	\$95.55 \$106.84 \$129.25	Notes:	
Features Total	\$ \$ \$	Would like existing	
Long Distance	\$ \$ \$		
125 1500 1500 10	\$ \$ \$		
Total	\$ 95.55 \$ \$		

Features (Opciones)	Included
Call Waiting	\$6.52
Call Return (*69)	\$7.11
Caller ID Basic (#)	\$8.89
Caller ID Deluxe (line & #)	\$13.04
Memory Call	\$16.53
Call Forwarding Variable	\$5.93
Area Plus Plan	\$29.83
Wire Maintenance Plan	\$5.93

Transfer \$40.00 Change \$19.00 + \$ (credit) Name Change \$23.00 (credit) # Change \$19.00 (credit)

Customer Signature: Date: 2/8/04

1. The signature, company name, and address on this application must be correct. (1) This will be so related when the application has been processed. (2) FLATEL, INC. and (3) FLATEL, INC. will assume a legal contract. (4) Any feature or service change will be subject to a change order fee.

237 6
2-10-04
305-246-2021

FAXED
APR 30 2004
BY: AM to PS



FLATEL HAR 6983
v 00

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 305 246-2021 152

EXCH HMSD
ECS 1FR
STAT OPEN
TYPE RESIDENCE
SVCC 11
EQIND1 7
DENYDATE 040422
LASTSER 268435463
MULTLINE 1
HIGHMLCT 0
JOINTIND
JAZZIND
BREFIND
DENYIND 1
BMITIND
SFNSACCT
TTRA 305 245
CENT ROX

---LIST

LN PEREZ, ABEL
LA (OAD)
SA 28648 S DIXIE HWY, HMSD, FL
DZIP 33033

---DIR

DPA PEREZ ABEL
28648 S DIXIE HWY
HMSD FL 33033
DEL A1, B1

---BILL

BN1 FLATEL INC
BA2 DBA FLORIDA TEL CO
BA3 2300 PLM BCH LKS BLV
BA4 EXEC CTR STE 210

FAXED
APR 30 2004
BY: Am to PSC

PO W PALM BCH FL 33409
 TAX 1N01
 TAR 000,700
 PACT XXXX
 BTN 305 Q95-2107-700
 MAN R6983

CC - Questionable credit
 DOT 20040210
 No Treatment (collection steps) in past 12 months
 No Returned Checks in past 12 months
 No Deposit on Account

CI
 RRSR R6983
 SS 000-00-0000;N
 ZPTX Y

---S&E

(LINES & STATIONS)

- 1 IFR Residential Line
 /TN 305 246-2021/TBE A
 /PIC NONE/LPIC NONE
 /PCA OF, 02-10-04
 /LPCA OF, 02-10-04/ZLCP R/NMC
 /TTRA 305 245/EXK 305 245
 /LRN 3052450000/BLKD
 /SED 02-10-04/ZSER 3C10000001
 /RATE 8.63
- 1 BCR Call Return Blocking
 /TN 305 246-2021/SED 02-10-04
 /ZSER 4310000002
 /RATE NR
- 1 BRD Repeat Dial Blocking
 /TN 305 246-2021/SED 02-10-04
 /ZSER 4A10000003
 /RATE NR
- 1 CREXA Custom Toll Restriction plus expanded local calling
 /TN 305 246-2021/SED 02-10-04
 /ZSER 5110000004
 /RMKR (A) 02-10-04
 /RATE 3.13
- 1 LNPCX FCC Local Number Portability Line Charge - Line
 /TN 305 246-2021/SED 02-10-04
 /ZSER 5810000005
 /RATE .35
- 1 RESCN Reseller Contact Name and Number
 /TN 305 246-2021
 /ZRCI FLATEL INC, SANDRA
 GIRALDO, 888 777-6567
 /SED 02-10-04/ZSER 5F10000006
 /RATE NR
- 1 9LM FCC Charge for Network Access
 /TN 305 246-2021/SED 02-10-04
 /ZSER 6610000007
 /RATE 6.50

FAXED
 APR 30 2004
 BY: *Am to PSK*



FLATEL HAR 6983
JEN013 v00

Local Exchange Navigation System

View LSR

RSS0000 : Query Successful
PON: JEN013

[LSR Admin](#) [LSR Bill](#) [LSR Contact](#) [EU Location/Access](#)

TOP

LSR Admin Section

BOTTOM

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 : 2BF-
Carrier Identification Code : 0000
Customer Name : FLATEL

TOP

LSR Bill Section

BOTTOM

Billing Account Number Identifier 1 : R
Billing Account Number 1 : 305Q952107700
Access Customer Name Abbreviation : HAR

TOP

LSR Contact Section

BOTTOM

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

FAXED
APR 30 2004
BY: AM to PSC

TOP

EU (End User) Location and Access Section

BOTTOM

Header Location and Access Entry # : 1
Location Number : 000
End User Name : ABEL PEREZ
House Number : 28648
Street Directional : S

@BELLSOUTHFLATEL HAR 6983
23703 v 00

Local Exchange Navigation System

View LSR/Order Information **P O N** Details

RSS0000 : Query Successful

PON	Version	Completion Date	CN	Order Status	LSR Status
23703	00	2004-02-10	2004-02-10	PC	BCN

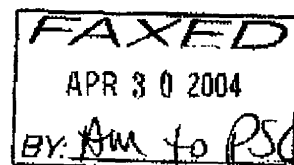
[Firm Order Notification](#)
 [Admin](#)
 [Directory Listing](#)
 [Service Details](#)

[TOP](#)**Firm Order Notification Section**[BOTTOM](#)

LEO Message LEO
 CLEC Appl Id 10000ap
 CLEC User Id 7698324
 TRX Id ww@Zdz*Gf*wWRb0*a
 PON 23703
 CDTSENT 20040213
 Transaction Set Id Code 865
 Version 00
 Test Prod Indicator P
 Trans Set Purpose Code 53
 Tran Ack Type AT
 Status Code CP
 Status Msg BILLING/RECORDS COMPLETE

[TOP](#)**Administrative Section**[BOTTOM](#)

CCNA HAR
 PON 23703
 Version 00
 ATN 3052462021
 Company Code 6983
 Order Number NQFQBR64
 Init SANDRA GIRALDO
 Init Tel No 8887776561
 Date/Time Sent 20040210
 Rep LCSC
 Dsgcon Tel No 8887776561
 Rep Tel No 8007734967
 DD/CD 20040210
 BIL R



BAN1 305Q952107700
Design Contact ADRIANA SOLAR

☰ TOP

Directory Listing Section

BOTTOM ⇩

Directory Listing #1

Directory Listing Number 0001
Listing Telephone Number 3052462021
Listing Activity Indicator N
Listing Type 1
Style Code SL
Type of Account R
Degree of Indent 0
Listed Name Perez Abel

☰ TOP

Service Details Section

BOTTOM ⇩

Line Number 00001
Location Number 000
Telephone Number 3052462021

☰ TOP

[View LSR](#)

[Return to LSR/Order Info Main](#) ▶

[References](#)

[Main Menu](#)

Copyright 2004 - BellSouth Telecommunications, Inc. - All Rights Reserved

LENS Version 15.0
Z698311

hos60913.1
4/30/2004

FAXED
APR 30 2004
BY: AM to RSC

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 look into removing 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 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 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.

