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Case Assignment and Scheduling Record

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.

Section 4 - RAR Distributes, after Chairman's approval, as indicated below:

### A copy to each of the following:

Chairman Beard **Commissioner** Gunter Commissioner Wilson **Commissioner Easley Commissioner** Deason **Executive Director** 

Deputy Ex. Director/Technical General Counsel Appeals Director Legal Services Director Ex. Assist./Comm. Support Each Party

### And a copy to each of the following when checked:

Administration Director Audit. & Finance Director Communications Director X **Consumer Affairs Director** Electric & Gas Director

Approved:

Date:

**Research Director** 

- Water & Sewer Director Court Reporter

1B/ss

1-1-91

Other

PSC/RAR-15 (Rev. 5/90)

\* COMPLETED EVENTS



Case Assignment and Scheduling Record (Case with Unconventional Time Schedule)

Docket No. <u>91065116</u> Date Docket G: <u>00/06/91</u> Title: initiation of show cause proceenings against COMEL of <u>ACCSWILE</u> . For visition of <u>FACL</u> , Suite Statistics, <u>Bactory is constant</u> , <u>BACSWILE</u> , <u>Inc. (III73)</u> Difficial filting Date: <u>00/06/91</u> Statistics, <u>Bactory is constant</u> , <u>BACSWILE</u> , <u>Inc. (III73)</u> Definiting Date: <u>00/06/91</u> Statistics, <u>Bactory</u> , <u>Bactory</u> , <u>BACSWILE</u> , <u>Inc. (III73)</u> Referred to: (0/01 following and returns to BAK in 10 workdays. <u>Iinc Schedula</u> Bate Docket MA <u>APP</u> <u>AA</u> <u>APP</u> <u>AX</u> <u>X</u> <u>X</u> <u>X</u> <u>X</u> <u>M</u> Statif <u>Bactory</u> , <u>Bactory, <u>Bactory</u>, <u>Bactory, <u>Bactory, <u>Bactory</u>, <u>Bactory, <u>Bactory</u>, <u>Bactory</u>, <u>Bactory</u>, <u>Bactory</u>, <u>Bactory</u>, <u>Bactory</u>, <u>Bactory, <u>Bactory</u>, <u>Bactory</u>, <u>Bactory</u>, <u>Bactory, <u>Bactory, <u>Bactory, <u>Bactory, <u>Bactory, <u>Bactory, <u>Bactory, <u>Bactory, <u>Bactory, <u>B</u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u></u>	Section 1 - Divis	ion of	Reco	ords a	and Report	ing (RA	R) Comple	tes										
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PSC/RAR-15 (Rev. 5/90)

\* COMPLETED EVENTS





### Docket Index Listing for Closed Dockets 910663

Docketed:	June 6, 1991
Company:	Comtel of Jacksonville, Inc. (TE178)
Title:	Initiation of show cause proceedings against COMTEL OF JACKSONVILLE, INC. for violation of F.A.C. Rules
	25-24.515(2), Return of Deposited Money; 25-25.515(5),
	Posting Requirement; 25-24.515(6), Access to All Long
	Distarce Carriers; and 25-4.043, Response Requirement.
OPRs:	LEG - Adams
OCRs:	CMU - Johnson
Staff Counsel:	LEG - Adams
Commissioners:	Prehearing Officer - Administrative
	Hearing Officers - All Commissioners

DOCUMENT NO.	DATE	DOCKET NO.	DESCRIPTION
05702-91	06/06/91	910663-TC	CMU/Austin req to est dkt: Initiation of show cause proceedings against COMTEL OF JACKSONVILLE, INC. for violation of Rules 25-24.515(2), return of deposited money; 25-24.515(5), posting require- ment; 25-24.515(6), access to all LDC carriers; & 25-4.043, response requirement.
07145-91	07/15/91	910663-TC	RECOMM fr CMU/Austin; LEG/Adams to 7/30/91 ag - issue show cause order.
07679-91	07/31/91	910663-TC	VOTE SHEET fr 7/30/91 ag - ES, BR, WN, DS.
08505-91	08/26/91	910663-TC	Order 24975 to COMTEL OF JACKSONVILLE to show cause why PATS Cert 2434 should not be canceled or a fine imposed for violation of rules; response due 9/16/91 or cancel cert and close. (BDEW)
08850-91	09/05/91	910663-TC	COMTEL OF JACKSONVILLE (DiCara) - Signed return receipt card for show cause order.
10402-91	10/18/91	910663-TC	LEG/Adams memo to RAR/Simmons advising since no response has been received, PATS Cert 2434 is canceled by terms of Order 24975 and docket may be closed; closed by XCM.

