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FLORIDA PUBLIC SERVICE COMMISSION
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Tallahassee, Florida 32399-0850

M E M O R A N D U M

January 8, 1998

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BAYO)

FROM: DIVISION OF LEGAL SERVICES (BOWMAN) *MB/JB*
DIVISION OF COMMUNICATIONS (PRUITT) *RP*
DIVISION OF CONSUMER AFFAIRS (SMITH) *RP*

RE: DOCKET NO. 971527-TX - SUPRA TELECOMMUNICATIONS &
INFORMATION SYSTEMS - INITIATION OF SHOW CAUSE
PROCEEDINGS FOR VIOLATIONS OF RULE 25-4.043, FLORIDA
ADMINISTRATIVE CODE, RESPONSE TO COMMISSION STAFF
INQUIRIES, AND VIOLATION OF RULE 25-24.820, REVOCATION OF
A CERTIFICATE.

AGENDA: 01/20/98 REGULAR AGENDA - SHOW CAUSE - INTERESTED
PERSONS MAY PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: S:PSC/CMU/WP/971527.RCM

CASE BACKGROUND

In Order No. PSC-97-0629-FOF-TX (Docket No. 970207-TX), the Commission granted Alternative Local Exchange Certificate No. 4861 to Supra Telecommunications & Information Systems (STIS) effective July 21, 1997, based upon the company's assertion in its application for certification that it had sufficient technical, financial and managerial capabilities to provide service.

On September 3, 1997, the Division of Consumer Affairs (CAF) received two consumer complaints concerning unauthorized switching of local telecommunications service. Commission staff and

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officials of STIS met in Tallahassee on October 21, 1997, to address the slamming complaints, which then numbered 63. They addressed misleading solicitation by STIS and lack of responses to Commission staff inquiries. STIS assured staff that it would take corrective action immediately. Nevertheless, staff believed it was necessary in view of the large number of complaints and the company's apparent assertion that it provided BellSouth service (Attachment A) to open a docket.

After staff filed a recommendation, the company's attorney contacted staff and asked that the matter be deferred to allow STIS the opportunity to meet with staff and find a possible resolution to this matter. At the December 16, 1997 Agenda Conference, the Commission deferred this item. On January 5, 1998, staff met with representatives of STIS; however, no settlement offer was proposed by STIS. On January 8, 1998, STIS filed a settlement proposal with the Commission.

As of January 7, 1998, CAF had received 201 complaints concerning unauthorized local telecommunications service switching by STIS. (Attachment B)

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission order Supra Telecommunications & Information Systems to show cause in writing within 20 days of the issuance of the order why it should not be fined \$402,000 for violation of Rule 25-24.820(1)(a), Florida Administrative Code, Revocation of a Certificate, for violation of the terms and conditions upon which the certificate was originally granted, and \$55,500 for violation of Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, or have its Certificate No. 4861 canceled?

PRIMARY RECOMMENDATION: Yes. If the fine is paid it will be forwarded to the Office of the Comptroller for deposit in the State of Florida General Revenue Fund pursuant to Section 364.285, Florida Statutes. (PRUITT)

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ALTERNATIVE RECOMMENDATION: No. Supra Telecommunications & Information Systems has proposed a settlement offer of \$40,000 which should be accepted. When the settlement offer is paid it will be forwarded to the Office of the Comptroller for deposit in the State General Revenue Fund. (TAYLOR)

PRIMARY STAFF ANALYSIS: Rule 25-4.043, Florida Administrative Code, requires a written response to a Commission staff inquiry within 15 days from the date of the inquiry. On October 22, 1997, STIS faxed a report to Commission staff in response to 63 unauthorized local exchange carrier complaints. (Attachment C) Of the 63 inquiries issued to STIS as of the October 21, 1997, meeting with staff, the company had exceeded the 15 day response time for 37 of the inquiries.

Rule 25-24.820(1)(a), Florida Administrative Code, states:

(1) The Commission may on its own motion, after notice and opportunity for hearing, revoke a company's certificate for any of the following reasons: (a) Violation of a term or condition under which the authority was originally granted;

Rule 25-24.820(1)(a), Florida Administrative Code, allows the Commission to revoke a certificate for violation of a term or condition under which the authority was originally granted. STIS asserted in its application that it had adequate managerial expertise to operate as an ALEC. Based on staff's review of the complaints it does not appear that STIS has adequate managerial capability to operate as an ALEC. Customers reported to the Division of Consumer Affairs that they were misled into believing that they were speaking to representatives of BellSouth, not to an alternative local exchange company. For example, customers reported offers of a 10% discount for being good BellSouth customers. In other instances, they were advised that BellSouth would consolidate their bills, or that BellSouth was verifying their telephone numbers. There were also reports from customers that their local service was switched, even after they told the STIS telemarketer that they did not want their service changed. (Attachment D)

By Section 364.285, Florida Statutes, the Commission is authorized to impose upon any entity subject to its jurisdiction a penalty of not more than \$25,000 for each day a violation

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continues, if such entity is found to have refused to comply with or to have willfully violated any lawful rule or order of the Commission, or any provision of Chapter 364. Utilities are charged with knowledge of the Commission's rules and statutes. Additionally, "[i]t is a common maxim, familiar to all minds, that 'ignorance of the law' will not excuse any person, either civilly or criminally." Bartow v. United States, 32 U.S. 404,411 (1833). Thus, any intentional act, such as STIS's conduct at issue here, would meet the standard for a "willful violation."

Staff believes that STIS's apparent conduct in switching local service without authorization and failing to timely respond to staff inquiries has been "willful" in the sense intended by Section 364.285, Florida Statutes. In Order No. 24306, issued April 1, 1991, in Docket No. 890216-TL titled In re: Investigation Into The Proper Application of Rule 25-14.003, Florida Administrative Code Relating To Tax Savings Refund for 1988 and 1989 For GTE Florida, Inc., having found that the company had not intended to violate the rule, the Commission nevertheless found it appropriate to order it to show cause why it should not be fined, stating that "In our view, willful implies intent to do an act, and this is distinct from intent to violate a rule."

Based on the number of consumer complaints the Commission has received in a four month period and the company's lack of timely responses, staff does not believe that STIS has adequate managerial capabilities to protect consumers from having their local service switched without authorization. Accordingly, staff believes there is sufficient cause to order STIS to show cause why it should not be fined, or have its certificate canceled for the apparent violations of Rules 25-4.043 and 25-24.820(1)(a), Florida Administrative Code. Pursuant to Section 364.285, Florida Statutes, STIS should be ordered to show cause in writing within 20 days of the order why it should not be fined in the amount of \$457,500, or have its certificate canceled. If the fine is paid, it will be forwarded to the Office of the Comptroller for deposit in the State General Revenue Fund.

ALTERNATIVE STAFF ANALYSIS: On January 8, 1998, STIS proposed a settlement offer of \$40,000. (Attachment E) The company agrees to answer all consumer complaints and has taken action to prevent any future unauthorized local telecommunications service changes through misleading solicitation. The Commission's proposed new rules on slamming will apply to ALECs and clarify ALEC responsibilities with respect to marketing. In recognition that

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STIS is a start-up company, \$40,000 is a significant penalty and staff recommends approval of the settlement offer.

ISSUE 2: Should the Commission order all certificated local exchange companies (LECs) to discontinue providing local exchange telecommunications service to STIS, if Certificate No. 4861 is canceled?

RECOMMENDATION: If the Commission approves staff's primary recommendation in Issue 1, pursuant to Rule 25-24.805, Florida Administrative Code, the Commission should order all certificated local exchange companies to discontinue providing local exchange telecommunications service to STIS if the company's certificate is canceled at the conclusion of this show cause proceeding for unauthorized local carrier changes and failure to submit timely responses to Commission staff inquiries. If the Commission approves staff's alternative recommendation in Issue 1, the Commission should not order all certificated local exchange companies to discontinue service. (PRUITT)

STAFF ANALYSIS: Rule 25-24.805, Florida Administrative Code, states in part:

(1) No person shall provide alternative local exchange telecommunications service without first obtaining a certificate of public convenience and necessity from the Commission.

