



ORIGINAL

Telephone: (850) 402-0510  
Fax: (850) 402-0522  
www.supratelecom.com

1311 Executive Center Drive, Suite 220  
Tallahassee, FL 32301-5027

July 14, 2003

Mrs. Blanca Bayo, Director  
Division of Commission Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED-FPSC  
JUL 14 AM 11:38  
COMMISSION  
CLERK

RE: Docket No. 030349-TP - REPLACEMENT EXHIBITS

Dear Mrs. Bayo:

Enclosed are the original and seven (7) sets of Supra Telecommunications and Information Systems, Inc.'s (Supra) **Bate Stamped** Replacement Exhibits in the above captioned docket. Confidential Exhibits are provided in a protected seal, and confidentiality is still being claimed to these Confidential Exhibits in their entirety.

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

Sincerely,

*Jorge Cruz-Bustillo / JWB*  
Jorge Cruz-Bustillo  
Assistant General Counsel

This claim of confidentiality was filed by or on behalf of a "telco" for Confidential DN 06173-03. The document is in locked storage pending advice on handling. To access the material, your name must be on the CASR. If undocketed, your division director must obtain written EXD/Tech permission before you can access it.  
(See DNS 05813-03+05812-03)

*Confidential*  
DOCUMENT NUMBER-DATE  
06173 JUL 14 8  
FPSC-COMMISSION CLERK

RECEIVED & FILED

*MW*  
FPSC-BUREAU OF RECORDS

*Redacted Replacement Exhs*  
DOCUMENT NUMBER-DATE

06172 JUL 14 8

FPSC-COMMISSION CLERK

- AUS \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
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- GCL \_\_\_\_\_
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_
- SEC \_\_\_\_\_
- OTH \_\_\_\_\_

**CERTIFICATE OF SERVICE**  
**Docket No. 030349-TP**

**I HEREBY CERTIFY** that a true and correct copy of the foregoing was served via Hand Delivery this 14<sup>th</sup> day of July 2003 to the following:

Ms. Linda Dodson, Esq.  
Staff Counsel  
Division of Legal Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Ms. Nancy B. White, Esq.  
c/o Nancy H. Sims  
150 South Monroe Street, Suite 400  
Tallahassee, FL. 32301  
(850) 222-1201 (voice)  
(850) 222-8640 (fax)

By:   
\_\_\_\_\_  
JORGE CRUZ-BUSTILLO

**Docket No. 030349-TP**  
**Bate Stamped Replacement Exhibits**

July 14, 2003

<b>Exhibit No.</b>	<b>Bate Stamp No.</b>	<b>Remarks</b>
DAN1	000001	
DAN2	000002 - 000003	
DAN3	000004 - 000006	
DAN4	000007 - 000013	
DAN5	000014	Intentionally Left Blank
DAN6	000015 - 000690	<i>CONFIDENTIAL</i>
DAN7	000691 - 000986	<i>CONFIDENTIAL</i>
DAN8	000987 - 001048	<i>CONFIDENTIAL</i>
DAN9	001049 - 001060	<i>CONFIDENTIAL</i>
DAN10	001061 - 001114	<i>CONFIDENTIAL</i>
DAN11	001115	Intentionally Left Blank
DAN12	001116	
DAN13	001117 - 001118	<i>CONFIDENTIAL</i>
DAN14	001119 - 001125	<i>CONFIDENTIAL</i>
DAN15	001126	Intentionally Left Blank
DAN16	001127	Intentionally Left Blank
DAN17	001128 - 001548	<i>CONFIDENTIAL</i>
DAN18	001549 - 001667	<i>CONFIDENTIAL</i>
DAN19	001668 - 001836	<i>CONFIDENTIAL</i>
DAN20	001837 - 001930	<i>CONFIDENTIAL</i>

Date - -

Dear (name),

OLD  
LETTER

We recently received your request to switch your local phone service to another carrier. Although we are disappointed to lose you as a customer, be assured that we have already handled your request and you will shortly receive your final bill as conformation.

