Section 1 - Bureau of Records and Hearing Services Completes

Docket No. <u>020664-TI</u> Company: Bigredwire

Date Docketed: 07/09/2002 Title: Compliance investigation of Bigredwire for apparent violation of Rule 25-24.470, F.A.C., Certificate of Public Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission staff inquiries.

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PSC/CCA015-C (Rev. 01/02)

* COMPLETED EVENTS

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Docket No. 020664-TI

Company: Bigredwire

Date Docketed: 07/09/2002 Title: Compliance investigation of Bigredwire for apparent violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries.

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Where panels are assigned the senior Commissioner is Panel Chairman;

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Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

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Approved:

Date: 07/16/2002

PSC/CCA015-C (Rev. 01/02)

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* COMPLETED EVENTS

Section 1 - Bureau of Records and Hearing ices Completes Docket No. 020664-TI Date Docketed: 07/09/2002 Title: Compliance investigation of bigredwire for apparent violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries. Company: bigredwire.com, Inc. Official Filing Date: Last Day to Suspend: Expiration: AUS CAF CCA (CMP) ECR EXT GCL MMS PIF Referred to: ("()" indicates OPR) Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.
FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Program/Module B10(a) Staff Assignments Current CASR revision level Due Dates OPR Staff D Buys Previous Current 1. Staff Recommendation - Settlement Proposal 12/05/2002 2. Agenda
3. Standard Order - Settlement Proposal
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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

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Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

- Prehearing Officer

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Approved:

Date: 10/16/2002

PSC/CCA015-C (Rev. 01/02)

* COMPLETED EVENTS

Section 1 - Bureau of Records and Hearing

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Docket No. 020664-TI

Company: bigredwire.com, Inc.

Date Docketed: 07/09/2002 Title: Compliance investigation of bigredwire for apparent violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required, and Rule 25-4.043. F.A.C., Response to Commission Staff Inquiries.

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Section 1 - Bureau of Records and Hearing St

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PSC/CCA015-C (Rev. 01/03)

Date Docketed: 07/09/2002 Titl Violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries. Docket No. 020664-TI Company: bigredwire.com, Inc. Official Filing Date: Expiration: Last Day to Suspend: Referred to: AUS CAF CCA (CMP) ECR EXT GCL MMS PIF ("()" indicates OPR) Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. Program/Module B10(a) IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Staff Assignments Current CASR revision level Due Dates OPR Staff D Buys Previous Current 01/09/2003 01/21/2003 02/10/2003 02/24/2003 Staff Recommendation - Settlement Proposal 2. 3. Agenda Order Approving Settlement Close Docket or Revise CASR 02/28/2003 03/31/2003 Staff Counsel F Banks OCRs () 8 9 10. 11 12) 13 14 15 16. 17 18 19 20 21) 22. 23 24 25 26 27) 28. 29 30 Recommended assignments for hearing 31 and/or deciding this case: 32 33 Full Commission X Hearing Examiner ___ Commission Panel 34 35 36 Date filed with CCA: 01/08/2003 37 38 Initials: 39 Staff Counsel 40 Section 3 - Chairman Completes Assignments are as follows: - Hearing Officer(s) - Prehearing Officer Commissioners Hra. Staff Commissioners ADM Exam. ALL JB DS DV JB ΒZ Χ Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Approved: Where one Commissioner, a Hearing Examiner or a Staff Member is

Date:

* COMPLETED EVENTS

Matilda Sanders

1285-PAD

From:

Jackie Schindler

Sent:

Friday, September 20, 2002 1:45 PM

To:

CCA - Orders / Notices; Felicia Banks

Subject:

Order / Notice Submitted

Date and Time: Docket Number:

9/20/02 1:44:00 PM

Filename / Path:

020664-TI 020664or.frb

A PAA ORDER IMPOSING PENALTIES has been moved to GC Orders for issuance. Thanks.

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13870-64

ORIGINAL

February 13, 2002

Director Division of the Commission Clerk and Administrative Services 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

RE: Docket No. 020664-TI Order No. PSC-02-1285-PAA-TI Issued: September 20, 2002 Fourth Revised Settlement Proposal D3 MAR 10 AM 11: 00

To Whom It May Concern:

On September 26, 2002, bigredwire.com, Inc. (hereinafter referred to as "bigredwire") received Notice of Proposed Agency Action Order Imposing Penalties from the Florida Public Service Commission on the above referenced Docket and Order Number.