If STIS's certificate is canceled, any local exchange service offered by STIS would be in violation of Rule 25-24.805, Florida Administrative Code, and the Commission should order all certificated LECs to discontinue service to STIS.

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ISSUE 3: Should this docket be closed?

RECOMMENDATION: No. This docket should remain open pending resolution of the show cause proceeding or until the terms of the settlement agreement are satisfied. (BOWMAN)

STAFF ANALYSIS: If the Commission approves Issue 1 or 2, this docket should remain open pending resolution of the show cause proceeding.



Supra Telecom & Information Systems, Inc.

P.O. Box 1441221
Coral Gables, FL 33134
WWW & Email:
www.supratelecoms.com
sales@supratelecoms.com

Dear Customer:

Thank you for choosing **Supra One Bill** for your local BellSouth telephone service. We're proud to bring you great savings combined with personalized options to meet your changing communications needs. Here at **Supra**, we're committed to providing our customers with the best service from the best Communications Company in the business.

Here is what you get at this point:

- 10% discount on all your **BellSouth** bill including your yellow pages advertising.
- All your BellSouth telephone charges on one bill (if you want this option), you can add you residence phone number to your business numbers if you wish. All it means is that you receive more savings.
- Add to your existing service and receive an instant saving of 12.5% on the BellSouth line connection charges.
- Free FlyAway Vacation for two persons to five exciting destinations, you get to choose your destination. The vouchers shall accompany your bill.
- Complete analysis of your bill by our highly qualified team of telecommunication consultants who will provide a free consultation on your telecommunications requirement and advise you on how we can further help reduce your bills.

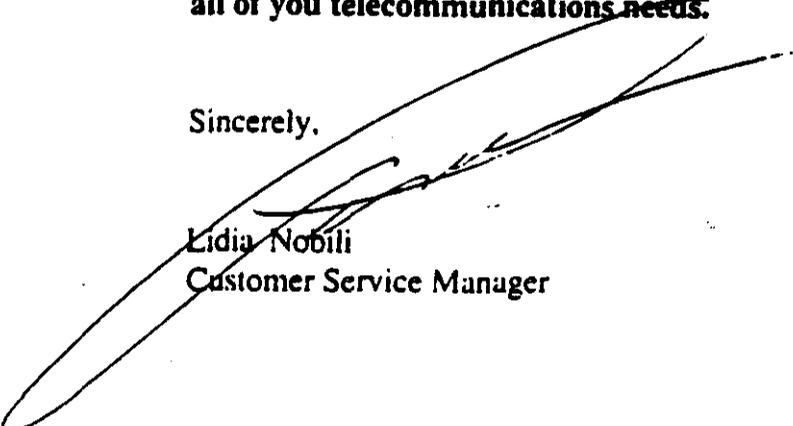
In the very near future (as an option to your existing local telephone service), we look forward to providing your Domestic Long Distance at 8 cents per minute, 24 hours a day. Our state of the art wireless service offering shall include Internet access, e-mail, wireless voice, paging and voice mail all on your phones. The exciting aspect of this product is that it empowers you the user!

We are confident that you'll be happy with your "Supra One Bill" service. You'll enjoy state-of-the-art technology, the latest in innovative communications services and a guaranteed personalized service.

If you have any suggestions on how we can improve on your BellSouth Services as well as your billing details, please call us on (305) 443-3710 or 1-888-31SUPRA.

Thanks again for choosing Supra Telecommunications. We are here to serve you in all of your telecommunications needs.

Sincerely,



Lidia Nobili
Customer Service Manager

To make it easier to reach us,
Carefully cut out the "quick glance"
Contact card. It lists phone numbers
For all of your telecommunications
Needs.

✂.....
: SUPRA TELECOM
:
: Service and Account
: Specialist 443-3710 or
: 1-888-31SUPRA
:
: Telecommunications Center
: 443-3710 or 1-888-31SUPRA
:
: Repair Center 443-3710 or
: 1-888-31SUPRA
:
: Internet www.supratelecoms.com
: Email Lidia@supratelecoms.com

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 01/07/98

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	PHONE
SUPRA TELECOMMUNICATIONS &	TOTAL RENAL CARE		09/03/97	S	/ /	SAS	DADE	185294I	0.00	TX088	(305)-651-2233
SUPRA TELECOMMUNICATIONS &	ALAN AND GOLDBERG		09/03/97	S	/ /	SAS	DADE	185310I	0.00	TX088	(305)-932-8617
SUPRA TELECOMMUNICATIONS &	CASABLANCA RENTAL SERVICES, INC.		09/05/97	S	/ /	JRD	DADE	185521I	0.00	TX088	(305)-861-8500
SUPRA TELECOMMUNICATIONS &	BOW AND ARROW SALES AND SERVICE		09/08/97	S	/ /	SRG	DADE	185661I	0.00	TX088	(305)-553-9144
SUPRA TELECOMMUNICATIONS &	AUTO PAINTING USA		09/08/97	S	/ /	KES	DADE	185704I	0.00	TX088	(305)-255-2427
SUPRA TELECOMMUNICATIONS &	CASPER ENGINEERING CORP.		09/11/97	S	/ /	RMM	DADE	186206I	0.00	TX088	(305)-590-0926
SUPRA TELECOMMUNICATIONS &	THE JEFFERSON HOUSE CORPORATION		09/15/97	S	/ /	KES	DADE	186653I	0.00	TX088	(305)-534-524
SUPRA TELECOMMUNICATIONS &	ALVAREZ, FRANK		09/16/97	S	/ /	KES	DADE	186883I	0.00	TX088	(305)-868-4155
SUPRA TELECOMMUNICATIONS &	SILVANE INTERNATIONAL, INC.		09/17/97	S	/ /	SAS	DADE	187071I	0.00	TX088	(305)-633-9777
SUPRA TELECOMMUNICATIONS &	ANGEL AUTO PARTS		09/19/97	S	/ /	DBM	DADE	187422I	0.00	TX088	(305)-643-2669
SUPRA TELECOMMUNICATIONS &	TONY'S TIRES		09/22/97	S	/ /	JRD	DADE	187539I	0.00	TX088	(305)-887-0540
SUPRA TELECOMMUNICATIONS &	NEXEL		09/22/97	S	/ /	KES	DADE	187604I	0.00	TX088	(305)-599-8883
SUPRA TELECOMMUNICATIONS &	SCREEN ACTORS GUILD		09/23/97	S	/ /	JRD	DADE	187804I	0.00	TX088	(305)-670-7677
SUPRA TELECOMMUNICATIONS &	AAA MEDICAL SUPPLIES		09/24/97	S	/ /	JRD	DADE	187827I	0.00	TX088	(305)-477-5892
SUPRA TELECOMMUNICATIONS &	MIAMI CLAY COMPANY		09/24/97	S	/ /	KES	DADE	187865I	0.00	TX088	(305)-651-4695
SUPRA TELECOMMUNICATIONS &	ALVAREZ, IRENE		09/24/97	S	/ /	SAS	DADE	187886I	0.00	TX088	(305)-674-9883
SUPRA TELECOMMUNICATIONS &	COMET COURIER CORP.		09/24/97	S	/ /	KES	DADE	187897I	0.00	TX088	(305)-591-2262
SUPRA TELECOMMUNICATIONS &	ACKERMAN, STEVEN		09/24/97	S	/ /	SAS	DADE	187898I	0.00	TX088	(305)-663-0055
SUPRA TELECOMMUNICATIONS &	LUMBER YARD, INC.		09/24/97	S	/ /	SAS	DADE	187932I	0.00	TX088	(305)-532-2448
SUPRA TELECOMMUNICATIONS &	MIAMI AUTO MARINE		09/25/97	S	/ /	SRG	DADE	187948I	0.00	TX088	(305)-446-6677
SUPRA TELECOMMUNICATIONS &	GREATER MIAMI & THE BEACHES HOTEL		09/25/97	S	/ /	SRG	DADE	187951I	0.00	TX088	(305)-531-3553
SUPRA TELECOMMUNICATIONS &	ANDERSON, DORIS		09/25/97	S	/ /	SRG	DADE	187977I	0.00	TX088	(305)-254-3149
SUPRA TELECOMMUNICATIONS &	AT HOME NURSING SERVICES, INC.		09/25/97	S	/ /	KES	DADE	188010I	0.00	TX088	(305)-940-0901
SUPRA TELECOMMUNICATIONS &	HECK, DONALD (CAROL)		09/25/97	S	/ /	CRP	DADE	188026I	0.00	TX088	(305)-238-5346
SUPRA TELECOMMUNICATIONS &	KATZ, BEATRICE		09/26/97	S	/ /	SRG	DADE	188089I	0.00	TX088	(305)-935-6908
SUPRA TELECOMMUNICATIONS &	BRUNNER CONSULTANTS		09/30/97	S	/ /	KES	DADE	188495I	0.00	TX088	(305)-592-2999
SUPRA TELECOMMUNICATIONS &	A ALWAYS ON TIME		09/30/97	S	/ /	JRD	DADE	188542I	0.00	TX088	(305)-577-4444
SUPRA TELECOMMUNICATIONS &	AIA AIR CONDITIONING AND APPLIANCE		09/30/97	S	/ /	DBM	DADE	188683I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	ORBIT USA COMPUTER		10/01/97	S	/ /	SAS	DADE	188772I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	WILKINSON, ROBERT		10/02/97	S	/ /	SAS	DADE	188924I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	ALVAREZ, JOSE (MRS)		10/03/97	S	/ /	JRD	DADE	189004I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	RIVERSIDE PAPER		10/03/97	S	/ /	JRD	DADE	189018I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	SPANISH BROADCASTING SYSTEMS		10/03/97	S	/ /	SRG	DADE	189058I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	DAVIS FREIGHT SYSTEM, INC.		10/03/97	S	/ /	SAS	DADE	189079I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	SMITH, QUEEN ESTHER		10/06/97	S	/ /	JRD	DADE	189166I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	SILVESTRE, HUMBERTO L.		10/06/97	S	/ /	SAS	DADE	189177I	0.00	TX088	(305)

