

ORIGINAL

ATTACHMENT C

Supra Telecommunications & Information Systems, Inc.

FPSC Docket No. 980119-TP

Two Redacted Copies of Exhibits OAR-4, OAR-5, OAR-7, AND OAR-8

March 25, 1998

ACK \_\_\_\_\_  
AFA \_\_\_\_\_  
APP \_\_\_\_\_  
CAF \_\_\_\_\_  
CMU \_\_\_\_\_  
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EAG \_\_\_\_\_  
LEG \_\_\_\_\_  
LIN \_\_\_\_\_  
OPC \_\_\_\_\_  
RCH \_\_\_\_\_  
SEC   /   \_\_\_\_\_  
WAS \_\_\_\_\_  
OTH \_\_\_\_\_

DOCUMENT NO.  
03527-98  
03/25/98



**SUPRA TELECOM &  
INFORMATION SYSTEMS, INC.**

BILL DATE: 25-Feb-98

### SUMMARY OF CHARGES

*Previous Charges*

Amount of Last Bill	0.00
Less Payments	0.00
Balance - Thank You for Your Payments	0.00

*Currents Charges*

BellSouth

Monthly Service Charges	37.01
Other Charges and Credits	32.81
Itemized calls	0.00
Local Usage	0.74
Taxes	4.19

Total Current Charges for BellSouth Companies 74.75

Less 10% Discount from SUPRA TELECOM 7.48

Total Current Charges Due Before Sep 24 67.28

**IMPORTANT NOTICE(S)**

For Sales & Service in Miami Call 443-3710. Outside call 1-888-31 SUPRA

Due to a delay by BellSouth in providing the itemized bill your itemized statement will be included in your next bill.

A Late Charge of 1.5% will apply to any unpaid charges.

Non-payment of regulated charges may result in discontinuance of service, contact business office to determine regulated charges.

PLEASE DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT

TOTAL AMOUNT DUE:

67.28

BILL DATE:

25-Feb-98

AMOUNT ENCLOSED:

ACCT:

[REDACTED]

SUPRA TELECOM  
PO BOX 861762  
ORLANDO FL 32886

[REDACTED]

DOCUMENT NO.  
03521-98  
02/25/98

SUPRA  
Page 1 of 1  
Docket No. 980119-TP  
Exhibit \_\_\_\_\_ (OAR-4)

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# STIS

Supra Telecom & Information Systems, Inc.

Phone: (305) 443 - 3710

Fax: (305) 443 - 1078

P.O. Box 1441221

Coral Gables, FL 33134-4122

WWW & Email:

www.supratelecoms.com

sales@supratelecoms.com

# FAX

To:	CYNTHIA ANNIGTON	From:	SUPRA TELECOMS
Fax:	205-977-2210	Date:	10-23-97
Phone:		Pages:	INCLUDING THIS PAGE !!
Re:		CC:	

Urgent  
  For Review  
  Please Comment  
  Please Reply  
  Please Recycle

These are lines with BellSouth  
 from the second Billing we received  
 from your office.

from  
 Kay Ramos.

**BELLSOUTH ACCOUNTS SECOND BILL**

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
1	[REDACTED]	51	[REDACTED]	101	[REDACTED]
2	[REDACTED]	52	[REDACTED]	102	[REDACTED]
3	[REDACTED]	53	[REDACTED]	103	[REDACTED]
4	[REDACTED]	54	[REDACTED]	104	[REDACTED]
5	[REDACTED]	55	[REDACTED]	105	[REDACTED]
6	[REDACTED]	56	[REDACTED]	106	[REDACTED]
7	[REDACTED]	57	[REDACTED]	107	[REDACTED]
8	[REDACTED]	58	[REDACTED]	108	[REDACTED]
9	[REDACTED]	59	[REDACTED]	109	[REDACTED]
10	[REDACTED]	60	[REDACTED]	110	[REDACTED]
11	[REDACTED]	61	[REDACTED]	111	[REDACTED]
12	[REDACTED]	62	[REDACTED]	112	[REDACTED]
13	[REDACTED]	63	[REDACTED]	113	[REDACTED]
14	[REDACTED]	64	[REDACTED]	114	[REDACTED]
15	[REDACTED]	65	[REDACTED]	115	[REDACTED]
16	[REDACTED]	66	[REDACTED]	116	[REDACTED]
17	[REDACTED]	67	[REDACTED]	117	[REDACTED]
18	[REDACTED]	68	[REDACTED]	118	[REDACTED]
19	[REDACTED]	69	[REDACTED]	119	[REDACTED]
20	[REDACTED]	70	[REDACTED]	120	[REDACTED]
21	[REDACTED]	71	[REDACTED]	121	[REDACTED]
22	[REDACTED]	72	[REDACTED]	122	[REDACTED]
23	[REDACTED]	73	[REDACTED]	123	[REDACTED]
24	[REDACTED]	74	[REDACTED]	124	[REDACTED]
25	[REDACTED]	75	[REDACTED]	125	[REDACTED]
26	[REDACTED]	76	[REDACTED]	126	[REDACTED]
27	[REDACTED]	77	[REDACTED]	127	[REDACTED]
28	[REDACTED]	78	[REDACTED]	128	[REDACTED]
29	[REDACTED]	79	[REDACTED]	129	[REDACTED]
30	[REDACTED]	80	[REDACTED]	130	[REDACTED]
31	[REDACTED]	81	[REDACTED]	131	[REDACTED]
32	[REDACTED]	82	[REDACTED]	132	[REDACTED]
33	[REDACTED]	83	[REDACTED]	133	[REDACTED]
34	[REDACTED]	84	[REDACTED]	134	[REDACTED]
35	[REDACTED]	85	[REDACTED]	135	[REDACTED]
36	[REDACTED]	86	[REDACTED]	136	[REDACTED]
37	[REDACTED]	87	[REDACTED]	137	[REDACTED]
38	[REDACTED]	88	[REDACTED]	138	[REDACTED]
39	[REDACTED]	89	[REDACTED]	139	[REDACTED]
40	[REDACTED]	90	[REDACTED]	140	[REDACTED]
41	[REDACTED]	91	[REDACTED]	141	[REDACTED]
42	[REDACTED]	92	[REDACTED]	142	[REDACTED]
43	[REDACTED]	93	[REDACTED]	143	[REDACTED]
44	[REDACTED]	94	[REDACTED]	144	[REDACTED]
45	[REDACTED]	95	[REDACTED]	145	[REDACTED]
46	[REDACTED]	96	[REDACTED]	146	[REDACTED]
47	[REDACTED]	97	[REDACTED]	147	[REDACTED]
48	[REDACTED]	98	[REDACTED]	148	[REDACTED]
49	[REDACTED]	99	[REDACTED]	149	[REDACTED]
50	[REDACTED]	100	[REDACTED]	150	[REDACTED]