If you were unaware that we received a request to switch your service, please notify us of the problem so that we can correct it. Call us any day, at any time, at 1-800-733-3285.

If you have elected to leave BellSouth, we'd like you to consider coming back. Please know that we are committed to providing the most advanced technology, the highest level of service and the best value for all of your communications needs. If you would like to resume BellSouth Service, or if you would like to hear more about what we have to offer please call 1-800-733-3285.

We value you as a customer and look forward to serving you again in the near future.

Sincerely,

(Name), General Manager Consumer Services  
(State)

© BELL SOUTH

*The Real  
Yellow Pages*

PRESORTED  
FIRST CLASS  
U.S. POSTAGE PAID  
DIRECTORY  
OPERATIONS

2670 Breckenridge Blvd.  
Duluth, GA 30096

**Here's important  
information about  
your new telephone  
service!**

Order Number (BST)  
270232071  
PIN: 8373

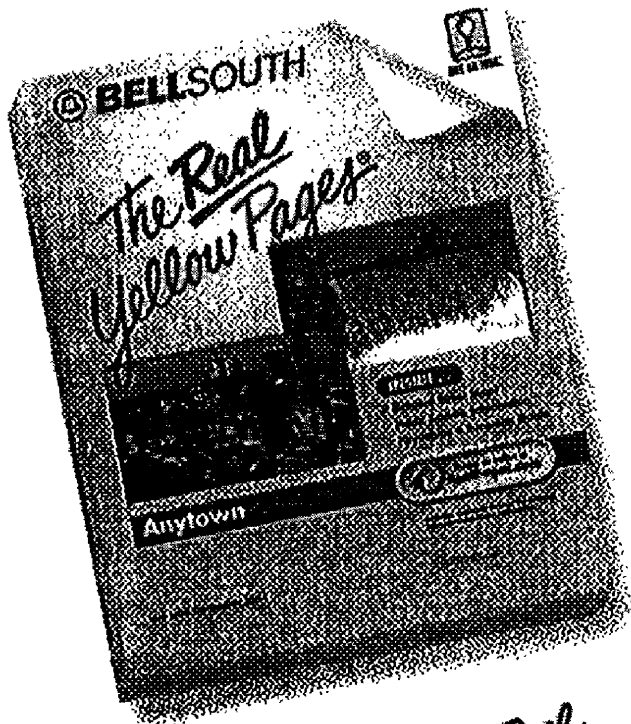
\*\*\*\*\*AUTO\*\*3-DIGIT 331 T11 P1  
[REDACTED] NILSON 4097  
[REDACTED] SW [REDACTED] TH ST  
MIAMI FL 331 [REDACTED]

000002



# ***We want you to have our phone book!***

That is, ...if you don't have it already.



© Bellsouth

*The Real  
Yellow Pages*

Our records indicate that you recently had a change in your telephone service. If you need directories at this time as a result of this change, please contact us at:

## **1-866-847-2464**

This is a toll-free call to our automated order system. When you call, you will be asked for your order number and PIN that is printed on the other side of this card.

**Please note that you will automatically receive the new issue of the directory when it comes out. This number is for ordering a complimentary copy of the current issue of your local directory if you need it now.**

000003



P.O. Box 55288  
Atlanta, GA 30308-5288

Docket No. 030349-TP  
Supra Exhibit – DAN3

0048846  
Neighbor  
8700 SW 89th Ave.  
Miami, FL 33173-4557



Dear Neighbor:

### May We Serve You?

We believe you deserve high-quality local phone service. And we want to make sure you're receiving it.

In other words, we want to serve you as our customer.

If you want more control, better service, convenience and savings, then BellSouth and the BellSouth® Complete Choice® plan\* are for you. The Complete Choice plan gives you all of the following benefits for one monthly rate:

- A home phone line
- Unlimited local calling
- Your choice of features such as Call Waiting, Call Return,\*\* Caller ID\*\*\*Three-way Calling\*\* and more
- Plus great prices on Cingular™ Wireless from BellSouth and BellSouth® FastAccess® DSL service†

Just call us toll free 1 866 428-2284 to find out about all the advantages the Complete Choice plan will give you.

