Section 1 - Bureau of Records Complete

Docket No. <u>041146-TX</u>
Date Docketed: <u>09/27/2004</u>
Title: Compliance investigation of TeleConex, Inc. d/b/a TeleConex for apparent violation of Rules 25-22.032(5)(a), F.A.C., Customer Complaints, and 25-24.835, F.A.C., Rules

Company: TeleConex, Inc. d/b/a TeleConex

PSC/CCA015-C (Rev. 01/03)

Incorporated.

| Official Fi                                       | ilina Di  | ate:   |              |        |                | E>   | piratio                       | n:         |                                       |          |               |       |   |  |                |              |                   |  |
|---|---|--------|--------------|--------|----------------|--|-------------------------------|------------|---------------------------------------|----------|---------------|-------|---|--|----------------|--------------|-------------------|--|
| Last Day to                                       |   |        |              |        |                |  | •                             |            |                                       |          |               |       |   |  |                |              |                   |  |
| Referred to:                                      |   |        |              |        |                | _  | CCA                           | (CMP)      | ECR                                   | FL       | <u>.L</u>     | GCL   |   | MMS  | PIF            | RO           | <u>CA</u>         | SCR  |
| ("()" indi  | cates 0   | PR)    |              |        |                | 1  |                               | X          |                                       | <u> </u> |               | X     |   |  | -badula        | <u> </u>     |                   |  |
| Section 2   |   |        |              | nd ret | urns to        | CCA in   | 10 worke                      | days.      | TC AN T                               | NTEDA    | MAI D         | LANAT |   |  | hedule         |              |                   |  |
| Program Mo  | <u>dule</u> B   | 10(a)  |              |        |                | WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT IT IS TENTATIVE AND SUBJECT TO REVISION. |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   |   |        | C+-E1        | - A    |                | FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   |   |        | <u>Stari</u> | ASSIC  | <u>inments</u> | }  |                               |            |                                       |          |               |       |   |  |                | Due D        | 12+00             |  |
| OPR Staff   |   |        |              |        |                |  | 0 Current CASR revision level |            |                                       |          |               |       |   |  |                |              |                   |  |
|   |   |        |              |        |                |  | Curren                        | t CASR re  | vision 1                              | evel     |               |       |   |  | Previ          | ous          | Cui               | rent   |
|   | -   |        |              |        |                | 1.   |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | -   |        |              |        |                | 1 2. ·   |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   |   |        |              |        |                | 3.   |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | _   |        |              |        |                | 4.   |                               |            | · · · · · · · · · · · · · · · · · · · |          |               |       |   |  |                |              |                   |  |
|   |   |        |              |        |                | 5.   | ··                            |            |                                       |          |               |       |   |  | <b> </b>       |              |                   |  |
|   |   |        |              |        |                | 6.   |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
| 5. 55.5   |   |        |              |        |                | <b>-</b>   7. −  |                               |            |                                       |          |               |       |   |  | <del> </del>   |              |                   |  |
| Staff Coun  | seı   |        |              |        |                | _ 8.<br>9.   |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | -   |        |              |        |                | 10.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
| <u>OCRs</u>                                       | _   |        |              |        |                | 11.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | -   |        |              |        |                | 12.  |                               |            |                                       |          |               |       |   |  | ļ <u>.</u>     |              |                   |  |
|   |   |        |              |        |                | 13.<br>14.   |                               |            |                                       |          |               |       |   |  | <del> </del> - |              |                   |  |
|   | -   |        |              |        |                | 15.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | _   |        |              |        |                | 16.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | -   |        |              |        |                | 17.<br>18.   |                               |            |                                       |          |               |       |   |  | <del> </del>   |              |                   |  |
|   | -   |        |              |        |                | 19.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | _   |        |              |        |                | 20.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | _   |        |              |        |                | 21.<br>22.   |                               |            |                                       |          |               |       |   |  |                |              | <del> </del>      |  |
|   |   |        |              |        |                | 23.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | _   |        |              |        |                | 24.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | -   |        |              |        |                | 25.<br>26.   |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | _   |        |              |        |                | 27.  |                               |            |                                       |          |               |       |   |  | ļ              |              |                   |  |
|   | _   |        |              |        |                | 28.<br>29.   |                               |            |                                       |          |               |       |   |  | <del> </del>   |              | <del> </del>      |  |
| Recommende  | d assid   | ınment | s for        | heari  | na             | 30.  |                               |            |                                       |          |               |       |   |  | 1              |              |                   |  |
| and/or dec  |   |        |              |        |                | 31.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
|   | _   | _      |              |        | -              | 32.  |                               |            |                                       |          |               |       |   |  | <del> </del>   |              |                   |  |
| Full Commission Commission Panel<br>Hearing Staff |   |        |              |        | 33.<br> 34.    |  |                               |            |                                       |          |               |       |   | <del> </del> -                               |                |              |                   |  |
| Hearing   | _   |        | -411         |        |                | 35.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
| Date filed  | with C  | CA:    |              |        | -              | 36.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
| Initials OPR Staff Counsel                        |   |        |              |        | 37.            |  |                               |            |                                       | ·        |               |       |   | ļ  |                |              |                   |  |
|   |   |        |              |        | 38.<br>39.     |  | <del></del>                   |            |                                       |          |               |       | *************************************** | <del> </del>                                 |                | <del> </del> | - "               |  |
| -   | otaii C   | Dulise | · ——         |        |                | 40.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |
| Section 3   | - Chair   | man C  | omp1e        | tes    |                |  | signmer                       | its are as | s follow                              | s:       |               |       |   |  |                |              | Maria Maria Maria | Temperatur Dis   |
|   | Uaari-  | UEE:   |              | ,      |                |  |                               |            |                                       | р        | naha          | aring | Offi                                    | or   | DO             | CUMF         | ENT               | NO   |
| - Hearing Officer(s) Commissioners Hrg            |   |        | Staff        | 7      |                |  |                               |            | ssion                                 |          | - <u></u> -   | ADM   |   |  |                |              |                   |  |
|   | COMMISS   | ioner  | 3            |        | Hrg<br>Exam    | Stall  |                               |            |                                       |          | . (1 1111110) |       | E1 3                                    | {  | 7              |              |                   | ř  |
| ALL BZ  | DS  | ЭВ     | BD           | DV     |                |  |                               |            | BZ                                    | :_       | DS            | ЭB    | BD                                      | DV   | 1              |              |                   | 4  |
|   |   |        |              |        |                |  | 1                             |            |                                       |          |               |       |   |  |                |              |                   | Consultation of the Consul |
| Where pan   | els are   | assi   | gned         | the se | nior Co        | mmission   | er is P                       | anel Chai  | irman:                                |          |               |       |   | <u>.                                    </u> |                | )            | <b>-</b>          | _  |
| the ident   | the identical panel decides the case.<br>Where one Commissioner, a Hearing Examin |        |              |        |                |  |                               |            |                                       |          | Appr          | oved: |   |  | Id             | '0+-         | 1-0               | 2  |
| Where one   | Commis  | sione  | r, a         | Hearin | g Exami        | ner or a   | Staff                         | Member is  | 5                                     |          | Date          |       |   |  |                |              | -                 | A CONTRACTOR OF THE PARTY OF TH |
| assigned  | the Tul   | i Com  | m1551        | on dec | iues th        | e case.  |                               |            |                                       |          |               |       |   |  |                |              |                   |  |

