

Talbott *WR*
Vandiver: *R*

FLORIDA PUBLIC SERVICE COMMISSION
Capital Circle Office Center • 2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

M E M O R A N D U M

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December 4, 1997

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FPSC - Records/Reporting

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

FROM: DIVISION OF LEGAL SERVICES (BOWMAN) *BB MCB*
DIVISION OF COMMUNICATIONS (PRUITT) *NP RNT*
DIVISION OF CONSUMER AFFAIRS (SMITH) *SK*

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: 12/16/97 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

DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

DOCKET NO. 971527-TX
DATE: December 4, 1997

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 believes this recommendation is necessary in view of the large number of complaints and the company's apparent inability to manage its telemarketers.

As of November 24, CAF had received 139 complaints concerning unauthorized local telecommunications service switching by STIS. (Attachment A, Pages 6, 7, 8 and 9)

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 \$278,000 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?

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)

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 B, Pages 10, 11 and 12) 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.

DOCKET NO. 971527-TX
DATE: December 4, 1997

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 C, Pages 13, 14 and 15)

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 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

DOCKET NO. 971527-TX
DATE: December 4, 1997

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 three 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 \$333,500, 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.

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: Yes. 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. **(PRUITT)**

DOCKET NO. 971527-TX
DATE: December 4, 1997

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.

ISSUE 3: Should this docket be closed?

RECOMMENDATION: No. This docket should remain open pending resolution of the show cause proceeding. **(BOWMAN)**