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 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

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.

Wednesday, April 28, 2004 America Online: Flatelinc

Acct 8912
Florentina Gomez
1313 NE 9 CT
Homestead, 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 non-payment. 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

FLATEL

900 Osceola Dr Suite 208 West Palm Beach, FL 33409
 Phone: (561) 688-7525 or 1-888-777-4561 Fax: (561) 688-7334

Agent Number: 1205 Account: 8912
 Date: 4-22-03 Due Date:
 Password: Phone Number:

Prepaid Service Application & Agreement

Application For Bellsouth or Sprint

This Application may also be used for changes (adding or deleting services) and transfers

Physical Address (Direccion de facturación)

Name: Florentina Gomez Bus Res
 Street: 1313 NW 9th CT Suite/Apt: Bldg/Floor:
 City: Homestead State: FL Zip: 33030

Pager Number	Contact Number	Work Number	Neighbor #:				
Service Details (Detalle de Servicio)							
	First Month (Primer Mes)		Following Months (Meses Siguyentes)				
Service Plan	Economy	Basic Plus	Deluxe	Plan	Economy	Basic Plus	Deluxe
Monthly Charges	\$39.95	\$49.99	\$69.90	Monthly	\$39.95	\$49.99	\$69.90
Connection Fee	\$40.00	\$40.00	\$40.00	Taxes	\$8.79	\$10.04	\$12.54
Taxes	\$15.60	\$16.85	\$19.35	Subtotal	\$48.74	\$60.03	\$82.44
Subtotal	<u>\$95.55</u>	\$106.84	\$129.25	Notes:			
Features Total	\$	\$	\$				
Long Distance	\$	\$	\$				
[] \$25 [] \$50 [] \$100 [] Other	\$	\$	\$				
Total	\$95.55	\$	\$				

FAXED
 APR 30 2004
 BY: SAIA to PSC

Features (Opciones) Tax Included

Call Waiting	\$6.52	Memory Call	\$16.53
Call Return (*69)	\$7.11	Call Forwarding Variable	\$5.93
Caller ID Basic (# only)	\$8.89	Area Plus Plan	\$29.63
Caller ID Deluxe (Name & #)	\$13.04	Wire Maintenance Plan	\$5.93

Transfer \$40.00 Changes \$19.00 + \$_____ = \$_____ (feature)
 Name Change \$23.00 # Change \$19.00 (total)

Customer Signature: Florentina Gomez Date: 4-22-03

* By the signature Customer Acknowledges (1) that the information provided in the service application above is correct. (2) there will be no refund once the application has been processed. (3) FLATEL, Inc. will not be held liable for the activation time period, and (4) FLATEL, Inc. will activate a local service freeze. (5) Any feature or service changes will be subject to a change order fee.

FAXED
 APR 24 2003
 BY: JO

FLATEL

1464173

305-245 2865

P.O.N. # 42503

900 Osceola Dr Suite 208 West Palm Beach, FL 33409
 West Palm Beach, FL 33409
 Phone: (561) 688-2525 or 1-888-777-4561 Fax: (561) 688-7334

Customer Name: Florentina Gomez DATE 4/22/03

Long Distance: [] \$25.00 [] \$50.00 [] \$100.00 [] Other \$_____ Long Distance \$ ✓

Rate Plan _____ Invoice Amount \$ _____

AGENT SIGNATURE: [Signature] Total Paid \$ 95.55

* By the signature Customer Acknowledges (1) that the information provided in the service application above is correct. (2) there will be no refund once the application has been processed. (3) FLATEL, Inc. will not be held liable for the activation time period, and (4) FLATEL, Inc. will activate a local service freeze. (5) Any feature or service changes will be subject to a change order fee.
 ** If your service is temporarily disconnected (TDisco), there will be a restore fee of \$25.00. If your service is permanently disconnected (PDisco), there will be a reconnection fee of \$40.00.



FLATEL HAR 6983
JEN015 v 00

Local Exchange Navigation System

View LSR

RSS0000 : Query Successful

PON: JEN015

[LSR Admin](#) [LSR Bill](#) [LSR Contact](#) [EU Location/Access](#)

[TOP](#)

LSR Admin Section

[BOTTOM](#)

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

FAXED
APR 30 2004
BY: *Am to PSC*

[TOP](#)

LSR Bill Section

[BOTTOM](#)

Billing Account Number Identifier 1 : R
Billing Account Number 1 : 305Q952107700
Access Customer Name Abbreviation : HAR

[TOP](#)

LSR Contact Section

[BOTTOM](#)

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

[BOTTOM](#)

Header Location and Access Entry # : 1
Location Number : 000
End User Name : FLORENTINA GOMEZ
House Number : 1336
Street Directional : NW

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

[TOP](#)

[References | Cancel](#)

[Return To Pon Detail](#)

[Return to View LSR/Order Info Main](#) ►

Copyright 2001 – BellSouth Telecommunications, Inc. – All Rights Reserved

LENS Version 15.0
Z698311

bos60911 / 5
4/28/2004

FAXED
APR 30 2004
BY: *Am to PSC*



FLATEL HAR 6983
532WERWERWER v 00

Local Exchange Navigation System

View LSR/Order Information **P O N** Details

RSS0000 : Query Successful

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

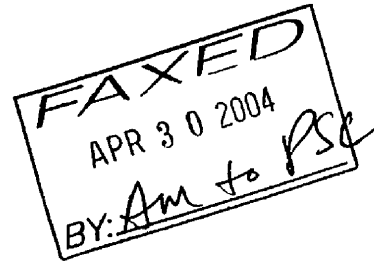
Firm Order Notification Admin

[TOP](#)

Firm Order Notification Section

[BOTTOM](#)

LEO Message	LEO
CLEC Appl Id	10000ap
CLEC User Id	Z698338
TRX Id	ugrQc819FmjTinhm
PON	532WERWERWER
CDTSENT	20040429
Transaction Set Id Code	865
Version	00
Test Prod Indicator	P
Trans Set Purpose Code	53
Tran Ack Type	AT
Status Code	CP
Status Msg	BILLING/RECORDS COMPLETE


[TOP](#)

Administrative Section

[BOTTOM](#)

CCNA	HAR
PON	532WERWERWER
Version	00
ATN	3052452865
Company Code	6983
Order Number	DQB6FCT2
Init	VICTOR SOLAR
Init Tel No	8887776561
Date/Time Sent	20040427
Rep	LCSC
Rep Tel No	8007734967
DD/CD	20040428
EBD	20040422
BI1	R

Acct 3368
Marco Lopez
1207 NE 1st Ave
Homestead, FI 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 CUSTOMER 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

FROM :

FAX NO. :