CASR TO

910663-TC 2400 [9]

6/6/91-----Ron Dicara 10230 Atlantic Blvd, #21 Jacksonville, FL. 32225

Commissioners: THOMAS M. BHARD, CHAIRMAN MICHAEL WILSON BEITTY EASLEY J. TERRY DEASON **State of Florida** 



STEVE TRIBBLE, Director Division of Records and Reporting (904) 488-8371

## Public Service Commission

### JULY 19, 1991

TO: All Interested Persons

FROM: Steve Tribble, Director of Records and Reporting

RE: Notice of Commission Conference

Attached is an excerpt of the Agenda for the Commission's regular conference, which is scheduled to begin at 9:30 a.m. on July 30, 1991 in Room 106 of the Fletcher Building, 101 East Gaines Street, Tallahassee. The attached excerpt summarizes the issues to be decided in a docket in which you have expressed an interest. As a party of record or interested person in this docket, you may wish to obtain a copy of the Commission staff's recommendation. To do so, call the Records Section of this office at (904) 488-8371.

Also, as a party of record or interested person, you may wish to attend the conference and address the Commission regarding the docket. If this is your intent, you will need to sign the appearance register, which is located on a table at the back of the hearing room near the double doors. (If you fail to sign the register, you may miss the opportunity to speak before the Commissioners vote on the docket.) The Chairman will then announce each item as it is taken up and ask for your comments at the appropriate time. Any comments you wish to make should be limited to approximately five minutes.

If you have any questions regarding this information, please feel free to call me.

ST:ds Attachment

FPSC-RECORDS / REPORTING

August 29, 1991

Mr. Oscar Navarro 9030 SW 125th Avenue Apt. F107 Miami, FL 33186

910663-TC

Dear Mr. Navarro:

This is in response to your complaint of August 7, 1991 against Comtel of Jacksonville.

I have been unable to get a response from Comtel regarding the problems you encountered. The commission has initiated formal action against Comtel of Jacksonville for violation of rules, including non-response to complaints. Your complaint is being added to the docket file for review by all parties.

If you have any future problem with which I can be of assistance, please let me know.

Sincerely,

Christine K. Eaken Division of Consumer Affairs

CKE:kt

cc: John Adams, Legal Pam Austin, Communications Docket file

Name NAVARRO, OSCAR	COMTEL OF JACKSONVILL	E Request No. 62949P
Address 9030 SW 125TH AVE APT. F107	Atta RON DICARA	By* CKE 9:46 AM 08/06/5
	Consumer's (305)-270-8980	CO mail 08/07/5
cny/20p_MIAMI 33186 County_DADE	Can Be Reached	ps-05
Account Number		Note
Has consumer contacted company? Yes No Who		Justification
1. Nature of Request 2. Report of Action		Closed ByDate/
Customer reports that at the payphone on 5347 H	lighway 192 in Orlando	Reply Received
did not list the number of the payphone, custom	er was unable to reach	
an AT&T operator and deposited \$2.50 to make a	long distance call that	CONSUMER REQUEST
did not go through and payphone would not retur	n it. There is no	CONSONER REQUEST
repair number listed and no number for a refund		FLORIDA
Please investigate and repair station, provide	a refund to customer	PUBLIC
and provide a report by due date below.		SERVICE
		COMMISSION
		101 EAST GAINES STREET TALLAHASSEE, FLORIDA 32399
		PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO: Christine Eaken

	08/22/91
BY:	

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Ordor No 24971		
	- In Docket No. 910663	
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Commissioners: THOMAS M. BEARD, CHAIRMAN SUSAN CLARK J. TERRY DEASON BETTY EASLEY MICHAEL WILSON



DIVISION OF CONSUMER AFFAIRS GEORGE HALINA, DIRECTOR (904) 488-7238 TOLL FREE 1-800-342-3552

# Public Service Commission

August 26, 1991

Mr. Ernest Fitzgerald Florida Motel 253 San Marco Avenue St. Augustine, FL 32084 FPSC-RECORDS / REPORTING

Dear Mr. Fitzgerald:

This is in reference to your call to the Public Service Commission about the payphone at your premises owned by Comtel of Jacksonville. I hope the following information is helpful.