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### BELLSOUTH ACCOUNTS SECOND BILL

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
151		201		251	
152		202		252	
153		203		253	
154		204		254	
155		205		255	
156		206		256	
157		207		257	
158		208		258	
159		209		259	
160		210		260	
161		211		261	
162		212		262	
163		213		263	
164		214		264	
165		215		265	
166		216		266	
167		217		267	
168		218		268	
169		219		269	
170		220		270	
171		221		271	
172		222		272	
173		223		273	
174		224		274	
175		225		275	
176		226		276	
177		227		277	
178		228		278	
179		229		279	
180		230		280	
181		231		281	
182		232		282	
183		233		283	
184		234		284	
185		235		285	
186		236		286	
187		237		287	
188		238		288	
189		239		289	
190		240		290	
191		241		291	
192		242		292	
193		243		293	
194		244		294	
195		245		295	
196		246		296	
197		247		297	
98		248		298	
199		249		299	
200		250		300	

BELLSOUTH ACCOUNTS SECOND BILL

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
301		351		401	
302		352		402	
303		353		403	
304		354		404	
305		355		405	
306		356		406	
307		357		407	
308		358		408	
309		359		409	
310		360		410	
311		361		411	
312		362		412	
313		363		413	
314		364		414	
315		365		415	
316		366		416	
317		367		417	
318		368		418	
319		369		419	
320		370		420	
321		371		421	
322		372		422	
323		373		423	
324		374		424	
325		375		425	
326		376		426	
327		377		427	
328		378		428	
329		379		429	
330		380		430	
331		381		431	
332		382		432	
333		383		433	
334		384		434	
335		385		435	
336		386		436	
337		387		437	
338		388		438	
339		389		439	
340		390		440	
341		391		441	
342		392		442	
343		393		443	
344		394		444	
345		395		445	
346		396		446	
347		397		447	
348		398		448	
349		399		449	
350		400		450	

BELLSOUTH ACCOUNTS SECOND BILL

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
451		501		551	
452		502		552	
453		503		553	
454		504		554	
455		505		555	
456		506		556	
457		507		557	
458		508		558	
459		509		559	
460		510		560	
461		511		561	
462		512		562	
463		513		563	
464		514		564	
465		515		565	
466		516		566	
467		517		567	
468		518		568	
469		519		569	
470		520		570	
471		521		571	
472		522		572	
473		523		573	
474		524		574	
475		525		575	
476		526		576	
477		527		577	
478		528		578	
479		529		579	
480		530		580	
481		531		581	
482		532		582	
483		533		583	
484		534		584	
485		535		585	
486		536		586	
487		537		587	
488		538		588	
489		539		589	
490		540		590	
491		541		591	
492		542		592	
493		543		593	
494		544		594	
495		545		595	
496		546		596	
497		547		597	
498		548		598	
499		549		599	
500		550		600	

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BELLSOUTH ACCOUNTS SECOND BILL

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
601		651		701	
602		652		702	
603		653		703	
604		654		704	
605		655		705	
606		656		706	
607		657		707	
608		658		708	
609		659		709	
610		660		710	
611		661		711	
612		662		712	
613		663		713	
614		664		714	
615		665		715	
616		666		716	
617		667		717	
618		668		718	
619		669		719	
620		670		720	
621		671		721	
622		672		722	
623		673		723	
624		674		724	
625		675		725	
626		676		726	
627		677		727	
628		678		728	
629		679		729	
630		680		730	
631		681		731	
632		682		732	
633		683		733	
634		684		734	
635		685		735	
636		686		736	
637		687		737	
638		688		738	
639		689		739	
640		690		740	
641		691		741	
642		692		742	
643		693		743	
644		694		744	
645		695		745	
646		696		746	
647		697		747	
648		698		748	
649		699		749	
650		700		750	

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BELLSOUTH ACCOUNTS SECOND BILL

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
751		801		851	
752		802		852	
753		803		853	
754		804		854	
755		805		855	
756		806		856	
757		807		857	
758		808		858	
759		809		859	
760		810		860	
761		811		861	
762		812		862	
763		813		863	
764		814		864	
765		815		865	
766		816		866	
767		817		867	
768		818		868	
769		819		869	
770		820		870	
771		821		871	
772		822		872	
773		823		873	
774		824		874	
775		825		875	
776		826		876	
777		827		877	
778		828		878	
779		829		879	
780		830		880	
781		831		881	
782		832		882	
783		<del>833</del> 833		883	
784		834		884	
785		835		885	
786		836		886	
787		837		887	
788		838		888	
789		839		889	
790		840		890	
791		841		891	
792		842		892	
793		843		893	
794		844		894	
795		845		895	
796		846		896	
797		847		897	
798		848		898	
799		849		899	
800		850		900	

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BELLSOUTH ACCOUNTS SECOND BILL

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
901		951		1001	
902		952		1002	
903		953		1003	
904		954		1004	
905		955		1005	
906		956		1006	
907		957		1007	
908		958		1008	
909		959		1009	
910		960		1010	
911		961		1011	
912		962		1012	
913		963		1013	
914		964		1014	
915		965		1015	
916		966		1016	
917		967		1017	
918		968		1018	
919		969		1019	
920		970		1020	
921		971		1021	
922		972		1022	
923		973		1023	
924		974		1024	
925		975		1025	
926		976		1026	
927		977		1027	
928		978		1028	
929		979		1029	
930		980		1030	
931		981		1031	
932		982		1032	
933		983		1033	
934		984		1034	
935		985		1035	
936		986		1036	
937		987		1037	
938		988		1038	
939		989		1039	
940		990		1040	
941		991		1041	
942		992		1042	
943		993		1043	
944		994		1044	
945		995		1045	
946		996		1046	
947		997		1047	
948		998		1048	
949		999		1049	
950		1000		1050	

