

Orlando Telephone Company, Inc.

Orlando Office • 4558 S.W. 35th Street • Suite 100 • Orlando, Florida 32811 • (407) 996-8900 • Fax (407) 996-8901

August 16, 2007

Ray Kennedy
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED 7980
07 AUG 17 AM 9:24
COMMISSION
CLERK

Re: Guy Cassagnol inquiry

Dear Mr. Kennedy:

undocketed

Enclosed is a copy of the agreement between Heritage Estates and Orlando Telephone Company as you requested. As you know, this contract is Confidential and we would like to receive this contract back after you are done reviewing it.

Please feel free to contact Mr. John Russo or myself if you have any questions regarding this contract or any other items that may come up.

Thank you very much.

Sincerely,

Linda M. Giles

Linda M. Giles
Vice President
Orlando Telephone Company, Inc.
(407) 996-1104
lindagiles@orlandotelco.net

*8/20/07
Confidential DN
to be processed
through Clerk's
Office per
R. Kennedy. [Signature]*

- CMP 1
- COM
- CTR
- ECR
- GCL 1
- OPC
- RCA
- SCR
- SGA
- SEC
- OTH Conf records

This claim of confidentiality was filed by or on behalf of a "telco" for Confidential DN 07376-07. The document is in locked storage pending advice on handling. To access the material, your name must be on the CASR. If undocketed, your division director must provide written permission before you can access it.

DOCUMENT NUMBER-DATE

07376 AUG 20 07

FDSC-COMMISSION CLERK

Linda Giles

RECEIVED FPSC

From: "Ray Kennedy" <RKennedy@PSC.STATE.FL.US>
To: "John Russo" <john@bbcg.net>
Cc: "Linda Giles" <lindagiles@orlandotelco.net>
Sent: Thursday, August 16, 2007 11:18 AM
Subject: RE: Agreement between Orlando Telephone and Heritage Estate

07 AUG 17 AM 9:24

COMMISSION
CLERK

Good Morning Mr. Russo and Ms. Giles,

In hindsight, I probably should have included the actual e-mail received by the Commission from Mr. Cassagnol. His e-mail follows:

Name: guy cassagnol
 Telephone: 305 255-5156
 Email: gcassagnol@msn.com
 Address: 15920 sw 147 ave miami 33187
 BUSINESS INFORMATION
 Business Account Name: guy cassagnol
 Account Number: 0140656
 Address: 11905 sandy knoll ct orlando FL 32825

COMPLAINT INFORMATION

Complaint: Other Complaint against Orlando Telephone Company, Inc.
 Details:

We as homeowner are unable to select a phone company of choice because Orlando telephone company & Hertiage Estate signed prior agreement to service rental properties. Many of the rental units were sold and are still bind to this agreement.

After speaking with Orlando Telephone company, we were told that this agreement will last for 10 years. How does this agreement effect non-rental owners?

Thank you, (END OF CASSAGNOL'S E-MAIL)

You can see why I used the word inquiry in my request to you. Mr. Cassagnol does not appear to be complaining, only seeking an answer as to how the agreement pertains to his particular situation, e.g., a non-rental owner. The only way I can answer his question is to review the agreement to see what is there.

Mr. Cassagnol has already heard the answer from Orlando Telephone so it appears he wants an answer from a regulatory agency that has oversight of telecommunications services. Thus, I believe it would be fruitless for you to give him the same answer again. Since Mr. Cassagnol has asked the PSC the question, I have an obligation to answer his question. The only way I can do that with confidence is to read the agreement. That is why I have requested it.

I am keenly aware of the importance of the confidentiality of the document. That is why I suggest you file it as a confidential document so no harm comes to Heritage or Orlando Telephone.

Based on the above, I am still requesting that you submit the agreement

8/16/2007

• to the PSC.

Sincerely,

Ray Kennedy
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Phone: 850-413-6584
Fax: 850-413-6585
E-Mail: rkennedy@psc.state.fl.us

-----Original Message-----

From: John Russo [mailto:john@bbcg.net]
Sent: Thursday, August 16, 2007 10:23 AM
To: 'Linda Giles'; Ray Kennedy
Subject: RE: Agreement between Orlando Telephone and Heritage Estate

Dear Mr. Kennedy,

Mrs. Linda Giles forwarded your email to me below. Please allow me to respond as a consulting agent for Orlando Telephone. Without providing a copy of the confidential document being requested, please consider the following:

Heritage Estates elected to have Orlando Telephone Company (OTC) as an alternative to the LEC. The LEC decided not to provide service to the property after they learned OTC had an agreement to compete for data and telephone services on the property.

OTC is a licensed CLEC in excellent standing with the state of Florida going on 10 years. OTC's rates are tarrified and properly filed. Regarding the referenced customer, OTC researched the account and cannot find where this customer has ever called in with a service issue since being installed several months ago. In addition, OTC found that the customer is on an excellent special that includes DSL and phone for a lot less than OTC's tarrified rates as well as less than most LEC's rates throughout the Central Florida area.

A main business point of the Heritage Estates and the OTC agreement is that OTC will guarantee to remain competitive with the LEC's on both price, products, and quality of service. We take great pride in all three of these, which we believe is the number one factor for our continued success in expansion into new developments like Heritage Estates.

Finally, this customer has choices for telephone and internet through the cable TV company and multiple other VOIP providers. We would be greatly disappointed to lose any customer, especially one that has never called us with a service issue. We wish to immediately rectify any and all issues this customer is having. OTC has made attempts to contact the customer based on your phone call and email, with no response. Your assistance in letting us know the customers issues would be greatly appreciated.

Should you need any further details or information, please contact OTC's President, Herb Bornack, at 407-996-8900 or myself at the contact information below.

Thank you and feel free to contact me anytime.

