

ORIGINAL

State of Florida



Public Service Commission

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

RECEIVED-FPSC

05 MAR 17 AM 11:05

COMMISSION
CLERK

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

DATE: March 17, 2005

TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director

FROM: Dale R. Buys, Regulatory Analyst II, Division of Competitive Markets & Enforcement *DRB*

RE: Docket No. 050056-TX – Compliance investigation of AAA Reconnect, Inc. for apparent violation of Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries, Rule 25-24.480(2), F.A.C., Record and Reports, Rules Incorporated, and Rule 25-4.0161, F.A.C., Regulatory Assessment Fees, Telecommunications Companies.

Please file the attached letter from the Florida Public Service Commission, signed by Dale R. Buys, dated December 22, 2004 in the above referenced docket file.

DRB/
Attachments

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

DOCUMENT NUMBER-DATE

02624 MAR 17 08

FPSC-COMMISSION CLERK

STATE OF FLORIDA

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



DIVISION OF COMPETITIVE MARKETS &
ENFORCEMENT
BETH W. SALAK
DIRECTOR
(850) 413-6600

2005 JAN 19 PM 17:02
DIVISION OF
COMPETITIVE SERVICES

Public Service Commission

December 22, 2004

CERTIFIED MAIL

AAA Reconnect, Inc.
P.O. Box 10091
Brooksville, FL 34603-0091

Re: Update of company liaison information, and reply to consumer complaint Request No. 623617T; Harold Nash.

Dear Company Representative:

It has been brought to the attention of the Florida Public Service Commission (Commission) staff that AAA Reconnect, Inc. has been acquired by new ownership as of August 27, 2004, and the company's former officers have resigned. Attempts by staff to contact AAA Reconnect, Inc. via the telephone numbers listed on file with the Commission have been unsuccessful. The telephone numbers are disconnected. Pursuant to Rule 25-24.835, Florida Administrative Code (F.A.C.), which incorporates Rule 25-24.480, F.A.C., Records & Reports, Rules Incorporated, each competitive local exchange company (CLEC) shall file updated information with the Commission within ten (10) days after such changes occur.

Further, staff has received the enclosed complaint, Request No. 623617T, from Mr. Harold Nash regarding slamming by AAA Reconnect, Inc. A response was due on October 28, 2004.

To avoid formal enforcement action, AAA Reconnect, Inc. should provide staff with the following by January 10, 2005:

1. A completed Change Of Information On Regulated Utility Form (enclosed) which includes the telephone number, name, and address of the individual who is to serve as primary liaison with the Commission in regards to the ongoing Florida operations of AAA Reconnect, Inc., and the company's main corporate and Florida offices (if any) including street name, and address and post office box, city, state, and zip code.

The form must be printed and changes made by a company representative only, then signed, dated, and mailed to the Commission at the address shown on the form or faxed to (850) 413-7118.

2. A response to Mr. Nash's complaint that includes the information requested in the enclosed complaint form.

AAA Reconnect, Inc.
Page 2
December 22, 2004

In accordance with Section 364.285, Florida Statutes, Penalties, AAA Reconnect Inc.'s failure to provide Commission staff with a response to Mr. Nash's complaint and the company's updated liaison and contact information may result in formal enforcement proceedings initiated by staff in which AAA Reconnect, Inc. would be at risk of being penalized by the Commission and/or having its CLEC certificate cancelled. Please contact me should you have any questions or concerns.

Sincerely,

Dale R. Buys
Regulatory Analyst
Bureau of Service Quality

Tel: (850) 413-6536
Fax: (850) 413-6537
Email: dbuys@psc.state.fl.us

Enclosures (2)

TMS # 1732

**TO: FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL 32399-0870**

RE: CHANGE OF INFORMATION ON REGULATED UTILITY

Official Company Name: (As appears on certificate)	Mailing Name: (Must be part of official company name; 58 characters or less)
Certificate No.: (A separate form must be used for each certificate number)	Physical Location:
Attention Line: (Person to whom all official FPSC correspondence is addressed)	Mailing Address:
Officer No. 1: Name: Title: Telephone Number: Fax No.: e-mail Address:	Officer No. 2: Name: Title: Telephone Number: Fax No.: e-mail Address:

SUBMITTED BY COMPANY REPRESENTATIVE: Name: _____
Title: _____
Telephone No.: _____

DATE: _____

Request No. 623617T

Name NASH ,HAROLD MR.

Business Name

Consumer Information

Name: HAROLD NASH

Business Name:

Svc Address: 11420 TAURUS COURT

County: Orange Phone: (407)-438-8430

City/Zip: Orlando / 32837-

Account Number: 4074388430

Caller's Name: HAROLD NASH

Mailing Address: 11420 TAURUS COURT

City/Zip: ORLANDO ,FL 32837-

Can Be Reached: (321)-231-5428

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TX770

Company: AAA RECONNECT, INC.

Attn. Jessica Geroux623617T

Response Needed From Company? Y

Date Due: 10/28/2004

Fax: 61.844-540-4988

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: MICHELLE

Entered By: XMK

Date: 10/07/2004

Time: 13:46

Via: PHONE

Prelim Type: SLAMMING

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

Preclose type - Slamming

What company provides your local telephone service? Instatone

What company provides your local toll service? Instatone

What company provides your long distance service? No LD

Which service was switched without authorization local, local toll service, or long distance service?
Local/Toll

Which company switched the service without authorization? AAA reconnect

Request No. 623617T

Name NASH ,HAROLD MR.

Business Name

Have you been switched back to the company of your choice? No

Have you received a bill from the new company? If so what is the disputed amount?

Have you contacted the local company regarding the disputed the amount?

Other Comments: Customer states that without his authorization AAA Reconnect, has taken his line twice within the last two weeks. He says that last time he was able to get his local company to reconnect his line, but it was slammed and disconnected yesterday by the same company. Customer says that Bellsouth informed him that it was AAA who slammed his line.

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.
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 - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by XKerr

12/14/04 TO THE COMPANY: Your response is past due. Please contact the customer and send a report by 12/22/04.

Request No. 623617T

Name NASH ,HAROLD MR.

Business Name _____

PAGE NO. 2

UNITED MAIL



7002 0860 0001 1759 2482

State of Florida

Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



- Not Deliverable As Addressed
- Unable to Forward
- Insufficient Address
- Mixed Left No Address
- Unclaimed
- Attempted - Not Refused
- No Such Street
- No Such Number
- No Mail Recipient
- Forwarding Order Expired

AAA Reconnect, Inc.
P.O. Box 10091
Brooksville, FL 34603-0091

047382004132
\$04.650
12/27 2004
Mailed From: 32399
US POSTAGE

12-29
SECOND CLASS
RETURN 1-12

2005 JAN 19 PM 12: 02

DEPARTMENT OF
PUBLIC SERVICE

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

AAA Reconnect, Inc.
P.O. Box 10091
Brooksville, FL 34603-0091

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) _____ B. Date of Delivery _____

C. Signature _____
 Agent
 Addressee

D. Is delivery address different from item 1? Yes
If YES, enter delivery address below: No

Express Mail
Return Receipt for Merchandise
C.O.D.

4. RESTRICTED DELIVERY (Extra Fee) Yes

7002 0860 0001 1759 2482

PS Form 3811 March 2001

Domestic Return Receipt

102595-01-M-142