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

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 11/25/97

ATTACHMENT A
 DOCKET NO. 9715877
 DECEMBER 4, 1997

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	1852941	0.00	TX088	(305)-651-2883
SUPRA TELECOMMUNICATIONS &	ALAN AND GOLDBERG		09/03/97	S	/ /	SAS	DADE	1853101	0.00	TX088	(305)-932-8817
SUPRA TELECOMMUNICATIONS &	CASABLANCA RENTAL SERVICES, INC.		09/05/97	S	/ /	JRD	DADE	1855211	0.00	TX088	(305)-861-8500
SUPRA TELECOMMUNICATIONS &	BOW AND ARROW SALES AND SERVICE		09/08/97	S	/ /	SRG	DADE	1856611	0.00	TX088	(305)-553-9144
SUPRA TELECOMMUNICATIONS &	AUTO PAINTING USA		09/08/97	S	/ /	KES	DADE	1857041	0.00	TX088	(305)-255-2427
SUPRA TELECOMMUNICATIONS &	CASPER ENGINEERING CORP.		09/11/97	S	/ /	RWM	DADE	1862061	0.00	TX088	(305)-590-0926
SUPRA TELECOMMUNICATIONS &	THE JEFFERSON HOUSE CORPORATION		09/15/97	S	/ /	KES	DADE	1866531	0.00	TX088	(305)-534-5247
SUPRA TELECOMMUNICATIONS &	ALVAREZ, FRANK		09/16/97	S	/ /	KES	DADE	1868831	0.00	TX088	(305)-868-4155
SUPRA TELECOMMUNICATIONS &	SILUANE INTERNATIONAL, INC.		09/17/97	S	/ /	SAS	DADE	1870711	0.00	TX088	(305)-633-9777
SUPRA TELECOMMUNICATIONS &	ANGEL AUTO PARTS		09/19/97	S	/ /	DBM	DADE	1874221	0.00	TX088	(305)-643-2669
SUPRA TELECOMMUNICATIONS &	TONY'S TIRES		09/22/97	S	/ /	JRD	DADE	1875391	0.00	TX088	(305)-887-0540
SUPRA TELECOMMUNICATIONS &	NEXEL		09/22/97	S	/ /	KES	DADE	1876041	0.00	TX088	(305)-599-8883
SUPRA TELECOMMUNICATIONS &	SCREEN ACTORS GUILD		09/23/97	S	/ /	JRD	DADE	1878041	0.00	TX088	(305)-670-7677
SUPRA TELECOMMUNICATIONS &	AAA MEDICAL SUPPLIES		09/24/97	S	/ /	JRD	DADE	1878271	0.00	TX088	(305)-477-5892
SUPRA TELECOMMUNICATIONS &	MIAMI CLAY COMPANY		09/24/97	S	/ /	KES	DADE	1878651	0.00	TX088	(305)-651-4695
SUPRA TELECOMMUNICATIONS &	ALVAREZ, IRENE		09/24/97	S	/ /	SAS	DADE	1878861	0.00	TX088	(305)-674-9883
SUPRA TELECOMMUNICATIONS &	COMET COURIER CORP.		09/24/97	S	/ /	KES	DADE	1878971	0.00	TX088	(305)-591-2262
SUPRA TELECOMMUNICATIONS &	ACKERMAN, STEVEN		09/24/97	S	/ /	SAS	DADE	1878981	0.00	TX088	(305)-663-0055
SUPRA TELECOMMUNICATIONS &	LUMBER YARD, INC.		09/24/97	S	/ /	SAS	DADE	1879321	0.00	TX088	(305)-532-2448
SUPRA TELECOMMUNICATIONS &	MIAMI AUTO MARINE		09/25/97	S	/ /	SRG	DADE	1879481	0.00	TX088	(305)-446-6677
SUPRA TELECOMMUNICATIONS &	GREATER MIAMI & THE BEACHES HOTEL		09/25/97	S	/ /	SRG	DADE	1879511	0.00	TX088	(305)-531-3553
SUPRA TELECOMMUNICATIONS &	ANDERSON, DORIS		09/25/97	S	/ /	SRG	DADE	1879771	0.00	TX088	(305)-254-3149
SUPRA TELECOMMUNICATIONS &	AT HOME NURSING SERVICES, INC.		09/25/97	S	/ /	KES	DADE	1880101	0.00	TX088	(305)-940-0901
SUPRA TELECOMMUNICATIONS &	HECK, DONALD (CAROL)		09/25/97	S	/ /	CRP	DADE	1880261	0.00	TX088	(305)-238-5346
SUPRA TELECOMMUNICATIONS &	KATZ, BEATRICE		09/26/97	S	/ /	SRG	DADE	1880891	0.00	TX088	(305)-935-6908
SUPRA TELECOMMUNICATIONS &	BRUNNER CONSULTANTS		09/30/97	S	/ /	KES	DADE	1884951	0.00	TX088	(305)-592-2945
SUPRA TELECOMMUNICATIONS &	A ALWAYS ON TIME		09/30/97	S	/ /	JRD	DADE	1885421	0.00	TX088	(305)-577-4441
SUPRA TELECOMMUNICATIONS &	AIA AIR CONDITIONING AND APPLIANCE		09/30/97	S	/ /	DBM	DADE	1886831	0.00	TX088	(305)-253-0232
SUPRA TELECOMMUNICATIONS &	ORBIT USA COMPUTER		10/01/97	S	/ /	SAS	DADE	1887721	0.00	TX088	(305)-406-1124
SUPRA TELECOMMUNICATIONS &	WILKINSON, ROBERT		10/02/97	S	/ /	SAS	DADE	1889241	0.00	TX088	(305)-279-8764
SUPRA TELECOMMUNICATIONS &	ALVAREZ, JOSE (MRS)		10/03/97	S	/ /	JRD	DADE	1890041	0.00	TX088	(305)-598-3979
SUPRA TELECOMMUNICATIONS &	RIVERSIDE PAPER		10/03/97	S	/ /	JRD	DADE	1890181	0.00	TX088	(305)-633-5221
SUPRA TELECOMMUNICATIONS &	SPANISH BROADCASTING SYSTEMS		10/03/97	S	/ /	SRG	DADE	1890581	0.00	TX088	(305)-444-9292
SUPRA TELECOMMUNICATIONS &	DAVIS FREIGHT SYSTEM, INC.		10/03/97	S	/ /	SAS	DADE	1890791	0.00	TX088	(305)-594-9207
SUPRA TELECOMMUNICATIONS &	SMITH, QUEEN ESTHER		10/06/97	S	/ /	JRD	DADE	1891661	0.00	TX088	(305)-685-6037
SUPRA TELECOMMUNICATIONS &	SILVESTRE, HUMBERTO L.		10/06/97	S	/ /	SAS	DADE	1891771	0.00	TX088	(305)-885-8888