BELLSOUTH ACCOUNTS SECOND BILL

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
1051		1101		1151	
1052		1102		1152	
1053		1103		1153	
1054		1104		1154	
1055		1105		1155	
1056		1106		1156	
1057		1107		1157	
1058		1108		1158	
1059		1109		1159	
1060		1110		1160	
1061		1111		1161	
1062		1112		1162	
1063		1113		1163	
1064		1114		1164	
1065		1115		1165	
1066		1116		1166	
1067		1117		1167	
1068		1118		1168	
1069		1119		1169	
1070		1120		1170	
1071		1121		1171	
1072		1122		1172	
1073		1123		1173	
1074		1124		1174	
1075		1125		1175	
1076		1126		1176	
1077		1127		1177	
1078		1128		1178	
1079		1129		1179	
1080		1130		1180	
1081		1131		1181	
1082		1132		1182	
1083		1133		1183	
1084		1134		1184	
1085		1135		1185	
1086		1136		1186	
1087		1137		1187	
1088		1138		1188	
1089		1139		1189	
1090		1140		1190	
1091		1141		1191	
1092		1142		1192	
1093		1143		1193	
1094		1144		1194	
1095		1145		1195	
1096		1146		1196	
1097		1147		1197	
1098		1148		1198	
1099		1149		1199	
1100		1150		1200	

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**BELLSOUTH ACCOUNTS SECOND BILL**

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
1201		1251		1301	
1202		1252		1302	
1203		1253		1303	
1204		1254		1304	
1205		1255		1305	
1206		1256		1306	
1207		1257		1307	
1208		1258		1308	
1209		1259		1309	
1210		1260		1310	
1211		1261		1311	
1212		1262		1312	
1213		1263		1313	
1214		1264		1314	
1215		1265		1315	
1216		1266		1316	
1217		1267		1317	
1218		1268		1318	
1219		1269		1319	
1220		1270		1320	
1221		1271		1321	
1222		1272		1322	
1223		1273		1323	
1224		1274		1324	
1225		1275		1325	
1226		1276		1326	
1227		1277		1327	
1228		1278		1328	
1229		1279		1329	
1230		1280		1330	
1231		1281		1331	
1232		1282		1332	
1233		1283		1333	
1234		1284		1334	
1235		1285		1335	
1236		1286		1336	
1237		1287		1337	
1238		1288		1338	
1239		1289		1339	
1240		1290		1340	
1241		1291		1341	
1242		1292		1342	
1243		1293		1343	
1244		1294		1344	
1245		1295		1345	
1246		1296		1346	
1247		1297		1347	
1248		1298		1348	
1249		1299		1349	
1250		1300		1350	

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Supra Telecom & Information Systems, Inc.

2620 SW 27th Avenue  
Miami, FL 33133-3001  
Phone: (305) 443-3710  
FAX: (305) 441-9318  
www.stis.com

**SUPRA ORDER TRACKING AND INQUIRY FORM**

CUSTOMER NAME: [REDACTED]

PHONE NUMBER: [REDACTED] DATE: 12-29-97

TYPE OF REQUEST: New service f complete choice w/ caller ID.

DESCRIPTION OF CUSTOMERS REQUEST: cust requested complete choice w/ caller ID, new service

CUSTOMER SERVICE REP: Ampy Reyes

RESPONSE TO CUSTOMERS REQUEST: Submitted it thru 501 with a phone number

DATE: 12-29-97 TIME: \_\_\_\_\_

CLARIFICATION STATUS (REASON): let LCSC assign a tele-phone to this order. TN PICKED UP FROM LENSIS - ALREADY ASSIGNED.

SUPPLEMENTAL REQUEST DATE: 12-29-97

BELLSOUTH REP. HANDLING REQUEST: \_\_\_\_\_

EXPECTED DUE DATE: 1-2-98

DUE DATE FOR BELLSOUTH CUSTOMER: 1-5-98

ACTUAL DUE DATE: 1-5-98

COMPLETION DATE: 1-16-98

COMMENTS: The phone number reserved thru lens was assigned to another cust already  
16 WORKING DAYS B4H COMPLETION.

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Supra Telecom & Information Systems, Inc.

2620 SW 27<sup>th</sup> Avenue  
Miami, FL 33133-3001  
Phone: (305) 443-3710  
FAX: (305) 441-9318  
www.stis.com

THE DELAY IN THE CASE OF THIS CUSTOMER IS BECAUSE  
BELLSOUTH ASSIGNED A RESERVED PHONE NUMBER WHICH  
SHOULD NOT HAVE HAPPENED IN THE FIRST PLACE.



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FAX: (305) 441-9318  
www.stis.com

**SUPRA ORDER TRACKING AND INQUIRY FORM**

CUSTOMER NAME: [REDACTED]

PHONE NUMBER: [REDACTED] DATE: 12-29-97

TYPE OF REQUEST: IFR w/ Complete Choice, 10 calls with name & number

DESCRIPTION OF CUSTOMERS REQUEST: new installation with complete choice w/ 10 calls with name & number with 11 features.

CUSTOMER SERVICE REP: Arny Meyers

RESPONSE TO CUSTOMERS REQUEST: This order was done thru EDI

DATE: 12-30-97 TIME: \_\_\_\_\_

CLARIFICATION STATUS (REASON): fundg USOC code. Supp LSR for the call

SUPPLEMENTAL REQUEST DATE: 12-30-97

BELLSOUTH REP. HANDLING REQUEST: Stephanie Hurt

EXPECTED DUE DATE: 1-2-98

DUE DATE FOR BELLSOUTH CUSTOMER: 12-31-97

ACTUAL DUE DATE: 1-16-98

COMPLETION DATE: 1-16-98

COMMENTS: The USOC code for call funding was correct.

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# STIS

*Supra Telecom & Information Systems, Inc.*

2620 SW 27<sup>th</sup> Avenue  
Miami, FL 33133-3001  
Phone: (305) 443-3710  
FAX: (305) 441-9318  
www.stis.com

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SUPRA  
Page 4 of 13  
Docket No. 980119-TP  
Exhibit \_\_\_\_\_ (OAR-7)



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2620 SW 27th Avenue  
Miami, FL 33133-3001  
Phone: (305) 443-3710  
FAX: (305) 441-9318  
www.stis.com

SUPRA ORDER TRACKING AND INQUIRY FORM

CUSTOMER NAME: [REDACTED]

PHONE NUMBER: [REDACTED] DATE: 12-30-97

TYPE OF REQUEST: New service.