Oct. 11 2000 01:20PM P1

P.O.N.#

6215



900 Osceola Dr Suite 208 West Palm Beach, FL 33408

Phone (800) 354-1006 Fax:(800) 617-2210

Customer Service Application & Agreement

Agent Number: 90205 Account: 16079
Date: 5-15-02 Due Date: 5-16-02
Passcode: Phone Number: 196-2431365

Application For BellSouth or Sprint

This Application may also be used for Changes (adding or deleting services) and Transfers

Physical Address (Direccion de facturación)

Name: MARCO-LOPEZ Bus Res Pager Number:
Street: 1207-NE 1 AV Suite/Apt: Bldg/Floor: Contact Number
City: HOMESTEAD State: FLA Zip: 33030 Work Number

Service Details	First Month (Minimum)			Following Months (Maximum)			
	Economy	Basic	Deluxe	Plan	Economy	Basic	Deluxe
Monthly Charges	\$39.95	\$49.95	\$69.90	Monthly	\$39.95	\$49.95	\$69.90
Connection Fee	\$40.00	\$40.00	\$40.00	Taxes	\$8.79	\$10.04	\$12.54
Taxes	\$15.60	\$16.85	\$19.35	Subtotal	\$48.74	\$59.99	\$82.44
Subtotal 95.53	\$95.55	\$108.80	\$129.25	Notes:			
Features Total	\$	\$	\$				
Long Distance	\$	\$	\$				
() \$25 () \$50 () \$100 () Other \$	\$	\$	\$				
Total	\$	\$	\$				

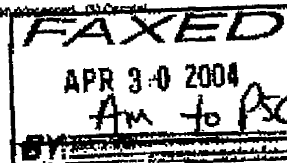
Features (Options) Tax Amount	Amount	Amount	
Three-Way Calling	\$8.93	Memory Call	\$18.93
Call Return (*69)	\$7.11	Call Forwarding Variable	\$5.93
Caller ID Basic (# only)	\$8.93	Area Plus Plan	\$29.93
Caller ID Deluxe (Name & #)	\$13.04	Wire Maintenance Plan	\$5.93

Transfer \$40.00 Changes \$19.00 + \$ _____ = \$ _____ Name Change \$23.00 # Change \$19.00
(feature) (total)

Customer Signature: _____

Date: _____

* By the signature, Customer Acknowledges: (1) that the information provided in the service application above is correct, (2) there will be no refund since the application has been processed, (3) OscarTel will not be held liable for the activation time period, and (4) OscarTel will activate a local service freeze.



P.O.N.#



900 Osceola Dr Suite 208 West Palm Beach, FL 33409
West Palm Beach, FL, 33409
Phone (800) 354-1006 Fax:(800) 617-2210

INVOICED
MAY 16 2002

Customer Name: Marco Lopez DATE 5-15-02
Long Distance: [] \$25.00 [] \$50.00 [] \$100.00 [] Other \$ _____ Long Distance \$ _____
(check all that apply) Rate Plan 90205 Invoice Amount \$ _____
AGENT SIGNATURE: CARIDAD DISCOUNT M.H. Total Paid \$95.55

* By the signature, Customer Acknowledges: (1) that the information provided in the service application above is correct, (2) there will be no refund since the application has been processed, (3) OscarTel will not be held liable for the activation time period, and (4) OscarTel will activate a local service freeze.

** If your service is temporarily interrupted (F.Disc), there will be a restore fee of \$25.00. If your service is completely disconnected (F.Disc), there will be a reconnection fee of \$40.00

Juan Vasquez 305-2425539
has being checked for fro

FLATEL HAR 6983
v 00



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 CBR has been displayed. (9010)

ACCT 786 243-1365 365

EXCH HMSD
BCS 1FR
STAT OPEN
TYPE RESIDENCE
SVCC 11
EQIND1 7
LASTZSER 268435463
MULTLINE 1
HTGHMLCT 0
JOINTIND
JAZZIND
BREFIND
DENYIND 0
BMLHTIND
SENSACCT
TTRA 305 245
CENT ROX

FAXED
APR 30 2004
BY: *Am to Rec*

---LIST

LN LOPEZ, MARCO
LA (OAD)
SA 1207 NE 1ST AV, HMSD, FL
DZ1F 33030

---DIR

DDA LOPEZ MARCO
1207 NE 1ST AV
HOMESTEAD FT. 33030
DEL A1, B1

---BILL

BN1 FLATEL INC
BA2 DBA FLORIDA TEL CO
BA3 900 OSCEOLA DR
BA4 SUITE 209
PO W PALM BCH FL 33409

Inquiry - Customer Service Record

TAX 1N01
TAR 208,800
PAC1 XXXX
BTN 305 Q95-2107-700
MAN R6983

CC - Known good credit
DOI 20020916
No Treatment (collection steps) in past 12 months
No Returned Checks in past 12 months
No Depos't on Account

CI
LSF LP 05-16-2002
RESH R6983
SS 000-00-0000:N
ZPTX Y

---S&E

(LINES & STATIONS)

- 1 IFR Residential Line
/TN 786 243-1365/TBE A
/PTC NONE/LPTC NONE
/PCA OF, 05-16-02
/LPCA OF, 05-16-02/ZLCP R/NMC
/TTRA 305 245/EXK 305 245
/LKN 3052450000/BLKD/RCC TWC
/SED 05-16-02/ZSER 3C10000001
/RATE 8.63
- 1 BCR Call Return Blocking
/TN 786 243-1365/SED 05-16-02
/ZSER 4310000002
/RATE NR
- 1 BRD Repeat Dial Blocking
/TN 786 243-1365/SED 05-16-02
/ZSER 4A10000003
/RATE NR
- 1 CREXA Custom Toll Restriction plus expanded local calling
/TN 786 243-1365/SED 05-16-02
/ZSER 5110000004
/RMKR (A) 05-16-02
/RATE 3.13
- 1 LNFCX FCC Local Number Portability Line Charge - Line
/TN 786 243-1365/SED 05-16-02
/ZSER 5810000005
/RATE .35
- 1 RESCN Reseller Contact Name and Number
/TN 786 243-1365
/ZRCI FLATEL INC, SANDRA
GIRALDO, 888 777-6561
/SED 05-16-02/ZSER 5F10000006
/RATE NR
- 1 91M FCC Charge for Network Access
/TN 786 243-1365/SED 05-16-02
/ZSER 6610000007
/RATE 6.50

FAXED
APR 30 2004
BY: *Am to PSC*

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 non-payment. 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	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

9988

FLATEL

308 Oceola Dr Suite 208 West Palm Beach, FL 33409

Phone: (561) 688-2515 or 1-888-777-6561 Fax: (561) 688-7334

Prepaid Service Application & Agreement

Agent Number: 1205	Account: 5618
Date: 11-5-02	Due Date: 11-6-02
Passcode:	Phone Number: 305-2458560

Application For BellSouth or Sprint

*This application may also be used for services subject to state regulations and transfers.