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS

PAGE: 2

SPECIAL REQUEST REPORT
REPORT # 7

PRINTED ON: 11/25/97

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DOCKET NO. 971527
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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)-251-202
SUPRA TELECOMMUNICATIONS &	BERGER, EDWARD		10/07/97	S	/ /	SAS	DADE	189417I	0.00	TX088	(305)-940-367
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)-444-7317
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 LAWMOWER 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.		10/09/97	S	/ /	SRG	DADE	189708I	0.00	TX088	(305)-233-3156
SUPRA TELECOMMUNICATIONS &	ACOSTA, GEORGE		10/09/97	S	/ /	RWM	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	/ /	RWM	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	/ /	RWM	DADE	190299I	0.00	TX088	(305)-652-5848
SUPRA TELECOMMUNICATIONS &	BARNUM, JOHN M.		10/16/97	S	/ /	SAS	DADE	190400I	0.00	TX088	(305)-235-1768
SUPRA TELECOMMUNICATIONS &	TAYLOR, CHARLES T.		10/17/97	S	/ /	JRD	DADE	190490I	0.00	TX088	(305)-667-3589
SUPRA TELECOMMUNICATIONS &	BIRD ROAD AQUARIUM INC.		10/22/97	S	/ /	SRG	DADE	190919I	0.00	TX088	(305)-264-4424
SUPRA TELECOMMUNICATIONS &	FOR KIDS SAKE ACADEMY		10/22/97	S	/ /	RWM	DADE	190930I	0.00	TX088	(305)-386-1200
SUPRA TELECOMMUNICATIONS &	ADLER, EUGENE E.		10/22/97	S	/ /	SAS	DADE	190994I	0.00	TX088	(305)-945-0668
SUPRA TELECOMMUNICATIONS &	KERBEL, FANNY		10/24/97	S	/ /	SAS	DADE	191432I	0.00	TX088	(305)-895-5484
SUPRA TELECOMMUNICATIONS &	EXCALIBUR ELECTRONICS, INC.		10/28/97	S	/ /	KES	DADE	191789I	0.00	TX088	(305)-477-8080
SUPRA TELECOMMUNICATIONS &	SWEENEY, FRANK & SHIRLEY		10/28/97	S	/ /	RWM	DADE	191811I	0.00	TX088	(305)-649-2224
SUPRA TELECOMMUNICATIONS &	MARTINEZ, PEDRO (MRS)		10/30/97	S	/ /	JRD	DADE	192051I	0.00	TX088	(305)-667-1779
SUPRA TELECOMMUNICATIONS &	HERTZBURG, CHARLES		10/30/97	S	/ /	JRD	DADE	192088I	0.00	TX088	(305)-887-5329
SUPRA TELECOMMUNICATIONS &	ANDERSON, BERNO M.		10/31/97	S	/ /	SAS	DADE	192412I	0.00	TX088	(305)-621-0448

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS

PAGE: 3

SPECIAL REQUEST REPORT

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DECEMBER 4, 1997

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)-938-0598
SUPRA TELECOMMUNICATIONS &	YEAGLE, LEROY A.		10/31/97	S	/ /	SRG	DADE	192448I	0.00	TX088	(305)-688-1131
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)-274-5537
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, MAYCI		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	/ /	RWM	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		11/13/97	S	/ /	NEP	DADE	193821I	0.00	TX088	(305)-858-0508
SUPRA TELECOMMUNICATIONS &	BERGEN, ANGELA		11/13/97	S	/ /	RWM	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)-633-6372
SUPRA TELECOMMUNICATIONS &	EXONIX CORPORATION		11/13/97	S	/ /	NJS	DADE	193892I	0.00	TX088	(305)-595-0242
SUPRA TELECOMMUNICATIONS &	HILL SAND CORPORATION		11/13/97	S	/ /	SAS	DADE	193916I	0.00	TX088	(305)-691-6001
SUPRA TELECOMMUNICATIONS &	WOODALL, SYLVIA		11/13/97	S	/ /	RWM	DADE	193929I	0.00	TX088	(305)-829-0434
SUPRA TELECOMMUNICATIONS &	BOTERO, OSCAR		11/13/97	S	/ /	CRP	DADE	193939I	0.00	TX088	(305)-254-1869
SUPRA TELECOMMUNICATIONS &	WILLIAMS, BARBARA		11/13/97	S	/ /	JRD	DADE	193946I	0.00	TX088	(305)-235-5842
SUPRA TELECOMMUNICATIONS &	SHEET METAL WORKERS LOCAL 32		11/13/97	S	/ /	JRD	DADE	193951I	0.00	TX088	(305)-651-5971
SUPRA TELECOMMUNICATIONS &	SMITH, RANDY		11/14/97	S	/ /	SRG	DADE	193998I	0.00	TX088	(305)-235-7272
SUPRA TELECOMMUNICATIONS &	ACOSTA, LIMBANIA		11/14/97	S	/ /	KES	DADE	194001I	0.00	TX088	(305)-828-8657
SUPRA TELECOMMUNICATIONS &	AGUILAR, EMMA		11/14/97	S	/ /	SRG	DADE	194002I	0.00	TX088	(305)-382-9509
SUPRA TELECOMMUNICATIONS &	LECHALET		11/14/97	S	/ /	SRG	DADE	194006I	0.00	TX088	(305)-553-3246
SUPRA TELECOMMUNICATIONS &	AGUILA, CARMEN		11/14/97	S	/ /	JRD	DADE	194009I	0.00	TX088	(305)-887-9986
SUPRA TELECOMMUNICATIONS &	AQUASERVE, INC.		11/14/97	S	/ /	SRG	DADE	194015I	0.00	TX088	(305)-254-8868

