

Section 1 - Bureau of Records and Hearings Services Completes

Docket No. 040129-TX Date Docketed: 02/10/2004 Title: 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.
 Company: FLATEL, Inc. d/b/a Florida Telephone Company

Official Filing Date: _____
 Last Day to Suspend: _____
 Referred to: _____
 ("C") indicates OPR)

Expiration: _____

AUS	CAF	CCA	(CMP)	ECR	EXT	GCL	MMS	PIF
			X			X		

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module B10(a)

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff

Staff Counsel

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CCA: _____

Initials: OPR _____
 Staff Counsel _____

	0	Current CASR revision level	Due Dates	
			Previous	Current
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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	BZ	DS	JB	BD	DV	Exam	

- Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____

Date: _____

14784-04 12/30/04

Section 1 - Bureau of Records and Hearing Services Completes

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Official Filing Date: Expiration: Last Day to Suspend: Referred to: ("C") indicates OPR) AUS CAF CCA (CMP) ECR EXT GCL MMS PIF

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

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Staff Assignments

OPR Staff K Curry

0 Current CASR revision level

Due Dates Previous Current

Table with 3 columns: Item, Previous Due Date, Current Due Date. Items include Staff Recommendation, Agenda, PAA Order, Consummating Order if No Protest, Close Docket or Revise CASR.

Staff Counsel J Rojas

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel Hearing Examiner Staff

Date filed with CCA: 02/16/2004

Initials: OPR Staff Counsel

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Table for Hearing Officer(s) assignments with columns for Commissioners (ALL, BZ, DS, JB, BD, DV), Hrg Exam, and Staff.

- Prehearing Officer

Table for Prehearing Officer assignments with columns for Commissioners (BZ, DS, JB, BD, DV) and ADM.

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BBL Date: 02/16/2004

Handwritten mark

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 Company: FLATEL, Inc. d/b/a Florida Telephone Company

Official Filing Date: _____
 Last Day to Suspend: _____
 Referred to: _____
 ("C") indicates OPR

Expiration: _____

AUS	CAF	CCA	(CMP)	ECR	EXT	GCL	MMS	PIF
			X			X		

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

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 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff

K Curry

Staff Counsel

J Rojas

OCRs

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CCA: 03/01/2004

Initials: OPR _____
 Staff Counsel _____

	1	Current CASR revision level	Due Dates	
			Previous	Current
1.		Staff Recommendation	03/04/2004	04/08/2004
2.		Agenda	03/16/2004	04/20/2004
3.		PAA Order	04/05/2004	05/10/2004
4.		Consummating Order if No Protest	04/29/2004	06/03/2004
5.		Close Docket or Revise CASR	08/06/2004	08/27/2004
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- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	BZ	DS	JB	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	
					X

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 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BB/hms
 Date: Pending 3/16/04

Section 1 - Bureau of Records and Hearings Services Completes

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			X			X		

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 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff K Curry

Staff Counsel J Rojas

OCRs _____

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CCA: 04/01/2004

Initials: OPR _____
 Staff Counsel _____

	Current CASR revision level	Due Dates	
		Previous	Current
2	2		
1. Staff Recommendation		04/22/2004	04/21/2004
2. Agenda		05/04/2004	05/03/2004
3. PAA Order		05/10/2004	05/24/2004
4. Consummating Order if No Protest		06/03/2004	06/17/2004
5. Close Docket or Revise CASR		08/27/2004	10/01/2004
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Commissioners						Hrg	Staff
ALL	BZ	DS	JB	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
BZ	DS	JB	BD	DV	
					X

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: BIB/ [Signature]
 Date: Pending 4/12/04

N



040129

ORIGINAL



April 26, 2004

Florida Public Service Commission: Tallahassee, FL

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

To Whom It May Concern:

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

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

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

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

Best regards,

[Signature]

Mr. Mike Khalil
CFO/ Chief Financial Officer
Universal Telephone
E:Uniphone@aol.com
P: (561) 279-2846
F: (561) 272-3445

CC: Comditioners
Appointed Administrators
Thomas Williams
Jason Rojas
Ray Kennedy

Kay.
This was brought to us from R. McItergue.
However, we received this documentation yesterday 4-27-04 filed under DN # 04893-04
Kay - This fax is the same that Ray Kennedy brought by on Tuesday. mas
Sindy



CORPORATE OFFICE

1585 Congress Ave
Miami, FL 33145

CUSTOMER SERVICE

OFFICE 1 (877) 642-2423 (305) 2792846
FAX 1 (877) 642-2449 (305) 272-2445

WWW.SWITCHTELEPHONEPHONE.COM

ORIGINAL

LETTER OF AUTHORIZATION (LOA)