We've worked hard to make our local phone service easy to use and affordable. And we'll work even harder to make sure you stay a totally satisfied customer. We'd love to welcome you to BellSouth!

Sincerely,

Karen McCue  
Director – Consumer Marketing

Call now toll free 1 866 428-2284.

**BRING BELLSOUTH QUALITY AND RELIABILITY INTO YOUR HOME.**

000004

\*The BellSouth® Complete Choice® plan is available to residential customers only. Features must be compatible and are subject to availability. Some features work only for calls dialed directly between customers where the services are available. Some features require additional equipment/services. Other restrictions apply. \*\*Long distance or expanded local calling rates may apply. \*\*\*Caller ID blocking is available, so some calling names and numbers may not be displayed. Caller ID requires a compatible display unit. Units are offered by BellSouth; they may also be purchased from independent dealers. †Service not available in all areas. ©2002 BellSouth Corporation. All rights reserved. All trademarks and service marks contained herein are the property of their respective owners.

Estimado vecino:

## ¿Hay algo en que podamos servirle?

Creemos sinceramente que usted se merece un servicio local telefónico de alta calidad. Queremos estar seguros de que lo está recibiendo.

En otras palabras, queremos servirle como cliente nuestro.

Si usted desea tener más control, mejor servicio, conveniencia y a la vez ahorrar, entonces BellSouth® y el plan\* Complete Choice® de BellSouth son para usted. El plan Complete Choice le ofrece todos los siguientes beneficios, e incluye lo siguiente por una sola tarifa mensual:

- La línea de teléfono de su hogar
- Llamadas locales ilimitadas
- Su selección de servicios, como Llamada en Espera, Devolución de Llamada,\*\* Identificación de Llamada,\*\*\* Llamada en Conferencia\*\* y más
- Además, magníficos precios en Cingular<sup>sm</sup> Wireless de BellSouth y servicio FastAccess® DSL de BellSouth†

Sólo llámenos, sin cargos, al 1 866 211-9806, y entérese de las ventajas que disfrutará con el plan Complete Choice de BellSouth.

Nos hemos esforzado para hacer que nuestro servicio local telefónico sea asequible y fácil de utilizar. Además, nos seguiremos esforzando aún más para asegurarnos que usted permanezca como un cliente completamente satisfecho. ¡Nos encantaría darle la bienvenida a BellSouth!

Atentamente,



Karen McCue  
Directora de Mercadeo al Consumidor

Llame ahora sin cargo al 1 866 211-9806.

**TRAIGA LA CALIDAD Y FIABILIDAD DE BELLSOUTH A SU HOGAR.**

\*El plan Complete Choice® de BellSouth está disponible para clientes residenciales solamente. Los servicios tienen que ser compatibles y están sujetos a la disponibilidad de los mismos. Algunos servicios sólo funcionan en llamadas hechas directamente entre clientes donde los servicios estén disponibles. Algunos servicios requieren equipo o servicios adicionales. Otras restricciones aplican. \*\*Puede que apliquen cargos de larga distancia o por llamadas de área expandida. \*\*\*Está disponible el bloqueo de Identificación de Llamada, por lo que algunos nombres y números de las personas que llaman puede que no se muestren. El servicio de Identificación de Llamada requiere una unidad con pantalla compatible. BellSouth ofrece estas unidades y también las puede adquirir de distribuidores independientes. †Los servicios no están disponibles en todas las áreas. ©2002 BellSouth Corporation. Derechos Reservados. Todas las marcas y servicios registrados aquí contenidos son propiedad de sus respectivos dueños.