ATTACHMENT B
 DOCKET NO. 971527-TX
 JANUARY 8, 1998

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 01/07/98

UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	PHONE
SUPRA TELECOMMUNICATIONS &	MARTINEZ, CLAUDIO AND JENNIFER		10/06/97	S	/ /	SAS	DADE	189236I	0.00	TX088	(305)-251-2702
SUPRA TELECOMMUNICATIONS &	BERGER, EDWARD		10/07/97	S	/ /	SAS	DADE	189417I	0.00	TX088	(305)-940-3267
SUPRA TELECOMMUNICATIONS &	SMITH, JAMES W.	TS-48	10/07/97	SL	11/07/97	MEP	DADE	189446I	0.00	TX088	(305)-681-6982
SUPRA TELECOMMUNICATIONS &	RICHARDSON, DEAN C.	TS-48	10/08/97	ST	11/07/97	MEP	DADE	189455I	0.00	TX088	(305)-233-6654
SUPRA TELECOMMUNICATIONS &	TROPICAL TREESCAPES	TS-48	10/08/97	SL	11/07/97	MEP	DADE	189458I	0.00	TX088	(305)-251-6966
SUPRA TELECOMMUNICATIONS &	PINA & ASSOCIATES, INC.	TS-48	10/08/97	SL	11/07/97	MEP	DADE	189467I	0.00	TX088	(305)-444-731
SUPRA TELECOMMUNICATIONS &	A CREATIVE LOOK		10/08/97	S	/ /	DBM	DADE	189481I	0.00	TX088	(305)-232-2854
SUPRA TELECOMMUNICATIONS &	INTRODUCTIONS, INC.		10/08/97	S	/ /	KES	DADE	189498I	0.00	TX088	(305)-448-5683
SUPRA TELECOMMUNICATIONS &	THE CARD AND PARTY SHOP		10/08/97	S	/ /	KES	DADE	189530I	0.00	TX088	(305)-446-3477
SUPRA TELECOMMUNICATIONS &	AIM CARRIBBEAN EXPRESS, INC.	TS-48	10/08/97	SL	11/07/97	MEP	DADE	189532I	504.20	TX088	(305)-693-9393
SUPRA TELECOMMUNICATIONS &	TROPHYLAND USA, INC.		10/08/97	S	/ /	SAS	DADE	189533I	0.00	TX088	(305)-823-4830
SUPRA TELECOMMUNICATIONS &	ALL DADE LAWNMOWER SERVICE		10/08/97	S	/ /	SRG	DADE	189568I	0.00	TX088	(305)-223-7884
SUPRA TELECOMMUNICATIONS &	SMITH, OBIE		10/09/97	S	/ /	JRD	DADE	189662I	0.00	TX088	(305)-446-5592
SUPRA TELECOMMUNICATIONS &	BODY SHOP 300+ONE, INC.	TS-48	10/09/97	SL	12/15/97	SRG	DADE	189708I	94.65	TX088	(305)-233-3156
SUPRA TELECOMMUNICATIONS &	ACOSTA, GEORGE		10/09/97	S	/ /	RMM	DADE	189717I	0.00	TX088	(305)-274-7363
SUPRA TELECOMMUNICATIONS &	BOTKIN, LEON		10/10/97	S	/ /	KES	DADE	189761I	0.00	TX088	(305)-235-7880
SUPRA TELECOMMUNICATIONS &	VELEZ, JORGE		10/10/97	S	/ /	RMM	DADE	189777I	0.00	TX088	(305)-949-1752
SUPRA TELECOMMUNICATIONS &	L+D ORDER REPAIRS		10/10/97	S	/ /	SRG	DADE	189901I	0.00	TX088	(305)-251-2011
SUPRA TELECOMMUNICATIONS &	BERGER, STEPHAN		10/13/97	S	/ /	DBM	DADE	189987I	0.00	TX088	(305)-532-0606
SUPRA TELECOMMUNICATIONS &	ASSOCIATED CONSULTING TECHNICIANS	TS-48	10/13/97	SL	11/07/97	MEP	DADE	190017I	0.00	TX088	(305)-254-8460
SUPRA TELECOMMUNICATIONS &	RUIZ PHARMACY		10/14/97	S	/ /	SAS	DADE	190113I	0.00	TX088	(305)-567-9908
SUPRA TELECOMMUNICATIONS &	RADISSON HOSPITALITY WORLDWIDE		10/15/97	S	/ /	KES	DADE	190206I	0.00	TX088	(305)-377-9116
SUPRA TELECOMMUNICATIONS &	CARIBE FOOD CORPORATION		10/15/97	S	/ /	SAS	DADE	190257I	0.00	TX088	(305)-325-0086
SUPRA TELECOMMUNICATIONS &	EAST RIDGE RETIREMENT VILLAGE		10/15/97	S	/ /	DBM	DADE	190275I	0.00	TX088	(305)-443-3710
SUPRA TELECOMMUNICATIONS &	BOTSIKAS, ERIC		10/15/97	S	/ /	RMM	DADE	190299I	0.00	TX088	(305)-652-5888
SUPRA TELECOMMUNICATIONS &	BARNUM, JOHN M.		10/16/97	S	/ /	SAS	DADE	190400I	0.00	TX088	(305)-235-1755
SUPRA TELECOMMUNICATIONS &	TAYLOR, CHARLES T.		10/17/97	S	/ /	JRD	DADE	190490I	0.00	TX088	(305)-667-3555
SUPRA TELECOMMUNICATIONS &	BIRD ROAD AQUARIUM INC.		10/22/97	S	/ /	SRG	DADE	190919I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	FOR KIDS SAKE ACADEMY		10/22/97	S	/ /	RMM	DADE	190930I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	ADLER, EUGENE E.		10/22/97	S	/ /	SAS	DADE	190994I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	KERBEL, FANNY		10/24/97	S	/ /	SAS	DADE	191432I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	EXCALIBUR ELECTRONICS, INC.		10/28/97	S	/ /	KES	DADE	191789I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	SWEENEY, FRANK & SHIRLEY		10/28/97	S	/ /	RMM	DADE	191811I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	MARTINEZ, PEDRO (MRS)		10/30/97	S	/ /	JRD	DADE	192051I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	HERTZBURG, CHARLES		10/30/97	S	/ /	JRD	DADE	192088I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	ANDERSON, BERNO M.		10/31/97	S	/ /	SAS	DADE	192412I	0.00	TX088	(305)