Physical Address (Direccion de Instalacion)

Name: Hermilo Martinez Bus Res

Street: 1301 NW 14th St Suite/Apt Bldg/Floor:

City: HMSD State: FL Zip: 33030

Pager Number Contact Number 305) 246-3264 Work Number Neighbor #

Service Details (Detalle de Servicio)				Following Months (Meses Siguintes)			
Service Plan	Economy	Basic Plus	Deluxe	Plan	Economy	Basic Plus	Deluxe
Monthly Charges	\$39.95	\$49.99	\$89.90	Monthly	\$39.95	\$49.99	\$89.90
Connection Fee	\$40.00	\$40.00	\$40.00	Taxes	\$8.78	\$10.04	\$12.54
Taxes	\$15.80	\$16.85	\$19.35	Subtotal	\$48.74	\$60.03	\$82.44
Subtotal	\$95.55	\$106.84	\$129.25	Notes:			
Features Total	\$ 95.55	\$	\$				
Long Distance	\$	\$	\$				
1305 (1950) 1305 (1) Cover	\$	\$	\$				
Total	\$ 95.55	\$	\$				

Features (Opciones) Tax Included	
Call Waiting	\$8.52
Call Return (**69)	\$7.11
Caller ID Basic (# only)	\$8.89
Caller ID Deluxe (Name & #)	\$13.04
Memory Call	\$16.53
Call Forwarding Variable	\$5.83
Area Plus Plan	\$29.63
Wire Maintenance Plan	\$5.93

Transfer \$40.00 Changes \$19.00 + \$ _____ = \$ _____ Name Change \$20.00 Change \$19.00

(feature) (total)

Customer Signature: [Signature] Date: 11/05/02

* By the signature Customer acknowledges (1) that the information provided in the service application above is correct; (2) that there is no refund when the application has been processed; (3) FLATEL, Inc. will not be held liable for the activation of service and (4) FLATEL, Inc. will activate a local service number. If any feature or service changes will be subject to a change order fee.

FLATEL

308 Oceola Dr Suite 208 West Palm Beach, FL 33409
 West Palm Beach, FL 33409
 Phone: (561) 688-2515 or 1-888-777-6561 Fax: (561) 688-7334

FAXED
APR 30 2004
 P.O.N. #
 BY: _____

Customer Name: Hermilo Martinez DATE 11/5/02

Long Distance: \$25.00 \$50.00 \$100.00 Other \$ _____ Long Distance \$ _____

(check all that apply)

Rate Plan _____ Invoice Amount \$ 95.55

AGENT SIGNATURE: [Signature] Total Paid \$ 95.55

* By the signature Customer acknowledges (1) that the information provided in the service application above is correct; (2) there will be no refund when the application has been processed; (3) FLATEL, Inc. will not be held liable for the activation of service and (4) FLATEL, Inc. will activate a local service number. If any feature or service changes will be subject to a change order fee.

** If your service is temporarily disconnected (TDC): there will be a re-activation fee of \$25.00. If your service is permanently disconnected (PDC): there will be a reconnection fee of \$50.00.



Local Exchange Navigation System
Inquiry Customer Service Record

FLATEL HAR 6983
v 00

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 305 245-8560 560

EXCH HMSD
BCS 1FRCL
STAT FINAL
TYPE RESIDENCE
EVCC 11
LASTSER 268435467
DISCREAS NF
DISCDATE 040420
MULTLINE 1
JTCMMLCT 0
JOINTIND
JAZZIND
BREFIND
DENYIND 0
BMTHTIND
SENSACCT
TTA 305 245
CENT ROX

-----LIST

LN MARTINEZ, HERMILO
LA (OAD)
SA 1301 NW 14TH ST, HMSD, FL
DZIP 33030

----DIR

DDA MARTINEZ HERMILO
1301 NW 14TH ST
HOMESTEAD FL 33030
DEL A1, B1

----BILL

BN1 FLATEL INC
BA2 DBA FLORIDA TEL CO
BA3 900 OSCEOLA DR
BA4 SUITE 209

FAXED
APR 30 2004
BY:

PO W PLM BCH FL 33409
TAX 1N01
TAR 208,808
PAC: XXXX
BTN 305 Q95-2107-700
MAN R6983

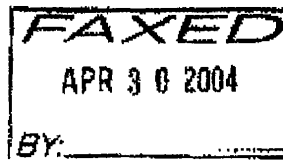
CC - Known good credit
DVI 20021106
No Treatment (collection steps) in past 12 months
No Returned Checks in past 12 months
No Deposit on Account

CI
LSF LP 11-06-2002
RESH R6983
SS 000-00-0000;N
ZPTX Y

---S&E

(LINES & STATIONS)

- 1 1FRCT Residential Line
/TN 305 245-8560/TBE A
/PIC NONE/LPIC NONE
/PCA OF, 11-06-02
/LPCA OF, 11-06-02/ZICP R
/TTRA 305 245/EXK 305 245
/LRN 3052450000/BLKD
/SED 11-06-02/ZSER 3C10000001
/RCU TWC
/RATE 8.63
- 1 BCR Call Return Blocking
/TN 305 245-8560/SED 11-06-02
/ZSER 4310000002
/RATE NR
- 1 BRD Repeat Dial Blocking
/TN 305 245-8560/SED 11-06-02
/ZSER 4A10000003
/RATE NR
- 1 ESXDC Call Waiting Deluxe
/TN 305 245-8560/SED 10-01-03
/ZSER 7410000009
/RATE 5.86
- 1 LNPCX 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 7B1000000A
/RATE 6.21
- 1 RESCN Reseller Contact Name and Number
/TN 305 245-8560
/ZRCT FLATEL, INC., SANDRA
GIRALDO, 888 777-6561
/SED 11-06-02/ZSER 8210000008



```

/RATE NR
1 SQQ'X Inside Wire Maintenance Service Plan
/TN 305 245-8560/SED 11-06-02
/ZSER 5F10000006
/RMKR (A) 11-06-02
/RATE 5.50
1 SLM FCC Charge for Network Access
/TN 305 245-8560/SED 11-06-02
/ZSER 6610000007
/RATE 6.50
1 CREXA Custom Toll Restriction plus expanded local calling
/SED 11-06-02/ZSER 6D10000008
/RATE 3.13

---COMPLETED ACTIVITY

ZQBT20457979 01-01-04 043399ZBT204 04-30-04 3399
ZQB1035575 01-01-04 043399ZBT035 04-30-04 3399
DQ9CLJD7 04-28-04 043399DQCLJD 04-29-04 3398
ZQBL8785BR 04-20-04 043399ZBL878 04-21-04 3392
CQFWFX16 04-20-04 043399CQFWFX1 04-21-04 3392
BO DI 04-20-04 ZIDS086 04-20-04
30S2458560RC 04-10-04 RATECHANGE 04-11-04
7052458560RC 04-01-04 RATECHANGE 04-04-04
3052458560RC 02-13-04 RATECHANGE 02-15-04
CQ96HM78 10-01-03 033252C96HM7 10-03-03 3252
OCS=JFR
N6MKVP LP 11-06-02 11-06-02 3022

