

1120 102 ND ST
APT #1
BAY HARBOUR ISLAND, FL 33154

March 4, 1998

RE: ATTENTION TO A REPAIR PROBLEM

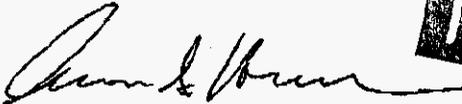
Dear Sir or Madam:

On December 15, 1997, My home telephone went dead after a thunderstorm. The situation was reported to Supra TeleComs Repair Office at 12:00 Noon. After a couple of hours, I received a call from Supra employee identifying the problem as a phone off hook, and told me to unplug all phones in the house, wait 15 minutes, and plug all phones back in. He said cordless telephones often cause this, so I was instructed to leave the cordless telephone disconnected. I carried out the process but it did not work. The next day, I called Supra again; spoke with Victor (Supra personnel) reviewed the steps he had given me the previous day. Being unable to resolve the issue in this fashion, I again filed a complaint with Victor. He called me back at my office and informed that a technician was scheduled to go to my house, test the circuits and effect repair before 6:00 PM the same day [December 16, 1997].

The following morning I called Supra again, because while I had waited at home for the technician to arrive, nobody showed up. I insisted that Supra file another report with BellSouth Repair department since he made me understand that BellSouth technician is to be dispatched to fix my telephone. The next day another technician was scheduled to visit the my house before 3:00 PM on 12/17/1997, but due to the time I had already taken off work on this issue I was unable to meet the technician that day and made a new appointment for the following day at 11:00 AM. The next day nobody showed up to, fix my telephone. The following day, I was very upset I called Supra that the BellSouth repair technician never arrived as agreed.

On the 18th of December I was asked to leave my keys with my neighbor the next morning, a technician is to be dispatched to fix my telephone the next day. Surprisingly again, my neighbor told me nobody showed up. Finally my line was fixed on a Saturday 20th of December.

Sincerely,



Aaron Horman

DECLASSIFIED

WITNESS:



DATE: 3/4/98

CONFIDENTIAL

DOCUMENT NO.
03527-98
03/25/98

Attachment A

<i>Date</i>	<i>Customer Name</i>	<i>Telephone</i>	<i>Comments</i>
15-Oct	Augusto Santo-Tom	305-759-4127	BellSouth told to ask:"Who will repair my phone?"
15-Oct	Lory Bisch	305-759-4181	BellSouth told to ask:"Who will repair my phone?"
15-Oct	Randy Smith	305-235-7272	BellSouth told to ask:"Who will repair my phone?"
15-Oct	Luis Alvarez	305-559-1848	BellSouth told to ask:"Who will repair my phone?"
15-Oct	Ruben Alvarez	305-443-4717	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Rafeal Morales	305-685-6884	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Jamie Bermmann	305-858-0659	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Mario Guillermo	305-553-6379	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Deronia Thompson	305-545-7410	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Ada Gutierrez	305-372-1313	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Saul Santos	305-558-6889	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Dania Alvarez	305-221-3296	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Dalia Aguilar	305-256-0749	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Elena Garcia	305-887-4543	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Denise Mendoza	305-691-6001	BellSouth told to ask:"Who will repair my phone?"
13-Nov	Amanda Perez	305-221-8644	BellSouth told to ask:"Who will repair my phone?"
18-Nov	Tom Damico	305-625-0330	BellSouth told to ask:"Who will repair my phone?"
18-Nov	Mariella Gallado	305-643-2763	BellSouth told to ask:"Who will repair my phone?"
18-Nov	Felipe Fernandez	305-597-9495	BellSouth told to ask:"Who will repair my phone?"
17-Dec	Robert Smith	305-621-0014	BellSouth told to ask:"Who will repair my phone?"
17-Dec	Emilio Martinez	305-476-0349	BellSouth told to ask:"Who will repair my phone?"
17-Dec	Richard Roman	305-833-1009	BellSouth told to ask:"Who will repair my phone?"

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Docket No. 980119-TP
Exhibit (BH-2)

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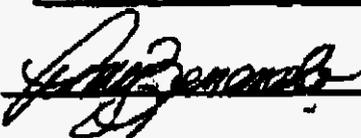
18-Dec	Williams Sylvester	305-758-1379	BellSouth told to ask:"Who will repair my phone?"
18-Dec	Jamie Katon	305-932-5924	BellSouth told to ask:"Who will repair my phone?"
18-Dec	Patricia Aguilar	305-829-8768	BellSouth told to ask:"Who will repair my phone?"
18-Dec	Jesus Better	305-591-7190	BellSouth told to ask:"Who will repair my phone?"