000005

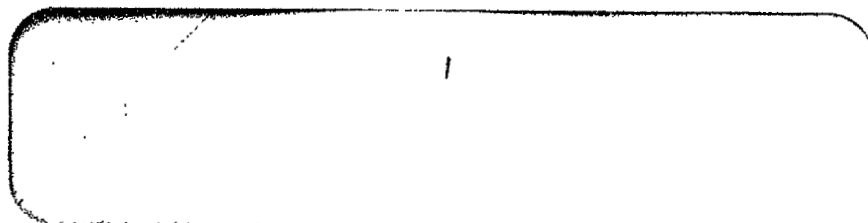


 **BELLSOUTH**

P.O. Box 55288  
Atlanta, GA 30308-5288

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FIRST-CLASS  
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**Let BellSouth Make Your Life Easier.**



000006

304 Pine Avenue  
4<sup>th</sup> Floor  
Albany, GA 31701

Docket No. 030349-TP  
Supra Exhibit – DAN4

NP401F-000006-4/1B

1247 Harrison St  
Hollywood, FL 33019-1511



Dear Mihaela Ionescu,

We're always disappointed to lose a valued customer like you. So in hopes of bringing you back, we have created something new and really special — a money-saving, make-your-life-simple calling plan.

***Introducing the BellSouth® Unlimited Answers<sup>SM</sup> Plan!<sup>1</sup>***

Come back today and get unlimited long distance and local service and the BellSouth® Complete Choice<sup>®</sup> plan — all for one low monthly fee of just \$49.99.

It's the perfect calling plan! Now you can call anytime, anywhere in the United States, as often as you want. Just look at all you get:

- Unlimited local and long distance service...24 hours a day, 7 days a week<sup>2</sup>
- The Complete Choice plan, including Caller ID Deluxe<sup>3</sup>... Call Waiting Deluxe... Call Return (\*69)<sup>4</sup>...Three-way Calling<sup>5</sup>...BellSouth® RingMaster Service<sup>6</sup>...Call Block<sup>7</sup> and more.
- BellSouth® Voice Mail service...so you never miss a call.
- All from one company, on one bill, with one phone number.

***PLUS, we'll waive your local service connection fee — a savings of \$40.00.***

There's never been a better time to come back to BellSouth! In fact, we'll even give you some spending money to use however you please...

***\$75.00 CASH BACK when you sign up for the Complete Choice plan!<sup>8</sup>***

Enjoy the convenience of having all your phone services in one place, with one simple, easy-to-read bill. Regardless of your individual calling needs, BellSouth has a plan and the services to fit your lifestyle and your budget...local service, long distance, dial-up and high-speed DSL Internet services, wireless, 2-way paging and more. All from the company you know and trust.

Call us today toll free at 1 800 467-6509.

Sincerely,



Cherise Cameron  
Director, Consumer Marketing


P.S. Come back to BellSouth today and get \$75.00 CASH BACK!

(see back for more details)

# Here's your \$75 Cash-Back Coupon.

1. Fill out the coupon below completely.
2. Attach a copy of all pages of your BellSouth bill that show your first month's charges for the BellSouth services qualifying you for this cash-back offer. This is your proof of purchase.
3. Place the coupon and the copy of your bill in an envelope and mail to the address shown below. Please do not include the coupon with your regular bill payment to BellSouth as it will not be processed. You will receive your cash-back check within 8 to 10 weeks after your coupon arrives at the BellSouth Cash-Back Reward Center.

Cancelled orders are not eligible for any cash-back offer.  
For check inquiry questions only, call toll free 1.888.803.9481.

<b>BELLSOUTH</b>			
Account Number 000 0000 0000 0000		BellSouth Local Local Toll Charges	
Monthly Local Service Fee   Month: May 03		Usage	Amount
1. Access/Installation Fee		1	\$1.00
2. Service Charge		1	\$1.00
3. Other Charges		1	\$1.00
Total		3	\$3.00

Your bill page will look similar to this.

## BellSouth Valued Customer Cash-Back Coupon

Please print legibly

Your name as it appears on your residential BellSouth bill

Your complete address as it appears on your BellSouth bill

City, State, and Zip Code

( )  
Area Code/Telephone number

( )  
Telephone number at billing address (if different)

Mail this completed form to: BellSouth Cash-Back Reward Center, P.O. Box 540606,  
Waltham, MA 02454

### IMPORTANT INFORMATION

This coupon must be completed and postmarked by July 1, 2003.