ATTACHMENT B
 DOCKET NO. 971527-TX
 JANUARY 8, 1998

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 01/07/98

UTILITY	COMPLAINANT	TYPE	RECVD	SB	T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	PHONE
SUPRA TELECOMMUNICATIONS &	LUNDY, MARIAN		10/31/97	S	/	/	SRG	DADE	192426I	0.00	TX088	(305)-935-0598
SUPRA TELECOMMUNICATIONS &	YEAGLE, LEROY A.		10/31/97	S	/	/	SRG	DADE	192448I	0.00	TX088	(305)-688-3131
SUPRA TELECOMMUNICATIONS &	WOOD, PAUL D.		10/31/97	S	/	/	SRG	DADE	192489I	0.00	TX088	(305)-672-6092
SUPRA TELECOMMUNICATIONS &	LAPARKAN TRADING, LTD.		11/03/97	S	/	/	DBM	DADE	192595I	0.00	TX088	(305)-836-4393
SUPRA TELECOMMUNICATIONS &	GRUPO INMOBILIARIO MOSA		11/04/97	S	/	/	JRD	DADE	192698I	0.00	TX088	(305)-446-0776
SUPRA TELECOMMUNICATIONS &	BOTERO, MARIA F.		11/05/97	S	/	/	DBM	DADE	192966I	0.00	TX088	(305)-274-553
SUPRA TELECOMMUNICATIONS &	WATSON, CINDY		11/06/97	S	/	/	KES	DADE	193149I	0.00	TX088	(305)-661-3114
SUPRA TELECOMMUNICATIONS &	BMW MOTOR CARS		11/12/97	S	/	/	KES	DADE	193664I	0.00	TX088	(305)-233-9990
SUPRA TELECOMMUNICATIONS &	SADE'S MEDICAL SUPPLIES CORPORATION		11/12/97	S	/	/	SRG	DADE	193699I	0.00	TX088	(305)-229-5057
SUPRA TELECOMMUNICATIONS &	SPECTRUM MEDICAL SERVICES INC.		11/12/97	S	/	/	JRD	DADE	193707I	0.00	TX088	(305)-264-2021
SUPRA TELECOMMUNICATIONS &	SMITH, HELEN		11/12/97	S	/	/	SAS	DADE	193710I	0.00	TX088	(305)-624-2030
SUPRA TELECOMMUNICATIONS &	MORAGA, NAYCI		11/12/97	S	/	/	JRD	DADE	193720I	0.00	TX088	(305)-644-1690
SUPRA TELECOMMUNICATIONS &	SOUTH FLORIDA MEDICAL EQUIPMENT CO.		11/12/97	S	/	/	CRP	DADE	193722I	0.00	TX088	(305)-261-8141
SUPRA TELECOMMUNICATIONS &	SMITH, JAMES L.		11/12/97	S	/	/	KES	DADE	193723I	0.00	TX088	(305)-552-0075
SUPRA TELECOMMUNICATIONS &	BAPTIST SPANISH PUBLISHING HOUSE		11/12/97	S	/	/	SAS	BRO	193739I	0.00	TX088	(954)-757-9800
SUPRA TELECOMMUNICATIONS &	J. KRISTIAAN HAIR DESIGN		11/12/97	S	/	/	KES	DADE	193775I	0.00	TX088	(305)-374-0051
SUPRA TELECOMMUNICATIONS &	EJULIAN J. HERNANDEZ		11/12/97	S	/	/	RHM	DADE	193791I	0.00	TX088	(305)-994-7533
SUPRA TELECOMMUNICATIONS &	HOLLUB GROUP		11/12/97	S	/	/	KES	DADE	193810I	0.00	TX088	(305)-233-8952
SUPRA TELECOMMUNICATIONS &	BOTTEN, PAUL		11/13/97	S	/	/	KES	DADE	193820I	0.00	TX088	(305)-238-3872
SUPRA TELECOMMUNICATIONS &	WILKINS, JAMES	TS-48	11/13/97	SL		12/18/97	MEP	DADE	193821I	3178.00	TX088	(305)-858-0508
SUPRA TELECOMMUNICATIONS &	BERGEN, ANGELA		11/13/97	S	/	/	RHM	DADE	193831I	0.00	TX088	(305)-681-5889
SUPRA TELECOMMUNICATIONS &	KATZ, BERNARD		11/13/97	S	/	/	KES	DADE	193832I	0.00	TX088	(305)-651-8429
SUPRA TELECOMMUNICATIONS &	ALVAREZ, HECTOR HUGO		11/13/97	S	/	/	SRG	DADE	193852I	0.00	TX088	(305)-826-6949
SUPRA TELECOMMUNICATIONS &	SMITH HAMILTON, INC.		11/13/97	S	/	/	DBM	DADE	193861I	0.00	TX088	(305)-633-6322
SUPRA TELECOMMUNICATIONS &	EXONIX CORPORATION		11/13/97	S	/	/	NJS	DADE	193892I	0.00	TX088	(305)-595-0232
SUPRA TELECOMMUNICATIONS &	HILL SAND CORPORATION		11/13/97	S	/	/	SAS	DADE	193916I	0.00	TX088	(305)-691-6000
SUPRA TELECOMMUNICATIONS &	WOODALL, SYLVIA		11/13/97	S	/	/	RHM	DADE	193929I	0.00	TX088	(305)-829-0400
SUPRA TELECOMMUNICATIONS &	BOTERO, OSCAR		11/13/97	S	/	/	CRP	DADE	193939I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	WILLIAMS, BARBARA		11/13/97	T	/	/	JRD	DADE	193946I	64.20	TX088	(305)
SUPRA TELECOMMUNICATIONS &	SHEET METAL WORKERS LOCAL 32		11/13/97	S	/	/	JRD	DADE	193951I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	SMITH, RANDY		11/14/97	S	/	/	SRG	DADE	193998I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	ACOSTA, LIMBANIA		11/14/97	S	/	/	KES	DADE	194001I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	AGUILAR, EMMA		11/14/97	S	/	/	SRG	DADE	194002I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	LECHALET		11/14/97	S	/	/	SRG	DADE	194006I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	AGUILA, CARMEN		11/14/97	S	/	/	JRD	DADE	194009I	0.00	TX088	(305)
SUPRA TELECOMMUNICATIONS &	AQUASERVE, INC.		11/14/97	S	/	/	SRG	DADE	194015I	0.00	TX088	(305)