```

References | Cancel

View Product and Services | Credit History

Continue to TN Reservation ►

Copyright 2001 - BellSouth Telecommunications, Inc. - All Rights Reserved

LENS Version 15.0
Z698311

00460913 / 1
4/30/2004

FAXED
 APR 30 2004
 BY: _____

BELLSOUTHFLATEL HAR 6983
v 00

Local Exchange Navigation System

View LSR/Order Information **P O N** Details

RSS000: 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

↑ TOP

Firm Order Notification Section

BOTTOM ↓

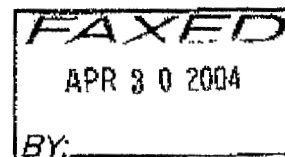
LEO Message LEO
CLEC Appl Id 10000ap
CLEC User Id Z698338
TRX Id ugrQc819FmjTjHhu
PON 23WREWERREW
CDTSENT 20040429
Transaction Set Id Code 865
Version 00
Test Prod Indicator P
Trans Set Purpose Code 53
Tran Ack Type AT
Status Code CP
Status Msg BILLING/RECORDS COMPLETE

↑ TOP

Administrative Section

BOTTOM ↓

CCNA HAR
PON 23WREWERREW
Version 00
ATN 3052458560
Company Code 6983
Order Number DQ8CLJD7
Init VICTOR SOLAR
Init Tel No 8887776561
Date/Time Sent 20040427
Rep LCSC
Rep Tel No 8007734967
DD/CD 20040428
EBD 20040420
BI1 R



POISC



FLATEL HAR 6983
v.00

Local Exchange Navigation System

View LSR/Order Information **P O N** 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

TOP

Firm Order Notification Section

BOTTOM

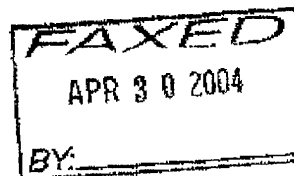
LEO Message LEO
CLEC Appl Id 1000ap
CLEC User Id Z698338
TRX Id ugrQc817Fm8nNIQQ
PON 54WFSDFDDFS
CDTSENT 20040421
Transaction Set Id Code 865
Version 00
Test Prod Indicator P
Trans Set Purpose Code 53
Tran Ack Type AT
Status Code CP
Status Msg BILLING/RECORDS COMPLETE

TOP

Administrative Section

BOTTOM

CCNA HAR
PON 54WFSDFDDFS
Version 00
ATN 3052458560
Company Code 6983
Order Number CQFWFX16
Init VICTOR SOLAR
Init Tel No 8887776561
Date/Time Sent 20040420
Rep LCSC
Rep Tel No 8007734967
DD/CD 20040420
BII R
BANI 305Q952107700



TOP

TDISC

UNIVERSAL BEEPERS EXPRESS

FACSIMILE TRANSMITTAL SHEET

TO:	FROM Linda Pinzon
COMPANY: FIATEL	COMPANY: UNIVERSAL TELEPHONE
DATE: 04/23/2004	SENDER'S REFERENCE PHONE NUMBER: (561) 279 2846
FAX NUMBER: 1-561-688 7334	TOTAL NO. OF PAGES INCLUDING COVER:
RE:	SENDER'S REFERENCE FAX NUMBER: (561) 272 3445

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

NOTES/COMMENTS:

Information regarding our customers is in the attached document.

Thank you,

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

1585 SOUTH CONGRESS AVENUE, DELRAY BEACH FLORIDA 33445

April 23-2004

FLATEL,

To Whom It May Concern:

The following customer(s) requested a change of provider but this line(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.



*17E is not a
customer is out of
the country*

CORPORATE OFFICE
1585 Congress Ave
Delray FL, 33445

CUSTOMER SERVICE
OFFICE 1 (877) 642-2423 (561) 2792846
FAX 1 (877) 642-5448 (561) 272-3445

WWW.SWITCHPHONE.COM

LETTER OF AUTHORIZATION (LOA)

- Customer's Billing Name: Martin betan worth
- Address: 4870 32nd DR S LAKE WORTH 33461
- Telephone Number(s) to Change: (561) 968 4143
1st FAXED FEB 18 2004 @ 1:20 pm
2nd FAXED FEB 18 2004 @ 11:30 am

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 X Local Toll Service _____

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

Customer's Signature: Martin betan worth *[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.

** Copy Faxed to Public Service Commission, Mrs. Cor
number connected Account FROZEN!! 1 FAXED FEB 18 2004*

1528 N. Fione Ave.
Homestead, FL 33030

301-247-2500

Ameriphone

Servicio Telefónico Residencial

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: <u>LACRUZ DIX</u>	Cuenta:
Numero de Agente: <u>1038</u>	Fecha de Activacion: _____ PON:
Fecha:	Numero de el telefono:

Notas:

Nombre de el cliente: AUGUSTO RAMIREZ

Direccion: 52 NE 11 ST Apt#/Floor: APTO # 2

Ciudad: Homestead Estado: FLA Codigo Postal: 33030

Numero de Trabajo: _____ Cel/Beeper#: _____

Numero de el Vecino: _____

SERVICIO DE CONECCION GRATIS

➔ **\$49.00**
PLAN SIMPLE
Incluye llamadas de larga distancia dentro de los Estados Unidos**
GRATIS
Acceso a numeros 1-800
Acceso a 911

Clientes conectados entre	Ciclo de Facturacion	Vence
1 ^{ra} - 7 ^{ta}	1	1
8 ^{ta} - 15 ^{ta}	2	8
16 ^{ta} - 23 ^{ra}	3	16
24 ^{ta} - 31 ^{ra}	4	24

****Importante, Favor leer Cuidadosamente****

*Con la firma, el cliente entiende y/o autoriza: (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: 11-17-03



COPY OF PREPAID
CALLING CARD

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

UTILITY USA, INC, DBA OSCATEL TELECOMMUNICATIONS AUTHORIZED
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
TELECOMMUNICATIONS 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.

* copy faxed to Public Service Commission.

<p>Request No. 555262T</p> <p>Name <u>OSCEOLA, MEMESIO MR.</u></p> <p>Business Name <u>Florida Public Service</u></p> <p>Commissioner - Consumer Request 2510 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>Assigned to: LOYDA LOPEZ</p> <p>Entered By: LL</p> <p>Date: 09/28/2003</p> <p>Time: 12:05</p> <p>Via: PHONE</p> <p>Prefirm Type: QUALITY OF SERVICE</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>	<p>Company: F. TEL, INC.</p> <p>Attr: Abby Natar1555262T</p> <p>Response Needed From Company? <input checked="" type="checkbox"/></p> <p>Date Due: 09/29/2003</p> <p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: / /</p> <p>Informal Conf: <input checked="" type="checkbox"/></p>
<p>Consumer Information</p> <p>Name: MEMESIO OSCEOLA</p> <p>Business Name: <i>Osceola</i></p> <p>Svc Address: 22 SOUTH E. ST.</p> <p>County: Palm Beach</p> <p>City/Zip: LAKE WORTH, FL 33460</p> <p>Account Number: MEMESIO OSCEOLA</p> <p>Caller's Name: MEMESIO OSCEOLA</p> <p>Mailing Address: 22 SOUTH E. ST.</p> <p>City/Zip: LAKE WORTH, FL 33460</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Utility Information</p> <p>Company: F. TEL, INC.</p> <p>Attr: Abby Natar1555262T</p> <p>Response Needed From Company? <input checked="" type="checkbox"/></p> <p>Date Due: 09/29/2003</p> <p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late: / /</p> <p>Informal Conf: <input checked="" type="checkbox"/></p>	<p>Supmnt Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: <input checked="" type="checkbox"/></p>

Pre-close type - Quality of Service

Customer Comments: The customer is trying to switch his service to another company, but FTEL does not want to release his line.