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To Whom It May Concern:

I wish to report my frustration with getting my telephone line installed in my place of residence. On February 4, 1998, I called Supra Telecoms to have a telephone line installed in my home. I needed the telephone right away because I have children at home and I need to check on them while I am at work. Because of my urgent need, I requested that my order be expedited. The Supra Customer Service Rep told me she would do her best to get my line installed as soon as possible. I called the next day and inquired about the status of my order and I was told that the BellSouth center that processes the orders for Supra had not yet started my order! I called the next day and was informed of the same thing. Finally after two weeks of aggravation, BellSouth installed my phone for Supra.

Print Name: Lisney Bernardo

Signature: 

Date: 3-18-98

Witness: 

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March 18, 1998

To whom it may concern:

This is a summary of my experience trying to order the telephone feature, Call Waiting Deluxe, for my number 305-552-5097. I repeatedly requested this feature to be added to my line. The response I received from Supra was that BellSouth says it cannot be installed on my line because it is not available in the 305-552 central telephone office. However, I pointed out that I have the feature on my home telephone number, which is in the same 305-552 central office. I called BellSouth several times to inquire about the availability of the feature, and every time the Customer Service Department confirmed it was available in my area, however, when I called Supra to install the feature, Supra would always come back and say that the BellSouth Ordering Center says that the Call Waiting Deluxe is not available in my area. Finally, after six weeks of back and forth calls, Supra got the feature installed.

IT IS STILL NOT INSTALLED.

Printed name: RONALD MITRO

Signature: *Ronald Mitro*

Witness: *William Cook*

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Supra Customers who were told by BST that BellSouth had never heard of Supra

Date	Customer	Telephone	Comments
11/13/97	Rhonda Waxman	305-238-8655	BellSouth told customer "never heard of Supra"
11/13/97	Dr. Bergman	305-932-3666	BellSouth told customer "never heard of Supra".
11/13/97	David Trapp	305-856-5079	BellSouth told customer "never heard of Supra".
11/13/97	Fausto Gutierrez	305-221-2105	BellSouth told customer "never heard of Supra"
11/13/97	Janie Berhmann	305-858-0659	BellSouth told customer "never heard of Supra".
11/13/97	Juan Carlos Gatti	305-358-0977	BellSouth told customer "never heard of Supra"
11/13/97	Ximera Velasco	305-639-2853	BellSouth told customer "never heard of Supra".
11/13/97	Elena Garcia	305-887-4543	BellSouth told customer "never heard of Supra".
11/13/98	Juan Alvarez	305-552-1998	BellSouth told customer "never heard of Supra".
11/18/97	Ileana	305-373-6752	BellSouth told customer "never heard of Supra".
11/18/98	Tom Damico	305-625-0330	BellSouth told customer "never heard of Supra".
12/15/97	Nancy Buttari	305-633-4677	BellSouth told customer "never heard of Supra".
12/15/98	Zipora Frei	305-374-2302	BellSouth told customer "never heard of Supra".
12/15/98	Martin Leon	305-599-2662	BellSouth told customer "never heard of Supra".
12/15/97	Mike Spires	305-667-6662	BellSouth told customer "never heard of Supra".
12/15/97	Audio Visual, Inc.	305-945-3535	BellSouth told customer "never heard of Supra".
12/17/97	Andres Posada	305-576-6023	BellSouth told customer "never heard of Supra".
12/17/97	Richard Roman	305-833-1009	BellSouth told customer "never heard of Supra".
12/18/97	Randy Smith	305-235-7272	BellSouth told customer "never heard of Supra".
12/18/97	G.L. Anderson	305-624-1691	BellSouth told customer "never heard of Supra".

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Supra Customers whom BellSouth told to Report Supra to the PSC

Date	Customer	Telephone	Comments
11/10/97	Elaine	305-891-0600	BellSouth told customer to "Report Supra to the PSC".
11/10/97	Pat	305-233-8952	BellSouth told customer to "Report Supra to the PSC".
11/10/97	Oscar Botero	305-254-1869	BellSouth told customer to "Report Supra to the PSC".
12/19/97	Mr. Acosta	305-864-0706	BellSouth told customer to "Report Supra to the PSC".
1/2/98	Joesph Berger	305-931-0073	BellSouth told customer to "Report Supra to the PSC".
1/20/98	Mildred Smith	305-931-7266	BellSouth told customer to "Report Supra to the PSC".
2/5/98	Shiela Will	305-412-2319	BellSouth told customer to "Report Supra to the PSC".
3/2/98	Frank Well	305-388-0866	BellSouth told customer to "Report Supra to the PSC".
3/2/98	Nadar Behfar	305-940-8657	BellSouth told customer to "Report Supra to the PSC".