DESCRIPTION OF CUSTOMERS REQUEST: New service w/ complete choice, caller ID caller and 11 features

CUSTOMER SERVICE REP: Ormy Reyes

RESPONSE TO CUSTOMERS REQUEST: this order was corrected & new EDI sent USOC code for call fwdg.

DATE: 12-30-97 TIME: \_\_\_\_\_

CLARIFICATION STATUS (REASON): Supp. LSR for the listing non pub or published and requested Supplement LSR b/c fax.

SUPPLEMENTAL REQUEST DATE: 12-30-97

BELLSOUTH REP. HANDLING REQUEST: Stephanie Stewart

EXPECTED DUE DATE: 1-2-98

DUE DATE FOR BELLSOUTH CUSTOMER: 12-31-97

ACTUAL DUE DATE: 1-16-98

COMPLETION DATE: 1-16-98

COMMENTS: listing non pub or published was requested on the EDI order.

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# STIS

Supra Telecom & Information Systems, Inc.

2620 SW 27<sup>th</sup> Avenue  
Miami, FL 33133-3001  
Phone: (305) 443-3710  
FAX: (305) 441-9318  
www.stis.com

I was told by Stephanie Hunt of Bellsouth that Supplemental request can only be dealt with manually. They don't process Supplemental request sent via Electronic Data Interchange (EDI).

11/10/01



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SUPRA ORDER TRACKING AND INQUIRY FORM

CUSTOMER NAME:

[Redacted]

PHONE NUMBER:

[Redacted]

DATE:

01-5-98

TYPE OF REQUEST:

New service w/ complete choice ID calls

DESCRIPTION OF CUSTOMERS REQUEST:

cust requested new service w/ complete choice & ID calls name & number

CUSTOMER SERVICE REP:

Dorpy Nguyen

RESPONSE TO CUSTOMERS REQUEST:

LSR was faxed to LCSC for new service

DATE:

1-5-98

TIME:

CLARIFICATION STATUS (REASON):

None

SUPPLEMENTAL REQUEST DATE:

None

BELLSOUTH REP. HANDLING REQUEST:

Stephanie Hunt

EXPECTED DUE DATE:

1-10-98

DUE DATE FOR BELLSOUTH CUSTOMER:

1-10-98

ACTUAL DUE DATE:

1-16-98

COMPLETION DATE:

1-16-98

COMMENTS:

Finally this order went thru. It was faster faxing it to LCSC than submitting order thru EDI.

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Wider

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SUPRA ORDER TRACKING AND INQUIRY FORM

CUSTOMER NAME:

[Redacted]

PHONE NUMBER:

[Redacted]

DATE:

1/2/98

TYPE OF REQUEST:

Conversion as is

DESCRIPTION OF CUSTOMERS REQUEST:

Convert account to Supra

CUSTOMER SERVICE REP:

Bracl Hamilton / Judy Perez

RESPONSE TO CUSTOMERS REQUEST:

DATE:

1/2/98

TIME:

CLARIFICATION STATUS (REASON):

Convert account to Supra. Account has "SFWE9" can't

SUPPLEMENTAL REQUEST DATE:

BELLSOUTH REP. HANDLING REQUEST:

Stephanie Hunt

EXPECTED DUE DATE:

1/1/98

DUE DATE FOR BELLSOUTH CUSTOMER :

ACTUAL DUE DATE:

COMPLETION DATE:

COMMENTS:

I called the LASC to inquire as to what is "SFWE9", I was told that it was an absolute USOC code and BellSouth would have to remove it before it could be converted. Alfredo

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told me she would remove the obsolete USOC Code. I waited 2 days for the completion notice. After no completion notice, I called the L05c again to inquire why the continued delay and was told that the USOC code "SFWE9" is for the BellSouth internet access product BellSouth.NET. Furthermore, SFWE9 is not a product that can be converted to Supra, therefore Supra cannot have this account.

This order was never processed by BellSouth. We lost the <sup>Account</sup> ~~Customer~~ even though the customer wants to be a Supra customer.

STIS

BellSouth Telecommunications Clarification Request

DATE 12/16/97

Fax to name:           judith perez  
Fax to number:         305-441-9318  
From Name:             stephanie hurt  
Contact Number:       800-773-4967

RE: CLEC 7011, PON STIBT0017, LON 262216

Clarification requested due to error in the following:  
USOC

Comments:  
  sfwe9 is not a resale item

THIS IS A FOLLOW UP COPY - NOT THE ORIGINAL.

A Supplemental LSR containing the original PON with an incremented version number is required to resolve this Clarification.

RETURN THIS FORM WITH THE SUPPLEMENTAL LSR.

BellSouth can not process this PON without a Supplemental LSR.



# BellSouth Telecommunications, Inc.

LCSC

**To:** judith perez

**Company:** 7011

**Fax:** 305-441-9318

**From:** stephanie hurt

**Voice:** 800-773-4967

**Fax:** 888-704-9368

**Subject:** Clarification on PON STIBT0017 (LON 262216 SC: YAXQB7Q)

**Memo:** The attached fax requesting clarification was sent at least ten working days prior to today, and has still not been resolved. This PON will be cancelled. Please submit a new LSR with a new PON if you want BellSouth to process this request.

**Date:** 01/01/98

**Time:** 05:43 AM CST

**Pages Sent:** 2



Supra Telecom & Information Systems, Inc.

②

Fax: (305) 443 - 1078

P.O. Box 1441221

Coral Gables, FL 33134-4122

WWW & Email:

www.supratelecoms.com

sales@supratelecoms.com

LETTER OF AUTHORIZATION

Date:

To: BellSouth Local Carrier Services Center

The undersigned appoints Supra Telecommunications as agent for the provision of all local telephone bills. BellSouth is hereby authorized to deal directly with Supra Telecommunications and provide the customer service records.

BellSouth Customer:

[Redacted]

4995

Additional numbers/lines/locations:

[Redacted]

[Redacted]

Authorized Customer Signature:

[Redacted Signature]

When completed, please fax to 305-443-1078.