\* COMPLETED EVENTS

## Section 1 - Bureau of Records Completes

Company: TeleConex, Inc. d/b/a TeleConex

Docket No. 041146-TX Date Docketed: 09/27/2004 Title: Compliance investigation of TeleConex, Inc. d/b/a TeleConex

for apparent violation of Rules 25-22.032(5)(a), F.A.C.,

Customer Complaints, and 25-24.835, F.A.C., Rules

Incorporated.

Official Filing Date: \_\_\_\_ Expiration: Last Day to Suspend: \_\_\_\_\_ Referred to: **ECR** MMS PIF **RCA** SCR (CMP) ("()" indicates OPR) Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT Program Module B10(a) IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Staff Assignments **Due Dates** O Current CASR revision level Previous Current K Curry OPR Staff NONE 11/18/2004 1. Staff Recommendation NONE 11/30/2004 2. Agenda 3. PAA Order - Compliance Investigation NONE 12/20/2004 NONE 01/13/2005 4. Consummating Order if No Protest-Compliance In 5. 6. 7. **Staff Counsel** J Susac 8. 9. 10. <u>OCRs</u> 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. Recommended assignments for hearing 30. and/or deciding this case: 31. 32. Full Commission X Commission Panel \_\_\_ 33. \_\_\_ Staff Hearing 34. 35. Date filed with CCA: 10/05/2004 36. 37. Initials OPR 38. Staff Counsel 39. 40. Assignments are as follows: Section 3 - Chairman Completes

Hearing Officer(s)

|     | - ne |             |       |    |    |   |  |
|-----|------|-------------|-------|----|----|---|--|
|     | Co   | Hrg<br>Exam | Staff |    |    |   |  |
| ALL | BZ   | DS          | ЭВ    | BD | DV | l |  |
| Х   |      |             |       |    |    |   |  |

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.