John Russo
President
Broadband Consulting Group
1827 Westover Reserve Blvd.
Windermere, FL 34786
john@bbcg.net
407.523.6162
Fax 407.523.6149
Cell 407.342.0186
<http://www.bbcg.net>

From: "Ray Kennedy" <RKennedy@PSC.STATE.FL.US>
To: <Lindagiles@orlandotelco.net>
Sent: Tuesday, August 14, 2007 2:03 PM
Subject: Agreement between Orlando Telephone and Heritage Estate

Good Afternoon Linda,

We have received an inquiry from a resident in Hertiage Estate(I assume he meant Heritage). To answer the question, we will need a copy of the agreement between Heritage Estate and Orlando Telephone Company regarding the telephone service provided to the properties.

If you want to protect the document, you may file it confidential and we will return the document upon completion of our review. I suspect we would need it no more than 30 days. If it is not confidential, then we will handle it accordingly.

We received the inquiry from Guy Cassagnol of Sandy Knoll Court.

Please let me know you received this e-mail and when I can expect to receive a copy of the agreement.

Thank you,

Ray Kennedy
Florida Public Service Commission

CONFIDENTIAL - Per ANN Kennedy

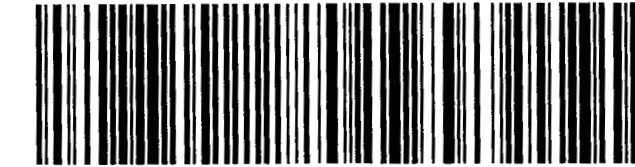
FedEx

TRK# 8542 9039 9775
0215

FRI - 17 AUG A2
PRIORITY OVERNIGHT

XH-TLHA

TLH
FL-US
32399



Emp# 535912 16AUG07 ORLA

39

100

FedEx US Airbill
Express

FedEx Tracking Number 8542 9039 9775

1 From This portion can be removed for Recipient's records
Date _____ FedEx Tracking Number 854290399775

Sender's Name _____ Phone _____

Company _____

Address _____ Dept./Floor/Suite/Room _____

City _____ State _____ ZIP _____

2 Your Internal Billing Reference

3 To Recipient's Name ANN Cole Phone _____

Company _____

Recipient's Address _____ Dept./Floor/Suite/Room _____
We cannot deliver to P.O. boxes or P.O. ZIP codes.

Address _____
To request a package be held at a specific FedEx location, print FedEx address here.

City _____ State _____ ZIP _____

NO POUCH NEEDED. See back for peel and stick application instructions

RECIPIENT: PEEL HERE



4a Express Package Service To add SATURDAY Delivery, see Section 6 Packages up to 150 lbs.

FedEx Priority Overnight Next business morning
 FedEx Standard Overnight Next business afternoon
 FedEx First Overnight Earliest next business morning delivery to select locations
 FedEx 2Day Second business day
 FedEx Express Saver Third business day
FedEx Express Saver rate not available. Minimum charge. One pound rate.

4b Express Freight Service To add SATURDAY Delivery, see Section 6 Packages over 150 lbs.

FedEx 1Day Freight* Next business day**
 FedEx 2Day Freight Second business day**
 FedEx 3Day Freight Third business day**
* Call for Confirmation. ** Guaranteed value up to \$500.

5 Packaging

FedEx Envelope* FedEx Pak* Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak FedEx Box FedEx Tube Other

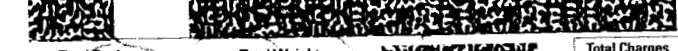
6 Special Handling (Include FedEx address in Section 3)

SATURDAY Delivery Available ONLY for FedEx Priority Overnight, FedEx 2Day, FedEx 1Day Freight, and FedEx 2Day Freight to select ZIP codes.
 HOLD Weekday at FedEx Location Not available for FedEx First Overnight
 HOLD Saturday at FedEx Location Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.

Does this shipment contain dangerous goods? One box must be checked.
 No Yes As per attached Shipper's Declaration. Yes Shipper's Declaration not required.
 Dry Ice Dry Ice, 9, UN 1845 _____ x _____ kg
Dangerous goods (including dry ice) cannot be shipped in FedEx packaging. Cargo Aircraft Only

7 Payment Bill to: Enter FedEx Acct. No. or Credit Card No. below. Obtain Receipt No.

Sender Acct. No. in Section 3 will be billed. Recipient Third Party Credit Card Cash/Check



Total Packages _____ Total Weight _____ Total Charges _____
Credit Card Auth. _____

*Our liability is limited to \$100 unless you declare a higher value. See the FedEx Service Guide for details.

8 NEW Residential Delivery Signature Options If you require a signature, check Direct or Indirect.

No Signature Required Package may be left without obtaining a signature for delivery. Direct Signature Anyone at recipient's address may sign for delivery. Fee applies. Indirect Signature If no one is available at recipient's address, anyone at a neighboring address may sign for delivery. Fee applies.

519



COMMISSIONERS:
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MATTHEW M. CARTER II
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NANCY ARGENZIANO
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STATE OF FLORIDA



OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

CONFIDENTIAL

Public Service Commission

ACKNOWLEDGEMENT

DATE: 8/20/07

TO: Linda Giles, Orlando Telephone Company, Inc.

FROM: Ruth Nettles, Office of Commission Clerk

RE: **Acknowledgement of Receipt of Confidential Filing**

This will acknowledge receipt of a **CONFIDENTIAL DOCUMENT** filed in Docket Number 070000-OT or, if filed in an undocketed matter, concerning agreement between Heritage Estates and OTC, and filed on behalf of OTC. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Marguerite Lockard, Deputy Clerk, at (850) 413-6770.

DOCUMENT NUMBER - DATE
07377 AUG 20 06
FPSC-COMMISSION CLERK

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