FLORIDA PUBLIC SERVICE COMMISSION
DIVISION OF CONSUMER AFFAIRS

PAGE: 4

SPECIAL REQUEST REPORT

REPORT # 7 PRINTED ON: 11/25/97

ATTACHMENT A
DOCKET NO. 9715277
DECEMBER 4, 1997

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	194017I	0.00	TX088	(305)-835-6569
SUPRA TELECOMMUNICATIONS &	ALVAREZ, CONCEPCION		11/14/97	S	/ /	SRG	DADE	194020I	0.00	TX088	(305)-382-7432
SUPRA TELECOMMUNICATIONS &	HUMAN HORIZONS CORPORATION		11/14/97	S	/ /	KES	DADE	194023I	0.00	TX088	(305)-264-2783
SUPRA TELECOMMUNICATIONS &	VELEZ, JUANA A.		11/14/97	S	/ /	SRG	DADE	194024I	0.00	TX088	(305)-757-1834
SUPRA TELECOMMUNICATIONS &	GUTIERREZ, FEDELINA		11/14/97	S	/ /	SRG	DADE	194029I	0.00	TX088	(305)-443-3010
SUPRA TELECOMMUNICATIONS &	INT. BROTHERHOOD OF ELECT. WORKERS		11/14/97	S	/ /	SRG	DADE	194082I	0.00	TX088	(305)-325-1333
SUPRA TELECOMMUNICATIONS &	CALUSA PREPITORY SCHOOL		11/14/97	S	/ /	RWM	DADE	194083I	0.00	TX088	(305)-596-3787
SUPRA TELECOMMUNICATIONS &	ALAN AIR CONDITIONING		11/14/97	S	/ /	MEP	DADE	194086I	0.00	TX088	(305)-253-8000
SUPRA TELECOMMUNICATIONS &	GEMINI BILLING SERVICES		11/14/97	S	/ /	KES	DADE	194091I	0.00	TX088	(305)-541-6264
SUPRA TELECOMMUNICATIONS &	CAR COLLECTION CORP.		11/14/97	S	/ /	SRG	DADE	194127I	0.00	TX088	(305)-633-0819
SUPRA TELECOMMUNICATIONS &	KASYAN, GEORGE		11/16/97	S	/ /	KES	DADE	194152I	0.00	TX088	(305)-238-8926
b SUPRA TELECOMMUNICATIONS &	SELECTO		11/17/97	S	/ /	RWM	DADE	194176I	0.00	TX088	(305)-633-0047
SUPRA TELECOMMUNICATIONS &	BARNES, BILLY		11/17/97	S	/ /	RWM	DADE	194274I	0.00	TX088	(305)-652-4767
SUPRA TELECOMMUNICATIONS &	ACOSTA, EMILIA		11/17/97	S	/ /	SRG	DADE	194297I	0.00	TX088	(305)-856-3330
SUPRA TELECOMMUNICATIONS &	WILLIAMS, DAVID V.		11/17/97	S	/ /	KES	DADE	194326I	0.00	TX088	(305)-251-9203
SUPRA TELECOMMUNICATIONS &	ALVAREZ, JULIA		11/18/97	S	/ /	NJS	DADE	194387I	0.00	TX088	(305)-275-9728
SUPRA TELECOMMUNICATIONS &	GUTIERREZ, ARMANDO L.		11/18/97	S	/ /	JRD	DADE	194407I	0.00	TX088	(305)-552-8469
SUPRA TELECOMMUNICATIONS &	JAMO		11/18/97	S	/ /	KES	DADE	194458I	0.00	TX088	(305)-885-3444
SUPRA TELECOMMUNICATIONS &	YODICE, MICHAEL		11/18/97	S	/ /	KES	DADE	194494I	0.00	TX088	(305)-681-8266
SUPRA TELECOMMUNICATIONS &	AQUARAMA		11/18/97	S	/ /	KES	DADE	194497I	0.00	TX088	(305)-635-7898
SUPRA TELECOMMUNICATIONS &	CUBAN AMERICAN CPA ASSOCIATION, INC		11/18/97	S	/ /	RWM	DADE	194515I	0.00	TX088	(305)-220-3771
SUPRA TELECOMMUNICATIONS &	INTEL ASSOCIATES, INC.		11/18/97	S	/ /	KES	DADE	194517I	0.00	TX088	(305)-273-4500
SUPRA TELECOMMUNICATIONS &	ATLANTIC INTERNATIONAL FREIGHT		11/18/97	S	/ /	KES	DADE	194518I	0.00	TX088	(305)-477-2477
SUPRA TELECOMMUNICATIONS &	MIAMI RARE COINS		11/18/97	S	/ /	KES	DADE	194519I	0.00	TX088	(305)-234-5700
SUPRA TELECOMMUNICATIONS &	GLASSALUM INTERNATIONAL CORP		11/18/97	S	/ /	KES	DADE	194521I	0.00	TX088	(305)-592-1212
SUPRA TELECOMMUNICATIONS &	GUTHRIE, MARY A.		11/18/97	S	/ /	KES	DADE	194522I	0.00	TX088	(305)-634-3292
SUPRA TELECOMMUNICATIONS &	FOODSLEM INTERNATIONAL INC.		11/19/97	S	/ /	MEP	DADE	194557I	0.00	TX088	(305)-940-6609
SUPRA TELECOMMUNICATIONS &	BERGECKER, JOHN		11/19/97	S	/ /	KES	DADE	194564I	0.00	TX088	(305)-754-4385
SUPRA TELECOMMUNICATIONS &	PEREZ & PEREZ ARCHITECTS PLANNERS		11/19/97	S	/ /	DBM	DADE	194586I	0.00	TX088	(305)-444-4545
SUPRA TELECOMMUNICATIONS &	THE SURGICAL GROUP OF MIAMI		11/19/97	S	/ /	KES	DADE	194615I	0.00	TX088	(305)-324-4840
SUPRA TELECOMMUNICATIONS &	WEST INDIES TROPICAL SALES		11/20/97	S	/ /	KES	DADE	194832I	0.00	TX088	(305)-854-1500