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

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

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

Local Exchange Service Local Toll Service

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

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



ORIGINAL

CORPORATE OFFICE
1583 Congress Ave
Delray FL 33446

CUSTOMER SERVICE
OFFICE 1 (877) 642-2423 (561) 2792846
FAX 1 (877) 642-5449 (561) 372-3445

WWW.SWITCHTELEPHONEPHONE.COM

LETTER OF AUTHORIZATION (LOA)

- Customer's Billing Name: Marco Lopez
- Address: 1207 NE 1st Ave Homestead, FL 33080
- Telephone Number(s) to Change:

786-243-1365 _____

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

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

Local Exchange Service _____ Local Toll Service _____

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

Customer's Signature: Marco Lopez

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



CORPORATE OFFICE

1583 Commerce Ave
Dallas, TX 75246

CUSTOMER SERVICE

OFFICE 1 (877) 642-2423 (561) 2792846
FAX 1 (877) 642-5448 (561) 271-1445

WWW.SWITCHTELEPHONEPHONE.COM

LETTER OF AUTHORIZATION (LOA)

ORIGINAL

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

305-245-2865 _____

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

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

Local Exchange Service Local Toll Service _____

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

Customer's Signature: Florentina Gomes

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

Matilda Sanders

0529-PAA

From: Jackie Schindler
Sent: Monday, May 24, 2004 12:43 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

5

Date and Time: 5/24/2004 12:42:00 PM
Docket Number: 040129-tx
Filename / Path: 040129jpr.doc

a paa order accepting settlement proposal has been moved to gc orders for issuance today

Y/O

Matilda Sanders

0606 - CO

From: LaSandra Givens
Sent: Friday, June 18, 2004 9:14 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

2

Date and Time: 6/18/2004 9:13:00 AM

040129-TX 040129CO.JPR.DOC
040210-TI 040210CO.JPR.DOC

CONSUMMATING ORDERS

Certified
1 faced

Kay Flynn

040129

From: Kay Flynn
Sent: Wednesday, August 18, 2004 8:50 AM
To: Ray Kennedy
Cc: Dorothy Menasco
Subject: RE: Correction

Thanks. I made that change.

From: Ray Kennedy
Sent: Wednesday, August 18, 2004 8:11 AM
To: Kay Flynn
Subject: RE: Correction

Maybe changing it to read:

Letter dated 8/9/04 advises some customers freezes were not removed as company requested; working with Professional Services Dept to resolve matter; requests to extend deadline to 9/30/04 to fix problem and proceed; will notify Commission if problem corrected sooner than the requested date.

This is a minimal change which I believe will satisfy FLATEL's concern. I just changed a few words in the first part of the sentence.

From: Kay Flynn
Sent: Tuesday, August 17, 2004 5:46 PM
To: Ray Kennedy
Cc: Kiwanis Curry
Subject: RE: Correction

Ray, I compared the two (our summary and theirs) and to me it appears ours is basically on-target. Can you take a look at the document and let me know if you see what they are saying we need to change or add? I know we didn't go into as much detail as they did in their letter, but we can't always do that.

Please take a look and let me know what I may need to change.

Thanks.

Kay

From: Ray Kennedy
Sent: Tuesday, August 17, 2004 3:41 PM
To: Kay Flynn
Cc: Kiwanis Curry
Subject: FW: Correction

Hi Kay,

Please look at the e-mail below. It appears the company is questioning the summary placed on our website. I will leave it to you to decide if any action is needed.

8/18/2004

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]
Sent: Tuesday, August 17, 2004 1:48 PM
To: Ray Kennedy; Kiwanis Curry
Cc: ASolar@Flatel.net; vsolar@flatel.net
Subject: Correction

Mr. Kennedy,

The following statement is incorrect. Customers did not request to have their freeze removed.

<http://www.floridapsc.com/psc/dockets/index.cfm?event=documentFilings&docket=040129&requestTimeout=240>
Flatel (Matari) - Letter dated 8/9/04 advises some customers who requested freeze be removed did not have freeze removed; working with Professional Services Dept to resolve matter; requests to extend deadline to 9/30/04 to fix problem and proceed; will notify Commission if problem corrected sooner than the requested date.

Please look into this matter and request that it be corrected as it reads in the statement. It should read "It has come to our attention that some of the customers who we requested the freeze be removed did not have their freeze removed and immediately contacted BellSouth to find out why. FLATEL contacted LCSC Hitops Department for assistance and was forwarded to the Professional Services Department who is currently working with us to resolve this matter as soon as possible.

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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8/18/2004

CCA Official Filing

9/14/2004 10:29 AM*****

Matilda Sanders*1

Matilda Sanders

B891 - PCO

From: Mary Diskerud
Sent: Tuesday, September 14, 2004 10:27 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

Date and Time: 9/14/2004 10:26:00 AM
Docket Number: 040129-TX
Filename / Path: 040129ext.ks.doc
Order Type: Signed / Hand Deliver

Copied to gcorders

RECEIVED FPSO
SEP 14 AM 10:48
COMMISSION
CLERK

yo.

