



Supra Telecom & Information Systems, Inc.

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Date: November 28, 1997

Marcus B. Cathey
Sales Assistant Vice President
CLEC Interconnection Sales
BellSouth Interconnection Services
Birmingham

971555-TP

Fax No.: 1 205 977 0037

**REQUEST FOR CHANGE OF ACCOUNT TEAM AND UNBLOCKING OF
SUBSCRIBER'S ADDRESSES IN BILLING CD-ROM**

I wish to convey to you the decision of the management of Supra Telecommunications and Information Systems, Inc. to request for a complete overhaul of the Account Team that is dedicated to our account at this point in time. As you are aware, the account team as currently composed is inadequate.

We therefore suggest the services of a more knowledgeable, experienced and truthful team, as the present account team has not been flying straight with us. An example is when Mrs. C Arrington informed the undersigned at a meeting in Birmingham that BST only generates customer retention letters after working an order.

- ACK _____ BST's Director of Regulatory Relations has confirmed our assertions. She stated in her
- AFA _____ letter dated 11/19/97 that "we did find in our investigation that for a short time we were
- APP _____ generating customer retention letters prior to the disconnect order being worked"
- CAF _____ We still maintain that it is those practices of BST that are responsible for the "Slamming"
- CMU I complaints.
- CTR _____
- EAG _____ We therefore request the immediate replacement of the following officers:
- LEG I
 - Mrs. Cynthia Arrington;
 - Mr. Wayne Carnes;
 - Mr. Ron Owens; and
 - Mrs. Patsy Shadrick
- LIN _____
- OPC _____
- RCU _____
- S I
- V. _____

DOCUMENT NUMBER-DATE

12320 DEC-30

FPSC-RECORDS/REPORTING

We need experienced dedicated team members in the areas of Resale, UNE'S, Collocation and billing.

We also demand for the unblocking of the addresses field in the CD-ROM sent us for billing purposes.

We want to assure you that we are committed to the relationship with BellSouth and will ensure that we honor our commitments.

We shall implore you to give this matter urgent attention as we are not happy over the present state of affairs.

Respectfully yours,



Q. A. RAMOS
CEO

CC: Blanca Bayo- Director of Records and Reporting
Florida PSC