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UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	PHONE
SUPRA TELECOMMUNICATIONS &	EFFIE MAE'S BEAUTY SALON		11/14/97	S	/ /	SRG	DADE	1940171	0.00	TX088	(305)-835-6569
SUPRA TELECOMMUNICATIONS &	ALVAREZ, CONCEPCION		11/14/97	S	/ /	SRG	DADE	1940201	0.00	TX088	(305)-382-5732
SUPRA TELECOMMUNICATIONS &	HUMAN HORIZONS CORPORATION		11/14/97	S	/ /	KES	DADE	1940231	0.00	TX088	(305)-264-2783
SUPRA TELECOMMUNICATIONS &	VELEZ, JUANA A.		11/14/97	S	/ /	SRG	DADE	1940241	0.00	TX088	(305)-757-1834
SUPRA TELECOMMUNICATIONS &	GUTIERREZ, FEDELINA		11/14/97	S	/ /	SRG	DADE	1940291	0.00	TX088	(305)-443-3010
SUPRA TELECOMMUNICATIONS &	INT. BROTHERHOOD OF ELECT. WORKERS		11/14/97	S	/ /	SRG	DADE	1940821	0.00	TX088	(305)-325-133
SUPRA TELECOMMUNICATIONS &	CALUSA PREPITORY SCHOOL		11/14/97	S	/ /	RMM	DADE	1940831	0.00	TX088	(305)-596-378
SUPRA TELECOMMUNICATIONS &	ALAN AIR CONDITIONING	TS-48	11/14/97	SL	12/18/97	MEP	DADE	1940861	249.72	TX088	(305)-253-8000
SUPRA TELECOMMUNICATIONS &	GEMINI BILLING SERVICES		11/14/97	S	/ /	KES	DADE	1940911	0.00	TX088	(305)-541-6264
SUPRA TELECOMMUNICATIONS &	CAR COLLECTION CORP.		11/14/97	S	/ /	SRG	DADE	1941271	0.00	TX088	(305)-633-0819
SUPRA TELECOMMUNICATIONS &	KASYAN, GEORGE	TS-48	11/16/97	ST	12/15/97	KES	DADE	1941521	61.73	TX088	(305)-238-8926
SUPRA TELECOMMUNICATIONS &	SELECTO		11/17/97	S	/ /	RMM	DADE	1941761	0.00	TX088	(305)-633-0047
SUPRA TELECOMMUNICATIONS &	BARNES, BILLY		11/17/97	S	/ /	RMM	DADE	1942741	0.00	TX088	(305)-652-4767
SUPRA TELECOMMUNICATIONS &	ACOSTA, EMILIA		11/17/97	S	/ /	SRG	DADE	1942971	0.00	TX088	(305)-856-3330
SUPRA TELECOMMUNICATIONS &	WILLIAMS, DAVID V.		11/17/97	S	/ /	KES	DADE	1943261	0.00	TX088	(305)-251-9203
SUPRA TELECOMMUNICATIONS &	ALVAREZ, JULIA		11/18/97	S	/ /	NJS	DADE	1943871	0.00	TX088	(305)-275-9728
SUPRA TELECOMMUNICATIONS &	GUTIERREZ, ARMANDO L.		11/18/97	S	/ /	JRD	DADE	1944071	0.00	TX088	(305)-552-8469
SUPRA TELECOMMUNICATIONS &	JAMO	TS-48	11/18/97	ST	12/15/97	KES	DADE	1944581	655.21	TX088	(305)-885-3444
SUPRA TELECOMMUNICATIONS &	YODICE, MICHAEL	TS-48	11/18/97	ST	12/15/97	KES	DADE	1944941	113.00	TX088	(305)-681-8266
SUPRA TELECOMMUNICATIONS &	AQUARAMA	TS-48	11/18/97	ST	12/15/97	KES	DADE	1944971	101.55	TX088	(305)-635-7898
SUPRA TELECOMMUNICATIONS &	CUBAN AMERICAN CPA ASSOCIATION, INC		11/18/97	S	/ /	RMM	DADE	1945151	0.00	TX088	(305)-220-3771
SUPRA TELECOMMUNICATIONS &	INTEL ASSOCIATES, INC.	TS-48	11/18/97	ST	12/15/97	KES	DADE	1945171	228.06	TX088	(305)-273-4500
SUPRA TELECOMMUNICATIONS &	ATLANTIC INTERNATIONAL FREIGHT		11/18/97	S	/ /	KES	DADE	1945181	0.00	TX088	(305)-477-2477
SUPRA TELECOMMUNICATIONS &	MIAMI RARE COINS	TS-48	11/18/97	ST	12/15/97	KES	DADE	1945191	734.00	TX088	(305)-234-5700
SUPRA TELECOMMUNICATIONS &	GLASSALUM INTERNATIONAL CORP	TS-48	11/18/97	ST	12/15/97	KES	DADE	1945211	869.36	TX088	(305)-592-12
SUPRA TELECOMMUNICATIONS &	GUTHRIE, MARY A.		11/18/97	S	/ /	KES	DADE	1945221	0.00	TX088	(305)-634-32
SUPRA TELECOMMUNICATIONS &	FOODSLEM INTERNATIONAL INC.	TS-48	11/19/97	SL	12/22/97	MEP	DADE	1945571	514.27	TX088	(305)-940-66
SUPRA TELECOMMUNICATIONS &	BERGECCKER, JOHN		11/19/97	S	/ /	KES	DADE	1945641	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	PEREZ & PEREZ ARCHITECTS PLANNERS		11/19/97	S	/ /	DBM	DADE	1945861	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	THE SURGICAL GROUP OF MIAMI		11/19/97	S	/ /	KES	DADE	1946151	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	WEST INDIES TROPICAL SALES		11/20/97	S	/ /	KES	DADE	1948321	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	ATTORNEY JOSE HERRERA	TS-48	11/25/97	ST	12/15/97	KES	DADE	1951811	322.44	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	INTEL ASSOCIATES, INC.		11/25/97	S	/ /	SRG	DADE	1952181	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	SEÑOR FISH, INC	TS-48	11/25/97	ST	12/15/97	KES	DADE	1952381	112.58	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	KELLEY ROWAN, INC.	TS-48	11/25/97	ST	12/15/97	KES	DADE	1952411	224.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	E.G. CODY LTD INC.		11/25/97	S	/ /	KES	DADE	1952601	0.00	TX088	(305)-

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SPECIAL REQUEST REPORT

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UTILITY	COMPLAINANT	TYPE	RECVD	SB T	CLOSE	STAFF	COUNTY	COMPLAINT NO:	SAVINGS	CODE	PHONE
SUPRA TELECOMMUNICATIONS &	ADVANCED INTERNATIONAL FORWARDERS		11/25/97	S	/ /	SAS	DADE	195263I	0.00	TX088	(305)-597-1518
SUPRA TELECOMMUNICATIONS &	DIAZ DIESEL TECH	TS-48	11/25/97	ST	12/15/97	KES	DADE	195347I	127.54	TX088	(305)-592-0504
SUPRA TELECOMMUNICATIONS &	KATZ, L. MELVIN		11/26/97	S	/ /	KES	DADE	195412I	0.00	TX088	(305)-271-8738
SUPRA TELECOMMUNICATIONS &	SOUTHEAST FLORIDA DENTAL GROUP, PA		11/26/97	S	/ /	KES	DADE	195477I	0.00	TX088	(305)-891-0600
SUPRA TELECOMMUNICATIONS &	ACTIV POOL SERVICE		11/26/97	S	/ /	SRG	DADE	195519I	0.00	TX088	(305)-653-0115
SUPRA TELECOMMUNICATIONS &	WILLARD, J.		11/26/97	S	/ /	SRG	DADE	195617I	0.00	TX088	(305)-883-925
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
SUPRA TELECOMMUNICATIONS &	ACOSTA, JULIO A.		11/30/97	S	/ /	KES	DADE	195649I	0.00	TX088	(305)-693-9186
SUPRA TELECOMMUNICATIONS &	NATIONAL ASSOCIATION OF LETTER CAR	TS-48	11/30/97	ST	12/15/97	KES	DADE	195650I	0.00	TX088	(305)-576-8526
SUPRA TELECOMMUNICATIONS &	MARTINEZ TRANSCRIBING		11/30/97	S	/ /	KES	DADE	195654I	0.00	TX088	(305)-273-9789
SUPRA TELECOMMUNICATIONS &	AMION ENTERPRISES		12/01/97	S	/ /	JRD	DADE	195686I	0.00	TX088	(305)-252-3967
SUPRA TELECOMMUNICATIONS &	ALVAREZ, JULIAN		12/01/97	S	/ /	JRD	DADE	195756I	0.00	TX088	(305)-597-0636
SUPRA TELECOMMUNICATIONS &	TREE TOP REALTY		12/02/97	S	/ /	JRD	DADE	195883I	0.00	TX088	(305)-552-0393
SUPRA TELECOMMUNICATIONS &	ACOSTA, DORA		12/02/97	S	/ /	KES	DADE	195908I	0.00	TX088	(305)-541-4514
SUPRA TELECOMMUNICATIONS &	ALEJANDRO & TERESA CORP.		12/04/97	S	/ /	MEP	DADE	196259I	0.00	TX088	(305)-541-6002
SUPRA TELECOMMUNICATIONS &	ANDERSON, HOLLY		12/05/97	S	/ /	CRP	DADE	196318I	0.00	TX088	(305)-595-4434
SUPRA TELECOMMUNICATIONS &	DIE-TRON TOOL & DIE		12/05/97	S	/ /	SRG	DADE	196379I	0.00	TX088	(305)-233-1010
SUPRA TELECOMMUNICATIONS &	ALVAREZ, JUAN		12/05/97	S	/ /	JRD	DADE	196458I	0.00	TX088	(305)-220-3851
SUPRA TELECOMMUNICATIONS &	RECHARGE INK, INC.		12/05/97	S	/ /	DBM	DADE	196462I	0.00	TX088	(305)-255-0391
SUPRA TELECOMMUNICATIONS &	BARO, VIVIAN		12/08/97	S	/ /	DBM	DADE	196598I	0.00	TX088	(305)-233-5919
SUPRA TELECOMMUNICATIONS &	BERGER, LEIGH		12/08/97	S	/ /	DBM	DADE	196607I	0.00	TX088	(305)-385-4998
SUPRA TELECOMMUNICATIONS &	BARNUM, W. ROBERT		12/08/97	S	/ /	DBM	DADE	196610I	0.00	TX088	(305)-235-1761
SUPRA TELECOMMUNICATIONS &	KATES, CHARLES		12/08/97	S	/ /	DBM	DADE	196611I	0.00	TX088	(305)-445-9719
SUPRA TELECOMMUNICATIONS &	DIAMOND PC PARTS, INC.		12/09/97	S	/ /	JRD	DADE	196737I	0.00	TX088	(305)-599-4880
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
SUPRA TELECOMMUNICATIONS &	ANESTHESIA GROUP OF MIAMI, INC.		12/10/97	S	/ /	RHM	DADE	196868I	0.00	TX088	(305)-442-0333
SUPRA TELECOMMUNICATIONS &	BOTSFORD, VIRGINIA		12/12/97	S	/ /	KES	DADE	197542I	0.00	TX088	(305)-822-0333
SUPRA TELECOMMUNICATIONS &	GLORIFIED BEAUTY SALON		12/16/97	S	/ /	RHM	DADE	197957I	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	KATZ, FRANCINE		12/18/97	S	/ /	JRD	DADE	198081I	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	BOTTA, VICENTE		12/18/97	S	/ /	JRD	DADE	198138I	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	BARNETT, ETTA		12/19/97	S	/ /	CRP	DADE	198232I	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	ATLANTIC INTERNATIONAL FREIGHT		12/19/97	S	/ /	KES	DADE	198256I	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	KATZ, LARRENCE		12/19/97	S	/ /	JRD	DADE	198313I	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	WILKINSON, REX		12/19/97	S	/ /	JRD	DADE	198315I	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	FRAN'N MEDICAL SUPPLIES		12/22/97	S	/ /	JRD	DADE	198363I	0.00	TX088	(305)-
SUPRA TELECOMMUNICATIONS &	ALPHABET SOUP LEARNING CENTER		12/22/97	S	/ /	KES	DADE	198386I	0.00	TX088	(305)-