After our June 27 conversation, I filed a complaint against Comtel based on the information you gave me pertaining to customers being unable to get refunds for money lost in the phone. To date I have been unable to get Comtel to respond to the complaint.

The Commission has initiated formal action against Comtel for violation of PSC rules. By copy of this letter, I am advising the staff involved in the investigation of your situation. A copy of the complaint will also be added to the docket file.

Thank you for calling the Commission about this matter. If you have any questions, please let me know.

Sincerely,

Melinda D. Pace

Melinda Pace Consumer Affairs Analyst Division of Consumer Affairs

cc: P. Austin, Division of Communications J. Adams, Division of Legal Services Docket 910663

Name FLORIDA MOTEL	Company_COMTEL_OF_JACKSONVILLE	Request No. 57765P
Address ERNEST FITZGERALD, OWNER	Attr. RON DICARA	ву <u> MGP тіте 10:25 мАМ 06/</u> 27/5
253 SAN MARCO AVENUE	Consumer's Telephone (904)-824-2348	то <u>CO тиме mail Date 06/</u> 28/5
Ctty/Zp ST. AUGUSTINE 32084 County STJ	Can Be Roached	Complaint Type DS-05
Account Number		Note
Has consumer contacted company? Yes X No Who	Sector States	Justification Y
ure of Request 2. Report of Action		Closed ByMGPDate08/26/5

Customer advises that you own and operate the payphone at the above address. The phone number is 829-1461. Customers using the phone have been unable to get refunds when they lose money in the phone. He has called you several times, but is never able to speak to the person in charge of refunds. He is always told that someone will callhim back, but the calls are never returned. Please contact customer and respond in writing to this office by the date shown below. He also advised that he has received no commission payments for this year.

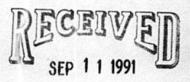
7/3 Margaret advised that CMU has a show cause docket open against this company for not responding to previous complaints. 08-26 Attempted to reach company by phone. Number has been disconnected.

Closed by letter, informed customer of show cause proceedings.

cc: P	usti	11,	CLUC

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John Adams, LEG			Reply Received
Docket 910663			
			CONSUMER REQUEST
			FLORIDA
			THE STA
			PUBLIC
			SERVICE
			COMMISSION
			101 EAST GAINES STREET
			TALLAHASSEE, FLORIDA 32399
			PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:
			The second second second
			BY:



**FPSC-RECORDS / REPORTING** 

September 11, 1991

Ms. Donna Davis 1625 Mercy Drive Orlando, FL 32808

Dear Ms. Davis:

This is a follow-up to your recent communication with this Commission concerning your payphone provided by Comtel of Jacksonville.

A review of the information developed in our investigation indicates that the telephone is constantly going out of order and the company is not providing you with commission checks. Comtel has thus far failed to respond to your concerns.

We have also been unsuccessful in getting Comtel to address this situation. The Public Service Commission has initiated formal action against Comtel of Jacksonville for violation of Commission rules.

Your complaint will be added to the docket file. Thank you for bringing this matter to our attention.

Sincerely,

Mike Dymek Consumer Affairs Analyst Division of Consumer Affairs

MD:sah cc: Pam Austin John Adams Docket file 910663

POUTIN	Post-It "routing request pad 7664		•
Please READ HANDLE APPROVE and FORWARD	Docket File No. 910663		SEP - 6 1991 FPSC-RECORDS / REPORTING
keep or discard	From CAF	September 5,	1991

Mr. John Torode Starke Amoco 531 South Walnut Street Starke, Florida 32091

Dear Mr. Torode:

I am writing concerning your complaint against Comtel of Jacksonville. I apologize for the delay in responding, however, I have been unable to reach this company.

