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January 11, 2002

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Mrs. Blanca Bayo
Director
Division of Commission Clerk and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 323099-0850

Dear Mrs. Bayo:

RE: Docket No. 011077-TP (Generic Investigation Into Whether Competitive Practices of Incumbent and Alternative Local Exchange Carriers Comply with Section 364.01(4)(G), F.S.)

In response to staff's Memorandum of December 20, 2001, please find enclosed an original and ten (10) copies of Supra Telecommunications and Information Systems, Inc.'s (Supra Telecom) comments in the above captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return it to me.

Sincerely,

Brian Chaiken
General Counsel

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Competitive Practice	Priority Ranking
Refusal to Convert Special Access	*
Sharing of Information Between Retail and Wholesale Units	12
Use of Remote Switches Create a Barrier to Entry	16
Misinformation Provided to Customer Regarding A Competing Carrier	15
Disparaging Comments Made to Customer Regarding a Competing Carrier	6
Unreasonable Engineering Requirements for Conduit Entrance	*
Refusal to Port Numbers To Customer Who Has Switched Carriers	*
Refusal to Transfer Customers With Outstanding Bills	*
Loss of Dial Tone and/or Ancillary Services During the Switch	3
Phone Service Disruptions After the Switch	7
Win-Back Programs	4
Disconnect and New Connect Orders Separated During the Conversion Process	1
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	*
Multiple Billing Errors	8
Escalation Procedures Do Not Result in the Timely Resolution of Issues	9
Establishing Cross Connects Without Permission	*
Caller ID Boxes Do Not Recognize Ported Numbers	*
ILEC Techs Not Properly Trained on New Loop Products, Results in Bad Loops and ILEC Will Not Help Troubleshoot	*
No Dispute Process for a PIC Change	*
ILEC Charging ALEC for PIC Change Yet ALEC is Preparing the Paperwork	*
Prolonged Period of Time Elapses Before ILEC Takes Action to Determine Service Quality Problem	14
Problems with Directory Listing Data Base	*
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	13
Requirement to Ground the Smart Jacks	*
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	5

Competitive Practice	Priority Ranking
Porting of Large or Multiple Business Telephone Numbers Must Be Completed in Multiple Sessions	*
ILEC Does Not Allow Change from Resale to UNE Pricing if a PIC Freeze is on the Account	10
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	11
Performance Measures Don't Apply to Special Access	*
ILEC Sharing Information with Associated CLEC Operations	*
ILEC Fails to Block Calls	*
Customer Account Placed on Hold for 15 Days So They Can't Change to An ALEC	*
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	*
ALEC Refuses to Release Customer to an ILEC	*

Stripping and Clarifications during the Conversion Process

2 **

* These items have no particular priority order at this time.

** Priority Item No. 2 is a "write-in" item that is not part of staff's memorandum.