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Supra Customers whom BellSouth told "Supra is unreliable"			
Date	Customer	Telephone	Comments
11/12/97	Mrs. Toby Adelman	305-941-9647	BellSouth told customer "Supra is unreliable"
11/12/97	Robert Reed	305-576-1978	BellSouth told customer "Supra is unreliable"
11/12/97	Alba Kenyon	305-556-5804	BellSouth told customer "Supra is unreliable"
11/12/97	Gladys Acosta	305-447-4558	BellSouth told customer "Supra is unreliable"
11/12/97	Luisa Adrian	305-470-9845	BellSouth told customer "Supra is unreliable"
11/13/97	Marvin Baron	305-253-2131	BellSouth told customer "Surpa is unreliable"
11/12/97	Virginia/Pools by Andrew	305-270-7946	BellSouth told customer "Supra is unreliable"
11/13/97	Francia Aguilar	305-856-1974	BellSouth told customer "Supra is unreliable"
11/13/97	Terri Went	305-597-8844	BellSouth told customer "Supra is unreliable"
11/13/97	Amanda Perez	305-221-8644	BellSouth told customer "Supra is unreliable"
11/13/97	Naranja Nursery	305-235-2321	BellSouth told customer "Supra is unreliable"
11/13/97	Mrs. Taylor	305-756-9327	BellSouth told customer "Supra is unreliable"
11/13/97	Ruby Smith	305-759-1980	BellSouth told customer "Supra is unreliable"
11/13/97	Jack Wilkins	305-278-1236	BellSouth told customer "Supra is unreliable"
11/13/97	D. Kent	305-895-9954	BellSouth told customer "Supra is unreliable"
11/18/97	Luis Rosado	305-891-4642	BellSouth told customer "Supra is unreliable"
12/15/97	Mariella Gallado	305-643-2763	BellSouth told customer "Supra is unreliable"
12/15/97	Naomi/BBS	305-835-6220	BellSouth told customer "Supra is unreliable"
12/15/97	GroMax, Inc,	305-670-4404	BellSouth told customer "Supra is unreliable"

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Exhibit _____ (BH-8)

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Supra Customer whom BellSouth told would lose their Yellow Pages Advertising if they stayed with Supra.			
Date	Customer	Telephone	Comments
11/13/97	M&R Transmission	305-685-6884	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	Pools by Andrew	305-270-7946	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	Custom Pools	305-255-5315	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	Naranja Nursery	305-235-2321	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	Freesound	305-373-6752	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	Intermar International	305-716-0111	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	Valdez Farms	305-233-8224	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	Twin City Glass	305-673-2967	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	Raul Garcia, P.A.	305-670-5158	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	Hialeah Lumber Company	305-888-5236	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	Amity Sewing	305-591-1193	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/98	Tel-Med	305-670-9773	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/97	Household Finance	305-267-7669	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/97	Dr. Neal Hernandez	305-279-1643	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	Miami Bookkeeper	305-665-9419	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	Standard Glass	305-252-9488	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	Classic Coach	305-261-4083	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	Executive Produce	305-636-5300	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	Gemini Billing	305-541-6264	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	Greater Miami & Beaches	305-692-9006	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	Christian School	305-271-1213	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	Discovery Years	305-266-9263	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/24/97	Aeropac Cargo	305-594-9229	BellSouth told customer "Will lose your Yellow Pages listing with Supra"

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CUSTOMER DO NOT HAVE TO PAY SUPRA IF THEY DISPUTE SUPRA'S BILL:

DATE	CUSTOMER	PHONE	REASON	COMMENTS
10/8/97	GLASSALUM INTERN.	592-1212	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/22/97	AMERIC.POSTAL UNION	591-0134	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/22/97	EXECUTIVE PRODUCE	636-5300	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/22/97	AUDIO VIDEO VIRTUAL	945-3535	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97	BOCA BARGOONS INC	840-0078	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97	AMERICAN WINGS	477-7733	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97	URBAN LEAGUE MIAMI	696-2322	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97	GALLOWAY OFFICE SU	665-2116	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/4/97	ZOTTI GROUP AVIATION	592-1753	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/4/97	ANXIETY MANAGEMENT	279-1715	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/12/97	R.MEDICAL EQUIPMENT	571-8131	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/17/97	MARIA ALVAREZ	557-8628	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/17/97	YANAL GUERRA	940-6313	COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED

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