Supra Telecom & Information Systems, Inc.

Phone: (305) 443 - 3710

Fax: (305) 443 - 1078

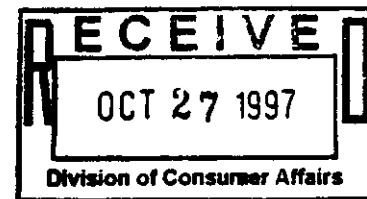
P.O. Box 1441221
Coral Gables, FL 33134-

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.

ATTACHMENT B
DOCKET NO. 971527-TX
DECEMBER 4, 1997

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,

A handwritten signature in cursive script, appearing to read "R. Campbell".

Robert J. Campbell
Vice President - Marketing

ATTACHMENT B
DOCKET NO. 971527-TX
DECEMBER 4, 1997

Date:

Name of Subscriber

Dear Sir,

We are in receipt of your complaint to the Florida Public Service Commission about switching of your local telephone service from BST to STIS. We wish to confirm to you that the employees that were responsible for the illegal switching of your telephone service have all been terminated by STIS.

We guarantee you that it will never happen again and hereby absolve you completely from any charges for the period that your local phone service was with STIS.

Thanking you for your understanding.

Sincerely yours,

Robert J. Campbell
Vice President- Marketing

Name ALVAREZ, FRANK

Company SUPRA TELECOMMUNICATIONS & INFORMAT

Request No. 1868831

Address 6770 INDIAN CREEK DRIVE

Attn. O. A. RAMOS 1868831

By KES Time 2:48 PM Date 9/16/97

APT 7D

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

To CO Time FAX Date 9/16/97

City/Zip MIAMI BEACH 33141 County DADE

Can Be Reached _____

Type S Form Phone

Account Number _____

Note _____

Category _____

Company Contact _____

Limited Response N Outreach TELEPHONE DIRECTORY

Infraction _____

Closed by _____ Date 1/1/97

Reply Received _____

ATTACHMENT
DOCKET NO. 97-527-JX
DECEMBER 4, 1997

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. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Kate Smith

DUE: 10/01/97

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 9/15/97

1018 JEFFERSON AVENUE

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

To CO Time FAX Date 9/15/97

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 _____

Limited Response N Outreach TELEPHONE DIRECTORY

Infraction _____

Closed by _____ Date 1/1/97

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. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Kate Smith

DUE: 09/30/97

ATTACHMENT C
DOCKET NO. 971527-TX
DECEMBER 1, 1997

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 _____

Limited Response N Outreach NEWSPAPER ARTICLE

Infraction _____

Closed by _____ Date 1/1/97

Reply Received _____

ATTACHMENT C
DOCKET NO. 971527-TX
DECEMBER 4, 1997

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. 32399-0850
904-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

Kate Smith

DUE: 09/23/97