

State of Florida



ORIGINAL

Public Service Commission

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

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JUL 25 PM 4:17

COMMISSION
CLERK

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

DATE: July 25, 2005
TO: Blanca S. Bayó, Commission Clerk and Administrative Services Director
FROM: Kiwanis L. Curry, Regulatory Analyst I, Division of Competitive Markets & Enforcement *KLC*
RE: Docket No. 050379-TP

Please add the following to the docket file for Docket No. 050379-TP:

- 1) Facsimile Transmittal Form dated July 11, 2005.
- 2) Certified letter dated July 12, 2005, and the signed certified receipt.
- 3) Facsimile Transmittal Form dated July 14, 2005.

CMP _____
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 SEC 1
 OTH _____

DOCUMENT NUMBER-DATE

07108 JUL 25 05

COMMISSION CLERK


MODE = MEMORY TRANSMISSION START=JUL-11 15:12 END=JUL-11 15:13

FILE NO.=247

STN NO.	COMM.	ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK		619722770416	008/008	00:01:16

-FL PUBLIC SER. COMMISSION-

***** -FL PUB SER COMM - ***** 850 413 7294- *****

<p>STATE OF FLORIDA</p>  <p>PUBLIC SERVICE COMMISSION</p> <p>2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL 32399-0850</p>	<p>July 11, 2005, 3:04 PM</p>												
	<p>To: Ms. Colleen Dzuiban</p>												
	<p>Fax: 972-277-0416</p>												
	<p>From: Kiwanis L. Curry</p>												
	<p>Voice: 850-413-6662 Fax: 850-413-6663</p>												
<p>No. of Pages (Including Cover): 8</p>													
<p>Re: Docket 050379-TP</p>													
<p>Notes: Ms. Dzuiban,</p> <p>Per our telephone conversation, the following pages contain the information that in currently in the docket file. As I informed you during our conversation, the information currently in the file is the correspondence with the company from last year concerning the company's failure to respond to customer complaints. The eleven complaints (listed below) that initiated the opening of the docket have all been resolved at this time. However, as I informed you, the complaints were not resolved in a timely manner as required by Rule 25-22.032, Florida Administrative Code.</p> <p>Complaints</p> <table border="0"> <tr> <td>Judy Johnson 641753</td> <td>Shelia Smith 647903</td> <td>Peter Cohen 6446040</td> </tr> <tr> <td>Jacquelyn Regan 644573</td> <td>Mary Whitlock 641762</td> <td>Lillian Johnson 641758</td> </tr> <tr> <td>Teresina Wallace 647026</td> <td>Kathy Shackman 644504</td> <td>Valerie Hendrix 6425225</td> </tr> <tr> <td>Victoria Clark 639067</td> <td>Gloria Murphy 644071</td> <td></td> </tr> </table> <p>If you have any questions or concerns, please feel free to contact me.</p> <p>Kiwanis L. Curry</p>		Judy Johnson 641753	Shelia Smith 647903	Peter Cohen 6446040	Jacquelyn Regan 644573	Mary Whitlock 641762	Lillian Johnson 641758	Teresina Wallace 647026	Kathy Shackman 644504	Valerie Hendrix 6425225	Victoria Clark 639067	Gloria Murphy 644071	
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COMMISSIONERS:
BRAULIO L. BAEZ, CHAIRMAN
J. TERRY DEASON
RUDOLPH "RUDY" BRADLEY
LISA POLAK EDGAR

STATE OF FLORIDA



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

Public Service Commission

July 12, 2005

Ms. Colleen Dziuban
T-Netix Telecommunications Services, Inc.
14651 Dallas Parkway, Suite 600
Dallas, TX 75254

CERTIFIED MAIL
7004 1160 0004 5749 7265

Re: Compliance Investigation of T-Netix Telecommunications Services, Inc. PATS Certificate No. 5102, T-Netix Telecommunications Services, Inc. IXC Registration No. TJ804, and T-Netix, Inc., IXC Registration No. TI158 for apparent violation of Rule 25-22.032(6)(b), F.A.C., Section 364.02, F.S., Definitions, and Section 364.04, F.S. Billing Practices.

Dear Ms. Dziuban:

This letter will confirm our telephone conversation on Monday, July 11, 2005.

As you are aware staff has opened Docket No. 050379-TP against T-Netix Telecommunications Services, Inc. PATS Certificate No. 5102, T-Netix Telecommunications Services, Inc. IXC Registration No. TJ804, and T-Netix, Inc., IXC Registration No. TI158 (collectively referred to from here on as T-Netix) for apparent violation of Rule 25-22.032(6)(b), F.A.C., Customer Complaints, Section 364.02, F.S., Definitions, and Section 364.04, F.S. Billing Practices. As I informed you during our telephone conversation, T-Netix failed to timely respond to staff regarding eleven customer complaints that were received between January 18, 2005 and April 5, 2005. In order for T-Netix to resolve its apparent violation of the aforementioned rule and statutes, T-Netix must complete the following by **Friday, July 22, 2005**:

1. Resolve each customer complaint and submit a written report to staff verifying that the complaints are resolved.
2. Submit a settlement offer in lieu of the \$110,000 penalty.
3. Explain why T-Netix has failed again to respond to customer complaints in a timely manner and what steps the company will take to ensure that customer complaints will be handled promptly in the future.

Ms. Colleen Dziuban

Page 2

July 12, 2005

As you are aware, after the docket was opened T-Netix did respond to staff regarding the complaints. However, as I mentioned to you during our conversation, several of the customers have informed me that they have not received a credit to their account as indicated in T-Netix's response. Your written report should verify that all of the customers that were informed that they would receive a credit to their account have received the credit. If the credit has not posted to the account, please indicate the date in which the credit should appear on the customer's account.

If you have any questions or concerns, you may contact me at 850-413-6662.

Sincerely,



Kiwanis L. Curry
Bureau of Service Quality

TMS# 1958

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:

Ms. Colleen Dziuban
T-Netix Telecommunications Services, Inc.
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly) | B. Date of Delivery
MISTY D MORSE | 7/18/05

C. Signature
X MISTY D MORSE Agent Addressee

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

Registered Mail
Receipt for Merchandise

4. Restricted Delivery? (Extra Fee) Yes

2. 7004 1160 0004 5749 7265

MODE = MEMORY TRANSMISSION START=JUL-14 08:35 END=JUL-14 08:37
 FILE NO. = 262

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-FL PUBLIC SER. COMMISSION-

***** -FL PUB SER COMM - ***** 850 413 7294 *****

STATE OF FLORIDA



PUBLIC SERVICE COMMISSION

2540 Shumard Oak Boulevard
 CAPITAL CIRCLE OFFICE CENTER
 TALLAHASSEE, FLORIDA 32399-0850

FACSIMILE TRANSMITTAL COVER SHEET

DATE: 7-14-05 TIME SUBMITTED: ___:___:___m.

TO: MS. Dzuiban TITLE: _____

OFFICE/BUSINESS: T-Netix

TELEPHONE NO: () _____ FAX NO: (922) 277-0416

FROM: Kiwanis Curry

OFFICE/DIVISION: _____

TELEPHONE NO: (850) 413-6662 FAX NO: (850) 413-6663

COMMENTS: The following is a copy of the letter that has been sent to you via Certified Mail. If you have any questions, please feel free to contact me.

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: 3