\* COMPLETED EVENTS

ΒZ

Commissioners ADM DV DS RD ٦R X

Prehearing Officer

Approved: Date:

PSC/CCA015-C (Rev. 01/03)

Section 1 - Bureau of Records Complete

Docket No. <u>041146-TX</u> Date Docketed: <u>09/27/2004</u> Title:

Compliance investigation of TeleConex, Inc. d/b/a TeleConex

for apparent violation of Rules 25-22.032(5)(a), F.A.C., Customer Complaints, and 25-24.835, F.A.C., Rules

Incorporated.

Company: TeleConex, Inc. d/b/a TeleConex

| 12.  | _                     | Date:                  |              | Expiratio                       | n:       |   |                                       |          |          |              |     |          |  |  |
|--|-----------------------|------------------------|--------------|---------------------------------|----------|---|---------------------------------------|----------|----------|--------------|-----|----------|--|--|
| CCC   Indicates OPR   Section 2 - OPR Completes and returns to   CCA in 10 workdays   Section 2 - OPR Completes and returns to   CCA in 10 workdays   Staff Assignments   Try   Territarive AND SUBJECT TO REVISION.   FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770   Due Dates   Previous   Current  |                       | bend:                  |              |                                 |          |   | <b>-</b>                              |          |          |              |     |          |  |  |
| Section 2 - OPR Completes and returns to CCA in 10 workdays.   Time Schedule   Program Module   B10(a)   Staff Assignments   Staff Recommendation   Staff Recommendation   Staff   Staff Staff   Staff Recommendation   Staff   Staff Staff Counsel   Staff Recommendation   Staff   Staff Staff Counsel   Staff   Staff   Staff Counsel   Staff   Staff Counsel   Staff   Staff Counsel   Staff    |                       |                        |              | CCA                             |          | ECR                                     | FLL                                   |          | MMS      | PIF          | RCA | SCR      |  |  |
| Program Module   B10(a)  |                       |                        |              |                                 |          |   |                                       | X        | <u> </u> | <u> </u>     |     | L        |  |  |
| T   Staff Assignments   Fassignments   Fassignmen |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Staff Assignments   FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770   Due Dates  | <u>Program Module</u> | B10(a)                 |              |                                 |          |   |                                       |          | DOCUMEN  | Τ            |     |          |  |  |
| Due Dates   Due Dates   Due Dates   Previous   Current   |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Current CASR revision level  |                       | Staff Assignments      | FUK U        | PDATES CO                       | VIACI IN | E KECUKD                                | 3 3EC110                              | W: (830) | 413-0//0 |              |     |          |  |  |
| Current CASR revision level  |                       |                        |              |                                 | Dı       | e Date                                  | 5                                     |          |          |              |     |          |  |  |
| 1.   Staff Recommendation   SAME   11/18/2004     2.   Agenda   SAME   11/30/2004     3.   PAA Order - Compliance Investigation   SAME   12/20/2004     4.   Consumating Order if No Protest-Compliance In SAME   0/13/2005     6.   | ODD Staff             | V Cummy                | 1 5          | [1] Current CASP revision level |          |   |                                       |          |          |              |     |          |  |  |
| 2. Agenda   3. A | OFK Stall             | K Curry                | ┤└⁴          | Current                         | Previou  | s c                                     | urrent                                |          |          |              |     |          |  |  |
| 2. Agenda   3. A |                       |                        | 1.           | Staff Re                        | commenda | tion                                    |                                       |          |          | SAME         | 111 | /18/2004 |  |  |
| Staff Counse   |                       |                        | <b>⊣</b> - · |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Consummating Order if No Protest-Compliance In SAME 01/13/2005   |                       |                        | <b>⊣</b>     |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Staff Counsel  |                       |                        | _            |                                 |          |   |                                       |          | nce In   |              |     |          |  |  |
| Staff Counsel   J Susac  |                       |                        | <b>⊣</b>     | Close Do                        | cket or  | Revise (                                | ASR                                   |          |          |              |     |          |  |  |
| Staff Counsel  |                       |                        | 6.           |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Staff Counse    J Susac  |                       |                        |              |                                 |          |   |                                       |          |          |              |     | 1500     |  |  |
| 9,   10.     12.   | Staff Counsel         | J Susac                | 4 ' '        |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 10.  |                       | ***                    | _            | *******                         |          |   | ***                                   |          |          |              |     |          |  |  |
| 11.  |                       |                        | -            |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 13.  | <u>OCRs</u>           |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 14.  |                       |                        | 12.          |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 15.   16.  |                       |                        | <b>]</b> 13. |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 16.  |                       |                        | 14.          |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 17.  |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 18.   19.  |                       | ****                   |              |                                 |          |   |                                       |          |          | <del> </del> |     |          |  |  |
| 19.   20.  |                       |                        |              |                                 |          |   |                                       |          |          | <del> </del> |     |          |  |  |
| 20   |                       |                        |              |                                 |          |   | · · · · · · · · · · · · · · · · · · · |          |          |              |     |          |  |  |
| 22.   23.  |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 23.   24.  |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 24.   25.  |                       |                        |              |                                 |          |   |                                       |          |          |              | _   |          |  |  |
| 25.   26.  |                       |                        |              |                                 |          | *************************************** |                                       |          |          |              |     |          |  |  |
| 26.   27.   28.  |                       |                        |              |                                 |          |   |                                       |          |          | 1            |     | *****    |  |  |
| 28.   29.  |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Recommended assignments for hearing and/or deciding this case:   31.   32.   |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Recommended assignments for hearing and/or deciding this case:       30.       30.       30.       30.       30.       30.       30.       31.       32.       32.       32.       32.       32.       32.       33.       33.       33.       33.       33.       33.       34.       33.       34.       35.       35.       35.       35.       36.       36.       37. <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td><del> </del></td><td></td><td></td></td<>   |                       |                        |              |                                 |          |   |                                       |          |          | <del> </del> |     |          |  |  |
| and/or deciding this case:  31. 32. Full Commission X Commission Panel 33. Hearing Staff 34.  Date filed with CCA: 10/07/2004 36.  Initials OPR 38. Staff Counsel 39. 40.  | Recommended ass       | ignments for hearing   |              |                                 |          |   |                                       |          |          | · -          | _   |          |  |  |
| Full Commission X Commission Panel 33.  Hearing Staff 34.  Date filed with CCA: 10/07/2004 36.  Initials OPR 38. Staff Counsel 39. 40.   |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Hearing Staff 34.  35.  Date filed with CCA: 10/07/2004 36.  Initials OPR 38. Staff Counsel 39. 40.  |                       |                        | t .          |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 35.  | Full Commission       | X Commission Panel     | 33.          |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Date filed with CCA: 10/07/2004 36.  37.  Initials OPR 38.  Staff Counsel 39.  40.   | Hearing               | Staff                  | 34.          |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 37.  |                       |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Initials OPR 38  | Date filed with       | CCA: <u>10/07/2004</u> | _            |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Staff Counsel 39. 40.  | Tuitials ODD          |                        |              |                                 |          |   |                                       |          |          |              |     |          |  |  |
| 40.  |                       | Councel                |              |                                 |          |   |                                       |          |          | ļ            |     |          |  |  |
|  | Staff                 | Comises                | -            |                                 |          |   |                                       |          |          |              |     |          |  |  |
| Section 3 - Chairman Completes Assignments are as follows:   | Section 3 - Chai      | irman Completes        |              | ssignment                       | s are as | follows                                 | :                                     |          |          |              |     |          |  |  |

