



Dorothy E. Cukier
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November 12, 2008

VIA OVERNIGHT DELIVERY

Ann Cole, Director
Commission Clerk and Administrative Services
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

080000-0T

**Re: Letter Response to Paul Vickery; Claimed Apparent Florida Public Service Commission Rule Violation;
Remote Call Forwarding Fraud**

Dear Ms. Cole:

Global Tel*Link Corporation ("GTL"), pursuant to Section 364.183(1), Florida Statutes, hereby claims that certain information provided to Paul Vickery, Supervisor, Quality of Service, in response to his inquiry into instance of fraudulent call forwarding activity contains confidential and proprietary business information that should be held exempt from public disclosure.

Pursuant to Rule 25-22.006(5)(a), attached please find one copy of the letter referenced herein, one copy of the letter with the confidential and proprietary information highlighted, and two copies of the letter with the confidential and proprietary information redacted.

Please acknowledge receipt of this letter by stamping the extra copy of this letter "filed," with a date stamp and returning the same in the return envelope enclosed.

Thank you for your assistance with this filing.

Sincerely yours,

Dorothy E. Cukier
Dorothy E. Cukier

Enclosures

COM ___
ECR ___
GCL ___
OPC ___
RCP ___
SSC
SGA ___
ADM ___
CLK ___

DOCUMENT NUMBER - DATE

1057 | NOV 13 08

FPSC - COMMISSION CLERK



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November 11, 2008

Paul Vickery
Supervisor, Quality of Service
Florida Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Claimed Apparent Florida Public Service Commission Rule Violation; Remote Call Forwarding Fraud

Dear Mr. Vickery:

This responds to your October 22, 2008, request to Global Tel*Link Corporation (“GTL”) for a technical explanation of the method by which GTL believes remote fraudulent call forwarding is being accomplished and how GTL confirms its belief that a fraudulent remote call forwarding incident has occurred. GTL has included with this response a schematic depiction of what it believes are, based upon available information, the two methods of fraudulent remote call forwarding activity that are responsible for the requests GTL receives for reimbursement of improper charges that appear on consumers’ local phone bills.

During the past year, GTL has received requests for reimbursement from a number of Florida consumers who have reported unauthorized charges to facsimile lines, business lines, and a small number of residential local exchange carrier accounts related to calls exclusively originating from inmate phones in Miami-Dade County (“Miami-Dade”) correctional facilities.

As discussed below,

[REDACTED]

Based upon the anecdotal evidence provided by consumers and GTL’s own investigation,

Based upon

COMMENT BE DATE

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FPSC-COMMISSION CLERK



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Methods of Call Forwarding Fraud (See Exhibit A)

[Redacted text block]

[Redacted text block]

[Redacted text block]



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GTL Action in Response to Complaints

GTL contacted BellSouth counsel in June, 2008 to discuss the issue of growing remote call forwarding fraud reported to GTL [REDACTED]

[REDACTED]

[REDACTED] Likewise, it will continue to strongly encourage AT&T to address the technical and other security issues that would appear to present the opportunity for these continued abuses.

[REDACTED]

Sincerely yours,

Dorothy E. Cukier

**Exhibit A
(Redacted)**

**Exhibit B
(Redacted)**



2609 Cameron Street
Mobile, AL 36607
ph: 251.479.4500
fax: 251.473.4588
web: GTL.net

November 3, 2008

Susan Daniel
Billing & Collections Account Manager
AT&T
600 N 19th Street, 10th FL
Birmingham, AL 35203

Dear Susan,

[REDACTED]