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SUPRA TELECOMMUNICATIONS &	SMITH, RUFUS E. JR.		12/22/97	S	/ /	KES	DADE	198402I	0.00	TX088	(305)-661-2009
SUPRA TELECOMMUNICATIONS &	BERGER, HILDE (MRS.)		12/23/97	S	/ /	RMM	DADE	198591I	0.00	TX088	(305)-944-5912
SUPRA TELECOMMUNICATIONS &	RICK & NANCY'S WINDOW FASHIONS		12/23/97	S	/ /	RMM	DADE	198626I	0.00	TX088	(305)-255-6991
SUPRA TELECOMMUNICATIONS &	PINE ISLAND NURSERY, INC.		12/23/97	S	/ /	RMM	DADE	198628I	0.00	TX088	(305)-233-5501
SUPRA TELECOMMUNICATIONS &	GUTIERREZ, BENARDO		12/24/97	S	/ /	JRD	DADE	198645I	0.00	TX088	(305)-552-0642
SUPRA TELECOMMUNICATIONS &	ADVANCED MEDICAL IMAGING, INC.		12/24/97	S	/ /	JRD	DADE	198677I	0.00	TX088	(305)-652-670
SUPRA TELECOMMUNICATIONS &	INTERLABS		12/24/97	S	/ /	JRD	DADE	198685I	0.00	TX088	(305)-667-9167
SUPRA TELECOMMUNICATIONS &	LAKEVIEW BAPTIST DAYCARE CENTER		12/26/97	S	/ /	SAS	DADE	198736I	0.00	TX088	(305)-685-2747
SUPRA TELECOMMUNICATIONS &	SANTOVENIA, EMETERIO		12/29/97	S	/ /	SRG	DADE	198791I	0.00	TX088	(305)-553-2950
SUPRA TELECOMMUNICATIONS &	ALVAREZ, JOHN		12/29/97	S	/ /	JRD	DADE	198802I	0.00	TX088	(305)-382-4317
SUPRA TELECOMMUNICATIONS &	BOTTE, THERESA		12/29/97	S	/ /	JRD	DADE	198830I	0.00	TX088	(305)-944-1989
SUPRA TELECOMMUNICATIONS &	BOTTE, JOSEPHINE		12/29/97	S	/ /	JRD	DADE	198841I	0.00	TX088	(305)-956-2393
SUPRA TELECOMMUNICATIONS &	ROSA, ROSA		12/29/97	S	/ /	SRG	DADE	198850I	0.00	TX088	(305)-634-3939
SUPRA TELECOMMUNICATIONS &	KATRIEL, HARRY		12/30/97	S	/ /	JRD	DADE	198884I	0.00	TX088	(305)-235-6845
SUPRA TELECOMMUNICATIONS &	PICHARDO, YOLANDA		12/30/97	S	/ /	JRD	DADE	198936I	0.00	TX088	(305)-551-9875
SUPRA TELECOMMUNICATIONS &	NORMAN BROTHERS PRODUCE		12/30/97	S	/ /	JRD	DADE	199054I	0.00	TX088	(305)-596-6760
SUPRA TELECOMMUNICATIONS &	F. HARRY SMITH		12/31/97	S	/ /	SRG	DADE	199100I	0.00	TX088	(305)-598-9375
SUPRA TELECOMMUNICATIONS &	COOSEMANS MIAMI, INC.		12/31/97	S	/ /	JRD	DADE	199170I	0.00	TX088	(305)-634-8886
SUPRA TELECOMMUNICATIONS &	SOUTH MIAMI POOL		01/02/98	S	/ /	MEP	DADE	199206I	0.00	TX088	(305)-259-3433
SUPRA TELECOMMUNICATIONS &	KENZEL, HILDA		01/02/98	S	/ /	RMM	DADE	199311I	0.00	TX088	(305)-944-2318
SUPRA TELECOMMUNICATIONS &	WILKINSON, JAMES D.		01/05/98	S	/ /	JRD	DADE	199480I	0.00	TX088	(305)-232-6753
SUPRA TELECOMMUNICATIONS &	HANSON, PAERRY, AND JENSEN PA		01/05/98	S	/ /	KES	PLB	199481I	0.00	TX088	(561)-655-5840
SUPRA TELECOMMUNICATIONS &	VELEZ, JOSE R		01/07/98	S	/ /	JRD	DADE	199719I	0.00	TX088	(305)-255-8913

203 records printed
 201

TOTAL SAVINGS: 8154.51

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Supra Telecom & Information Systems, Inc.

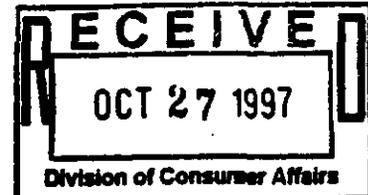
ATTACHMENT C
DOCKET NO. 971527-TX
JANUARY 8, 1998
P.O. Box 1441221
Coral Gables, FL 33134-41

WWW & Email:
www.supratelecoms.com
sales@supratelecoms.com

October 22, 1997

REF NO: STIS/FPPSC/COM/06/97

Mrs. Beverlee S. DeMello
Director, Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399



Dear Mrs. DeMello,

Thank you for meeting with us on October 21. We believe that forums involving face to face interaction are always so much more productive than telephone meetings. And that was exactly the case at our meeting.

Supra Telecommunications & Information Systems (STIS) is in receipt of complaints filed with your office between 9/3/97 and 10/17/97.