Clara

Supra Telecommunications Salesperson

Thomas Bourque

ST1 BT. 0017

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BELLSOUTH

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42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980115	B ✓	E				09/20/97	CQF84FJ8	PIC: 0222	0105	0288
40	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980117	R ✓	A				10/27/97	CR0GLNYS	PIC: 0222	0105	0222
40	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980117	R	E				"	CR0GLNYS	PIC: 0222	0105	
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980117	R ✓	E				10/29/97	CQ92W263	PIC: 0288	0105	0333
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980119	B ✓	E				09/13/97	CQ85NF62	PIC: 0288	0105	0333
40	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980120	R ✓	A				08/22/97	CQ9RD008A	PIC: 0288	0105	0288
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980119	B ✓	E				09/12/97	CQ7PGK76	PIC: 0288	0105	0255

VFC 12251444-2166

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42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980119	B ✓	E					02/12/97	CQ704HL2	PIC: 0288	0105 0555
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980121	R ✓	E					09/06/97	CQ3QKJ13	PIC: 0288	0105 0555
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980119	B ✓	E					09/20/97	CQBB86H7	PIC: 0288	0105 0288
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					12/27/97	CQ2YP8H6	PIC: 0288	0105 0555
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					"	CQ9G8D09	PIC: 0288	0105 "
42	02		BELLSOUTH	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					"	CQ48HGMO	PIC: 0288	0105 "
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					12/27/97	CQ9P1K15	PIC: 0288	0105 0555

ORIGINAL

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42	02		SUPRA	[REDACTED]	[REDACTED]	23	980116	B	E					12/27/97	CQ1L4HQ6	PIC: 0288	0105 0555
42	02			[REDACTED]	[REDACTED]		980116	B	E					12/27/97	CQ52WP97	PIC: 0288	0105 0555
42	02		BELLSOUTH	[REDACTED]	[REDACTED]		980116	(B)	E						CQBB8Q33	PIC: 0288	0105
42	02		SUPRA	[REDACTED]	[REDACTED]		980116	B	E					12/27/97	CQ50X6K9	PIC: 0288	0105 0555
42	02		BELLSOUTH!	[REDACTED]	[REDACTED]		980116	(B)	E						CQ5JCQK5	PIC: 0288	0105
42	02		SUPRA	[REDACTED]	[REDACTED]		980116	B	E					12/27/97	CQ7FPFX7	PIC: 0288	0105 0555
42	02		SUPRA	[REDACTED]	[REDACTED]	123	980116	B	E					12/27/97	CQ6CRM87	PIC: 0288	0105 0555

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NNNN LOCAL SERVICE PROVIDER (LSP): 7811

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42	02		SUPRA	[REDACTED]	[REDACTED]	980116		B	E				12/27/97		CQ035536	PIC: 0288	0105 0288
42	02		"	[REDACTED]	[REDACTED]	980116		B	E				"		CQ84L8B4	PIC: 0288	0105 0288
42	02		SUPRA	[REDACTED]	[REDACTED]	980116		B	E				12/27/97		CQ2H3N22	PIC: 0288	0105 0288
42	02		"	[REDACTED]	[REDACTED]	980116		B	E				"		CQ1CMTR6	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	980116		B	E				"		CQ6FV3K6	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	980116		B	E				"		CQ4BTT26	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	980116		B	E				"		CQCQVYT4	PIC: 0288	0105 "

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42	02		<i>Supra</i>	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				12/27/97		CQ4PB892	PIC: 0288	0105 0288
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ5VL7P2	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ37BT66	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ1DTMV5	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ9BCHV0	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQFKKJC8	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ6XHNC2	PIC: 0288	0105 "

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42	02		SUPRA	[REDACTED]	[REDACTED]		980121	B	✓ E					02/12/98	CQ22C3X9	PIC: 0288	0105 0555
42	02		SUPRA	[REDACTED]	[REDACTED]		980116	B	✓ E					08/14/97	CQ8F5TD2	PIC: 0288	0105 0333
42	02		BELLSOUTH	[REDACTED]	[REDACTED]		980116	B	E						CQ3N0RL4	PIC: 0288	0105
42	02		BELLSOUTH	[REDACTED]	[REDACTED]		980116	B	E						CQ69P510	PIC: 0288	0105
42	02		BELLSOUTH	[REDACTED]	[REDACTED]		980121	R	✓ A					01/27/98	CQ1QH2G2	PIC: 0288	0105 0288
42	02		"	[REDACTED]	[REDACTED]		980117	R	E						CQ4KYXC1	PIC: 0288	0105
42	02		SUPRA	[REDACTED]	[REDACTED]		980117	B	✓ E					10/28/97	CR2Y01M9	PIC: 0288	0105 0555

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42	02		SUPRA	[REDACTED]	[REDACTED]		980117	B	✓ E						10/28/97	CRCK1JV1	PIC: 0288	0105 0555
42	02		SUPRA	[REDACTED]	[REDACTED]		980118	B	✓ E						10/28/97	CRF0G6T8	PIC: 0288	0105 0555
42	02		SUPRA	[REDACTED]	[REDACTED]		980117	R	E						10/27/97	CR0GLNY5	PIC: 0288	0105 0222
40	02		SUPRA	[REDACTED]	[REDACTED]		980117	R	A						10/27/97	CQ92W263A	PIC: 0333	0101 0333
40	02		"	[REDACTED]	[REDACTED]		980117	R	E						"	CQ92W263A	PIC: 0333	0101 "
42	02		SUPRA	[REDACTED]	[REDACTED]		980121	B	✓ E						10/24/97	CQ2F7FF4	PIC: 0333	0105 0555
42	02		"	[REDACTED]	[REDACTED]		980121	B	E						"	CQ9945G1	PIC: 0333	0105 "

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40	02		BELLSOUTH				980117	R							CQ26XB03A	PIC: 0333	0101	0288
40	02		SUPRA				980119	B							CQ5NF62A	PIC: 0333	0101	033:
42	02		SUPRA				980119	B							CQ5F58W5	PIC: 0333	0105	055:
40	02		BELLSOUTH				980117	B							CQ3D42M5B	PIC: 0333	0101	
40	02		"				980117	B							CQCCWV10B	PIC: 0333	0101	
40	02		"				980117	B							CQ3CY101B	PIC: 0333	0101	
40	02		"				980117	B							CQ0D5XD4B	PIC: 0333	0101	