Customer: is WITHOUT SERVICE since the (10) days ago.

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

Case taken by: Loyda Lopez.

Send Response to

this customer is not with us and never was this is their number which they have w/ Bell South

Request No. 555262T **Name** OSCEOLA, MEMESIO MR. **Business Name** Florida Public Service
PAGE NO: 1 **and listed as Osceola.**



FLATEL HAR 6983
v 00

Local Exchange Navigation System
Inquiry **Customer Service Record**
CSR For Account 561 642-4848 001

[Continue to TN
Reservation](#) ►

[View Product and Services | Credit History](#)
[View Pending Service Order Information](#)

Customer Record Sections

Select one section to display

```

All data available for this CSR has been displayed. (9010)

---DIR

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

---BILL

BN1  OSCATEL
BA2  3957 JOG RD
PO   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 MPO DOT NET, 0803, 012, 4346519, T
EACT 12CB, 12CB - CCFB REWARD AGMT 12MOS, 0803, 012, 4346518, T, AL

```

[References | Cancel](#)

[View Product and Services | Credit History](#)

[Continue to TN
Reservation](#) ►

LENS Version 13.0
Z698311

Copyright 2001 - BellSouth Telecommunications, Inc. - All Rights Reserved

bos60911 : 8
9/8/2003

Subj: 561-642-4848 Orozco Nemesio
Date: 9/8/2003 5:48:14 PM Eastern Daylight Time
From: Flateline
To: pscreply@psc.state.fl.us

This customer is not 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 AMatari@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
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.

Request No. 554739T

Name WASZAK, DEBORAH MS.

Business Name _____

<p align="center">Consumer Information</p> <p>Name: DEBORAH WASZAK</p> <p>Business Name:</p> <p>Svc Address: 7853 NILE RIVER RD</p> <p>County: Palm Beach Phone: (561)-478-0961</p> <p>City/Zip: West Palm Beach / 33411-</p> <p>Account Number:</p> <p>Caller's Name: DEBORAH WASZAK</p> <p>Mailing Address: 7853 NILE RIVER RD</p> <p>City/Zip: WEST PALM BEACH, FL 33411-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p align="center">Florida Public Service Commission - Consumer Request</p> <p align="center">2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p align="center">PSC Information</p> <p>Assigned To: LOYDA LOPEZ</p> <p>Entered By: DCF</p> <p>Date: 09/04/2003</p> <p>Time: 10:59</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF SERVICE</p> <p>PO:</p> <p>Disputed Amt: 0.00</p>
	<p align="center">Utility Information</p> <p>Company: FLATEL, INC.</p> <p>Attn. Abby Moran 554739T</p> <p>Response Needed From: Company? <input checked="" type="checkbox"/></p> <p>Date Due: 09/25/2003</p>	<p>Suppmt/ Rpt Req'd: //</p> <p>Certified Letter Sent: //</p> <p>Certified Letter Rec'd: //</p>
	<p>Interim Report Received: //</p> <p>Reply Received: //</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: <input checked="" type="checkbox"/></p>	<p>Closed by:</p> <p>Date: //</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: <input checked="" type="checkbox"/></p>

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 enables her to switch to another 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.

Case taken by D. Flores _____
 Send Response to _____
 Fax number 850-413-7168
 E-mail : PSCREPLY@PSC.STATE.FL.US

*not our customer. Already switched.
 Oscar's wifes best friend.*

Request No. 554739T

Name WASZAK, DEBORAH MS.

Business Name _____

NET Satisfaction To: Abby Moran 554739T

From: LOYDA LOPEZ

9-04-03 11:04am p. 2 of 2

Subj: 561-478-0961
Date: 9/8/2003 5:36:57 PM Eastern Daylight Time
From: Flatelinc
To: reply@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 AMatari@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
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.

Monday, September 08, 2003 America Online: Flatelinc

Request No. 555230T

Name VASQUEZ, MARIA MRS

Business Name

<p>Consumer Information</p> <p>Name: MARIA VASQUEZ</p> <p>Business Name:</p> <p>Svc Address: 109 SOUTH C STREET</p> <p>County: Palm Beach Phone: (561)-505-4108</p> <p>City/Zip: Lake Worth / 33460-</p> <p>Account Number:</p> <p>Caller's Name: MARIA VASQUEZ</p> <p>Mailing Address: 109 SOUTH C STREET</p> <p>City/Zip: LAKE WORTH, FL 33460-</p> <p>Can Be Reached:</p> <p>E-Tracking Number:</p>	<p>Florida Public Service Commission - Consumer Request</p> <p>2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100</p>	<p>PSC information</p> <p>Assigned to: MICHELLE</p> <p>Entered By: PW</p> <p>Date: 09/08/2003</p> <p>Time: 11:20</p> <p>Via: PHONE</p> <p>Prelim Type: QUALITY OF SERVICE</p> <p>FD:</p> <p>Disputed Amt: 0.00</p> <p>Summ'd Rpt Req'd: / /</p> <p>Certified Letter Sent: / /</p> <p>Certified Letter Rec'd: / /</p> <p>Closed by:</p> <p>Date: / /</p> <p>Closeout Type:</p> <p>Apparent Rule Violation: <input checked="" type="checkbox"/></p>
<p>Justify Information</p> <p>Company: FLATEL INC.</p> <p>Attn: Abby McFarlane 555230T</p> <p>Response Needed From Company? <input checked="" type="checkbox"/></p> <p>Date Due: 09/23/2003</p>	<p>Interim Report Received: / /</p> <p>Reply Received: / /</p> <p>Reply Received Timely/Late:</p> <p>Informal Conf.: <input checked="" type="checkbox"/></p>	

Pre-close 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 Wayan dialect. An employee at one of the Marich payment locations is speaking on her behalf. Customer requests that the line be 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

Name VASQUEZ, MARIA MRS

Business Name

PAGE NO: 1

RET Satisfaction To: Abby McFarlane 555230T

From: MICHELLE WATSON-LIVINGSTON

9-08-03 11:37am p. 2 of 3

Subj: 561-505-4108 Maria Vasquez
Date: 9/8/2003 5:44:49 PM Eastern Daylight Time
From: Flatelinc
To: psc@ply@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 AMatari@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
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.

