

State of Florida
-M-E-M-O-R-A-N-D-U-M-



Public Service Commission

ORIGINAL

DATE: December 13, 1999
TO: Blanca Bayó, Director, Division of Records and Reporting
FROM: Noreen Davis, Director, Division of Legal Services *(ND)*
 Walter D'Haeseleer, Director, Division of Telecommunications *(WD)*
RE: Docket No.991504-TI; NeTel, Inc. d/b/a TEL3

Staff opened this docket to investigate the apparent violation of Rule 25-24.935, Florida Administrative Code, Discontinuance of Service, and Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries.

Mr. Jacobi, NeTel's liasion, contacted staff and stated that he had taken over this position and noticed staff had some issues regarding prepaid phone cards that were unresolved. Staff informed Mr. Jacobi that a docket had been opened to address these issues. Mr. Jacobi explained and provided documentation that showed the company notified all of its vendors to cease marketing and distributing these cards on a date specific. Certain distributors failed to abide by its request. NeTel has replaced any unusable cards to consumers and has addressed all of staff's concerns. In addition, the Florida Public Service Commission has not received any consumer complaints regarding this issue. Therefore, staff believes this docket should be closed.

(Handwritten signature/initials)

*OK
SM
12/28/99*

- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- MAS _____
- OPC _____
- RRR _____
- SEC 1
- VAW _____
- OTH _____

DOCUMENT NUMBER-DATE

15804 DEC 28 99

FPSC-RECORDS/REPORTING