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40	02		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980117	B	E						CQ5VQJD4B	PIC: 0333	0101
40	02		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980117	B	E						CQ9L7Y20A	PIC: 0333	0101
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980117	B	E				8/12/97		CQ29RPX4	PIC: 0333	0105 0288
40	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980117	R	E				09/09/97		CQ8062W0A	PIC: 0333	0101 0333
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980122	B	E				02/12/98		CQ7V60C1	PIC: 0333	0105 0555
42	02		BELLSOUTH	[REDACTED]	[REDACTED]	[REDACTED]	980122	B	E						CQ1VPWW9	PIC: 0333	0105
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980122	B	E				02/12/98		CQDTVKP1	PIC: 0333	0105 0555

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BELLSOUTH

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42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980121	B	✓	E				02/12/98	CQ0M6575	PIC: 0333	0105	0555
42	02			[REDACTED]	[REDACTED]	[REDACTED]	980121	B		E					CQC3PKH7	PIC: 0333	0105	11
42	02			[REDACTED]	[REDACTED]	[REDACTED]	980121	B		E					CQ7P6H70	PIC: 0333	0105	11
40	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	✓	E				08/14/97	CQ8F5TD2A	PIC: 0333	0101	0333
40	02		BELLSOUTH	[REDACTED]	[REDACTED]	[REDACTED]	980117	R	✓	E				1/27/98	CQ4KYXC1A	PIC: 0333	0101	0288
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980117	R	✓	E				09/09/97	CQ8062W0	PIC: 0432	0105	0288
40	02		BELLSOUTH	[REDACTED]	[REDACTED]	[REDACTED]	980121	R		A				01/27/98	CQ1QH262A	PIC: 0432	0105	0288

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40	02		SUPRA				980121	B	✓ E					10/24/97	CQC47LL0B	PIC: 0555	0105	0555
40	02		SUPRA				980121	R	✓ E					09/06/97	CQ3QKJ13A	PIC: 0555	0105	0555
40	02		SUPRA				980119	B	✓ E					08/12/97	CQ29RPX4A	PIC: 0555	0105	0288
42	02		SUPRA				980114	B	✓ E					08/21/97	CQ1DYGR0	PIC: 0555	0105	0288
40	02		BELLSOUTH				980119	B	✓ E					01/27/98	CQ7TTGX4A	PIC: 0555	0105	0288
40	02		SUPRA				980116	B	E					12/27/97	CQ7FPFX7B	PIC: 0555	0105	0555
40	02		SUPRA				980116	B	E					12/27/97	CQ2M3N22B	PIC: 0555	0105	0288

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40	02		BELLSOUTH		[REDACTED]		980119	B	✓ E					02/01/98	CQCBYD14A	PIC: 0555	0105 0555
40	02		SUPRA		[REDACTED]		980121	B	✓ E					02/12/98	CQDTVKP1B	PIC: 0555	0105 0555
40	02		SUPRA		[REDACTED]		980117	B	✓ E					10/26/97	CR2Y01M9B	PIC: 0555	0105 0555
40	02		REQUESTED TELFR		[REDACTED]		980118	B	E						CRF0G6T8A	PIC: 0555	0105
40	02		SUPRA		[REDACTED]		980115	B	✓ A					08/27/97	CQ7GBN38A	PIC: 0661	0101 0606
42	02		SUPRA		[REDACTED]		980121	B	✓ E					10/24/97	CQC47LL0	PIC: 0752	0105 0555
42	02		SUPRA		[REDACTED]		980115	B	✓ E					09/20/97	CQ45RPK6	PIC: 0799	0105 0288

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42	02		BELLSOUTH				980119	B	✓					01/27/98	CQ7TTGX4	PIC: 0799	0105	0288
42	02		BELLSOUTH				980119	B	✓					02/04/98	CQCBYD14	PIC: 0799	0105	0555
42	02		BELLSOUTH				980117	R	✓					02/12/98	CQ26XB03	PIC: 0848	0105	0288
42	02		SUPRA				980117	R	✓					10/27/97	CQ92W263	PIC: 5124	0105	0333
42	02		SUPRA				980120	R	✓					03/23/97	CQ9RD008	PIC: 5124	0105	0288
42	02		SUPRA				980115	B	✓					08/27/97	CQ7GBN38	PIC: 5124	0105	0606
42	02		SUPRA				980115	B						09/20/97	CQF84FJ8	PIC: 5124	0105	0288

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42	02		SUPRA	[REDACTED]	[REDACTED]		980115	B	A					09/20/97	CQ45RPK6	PIC: 5124	0105 0288
42	02		SUPRA	[REDACTED]	[REDACTED]		980114	B	A					08/21/97	CQ1DYGR0	PIC: 5124	0105 0288
42	02		SUPRA	[REDACTED]	[REDACTED]		980117	R	A					10/27/97	CR0GLNY5	PIC: 5124	0105 0222
42	02		[REDACTED]	[REDACTED]	[REDACTED]		980117	B	E						CQ3D42N5	PIC: 6437	0102
42	02		[REDACTED]	[REDACTED]	[REDACTED]		980117	B	E						CQ3CY101	PIC: 6437	0102
42	02		[REDACTED]	[REDACTED]	[REDACTED]		980117	B	E						CQ9L7Y20	PIC: 6437	0102
42	02		[REDACTED]	[REDACTED]	[REDACTED]		980117	B	E						CQ5VQJD4	PIC: 6437	0102

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42	02		HOTEL ALPINE	[REDACTED]	[REDACTED]		980117	B	E						CQ0D5XD4	PIC: 6437	0102
42	02			[REDACTED]	[REDACTED]		980117	B	E						CQCCWV10	PIC: 6437	0102
42	02			[REDACTED]	[REDACTED]		980115	B	E						CQ5331C9	PIC: 6678	0105

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42	02		Supra				980207	R	✓	E					CQ7KN4C9	PIC: 0070	0105
															CQ34WCF1	0432	
42	02		Supra				980202	R	✓	E					CQ34WCF1 ✓	PIC: 0222	0105
																0288	
42	02		Supra				980202	R	/	A					CQ185DT0 ✓	PIC: 0222	0105
																0288	
42	02		BST				980207	B	✓	A					CQ2Y8875	PIC: <del>0222</del>	0105
							98-2-17									None	
42	02		Supra				980207	B	✓	E					CQ5L6VP9 ✓	PIC: 0222	0105
																0948	
42	02		Supra				980202	R	✓	E					CQ8K9XL9 ✓	PIC: 0288	0105
																0432	
40	02		BST				980205	B	✓	A					CQDLNKT7A	PIC: 0288 ✓	0101
							93-2-17										