Monday, September 08, 2003 America Online: Flatelinc

Request No: 555205T

Name TRIANA, JAKELIN

Business Name

Consumer Information Name: JAKELIN TRIANA Business Name: Svc Address: 2710 SW 155 STREET County: Dade Phone: (305) 446-8800 City/Zip: Miami / 33145- Account Number: Carter's Name: JAKELIN TRIANA Mailing Address: 2710 SW 155 STREET City/Zip: MIAMI, FL 33148- Can Be Reached: (305)-642-4848 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850--413--6100	PSC Information Assigned To: JOY ANDERSON Entered By: LAW Date: 09/08/2003 Time: 10:56 Via: PHONE Prelim Type: QUALITY OF SERVICE PG: Disputed Amt: 0.00
	Utility Information Company: FLATEL, INC. Attn: Abby Major555205T Response Needed From Company? <input checked="" type="checkbox"/> Y Date Due: 09/29/2003	Supmntl Rpt Req'd: // Certified Letter Sent: // Certified Letter Rec'd: //
	interim Report Received: // Reply Received: // Reply Received Timely/Late: Informal Conf.: <input checked="" type="checkbox"/> N	Closed by: Date: // Closeout Type: Apparent Rule Violation: <input checked="" type="checkbox"/> N

Pre-close 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 detailed written report that addresses the issues, and confirms the customer has been contacted either by letter or phone.

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

This is not our customer. this customer has been PDisc since April.

Request No. 555205T

Name TRIANA, JAKELIN

Business Name

Subj: 305-446-8800 Jakelin Triana
Date: 9/8/2003 5:48:24 PM Eastern Daylight Time
From: Flatelinc
To: pscreply@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

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.

Monday, September 08, 2003 America Online: Flatelinc

Request No. 555812T

Name

Business Name OSCATEL TELECOMMUNICATIONS/ EL MARI

Consumer Information Name: Business Name: OSCATEL TELECOMMUNICATIONS/ EL MARI Svc Address: 1302 LAKE AVE County: Palm Beach Phone: (561)-586-1116 City/Zip: Lake Worth / 33460- Account Number: Caller's Name: OSCAL CARBAJAL Mailing Address: 1302 LAKE AVE City/Zip: Lake Worth, FL 33460- Can Be Reached: (561)-628-2514 E-Tracking Number: <i>Oscar Staff</i>	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: PERRY DAVIS Entered By: PJD Date: 09/10/2003 Time: 11:38 Via: PHONE Prelim Type: DELAY IN PO: Disputed Amt: 0.00 Supmtl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation:
	Utility Information Company Code: TX154 Company: FLATEL, INC. Attn: Abby Matari 555812T Response Needed From Company? N Date Due: 09/25/2003 Fax: 61,561-688-7334 Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	

Mr. Carbajal called on behalf 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:

- Fabio 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 P. Gonzalez (561) 547-3405

Request No. 555812T

Name

Business Name OSCATEL TELECOMMUNICATIONS/ EL MARI

Francisco Aguilar (561) 493-1565
Francisco Mateo 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 Rivera (305) 248-1019
Salvador Potoy (305) 245-5571

List of Customers

Adam Looez (561) 533-8128
Alonso Pablo Vazquez (561) 685-6320
Andres Gornex (561) 547-3193
Araceli Varga (561) 582-4082 (refer to CATS: 554699T)
Basilio Pablo (954) 946-1698
Cecilia Marino (561) 588-4923
Demecio Grosco (561) 547-3405 (refer to CATS: 555610T)
Edward Ramirez (305) 247-0959
Gilberto Domingo (561) 582-5601
Humberic Jimenez (561) 540-8706
Ignacio Mateo (561) 649-4527 (refer to CATS: 555189T)
Jacinto Ramirez (561) 585-0775
Jakelin Triana (305) 446-8800 (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
Lionor Penalosa (561) 434-2713
Maria Celsa (561) 963-7601
Mario Mendieta (561) 588-1798
Martin Diricio (561) 533-0237
Ramiro Alvarez (561) 243-2207

Request No. 555812T

Name

Business Name OSCATEL TELECOMMUNICATIONS/ EL MARI

Rodrigo Carillo (561) 585-2560
Rosario Samarron (561) 547-7087

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

09/18/2003 14:48 4137877

PSC

PAGE 04

Request No. 555812T Name Business Name OSCATEL TELECOMMUNICATIONS/ EL MARI

PAGE NO. 3

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 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 Matarì
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 AMatarì@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
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 AMatarì@Flatel.net.

Subj: RE: CATS: 555812T
Date: 9/10/2003 3:11:08 PM Eastern Daylight Time
From: RMchargu@PSC.STATE.FL.US
To: Flatelinc@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 McHargue
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 Palm Beach Lakes Blvd.
Executive Center Suite 210
West Palm Beach, FL 33409
E AMatari@Flatel.net
P 561-686-2525 x 102
F 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

Wednesday, September 10, 2003 America Online: Flatelinc

Subj: Fwd: CATS: 555812T
Date: 9/10/2003 3:21:02 PM Eastern Daylight Time
From: Flatelinc
To: PDavis@PSC.state.fl.us

Penelope Davis
PDavis@PSC.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 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 and partner Oscar Carvajal 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 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

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.

Forwarded Message:

Subj: RE: CATS: 555812T
Date: 9/10/2003 3:11:08 PM Eastern Daylight Time
From: RMChargu@PSC.STATE.FL.US
To: Flatelinc@aol.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.

Request No. <u>595094T</u>		Name <u>PEREZ, ABEL MR.</u>	Business Name _____
Consumer Information: Name: ABEL PEREZ Business Name: Svc Address: 28648 SOUTH DIXIE HWY County: Dade Phone: (305)-246-2021 City/Zip: Homestead / 33033- Account Number: Caller's Name: ABEL PEREZ Mailing Address: 28648 SOUTH DIXIE HWY City/Zip: HOMESTEAD, FL 33033- Can Be Reached: (305)-246-2221 Tracking Number:		Florida Public Service Commission -- Consumer Request 2540 Snamard Oak Boulevard Tallahassee, Florida 32399 850-413 6100	
		Utility Information Company: FLTEL, INC Attn: Abby Mazori5950941 Response Needed From Company? <input checked="" type="checkbox"/> Date Due: 05/17/2004	
		interim Repor. Received: // Reply Received: // Reply Received Timely/Late: rformal Conf.: <input checked="" type="checkbox"/>	
		PSC Information Assigned To: LORDA LOPEZ Entered By: JCF Date: 04/26/2004 Time: 12:50 Via: PHONE Prelim Type: QUALITY OF SERVICE PO: Disputed Amt: 0.00 Suppmtl Rpt Req'd: // Certified Letter Sent: // Certified Letter Rec'd: // Closed by: Date: // Closeout Type: Apparent Rule Violation: <input checked="" type="checkbox"/>	

Preclose type - Quality of Service

Customer Comments: Customer states that he wants to transfer local phone service to another 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 another 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 direct 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, ABEL MR. Business Name _____

3. The response should include the following:
 - 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 any questions raised by staff in the complaint
 - e) confirmation 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-Mail - pscreply@psc.state.fl.us
Fax - 850-415-7168
Mail - 2540 Stadium Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by D. Fiores

Request No. 595094T Name PEREZ, ABEL MR. Business Name

PAGE NO: 2

NET Satisfaction To: Abby Nakar195094T

From: LUYDA LOPEZ

4-26-04 12:56pm p. 3 of 3

Subj: 561-649-4527 Mateo Ignacio
Date: 9/8/2003 5:28:41 PM Eastern Daylight Time
From: Flatelinc
To: pscr@ph@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 Matar
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 AMatar@Flatel.net
P 561-688-2525 x 102
F 561-688-7334
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 AMatar@Flatel.net.