STIS fully regrets any inconvenience or misunderstanding caused by the marketing tactics used by the employees hired for telemarketing. We can assure you that proper steps have been taken to insure that these practices will no longer occur as we have terminated the appointments of the employees who misrepresented the company for their selfish gains.

As you are aware, the pay structure in America is commission driven and that accounted for most of our problems. We are currently conducting a job evaluation that would eventually terminate commissions to our customer sales representatives and telemarketers.

We propose to send the attached letter to all subscribers that have complained to the commission expressing our regret and freeing them from any financial obligation to STIS. Further, any customers who were switched without their authorization are under no obligation to "Supra for payment of services between the time they were switched and the time they were reinstated with Bell South.

We, like you, are anxious to resolve this matter so we can move forward with our business. It is in a spirit of full cooperation that I offer to provide you with any additional information you might require.

Sincerely,



Robert J. Campbell
Vice President - Marketing

Name ALVAREZ, FRANK

Company SUPRA TELECOMMUNICATIONS & INFORMAT

Request No. 186883I

Address 6770 INDIAN CREEK DRIVE

Attn. O. A. RAMOS 186883I

By KES Time 2:48 PM Date 09/16/97

APT 7D

Consumer's Telephone # (305)-868-4155

To CO Time FAX Date 09/16/97

City/Zip MIAMI BEACH 33141 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Informal Conf. N Outreach CUSTOMER'S BILL

Infraction _____

Closed by _____ Date / /

Reply Received _____

Customer said that she was approached by an agent from the company who told her he was with Bellsouth and because she was such a good customer, he would offer her a 10% discount. She has been with Bellsouth since 1988 and though it was an appreciation promotion. She agreed to the 10% discount but not to a change of carriers. She is requesting a full refund of all charges. Please investigate, provide a copy of the authorization tape, contact customer with explanation and send a report.

10/3/97: Refaxed report to company. Please respond by 10/20/97. JEB

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399
904-413-6100

PLEASE RETURN THIS FC WITH REPORT OF ACTIO.

Kate Smith

DUE: 10/20/97

ATTACHMENT D
POCKET NO. 971527-TX
JANUARY 8, 1998

-17-

Name THE JEFFERSON HOUSE CORPORATION

Company SUPRA TELECOMMUNICATIONS & INFORMAT

Request No. 186653I

Address TODD FREEMAN

Attn. O. A. RAMOS 186653I

By KES Time 12:35 PM Date 09/15/97

1018 JEFFERSON AVENUE

Consumer's Telephone # (305)-534-5247

To CO Time FAX Date 09/15/97

City/Zip MIAMI BEACH 33139 County DADE

Can Be Reached (305)-534-5247

Type S Form Phone

Account Number ext. 0

Note _____

Category _____

Company Contact _____

Informal Conf. N Outreach CUSTOMER'S BILL

Infraction _____

Closed by _____ Date / /

Reply Received _____

Customer said that the company contacted his businss partner and claimed to be from Bellsouth. He was told that the company was consolidating his bill so that he could write just one check per month. Instead his local service was changed. He is requesting a full refund of all charges. Please investigate, provide a copy of the verification tape with your report, follow up with customer and send a detailed report.

10/3/97: Refaxed report to utility. Please respond by 10/20/97. JEB

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399
904-413-6100

PLEASE RETURN THIS FOR WITH REPORT OF ACTION

Kate Smith

DUE: 10/20/97

ATTACHMENT D
POCKET NO. 971527-TX
JANUARY 8, 1998

-10-

Name AUTO PAINTING USA

Company SUPRA TELECOMMUNICATIONS & INFORMAT

Request No. 185704I

Address TATA

Attn. O.A. RAMOS 185704I

By KES Time 1:32 PM Date 09/08/97

13015 SW 89 PLACE

Consumer's Telephone # (305)-255-2427

To CO Time FAX Date 09/08/97

City/Zip MIAMI 33176 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Informal Conf. N Outreach NEWSPAPER ARTICLE

Infraction _____

Closed by _____ Date / /

Reply Received _____

Customer said that her local service provider was changed without her permission. The agent from Supra called and tried to convince the customer that he was working with Bellsouth and just verifying her numbers. She told the agent not to change service, but he slammed her company anyway. Please investigate, provide a copy of the verification tape or the original LOA, contact customer with results of your investigate, and send a detailed report.

10/3/97: Refaxed report to utility. Please respond by 10/20/97. JEB

CONSUMER REQUEST

FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FL. 32399
904-413-6100

PLEASE RETURN THIS FOR WITH REPORT OF ACTION

Kate Smith

DUE: 09/23/97

ATTACHMENT D
DOCKET NO. 971527-TX
JANUARY 8, 1998

-19-

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

Initiation of Show Cause Proceedings) Docket No. 971527-TX
for Violations of Rule 25-4.043,)
Florida Administrative Code, Response) Filed: January 8, 1998
to Commission Staff Inquiries, and)
Violation of Rule 25-24.820,)
Revocation of a Certificate.)
_____)

MOTION TO CONSIDER AND ACCEPT OFFER OF SETTLEMENT

Supra Telecommunications and Information Systems, Inc., ("Supra") respectfully moves that the Florida Public Service Commission ("Commission") consider and accept the offer of settlement set forth below. In support of this Motion, Supra states as follows:

1. The Staff of the Commission filed a recommendation in this docket December 4, 1997, recommending that the Commission issue to Supra an order to show cause why it should not be fined \$333,500 or have its certificate cancelled for apparent violations of Rules 25-4.043 and 25-24.820, Florida Administrative Code.

2. The Staff's recommendation states that the Commission has received 139 complaints of unauthorized switching of local service by Supra. The recommendation also states that Supra did not respond to 37 Staff inquiries within the 15 day deadline required by Commission Rule 25-4.043, Florida Administrative Code. As a result of these apparent violations, Staff recommends that Supra has demonstrated that it lacks the managerial capacity that it stated it possessed in its application for an alternative local exchange company (ALEC) certificate and, therefore, Staff

JANUARY 8, 1998

recommends that Supra is in violation of Rule 25-24.820(1)(a), Florida Administrative Code. In subsequent meetings with Staff, Supra has been informed that the Commission has now received 201 complaints regarding unauthorized switching of local service.

3. Supra received its ALEC certificate effective July 21, 1997, less than six months ago. As a brand new entrant into the telecommunications industry, Supra has made and is continuing to make very substantial efforts and investments to become a successful provider of local telecommunications services to Florida consumers. Supra has recently hired new employees with a great deal of telecommunications experience, as well as an attorney with PSC experience, to help it come up to speed quickly to improve its operations. Since receiving its certificate as a local telephone company, Supra has resold BellSouth's local telecommunications service. Supra's marketing efforts have targeted primarily small business and residential customers that have been served by BellSouth in South Florida. Supra is actively working towards building its own facilities. In pursuit of creating its own network, Supra has invested millions of dollars in purchasing buildings, switches and other equipment.

4. Supra's chief executive officer and primary stockholder, Mr. O. A. Ramos, has extensive technical telecommunications experience. Mr. Ramos was born and raised in Nigeria and educated in London. Mr. Ramos has, within the last four months, hired new managerial employees with extensive experience in the Florida telecommunications industry.

5. Supra is providing local service which has put it in

head to head competition against the largest monopoly provider in the Florida telecommunications market. Supra is still actively working out numerous issues involved in its resale and interconnection agreements with BellSouth that have had serious negative effects on its relations with customers. Supra will be filing the appropriate pleadings to bring its very serious complaints against BellSouth and other unresolved issues involved in its interconnection and resale agreements with BellSouth to the Commission in the very immediate future.

6. Supra's marketing efforts have, until recently, been primarily through telemarketing. Supra has had an unfortunate experience with several of its telemarketing employees whose performance resulted in the switching of some customers' service without obtaining the appropriate authorization (as a result of the employees' desire for greater commissions). The moment it became aware of this problem, Supra promptly fired these individuals.

7. Supra developed its telemarketing script to inform potential customers that it was providing the same high quality service that customers would get from BellSouth, but at a 10% discount. All of Supra's services, including basic telephone service, optional telephone services, installation, billing, maintenance, and repair are performed by BellSouth. BellSouth receives 80% of the revenues collected by Supra and BellSouth is responsible for the maintenance of the services. The script, therefore, references BellSouth in the attempt to inform customers of the nature of Supra's service.