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42	02		Supra	[REDACTED]	[REDACTED]		980207	R	✓	E					CQ7KN4C9	PIC: 0070	0105
															CQ34WCF1	0432	
42	02		Supra	[REDACTED]	[REDACTED]		980202	R	✓	E					CQ34WCF1 ✓	PIC: 0222	0105
																0288	
42	02		Supra	[REDACTED]	[REDACTED]		980202	R	✓	A					CQ185DT0 ✓	PIC: 0222	0105
																0288	
42	02		BST	[REDACTED]	[REDACTED]		980207	B	✓	A					CQ2Y8875	PIC: <del>0222</del>	0105
							98-2-17									None	
42	02		Supra	[REDACTED]	[REDACTED]		980207	B	✓	E					CQ5L6VP9 ✓	PIC: 0222	0105
																0948	
42	02		Supra	[REDACTED]	[REDACTED]		980202	R	✓	E					CQ8K9XL9 ✓	PIC: 0288	0105
																0432	
40	02		BST	[REDACTED]	[REDACTED]		980205	B	✓	A					CQDLNKT7A	PIC: 0288 ✓	0101
							93-2-17										

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40	02		Supra	[REDACTED]	[REDACTED]		980205	B ✓	A						CQ7QQ263B CQ7QQ263	PIC: 0288 ✓	0101
40	02		Supra	[REDACTED]	[REDACTED]		980206	R ✓	E						CQ8XNKW2A CQ8XNKW2	PIC: 0288 0943	0105
42	02		Supra	[REDACTED]	[REDACTED]		980210	R ✓	E						CQ3B76X5 ✓	PIC: 0288 0948	0105
40	02		BST	[REDACTED]	[REDACTED]		980207	B ✓	A						CQ2Y8875A	PIC: 0288 None	0101
							98-2-17										
40	02		BST	[REDACTED]	[REDACTED]		980207	B ✓	E						CQ2Y8875A	PIC: 0288 None	0101
							98-2-17										
40	02		Supra	[REDACTED]	[REDACTED]		980209	B ✓	E						CQ78K100 ✓	PIC: 0288 ✓	0105
40	02		Supra	[REDACTED]	[REDACTED]		980212	R ✓	A						CQ49LB21A CQ49LB21	PIC: 0288 ✓	0105

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40	02		Supra				980205	B	✓	A					CQ7BX5Y9A CQ7BX5Y9	PIC: 0288 ✓	0101
40	02		Supra				980205	B	✓	E					CQ7BX5Y9A CQ7BX5Y9	PIC: 0288 ✓	0101
40	02		Supra				980205	R	✓	A					CQ03YR42 ✓	PIC: 0288 ✓	0105
42	02		Supra				980207	R	✓	E					CQ5G6504 ✓	PIC: 0288 ✓ 0948	0105
40	02		Supra				980207	B	✓	A					CQ4DF1D2A CQ4DF1D2	PIC: 0288 ✓	0101
40	02		Supra				980207	B	✓	E					CQ4DF1D2A CQ4DF1D2	PIC: 0288 ✓	0101
40	02		Supra				980207	R	✓	E					CQ8DP2D9A CQ8DP2D9	PIC: 0288 ✓	0105

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42	02		Supra	[REDACTED]	[REDACTED]		980202	B	✓	E					CQ2HGDJ5 ✓	PIC: 0288 ✓	0105
42	02		BST	[REDACTED]	[REDACTED]		980204	R	✓	E					CQB16K33	PIC: 0333 0238	0105
42	02		Supra	[REDACTED]	[REDACTED]		980205	B	✓	E					CQBR3L13	PIC: 0333	0102
40	02		Supra	[REDACTED]	[REDACTED]		980211	B	✓	E					CQ50G870A CQ58G870	PIC: 0333 ✓	0101
40	02		Supra	[REDACTED]	[REDACTED]		980211	B	✓	E					CQFKN9F2A CQFKN9F2	PIC: 0333 ✓	0101
40	02		Supra	[REDACTED]	[REDACTED]		980210	R	✓	E					CQYLV595 ✓	PIC: 0333 ✓	0105
42	02		BST	[REDACTED]	[REDACTED]		980207	B		E					CQEN04N1	PIC: 0393 0222	0105

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40	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980207	R	✓	E					CQ7KN4C9A CQ7KN4C9	PIC: 0432 ✓	0105
40	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980212	B	✓	E					CQ47D0P8B CQ47D0P8	PIC: 0457 ✓	0105
42	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980202	B	✓	E					CQ5CX42 ✓	PIC: 0555 ✓	0105
42	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980206	R	✓	E					CQ1H4B93 ✓	PIC: 0555 0222	0105
42	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980209	B	✓	E					CQ78K100 ✓	PIC: 0555 0287	0105
40	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980212	R	✓	A					CQ36CDY4A CQ36CDY4	PIC: 0555 ✓	0105
40	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980212	R	✓	E					CQ36CDY4A CQ36CDY4	PIC: 0555 ✓	0105

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42	02		Supra	[REDACTED]	[REDACTED]		980211	B /	E						CQFKN9F2 ✓	PIC: 0555 0533	0105
42	02		Supra	[REDACTED]	[REDACTED]		980207	R /	E						CQ8DP2D9 ✓	PIC: 0555 0288	0105
42	02		BST	[REDACTED]	[REDACTED]		980207	B /	E						CQ2LJLX7 ✓	PIC: 0661	0105
42	02		BST	[REDACTED]	[REDACTED]		980207	B /	A						CQ2LJLX7	PIC: 0661	0105
42	02		Supra	[REDACTED]	[REDACTED]		980207	B /	A						CQ4DF1D2 ✓	PIC: 0661 0288	0105
42	02		Supra	[REDACTED]	[REDACTED]		980207	B /	E						CQ4DF1D2 ✓	PIC: 0661 0288	0105
42	02		[REDACTED]	[REDACTED]	[REDACTED]		980210	B	E						CQFFGMM4	PIC: 0789	0105

