



# Memorandum



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To: The Honorable Carlos A. Gimenez, Mayor, Miami-Dade County  
The Honorable Audrey Edmonson, Chairwoman  
and Members, Board of County Commissioners, Miami-Dade County

From: Mary T. Cagle, Inspector General

Date: September 29, 2020

Subject: MDAD Concessionaire, Exactta, LLC, Settles Inquiry; Ref. IG19-0016-I

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An OIG inquiry of Exactta, LLC (Exactta),<sup>1</sup> ended in a settlement agreement between Exactta, and the Miami-Dade State Attorney's Office (SAO). The OIG/SAO joint inquiry stemmed from a confidential complaint alleging the underpayment of opportunity fees owed to Miami-Dade Aviation Department (MDAD). In support of the allegation, the OIG was furnished with a detailed spreadsheet of Exactta's purported Miami International Airport (MIA) sales transactions. The spreadsheet indicated that many of the transactions were conducted in the name of an unregistered entity – Tutto Communications.<sup>2</sup> A financial analysis of the detailed spreadsheet, coupled with witness interviews, revealed that from January 2019 through April 2019, Exactta underreported \$275,418 in gross revenues. This underreporting resulted in an opportunity fee arrearage of \$32,311. During the inquiry, Exactta was cooperative and voluntarily paid MDAD **\$41,738**.<sup>3</sup>

In 2018, Exactta entered into a Lease and Concession Agreement with Miami-Dade County to operate at MIA. It is a 4-year agreement with a 1-year option to renew. The Agreement allows Exactta to operate four<sup>4</sup> sales kiosks throughout MIA's passenger terminals and car rental center. The OIG notes that some of these kiosks bear the name "Tutto," instead of Exactta. Exactta sells or rents communications services to MIA travelers. The typical services and products include: SIM cards, pin phone cards, and unblocked mobile phones for rent and sale. Since the spring, Exactta has reported no

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<sup>1</sup> Exactta, LLC is a for-profit limited liability company, authorized to do business in the State of Florida. It was originally incorporated on November 29, 2006, with Juan Jose Pino listed as its President. According to its website, Exactta also has similar operations in international airports located in Rome, Madrid, and Rio de Janeiro.

<sup>2</sup> A State of Florida records check revealed that neither Tutto nor Tutto Communications was authorized to do business in the State of Florida.

<sup>3</sup> This higher dollar amount is due to a larger timeframe of Exactta sales transactions than contained in the spreadsheet.

<sup>4</sup> The original Lease and Concession Agreement was for three sales kiosks, but one additional kiosk was added per mutual agreement.

sales for the past four months due to the Covid-19 pandemic and the lack of international passenger travel at MIA.

On August 24, 2020, Exactta entered into a Settlement Agreement with the State of Florida. Without admitting any guilt or wrongdoing—and given that it had already paid the arrearage in full to MDAD—the SAO agreed to close the inquiry and take no further action. In exchange, Exactta agreed to officially register Tutto Communications—the name used by Exactta at MIA—as a fictitious name with the State of Florida. Exactta agreed to establish (and has since established) a dedicated bank account now used solely for Exactta business operations at MIA. The account details have been shared with the State as part of the Settlement Agreement, and Exactta has given MDAD a username and password to allow for real-time monitoring of gross sales. Lastly, Exactta agreed to furnish its business records to the OIG for random inspections upon request. The OIG intends to monitor Exactta’s activities at MIA as part of our continued oversight of MDAD’s concessions program.

cc: Abigail Price-Williams, County Attorney  
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Alex Ferro, Chief of Staff, Office of the Mayor  
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