Where panels are assigned the senior Commissioner is Panel Chairman:

Hrg

Exam

Staff

the identical panel decides the case.

JB

BD

- Hearing Officer(s)

Commissioners

DS

ALL

ΒZ

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

DV

\* COMPLETED EVENTS

PSC/CCA015-C (Rev. 01/03)

DV JВ BD X

Prehearing Officer

Commissioners

Approved:

Date:

DS

ΒZ

BB/fm

10/07/2004

ADM

## **Marguerite Lockard**

PSC-04-1244- PAA-TX

From:

Jackie Schindler

Sent:

Thursday, December 16, 2004 1:43 PM

To: Subject: CCA - Orders / Notices Order / Notice Submitted 041146-TX

A PAA ORDER PENALIZING TELECONEX, INC. D/B/A TELECONEX FOR VIOLATION OF RULE 25-22.032(6)(b) has been moved to GC Orders for issuance today.

Thanks.

js

1 certified.

DOCUMENT NO

## CCA Official Document . . .

1/5/2005 12:10 PM

12:10 PM

Kay Flynn

PSC-04-1244A-PAA-T

From:

Jackie Schindler

Sent:

Wednesday, January 05, 2005 11:07 AM

To: Subject: CCA - Orders / Notices Order / Notice Submitted

Date and Time:

1/5/2005 11:06:00 AM

Docket Number: Filename / Path:

041146-tx

041146amend.doc

1/6 bk ok per bk

An AMENDATORY ORDER has been moved to GC Orders for issuance today

Thanks

js

1 Certified, faced.

DOCUMENT NO

## **Marguerite Lockard**

PSC-05-0029-CO-TX

From:

Jackie Schindler

Sent:

Monday, January 10, 2005 11:59 AM

To:

CCA - Orders / Notices

Subject:

Order / Notice Submitted

041146 -TX

A Consummating Order has been moved to GC Orders for issuance today. Thanks!

js



10,

10 thed