**NOTICE:** A check will not be issued for coupons submitted without the required bill page attached. Only orders for BellSouth local phone service placed between February 15 and May 15, 2002, qualify for the promotion. Cancelled orders are not eligible for any cash-back offer. You must be a BellSouth residential customer in order to receive the cash-back offer. Offer subject to applicable regulatory approvals, if any. Offer may be modified or withdrawn at any time without notice. Please allow 8 - 10 weeks for your check to arrive. Other restrictions may apply.

000008

**Service Order List with TN of '9549272804'**  
**Sorted by Current DD**

Position	PON	SO	APP DATE	TN	Status (SR)	Days In Status	Current DD	List Name
1	STICHR202818	CRD3PV62	10/1/01	9549272804342	CA	634	10/1/01	IONESCU, MIHAELA
2	STICHR202818	CR6PJHT3	10/16/01	9549272804342	CA	619	10/16/01	IONESCU, MIHAELA

<< < 15846 > >> 1-2 of 2 service orders matching your criteria      Download results to Excel

Service Order CRD3PV62

Printable Format

Last Pass Received: 10/1/01 6:00:38 PM

Days in Current Status: 634

CA 002 CD3PV6 954920 AM - - Y N  
954 927-2804F342 - - HLWD10-01-01 1722 10-01  
CRD3PV62 LFR YAXQBZ0 10-01-01 W



000010

Document Title

Number of times in this status: 002

CANC CO RSNS  
ZRTI S.QS,800 773-4967,DP,205321  
PCL MCH F 05-26-98  
CENT R0X

---LIST

LN  
LA 1247 HARRISON ST  
SA 1247 HARRISON ST, HLWD, FL  
DZIP 33019

---DIR

DDA 1247 HARRISON/ STHOLLYWOOD FL 33019  
IDEL AL, B1

---BILL

PO MIAMI FL 33133  
TAX 0000  
TAR 019,801  
IBI WSO  
RESH R7012  
MAN R7012  
IPON STICHER202818

---S&E

R1 LFR/TN 954 927-2804/PIC 0288/LPIC 5124/PCA FR, 05-15-98  
/NMC /ZLCP R/LPCA BO, 09-15-98/SED 09-05-01/ZSER 5F10000006  
R1 CREX4/TN 954 927-2804/CBK B/SED 09-05-01/ZSER 6610000007  
/RMKR (B) 07-06-97  
R1 LNPKX/TN 954 927-2804/SED 09-05-01/ZSER 6D10000008  
R1 9LM/TN 954 927-2804/SED 09-05-01/ZSER 7B1000000A  
I1 CREX6/TN 954 927-2804/RMKR (A) 10-01-01  
I1 SOMEC

Service Order CRD3PV62

Last Pass Received: 10/1/01 6:00:38 PM

Days in Current Status: 634

CA 002 CD3PV6	954920	AM	-	-	Y	N
954 927-2804F 342	-	HLWD	10	-	01-01 1722	10-01
CRD3PV62	LFR YAXQBZ0	10-	01-	01	W	

Number of times in this status: 002

CANC CO RSNS 8 7  
 ZRTI S, QS, 800 773-4967, DP, 205321 28 27  
 PCL MCH F 05-26-98 15 14  
 CENT ROX 4 3

---LIST

LN : . 17 16  
 LA 1247 HARRISON ST 17 16  
 SA 1247 HARRISON ST, HLWD, FL 27 26  
 DZIP 33019 6 5

---DIR

DDA 1247 HARRISON/ STEHOLLYWOOD FL 33019 51 50  
 IDEL A1, B1 7 6

---BILL

PO MIAMI FL 33133 15 14  
 TAX 0000 5 4  
 TAR 019,801 8 7  
 IBI WSO 4 3  
 RESH R7012 6 5  
 MAN R7012 6 5  
 IPON STICHR202818 13 12