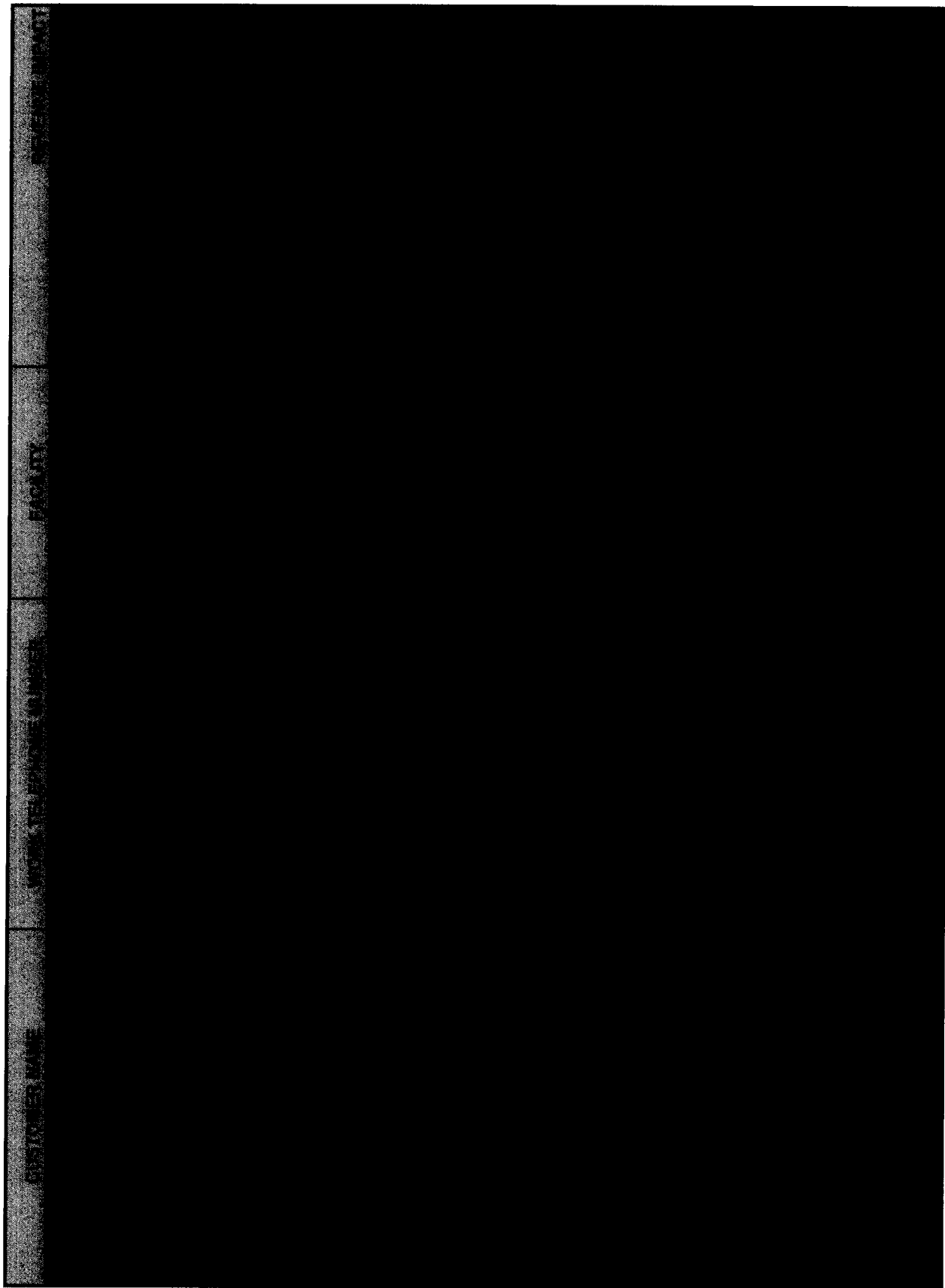
As we discussed in July,

[REDACTED]

[REDACTED] We appreciate your assistance and support in this effort. Please feel free to contact me if we need to have a follow up discussion.

Regards,

Margaret Phillips
Executive Director, Billing Services
Global Tel*Link Corporation
Tel. 251-375-8026



OWNER NAME

WORK TELEPHONE NUMBER

FAX NO.

DEPARTMENT