The commission has initiated formal proceedings against Comtel for rules violations. These proceedings may result in a cancellation of the company's certificate to offer pay telephone service in Florida, a monetary fine, or both. Failure to respond to customer and commission complaints is also a rules violation, consequently, your complaint has been added to the docket file.

I appreciate your bringing this matter to our attention.

Sincerely,

Kathryn Dyal Brown Consumer Affairs Analyst Division of Consumer Affairs

KDB:kt

cc: John Adams, Legal Pam Austin, Communications Docket File No. 910663

JOHN TORODE		
531 SOUTH WALNU	T STREET	
STARKE	32091	BRAD
STARKE	and the second se	

No

Yes

Company_	L	JMII	L UF	JACK	SUNVILLE
Attn	RON	DIC	CARA,	VICE	PRESIDENT
Consumer		(	)-	-	
Can Be Reached_		(904	4)-96	4-4413	3

Has consumer contacted company?

1. Nature of Request 2. Report of Action

Customer said he had payphone installed over 3 months ago, it is dead now & he has been unable to reach Comtel at any of its 3 telephone numbers, all 3 numbers have been disconnected. Comtel also has not paid him any commissions since phones were installed.

Who

No report rec'd, certified letter sent 8-23-91, report due 9-9-91.

8-26-91, advised Show Cause docket open against Comtel, closed w/letter to customer attached.

Request	NO	61183P	
By.		11:39 AM	07/23/9
То	CO Time	mail	07/23/9
Compial	nt Type	ps-06	
Note		10. i	
Justifica	ton	Y	
Closed I		DBDate	08/26/5
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August 23, 1991

Mr. Ron Dicara Vice President Comtel of Jacksonville 10230 Atlantic Blvd., #21 Jacksonville, Florida 32225

Dear Mr. Dicara:

RE: Denise Tyson, 57856P Starke Amoco, 61183P

No response has been received to the above referenced complaints. Florida Public Service Commission rules require that regulated utilities respond in writing to commission staff inquiries within fifteen (15) days. Failure to do so may result in further action by the commission.

Therefore, I would appreciate receiving your written response no later than September 9, 1991. Responses may be mailed to the address below or faxed to my attention at 904/487-0509.

If you have any questions please give me a call at 904/488-7238. Thank you for your prompt attention to this matter.

Sincerely,

Kathryn Dyal Brown Consumer Affairs Analyst Division of Consumer Affairs

KDB:kt Enclosure: complaint files September 5, 1991

Ms. Jocelyn Miklovich Hibiscus 4780 A1A South St. Augustine, FL 32084

Dear Ms. Miklovich:

This is a follow-up to your recent communication with this Commission concerning Comtel of Jacksonville.

A review of the information developed in our investigation indicates that you have been trying to get Comtel to remove an inoperable payphone from the Hibiscus resort. The company has failed to respond to your request.

We have also been unsuccessful in getting Comtel to address this situation. The Public Service Commission has initiated formal action against Comtel of Jacksonville for violation of commission rules.

Your complaint will be added to the docket file. Thank you for bringing this matter to our attention.

Sincerely,

Mike Dymek Consumer Affairs Analyst Division of Consumer Affairs

MD:kt

cc: Pam Austin John Adams Docket file 910663

Name HIBISCUS	COMTEL OF JACKSONVILLE	Request No. 60629P
JOCELYN MIKLOVICH CALLED	RON DICARA	By MCD Time 1:55 PM 07/18/5
4780 A1A SOUTH	Consumer's (904) - 471 - 6848	To CO mail 07/19/9
ST. AUGUSTINE 32084 FLA	Can Be Roached	ps-40
Account Number		Note
Has consumer contacted company? YesNoWho		Justification
1. Nature of Request 2. Report of Action	· ·	MCD 09/04/5 Closed ByDate
Company has failed to remove a payphone at this	resort location.	L Reply Received
Phone is no longer in service and customer has b	been trying to get	
Comtel to remove the equipment for the past two success.	months, with no	CONSUMER REQUEST
Please contact customer and respond by date belo	DW.	FLORIDA
	1	PUBLIC
Response not received as of August 14. Please pr	rovide report of action	SERVICE
to Commission.		COMMISSION
Closed by letter.		101 EAST GAINES STREET
		TALLAHASSEE, FLORIDA 32399
		PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO: Mike Dymek
		08/02/91 BY:

September 5, 1991

Ms. Denise Tyson 1018 Cassat Avenue Jacksonville, Florida 32205

Dear Ms. Tyson:

I am writing concerning your complaint against Comtel of Jacksonville. I apologize for the delay in responding, however, I have been unable to reach this company.

