

HAVE YOU HAD CALLS WRONGFULLY DISCONNECTED FROM A FLORIDA DETENTION CENTER?

**FLORIDA PSC STAFF'S PROPOSED AGENCY ACTION DOCKET NO. 060614-TC
\$6.3 MILLION IN REFUNDS AND INTEREST FOR 3-WAY CALLING DISCONNECTION ABUSES
\$1.25 MILLION IN FINES**



The Florida Public Service Commission (PSC) Staff has concluded that thousands of calls have been wrongfully disconnected by TCG Public Communications (a subsidiary of Global Tel Link) at the Miami Dade County Detention Center alone, forcing inmates to call back and the families to have to pay for a second call.

At the September 29, 2008 Agenda Conference, Global attorneys stated, "There has not been a complaint in at least two years regarding this issue." The Global attorneys also stated, "...there is no evidence that this caused consumers to incur additional charges." The PSC Staff held firm to their position that, "For years, we have been suggesting to Global that they are dropping too many calls and they took no action."

If you have had a problem with wrongfully disconnected calls by Global, now is the time to tell the Florida Public Service Commission.

Are you owed a refund? Would you like to help stop this abuse? How can you help?

Write a letter to the Florida PSC today – tell them about the problems you have experienced with disconnected calls and ask them to: 1) establish a way for you to file a claim for refunds plus interest; and 2) expand the investigation to include all Florida prisons and jails. *Reference Docket No. 060614-TC.*

Mail your letter to: Matthew M. Carter, II, Chairman
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Mail a copy of your letter to the other PSC Commissioners at the same address: Nancy Argenziano, Commissioner
Lisa Polak Edgar, Commissioner
Katrina J. McMurrian, Commissioner
Nathan A. Scop, Commissioner

And mail a copy to each of these people:

J.R. Kelly, Public Counsel Office of Public Counsel 111 West Madison Street Room 812 Tallahassee, FL 32399-1400	Governor Charlie Crist Office of Governor Charlie Crist State of Florida – The Capitol 400 South Monroe Street Tallahassee, FL 32399-0001
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You can also fax your letter to: 1-800-511-0809

Or, email your letter to: contact@psc.state.fl.us

For a copy of the **Staff's Proposed Agency Action**, go to:
<http://www.psc.state.fl.us/library/filings/08/08284-08/08284-08.pdf>

For a copy of the **Important Excerpts from the Staff's Proposed Agency Action**, go to:
<http://www.hamdenconsulting.com/files/SummaryFLPSCFindingsRecs.pdf>

For a copy of the **Critical Issues to be Addressed in this Case**, go to:
<http://www.hamdenconsulting.com/files/Critical-Issues.pdf>

To view the **September 29 Agenda Conference**, go to:
<http://www.psc.state.fl.us/agendas/audiovideo/archives>