




Division of Telecommunications
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Governor Charlie Crist

Secretary Linda H. South

MEMORANDUM No. 2009-08

DATE: July 8, 2009
TO: SUNCOM CUSTOMERS 
FROM: Charles Ghini, Director, Division of Telecommunications
SUBJECT: SUNCOM Dedicated Long Distance

The Division of Telecommunications (DivTel) has been working diligently to move legacy billing systems to more modern technology over the last few months. These changes will be implemented for your August 2009 invoice. The changes customers will experience are limited to Dedicated Long Distance Message Detail and the **Network** Actual Charges which include:

- Replacing retired 7-digit SUNCOM numbers with 10-digit originating numbers;
- Changes to the text file format (msg.txt and vce.txt) available for download on the Paperless Invoice website:
 - Based on 7-digit to 10-digit originating (billing) number on the Message Detail Report and Actual;
- Message Detail will no longer be printed and distributed by mail.

Message Detail will be available for download from the Paperless Invoice website in text and PDF formats. Sample formats will be made available upon request to SUNCOMINV@dms.MyFlorida.com.

If you currently do not access the Paperless Invoice website to download your invoices:

1. Go to suncombilling.myflorida.com;
2. Select Paperless Billing; and,
3. Follow the directions listed for New Users.

If you have any problems or questions when signing up for the Paperless Invoice website please contact Laura Towne (850) 922-7532 laura.towne@dms.myflorida.com or Mike Phinazee (850) 922-7529 mike.phinazee@dms.myflorida.com.

Thank you for the opportunity to serve those who serve Florida.