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
LILA A. JABER
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON

STATE OF FLORIDA



DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

ACKNOWLEDGMENT

DATE: 9.29.04

TO: Mr. Abby Matarí
FROM: Theray, Division of the Commission Clerk and
Administrative Services
RE: Acknowledgment of Receipt of Confidential Filing

10496-04

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket No.
040129-TV or (if filed in an undocketed matter) concerning Local service freeze, and
filed on behalf of FLATEL, Inc. / Matarí. The
document will be maintained in locked storage.

Any questions regarding this matter should be directed to Kay Flynn at (850) 413-6770.

PSC/CCA019-C (Rev 01/04)

Kay Flynn

040129

From: Ray Kennedy
Sent: Thursday, October 07, 2004 8:26 AM
To: Marguerite Lockard; Kay Flynn
Cc: Kiwanis Curry; Jason Rojas
Subject: RE: PAGES 90 THROUGH 95 MUST BE REMOVED ASAP PLEASE

I have notified FLATEL. Thank you.

From: Marguerite Lockard
Sent: Thursday, October 07, 2004 8:21 AM
To: Ray Kennedy; Kay Flynn
Cc: Kiwanis Curry; Jason Rojas
Subject: RE: PAGES 90 THROUGH 95 MUST BE REMOVED ASAP PLEASE

Pages 90-95 of PDF DN 10552-04 have been deleted from the system. thanks.

From: Ray Kennedy
Sent: Thursday, October 07, 2004 8:04 AM
To: Kay Flynn
Cc: Kiwanis Curry; Jason Rojas; Marguerite Lockard
Subject: RE: PAGES 90 THROUGH 95 MUST BE REMOVED ASAP PLEASE

Thanks Kay. I will inform FLATEL.

From: Kay Flynn
Sent: Thursday, October 07, 2004 7:10 AM
To: Jason Rojas; Ray Kennedy; Marguerite Lockard
Cc: Kiwanis Curry
Subject: RE: PAGES 90 THROUGH 95 MUST BE REMOVED ASAP PLEASE

Marguerite, please go into the PDF of 10552-04 and deleted pgs. 90-95. Respond to this e-mail so all will know when it's been done.

Thanks.
Kay

From: Jason Rojas
Sent: Wednesday, October 06, 2004 5:29 PM
To: Ray Kennedy; Kay Flynn
Cc: Kiwanis Curry
Subject: RE: PAGES 90 THROUGH 95 MUST BE REMOVED ASAP PLEASE

Kay,

still Awaiting a definitive answer from DOS on returning documents, but at the very least we need to have them pulled off the web ASAP.

From: Ray Kennedy
Sent: Wednesday, October 06, 2004 4:03 PM
To: Jason Rojas; Kay Flynn
Cc: Kiwanis Curry

10/7/2004

Subject: FW: PAGES 90 THROUGH 95 MUST BE REMOVED ASAP PLEASE

Kay,

I am not sure that the response expected from Jason really has anything to do with the document being pulled off the web. Has direction been given to whomever (webmaster I guess) to remove this?

From: Flatelinc@aol.com [mailto:Flatelinc@aol.com]

Sent: Wednesday, October 06, 2004 3:45 PM

To: Ray Kennedy

Subject: PAGES 90 THROUGH 95 MUST BE REMOVED ASAP PLEASE

Mr. Kennedy,

Please have someone remove pages 90 through 95 on the last item that was posted to the FPSC website as it has nothing to do with the docket. It was payment information that pertained to some customers that have important banking and credit card information on it.

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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10/7/2004

STATE OF FLORIDA

COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON
LISA POLAK EDGAR



DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

March 10, 2005

(CERTIFIED MAIL NO. 7002-0860-0001-1760-9180)

Mr. Abby Matari
CEO/Corporate Development
FLATEL, Inc.
2300 Palm Beach Lakes Boulevard
Executive Center, Suite 210
West Palm Beach, Florida 33409

Re: Return of Confidential Document to the Source, Docket No. 040129-TX

Dear Mr. Matari:

Commission staff have advised that Confidential Document No. 10496-04, filed on behalf of FLATEL can be returned to the source. The document is enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

Sincerely,

A handwritten signature in cursive script that reads "Kay Flynn".

Kay Flynn, Chief
Bureau of Records

KF:mhl
Enclosure

cc: Beth W. Salak, Division of Competitive Markets and Enforcement
Dale Mailhot, Division of Competitive Markets and Enforcement
Rick Moses, Division of Competitive Markets and Enforcement
Kiwanis Curry, Division of Competitive Markets and Enforcement
Jason Rojas, Office of the General Counsel