The commission has initiated formal proceedings against Comtel for rules violations. These proceedings may result in a cancellation of the company's certificate to offer pay telephone service in Florida, a monetary fine, or both. Failure to respond to customer and commission complaints is also a rules violation, consequently, your complaint has been added to the docket file.

I appreciate your bringing this matter to our attention.

Sincerely,

Kathryn Dyal Brown Consumer Affairs Analyst Division of Consumer Affairs

KDB:kt

cc: John Adams, Legal Pam Austin, Communications Docket File No. 910663

Name	COMTEL OF JACKSONVILLE	Request No 57856P	
Address	Attn		1 06/27
	Consumer's Telephone	ToTimeMail_Dete	06/28
JACKSONVILLE 32205 DUV	Can Be (904) - 781 - 6382	Complaint Typeps-05	
Account Number		Note	
Has consumer contacted company? YesNoWho		Justification	
1. Nature of Request 2. Report of Action		KDB	08/25

Customer said payphone has never worked since Comtel put it in 3 months ago. Phone has no number or other information on it. She has called Comtel without results and most recently the number she called had been disconnected. She would like instrument removed. Please respond to PSC with a report of action in writing by the date below.

7-26-91, no report has been received, see attached letter requesting report no later than 8-9-91./kdb

8-22-91, no report received, called 904-720-0500 (# on PATS list), it has been disconnected.

Mailed certified letter to Comtel 8-23-91./kdb - see attached.

8-26-91, advised Show Cause docket open, close w/letter attached.

Request	No	57856P	
By <u>*</u>	KDB Time	3:30 PM	06/27/9
То	CO_Time	mail Date	06/28/9
Complair	т Туре	ps-05	
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FLORIDA PUBLIC SERVICE COMMISS 101 EAS TALLAHA PLEASE WITH RE	SION ST GAINE SSEE, FI RETURN PORT OF	S STREET LORIDA 3239 THIS FORM ACTION TO:	•
FLORIDA PUBLIC SERVICE COMMISS 101 EAS TALLAHA PLEASE WITH RE	SION ST GAINE SSEE, FI	S STREET LORIDA 3239 THIS FORM ACTION TO:	•

August 23, 1991

Mr. Ron Dicara Vice President Comtel of Jacksonville 10230 Atlantic Blvd., #21 Jacksonville, Florida 32225

Dear Mr. Dicara:

RE: Denise Tyson, 57856P Starke Amoco, 61183P

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Therefore, I would appreciate receiving your written response no later than September 9, 1991. Responses may be mailed to the address below or faxed to my attention at 904/487-0509.

If you have any questions please give me a call at 904/488-7238. Thank you for your prompt attention to this matter.

Sincerely,

Kathryn Dyal Brown Consumer Affairs Analyst Division of Consumer Affairs

KDB:kt Enclosure: complaint files July 26, 1991

Mr. Ron Dicara Vice President 10230 Atlantic Blvd, #21 Jacksonville, FL 32225

Dear Mr. Dicara:

RE: Denise Tyson, #57856

No response has been received on the above referenced complaint. Florida Public Service Commission rules require that regulated utilities respond in writing to commission staff inquiries within fifteen (15) days. Failure to do so may result in further action by the commission.

Therefore, I would appreciate receiving your written response no later than August 9, 1991. Responses may be mailed to the address below or faxed to my attention at 904/487-0509.

If you have any questions please give me a call at 904/488-7238. Thank you for your prompt attention to this matter.

Sincerely,

Kathryn Dyal Brown Consumer Affairs Analyst Division of Consumer Affairs

KDB:kt Enclosure