



Florida Telephone Co.
Telephone USA
2300 Palm Beach Lakes Blvd.
Executive Center, Suite 100
West Palm Beach, FL 33409

P 561-688-2525
F. 561-688-7334
E. Sales@Flatel.com
W. www.Flatel.com

July 16, 2012

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd
PO Box 615
Frankfort, Kentucky 40602-0615
5025643940
FAX: (502)564-3460

RECEIVED

JUL 16 2012

PUBLIC SERVICE
COMMISSION

RE: ATT/Flatel Case:2012-00290

To whom it may concern:

Flatel has had billing dispute issues with AT&T since the beginning of our business relationship. AT&T has refused to apply credit for Promotions and Rebates that are offered to their direct customers. Flatel has no delinquent account with AT&T and if AT&T would apply the due credit, Flatel would have a zero balance. Because AT&T refuses to look into the matter that has plagued many CLECS over the years, Flatel has been left with no choice but to notify the customers who would be disconnected and made arrangements for them to continue their services. At this time, there should not be any customers that will be disconnected.

Regards,
FLATEL
Adriana Solar
CEO

A handwritten signature in cursive script, appearing to read 'Adriana Solar'.