The above referenced docket was opened to address bigredwire's alleged violation of Rule Nos. 25-24.470 and 25-4.043, Florida Administrative Code.

bigredwire responds to the alleged violation of Rule Nos. 25-24.470 and 25-4.043, Florida Administrative Code as follows:

ALLO	
AUS	Rule No. 25-24.470
CAF	
CMP	bigredwire does not dispute the fact that it has not obtained a certificate of
COM	
CTR	wishes to settle this rule violation in an amicable fashion by proposing make a
ECR	payment in the amount of \$5,000 to the State of Florida General Revenue Fund
GCL	and submission of an Application Form for Authority to Provide Interexchange
OPC	Telecommunications Service Between Points Within the State of Florida by the
MMS	MARKET AND
SEC	For 1 (digital) and a second an
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We received this DN 3/6 02251-03. FORWARDING to Correspondence. mas

25 east mason street third floor santa barbara, ca 93101 usa t 805 560 8900 f 805 560 8901

Rule No. 25-4.043

bigredwire proposes to settle the alleged violation of Rule 25-4.043, Florida Administrative Code, by

(1) providing the statement (see Attachment A) of the actions bigredwire has taken to remedy the problems causing its failure to respond to Commission staff inquiries;

(2) providing the attached statement that the company will comply with all

Commission rules in the future;

(3) providing the attached statement that the company has established procedures and processes to handle all Florida customer complaints in accordance with Commission rules; and

(4) offering to make a contribution to the State of Florida General Revenue Fund in the amount of \$2,500.

All correspondence pertaining to this matter should be addressed to: bigredwire.com, Inc.
25 East Mason Street
Third Floor
Santa Barbara, CA 93101
Attn: Brad Weinstock, President
805 560 8900 x10
805 560 8901 facsimile
bweinstock@bigredwire.com

bigredwire's substantial interests will be seriously affected by the agency's current determination. We are a small company with limited resources. With our staff of 7 our mission is to provide a quality service and customer experience at prices that are among the lowest in the industry. We strive to create relationships with our customers based on value, quality, truth and fun. Penalties under the current determination will likely force us to cease and desist providing service in the State of Florida. In light of the foregoing and the Commission's denial of our proposed settlement offer dated 12/18/02, the penalties proposed above totaling \$7,500 shall be paid in 12 equal monthly installments of \$625.

We also request that this matter be postponed from the Agenda Conference on February 18, 2003.

Thank you in advance for you consideration in this matter.

Very truly yours,

Brad Weinstock President

Attachment A

bigredwire has taken the following steps to remedy the problems causing its failure to respond to Commission staff inquiries:

bigredwire has dedicated Crystal Ramirez as point person for future staff inquiries. Ms. Ramirez can be reached via electronic mail at cramirez@bigredwire.com. Escalation of Commission staff inquiries shall be directed to Brad Weinstock at bweinstock@bigredwire.com or via telephone on 805 560 8900 x10.

bigredwire takes regulatory matters in all states it operates in including Florida seriously. It will comply with all Commission rules in the future.

bigredwire has established procedures and processes to handle all Florida customer complaints in accordance with Commission rules. Customer inquiries can be resolved via electronic mail at memberservice@bigredwire.com or via live chat on the bigredwire web-site. If a customer's complaint cannot be resolved through one of these means, they will be referred to Crystal Ramirez as the point person for Customer escalation. Slamming complaints and service inquiries can be made via bigredwire's toll free number (866) RED WIRE - (866) 733 9473.

Matilda Sanders

0470 - AS

From:

Andrea Cowart

Sent:

Monday, April 07, 2003 10:23 AM

To:

CCA - Orders / Notices

Cc:

Felicia Banks

Subject:

Order

4

Order Approving Settlement 020664 - 020664or.frb

Andrea N. Cowart, Executive Secretary
Office of the General Counsel
State of Florida Public Service Commission
acowart@psc.state.fl.us
(850) 413-6402 Phone
(850) 293-6402 Suncom
(850) 413-7180 Facsimile



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