8. Due to the lack of sophistication of consumers regarding telecommunications services, the actions of some of Supra's telemarketers, and retention letters sent out to customers by BellSouth before working on Supra's change in local service orders, Supra has suffered a substantial number of customer complaints of unauthorized switches in customers' local service. Supra will be filing an action at the Commission in the immediate future to bring before the Commission the problems Supra has experienced from BellSouth's retention letters and other anticompetitive actions against Supra.

9. It is impossible to determine how many of the complaints reflected in Staff's recommendation were actually unauthorized switches because of problems such as buyer's remorse, misunderstanding by customers, and the actions of BellSouth employees including negative comments to customers and retention letters mailed to customers prior to BellSouth processing the orders for changes in local service. Supra is aware that BellSouth's customer service representatives have disparaged Supra to customers and have coached customers to file complaints against Supra with the Commission. However, Supra acknowledges that it had employees that were responsible for some unauthorized switches in local service. These employees have been terminated from employment by Supra. Supra was not aware of these employees' actions nor did it authorize these employees to make these unauthorized switches.

10. Supra has sent letters to all complaining customers apologizing for the switch in local service and waiving all

charges incurred while the customers were with Supra.

11. Supra has made significant changes to its operations to assure that such complaints will be completely eliminated in the future. All of the complaints received by the Commission to date relate to actions prior to the end of September 1997, which is when Supra became aware of the problems with its employees and took decisive action to remedy the problems. The actions Supra has taken to eliminate such complaints include:

a) Terminating the employees responsible for not obtaining the appropriate authorization from customers for switches in local service.

b) Hiring new employees very carefully and providing adequate training.

c) Modifying its telemarketing scripts and other marketing materials to assure that there is no misunderstanding by potential customers that Supra is a completely separate and different provider of local telephone service and that there is no affiliation with BellSouth.

d) Putting new procedures in place to assure that any communications from the Commission are responded to in a timely manner and within the provisions of Commission Rule 25-4.043, Florida Administrative Code.

e) Complying with at least one, if not two, of the four options available in the Commission's *proposed* Rule 25-4.118, Florida Administrative Code, when obtaining each new customer.

f) Placing Supra's toll free customer service phone number on the bills sent out to customers.

12. Supra is extremely distressed over the number of customer complaints that the Commission has received and over the number of customers that believe they were mistreated. Supra's single goal as a corporation is to provide local telecommunications service to customers who knowingly and willingly choose Supra as their provider. Supra will do everything in its power to comply with every statute and rule of the Florida Public Service Commission and all other regulatory agencies.

13. Supra may be new to the Florida telecommunications industry, but it has a great deal to offer customers. If Florida consumers are ever going to have a choice of providers of local telephone service, it is essential that companies like Supra be given a chance to compete. Supra has faced a continuing battle with the most formidable opponent possible, the local exchange company, BellSouth, who also is the only source of the service Supra resells. Supra will pursue every remedy the Commission has within its power to properly modify its agreements with BellSouth and to regulate the relationship between Supra and BellSouth such that Supra can provide the consumers it wishes to serve high quality service at a very competitive price.

14. Supra has suffered great financial losses due to the problems caused by these customer complaints, including payments of bills and change-in-service charges, and due to the problems related to its resale and interconnection agreements with BellSouth. Supra has lost well over one million dollars to date since the beginning of its resale agreement with BellSouth. The

Company has paid BellSouth over \$500,000, paid employees over \$300,000 in salaries and commissions, and spent over \$300,000 on travel, training, office expenses, etc.

15. Supra has spent well over \$100,000 on community relations in the State of Florida in the nature of contributions to chambers of commerce. Supra is certified as a minority owned business by the Department of Labor.

16. Supra is in the process of purchasing millions of dollars of telecommunications equipment, including switches and transmission facilities. Supra will soon be a facilities-based provider of local telephone service that will offer a real alternative to Florida consumers and will mean real competition in the Florida telecommunications industry.

17. While Supra expressly denies any intentional wrongdoing, in order to avoid the time and expense of a show cause proceeding against Supra for apparent violations of the Commission's Rules 25-4.043 and 25-24.820, Florida Administrative Code, Supra submits the following offer of settlement:

(a) Supra will make a contribution to the general revenue fund of the State of Florida of \$40,000 with no admission of liability or wrongdoing. This voluntary contribution will be made by an initial payment of \$10,000 in cash within thirty days following the issuance of a final order accepting the offer of settlement, with the balance of \$30,000 to be paid in three payments, the first of which will be in the amount of \$10,000 made in six months, the second payment will be in the amount of \$10,000 made in twelve months, and the third and final payment

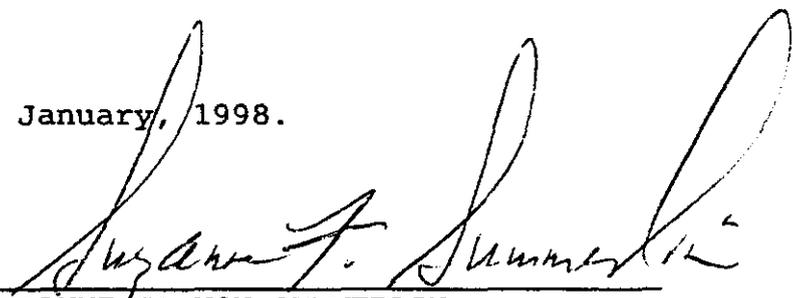
will be in the amount of \$10,000 made in eighteen months.

(b) Supra commits that it will comply with at least one, if not two, of the four options available in the Commission's *proposed* Rule 25-4.118, Florida Administrative Code, when it obtains each new customer in the future.

(c) Supra will pursue before the Commission the resolution of the problems it has experienced with BellSouth in its interconnection and resale agreements and by way of actions by BellSouth that Supra strongly believes are anticompetitive and have contributed to these customer complaints.

18. Supra does not, by this Offer of Settlement or otherwise, admit any violation of any statute, Commission Rule or any other rule or regulation, or any facts which might form the basis of a cause of action against Supra. By making this Offer of Settlement, Supra does not waive any of its legal rights in the event the Commission does not accept this Offer of Settlement, including the right to contest any assertions of law or fact.

Dated this 8th day of January, 1998.



SUZANNE FANNON SUMMERLIN
ATTORNEY FOR SUPRA TELECOMMUNICATIONS
AND INFORMATION SYSTEMS, INC.
1311-B Paul Russell Road, Suite 201
Tallahassee, Florida 32301
(850) 656-2288
Florida Bar No. 398586

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing Motion to Consider and Accept Offer of Settlement was furnished by hand delivery to the following individuals this 8th day of January, 1998:

John Bowman, Esquire
Division of Legal Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

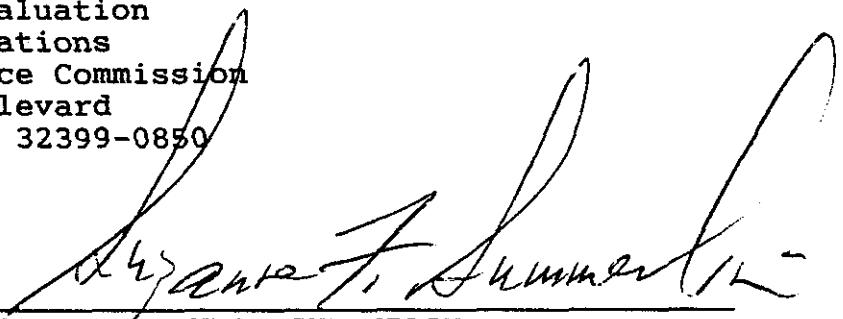
Martha Carter Brown, Esquire
Chief, Bureau of Communications
Division of Legal Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Ms. Nancy Pruitt
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Ms. Kate Smith
Division of Consumer Affairs
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Mr. Rick Moses, Supervisor
Division of Communications
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Mr. Alan Taylor, Chief
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SUZANNE FANNON SUMMERLIN
ATTORNEY FOR SUPRA TELECOMMUNICATIONS
AND INFORMATION SYSTEMS, INC.