---S&E

R1 LFR/TN 954 927-2804/PIC 0288/LPIC 5124/PCA FR, 05-15-98  
 /NMC /ZLCP R/LPCA BO, 09-15-98/SED 09-05-01/ZSER 5F10000006  
 115 122  
 R1 CREX4/TN 954 927-2804/CBK B/SED 09-05-01/ZSER 6610000007  
 /RMKR (B) 07-06-97 75 78  
 R1 LNFCX/TN 954 927-2804/SED 09-05-01/ZSER 6D10000008 51 50  
 R1 9LM/TN 954 927-2804/SED 09-05-01/ZSER 7B1000000A 49 48  
 I1 CREX6/TN 954 927-2804/RMKR (A) 10-01-01 40 39  
 I1 SOMEC 6 5

000012

Service Order Detail

Service Order CR6PJHT3

Last Pass Received: 10/16/01 6:04:26 PM

Days in Current Status: 619

CA 002 C6PJHT	954920	AM	-	-	Y	N
954 927-2804F 342	-	HLWD	10	-	16-01 1345	10-16
CR6PJHT3	1FR YAXQBZ0	10-	16-	01	W	

Number of times in this status: 002

CANC CO RSNS 8 7  
 ZRTI S, QS, 800 773-4967, DP, 205321 28 27  
 PCL MCH F 05-26-98 15 14  
 CENT ROX 4 3

---LIST

LN 17 16  
 LA 1247 HARRISON ST 17 16  
 SA 1247 HARRISON ST, MLWD, FL 27 26  
 DZIP 33019 6 5

---DIR

DDA 1247 HARRISON/ STHOLLYWOOD FL 33019 51 50  
 IDEL A1, B1 7 6

---BILL

FO MIAMI FL 33133 15 14  
 TAX 0000 5 4  
 TAR 019,801 8 7  
 IBI WSO 4 3  
 RESH R7012 6 5  
 MAN R7012 6 5  
 IPON STICHR202818 13 12

---S&E

R1 1FR/TN 954 927-2804/PIC 0288/LPIC 5124/PCA FR, 05-15-98  
 /NMC /ZLCP R/LPCA BO, 09-15-98/SED 09-05-01/ZSER 5F10000006  
 115 122  
 R1 CREX4/TN 954 927-2804/CBK B/SED 09-05-01/ZSER 6610000007  
 /RMKR (B) 07-06-97 75 78  
 R1 LNPCK/TN 954 927-2804/SED 09-05-01/ZSER 6D10000008 51 50  
 R1 9LM/TN 954 927-2804/SED 09-05-01/ZSER 7B1000000A 49 48  
 I1 CREX6/TN 954 927-2804/RMKR (A) 10-16-01 40 39  
 I1 SOME6 6 5

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**Docket No. 030349-Tp  
Supra Exhibit – DAN5**

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**Docket No. 030349-Tp**  
**Supra Exhibit – DAN6**