Monday, September 08, 2003 America Online: Flatelinc

Request No. <u>555189T</u> Name <u>MATEO, IGNACIO MR.</u> Business Name _____	
Consumer Information Name: IGNACIO MATEO Business Name: Svc Address: 5175 GLENCOVE LANE County: Palm Beach Phone: (561)-649 4527 City/Zip: West Palm Beach / 33415 Account Number: Caller's Name: IGNACIO MATEO Mailing Address: 5175 GLENCOVE LANE City/Zip: WEST PALM BEACH, FL 33415- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100
	Utility Information Company: FLATEL, INC. Attn: Abby Matori 555189T Response Needed From Company? <input checked="" type="checkbox"/> Date Due: 09/29/2003 Interim Report Received: // Reply Received: // Reply Received Timely/Late: Informal Conf.: <input checked="" type="checkbox"/>
PSC information Assigned To: MICHELLE Entered By: PW Date: 09/08/2003 Time: 10:53 Via: PHONE Prelim Type: QUALITY OF SERVICE PC: Disputed Amt: 0.00 Suppmtl Rpt Req'd: // Certified Letter Sent: // Certified Letter Rec'd: // Closed by: Date: // Closeout Type: Apparent Rule Violation: <input checked="" type="checkbox"/>	

Pre-close 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 at all ours of the evening up to 11pm harrasing and threatening customers. Customer states that Flatel is disconnecting and putting freezes on lines for lack of payments. Customer states that there is a freeze on his line and would like to be released. Sandra Bueno called on customers behalf Customer speaks a dialect of Spanish/Indian that is mostly unknown. P. Walker

has freeze since 10-31-02

duplicate
Oscar's Staff

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

COMPLAINT/ARREST AFFIDAVIT

CRIS Number: Felony Misdemeanor Traffic Juvenile Welfare

Police Case No. **04-13788**

IOB No. Agency Code **10** Municipal P.D. Off. ID No. **04-04-196** MIDPD Records and ID No. Court Case No.

DEFENDANT'S NAME: **DIAZ, YOKO MOQUETE** DOB: **12/13/1975** Sex: **F** Race: **W** Height: **5'6"** Wings: **120** Hair: **BRN** Eyes: **BRN**

LOCAL ADDRESS: **14740 S.W. 296 ST.** City: **HOMESTEAD** State: **FL** Zip: **33030** Phone: **UNK** Alias: **DIAZ/MOQUETE**

PERMANENT ADDRESS: **SALON** City: **N/A** State: **N/A** Zip: **N/A** Address Source: Verbal Vehicle ID Driver's License Other **REFUSE**

BUSINESS ADDRESS: **25 N.W. 8 ST.** City: **HOMESTEAD** State: **FL** Zip: **33030** Phone: **NONE** Occupation: **SALES** Place of Birth: **REFUSED**

DRIVER'S LICENSE NO.: **UNK** Social Security No.: **REFUSED** Scars, Tattoos, Unique Physical Features: **NONE OBSERVED**

Weapon Seized: Yes No **N/A** Arrest Date: **04/22/2004** Arrest Time: **1410** Arrest Location: **25 N.W. 8 ST. HMSTD. FL.** City: **HMSTD.**

If Def. has Concealed Weapon Permit: **N/A** For Robbery, Burglary, Fla. Viol. Suspected History of drug involvement? Yes No **01** Influence of Drugs: Yes No **UNK** Citizenship: **UNK** Race: City State Out of State

CO-DEFENDANTS: **NONE**

DRUG ACTIVITY	S. Sell	R. Struggle	K. Dispense	M. Manufacture/	D. Distribute	C. Cocaine	H. Heroin	M. Marijuana	P. Pharmaceutical	E. Equipment	S. Synthetic	U. Unknown
<input type="checkbox"/> N/A	<input type="checkbox"/> Sell	<input type="checkbox"/> Struggle	<input type="checkbox"/> Dispense	<input type="checkbox"/> Manufacture/	<input type="checkbox"/> Distribute	<input type="checkbox"/> Cocaine	<input type="checkbox"/> Heroin	<input type="checkbox"/> Marijuana	<input type="checkbox"/> Pharmaceutical	<input type="checkbox"/> Equipment	<input type="checkbox"/> Synthetic	<input type="checkbox"/> Unknown

SIGNAL: 100 150 200 250 300 400

CHARGES	Activity	Type	Counts	STATUTE	D.V.	VIOLATION OF SEC.
1. RESISTING ARREST W VIOLENCE	N	N	1	84301		Chapter 17
2. CHILD NEGLTCT	N	N	1	82703(B)		Sect. 17-1
3. GRAND THEFT	N	N	1	812014		

The undersigned has certified and sworn that I am a peace officer and I do believe that the above named Defendant is guilty of the above charged offenses.

On the **22** day of **APRIL**, **2004** at **1400** (Time) **WIRELESS 25 N.W. 8 ST. HMSTD.** (Location, include name of business)

I WAS DISPATCHED TO THE LISTED LOCATION IN REFERENCE TO A THEFT. UPON MY ARRIVAL V-1 VICTOR SOLAR AND W-1 SAMMY FADRAGA ADVISED THAT THE DEFENDANT YOKO DIAZ MIGUETE HAS BEEN *Accounting* UNAUTHORIZED PAYMENTS FOR THEIR COMPANY FLATEL INC. V-1 (SOLAR) ADVISED THAT PAYMENTS TOTALING \$891.94 WAS COLLECTED BY THE DEFENDANT AND HER HUSBAND JAMIL AKHTAR USING THE NAME OF THEIR *Company* HOWEVER, THEY ARE NOT AUTHORIZED TO COLLECT FOR THEIR COMPANY.

I, Officer C. Smith, certify that the above statement is correct and true to the best of my knowledge and belief.

OFFICER C. SMITH

Officer's Name (Print): *C. Smith*

Officer's Signature: *C. Smith*

Department Name: **Homestead PD** County ID Number/Off. Code: **0605 10**

I HOLD FOR BOND HEARINGS. DO NOT BOND OUT (Officer Must Appear at Bond Hearing).

Signature: *[Signature]*

Deputy of the Court or Notary Public

I understand that should I fail to appear before the court as required by this notice to appear, I may be held in contempt of court and a warrant for my arrest may be issued. Furthermore, I agree that notice concerning the time, date, and place of all court hearings should be sent to the above address. I agree that it is my responsibility to notify Clerk of the Court (Quebec's Family Division/Lawyer Section) anytime that my address changes.

You need not appear in court, but must comply with the instructions on the reverse side hereof.