**CONFIDENTIAL**

000015 – 000690

**Docket No. 030349-Tp**  
**Supra Exhibit – DAN7**

**CONFIDENTIAL**

000691 – 000986

**Docket No. 030349-Tp  
Supra Exhibit – DAN8**

**CONFIDENTIAL**

000987 – 001048

**Docket No. 030349-Tp**  
**Supra Exhibit – DAN9**

**CONFIDENTIAL**

001049 – 001060

**Docket No. 030349-Tp**  
**Supra Exhibit – DAN10**

**CONFIDENTIAL**

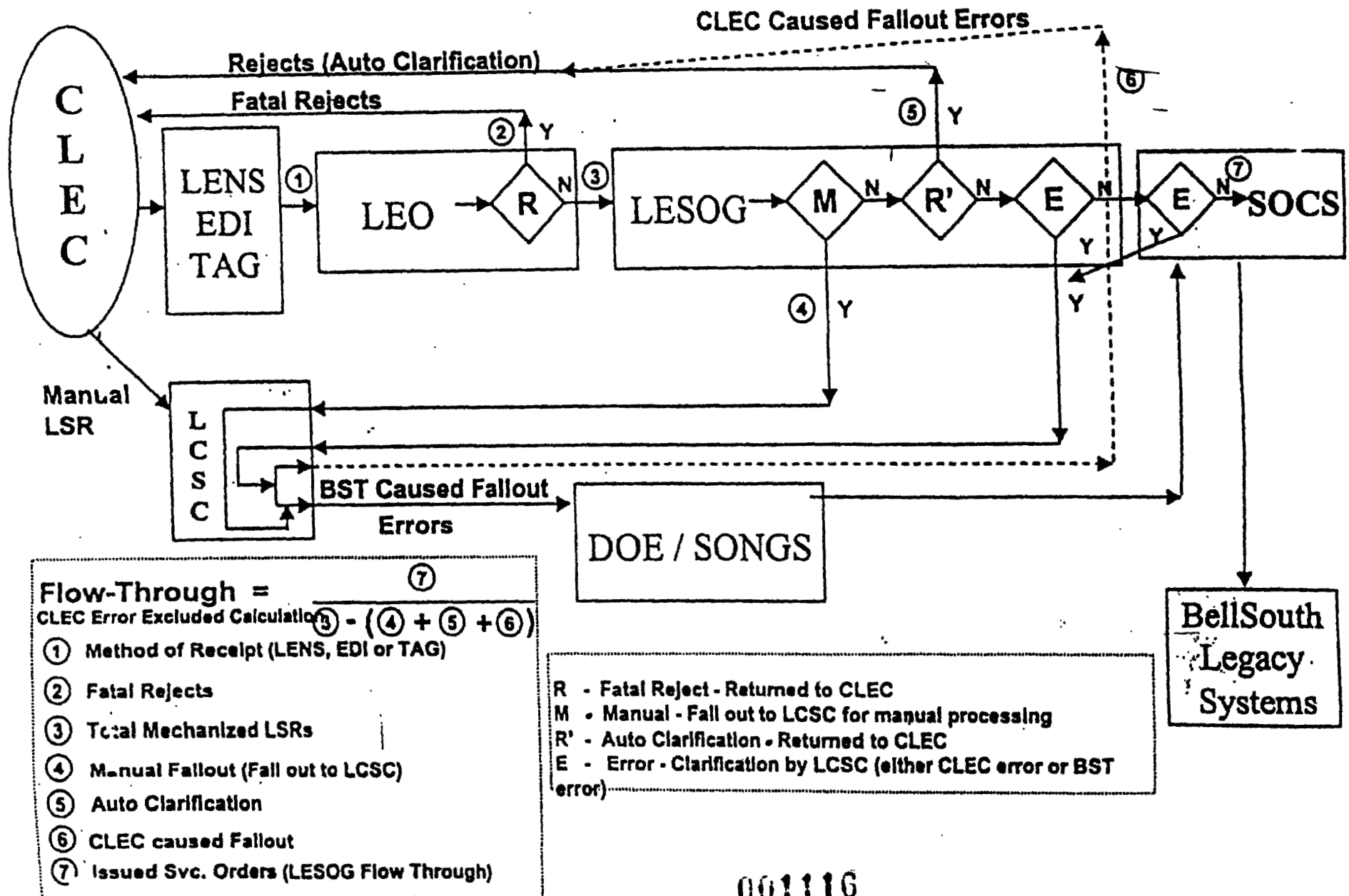
001061 – 001114

**Docket No. 030349-Tp  
Supra Exhibit – DAN11**

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# CLEC Ordering Process Flow





**Docket No. 030349-Tp**  
**Supra Exhibit – DAN13**

**CONFIDENTIAL**

001117 - 001118

**Docket No. 030349-Tp**  
**Supra Exhibit – DAN14**

**CONFIDENTIAL**

001119 – 001125

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Supra Exhibit – DAN15**

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**Docket No. 030349-Tp**  
**Supra Exhibit – DAN17**

**CONFIDENTIAL**

001128 – 001548

**Docket No. 030349-Tp**  
**Supra Exhibit – DAN18**

**CONFIDENTIAL**

001549 – 001667

**Docket No. 030349-Tp  
Supra Exhibit – DAN19**

**CONFIDENTIAL**

001668 - 001836

**Docket No. 030349-Tp**  
**Supra Exhibit – DAN20**

**CONFIDENTIAL**

001837 - 001930