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42	02		BST		[REDACTED]		980210	B	✓	E					CQ1PP311	PIC: 0709 0222	0105
42	02		Supra		[REDACTED]		980210	B	✓	E					CRCCHY8 ✓	PIC: 0709 0222	0105
42	02		Supra		[REDACTED]		980210	B	✓	E					CR3FK4C1 ✓	PIC: 0709 0222	0105
42	02		Supra		[REDACTED]		980210	B	✓	E					CR87JRN9 ✓	PIC: 0709 0222	0105
40	02		Supra		[REDACTED]		980210	R	✓	E					CQ3B76X5A CQ3B76X5 ✓	PIC: 0948 ✓	0101
42	02		Supra		[REDACTED]		980206	R	✓	E					CQ0XNKW2 ✓	PIC: 0948 ✓	0105
42	02		BST		[REDACTED]		980207	B	✓	E					CQ2Y6875	PIC: 0948 None	0105

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42	02		Supra				980205	B	✓	E					CQ7BX5Y9 ✓	PIC: 0948 0288	0105
40	02		Supra				980207	B	✓	E					CQ5L6VP9A CQ5L6VP9	PIC: 0948 ✓	0101
40	02		Supra				980207	R	✓	E					CQ5G6504A CQ5G554	PIC: 0948 ✓	0101
42	02		BST				980205	B	✓	A					CQDLNK7	PIC: 5124 0288	0105
42	02		BST				980205	B	✓	A					CQ6RX4G2	PIC: 5124 0288	0105
42	02		Supra				980206	R	✓	A					CQ1H4B93 ✓	PIC: 5124 0222	0105
42	02		Supra				980205	B	✓	A					CQ7QQ263 ✓	PIC: 5124 0288	0105

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42	02		Supra		[REDACTED]		980205	B	✓	A					CQ7BK5Y9 ✓	PIC: 5124 0288	0105
42	02		BST		[REDACTED]		980207	B		A					CQ5N04N1	PIC: 5124 0222	0105
40	02		Supra		[REDACTED]		980210	R	✓	A					CQYLV595 ✓	PIC: 5124 0333	0105
40	02		Supra		[REDACTED]		980205	DJ		E					CQBR3L13A	PIC: 6437 0222	0105

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42	02		SUPRA	[REDACTED]	[REDACTED]		980130	R	E					SUPRA	CQ8HKV81	PIC: 0222 5433	0105
42	02		BELLSOUTH	[REDACTED]	[REDACTED]		980130	B	E					12/01/97	CQ58WC11	PIC: 0222 2238	0105
42	02		SUPRA	[REDACTED]	[REDACTED]		980130	R ✓	E					10/23/97	CQCJ8R22	PIC: 0222	0105 0288
40	02		SUPRA	[REDACTED]	[REDACTED]		980202	R ✓	E					08/23/97	CQ34WCF1A	PIC: 0288	0105 0288
40	02		BELLSOUTH	[REDACTED]	[REDACTED]		980204	R ✓	E					02/09/98	CQB16K33A	PIC: 0288	0105 0288
40	02		SUPRA	[REDACTED]	[REDACTED]		980202	R ✓	A					09/17/97	CQ105DT0A	PIC: 0288	0105 0288
40	02		[REDACTED]	[REDACTED]	[REDACTED]		980130	R	B						CQCJ8R22B	PIC: 0288	0105

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BELLSOUTH

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PAGE 0002

\*\*\*\* LOCAL SERVICE PROVIDER (LSP): 7011

TRAN CODE	STAT IND	ORD STAT IND	BILLING TEL NUM NEW/OLD	CUST CODE N/O	WORKING TEL NUM NEW/OLD	TER NUM N/O	DATE	CUST TYPE	JUR IND	NON PUB IND	SR IND	SD IND	DEP IND	BILLING NAME AND ADDRESS	EC ORDER NUMBER	IC REFERENCE NUMBER	IC TRANS-STATUS
40	02		BELLSOUTH		[REDACTED]		980130	B ✓	A				02/12/98		CQCK8PC8A	PIC: 0288	0101 0288
42	02		IS NOT AUTHORIZED TO INFORMATION		[REDACTED]		980131	B	E						CQ6QKPQ2	PIC: 0288	0105 ← *
40	02		SUPRA		[REDACTED]		980131	B ✓	E				10/28/97		CQDR6RT8A	PIC: 0288	0105 0288
40	02		SUPRA		[REDACTED]		980202	R ✓	E				09/19/97		CQ8K9XL9B	PIC: 0432	0105 0432
42	02		SUPRA		[REDACTED]		980129	R ✓	E				09/19/97		CQD8JB42	PIC: 0555	0105 0288
40	02		SUPRA		[REDACTED]		980202	B ✓	E				10/24/97		CQ5CXR42B	PIC: 0752	0105 0555
42	02		SUPRA		[REDACTED]		980131	B ✓	E				10/28/97		CQ6V3FL7	PIC: 0752	0105 0948

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PIC ADDS/DISCONNECTS REPORT  
 BELLSOUTH

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 PAGE 0003

NUM. LOCAL SERVICE PROVIDER (LSP): 7011

TRAN CODE	STAT IND	ORD STAT IND	BILLING TEL NUM NEW/OLD	CUST CODE N/O	WORKING TEL NUM NEW/OLD	TER NUM N/O	DATE	CUST TYPE	JAR IND	NON PUB IND	SR IND	SD IND	DEP IND	BILLING NAME AND ADDRESS	EC ORDER NUMBER	IC REFERENCE NUMBER	IC TRANS-STATUS
42	02		SUPRA				980131	B	E					SEB 10/23/97	CQDR6RT8	PIC: 0752 0233	0105 ?
40	02		SUPRA				980131	B	E					10/28/97	CQ6V3FL7A	PIC: 0948	0101
40	02		NOT AUTHORIZED TO INFORMATION				980131	B	E						CQ6QKPQ2A	PIC: 0948	0101 ← *
42	02		SUPRA BRAD HAMILTON				980130	R	A					10/23/97	CQCJ8R22	PIC: 5124	0105 0288
42	02		REF TO (305) 821-5321				980130	B	A					02/12/97	CQCTM587	PIC: 5124	0105 0288
42	02		BELLSOUTH				980130	B	A					02/12/97	CQCK8PC8	PIC: 5124	0105 0288
42	02		SUPRA				980128	B	A					09/11/97	CQ6BF4F4	PIC: 5124	0105 0288

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BELLSOUTH

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\*\*\*\* LOCAL SERVICE PROVIDER (LSP): 7011

TRAN CODE	STAT IND	ORD STAT IND	BILLING TEL NUM NEW/OLD	CUST CODE N/O	WORKING TEL NUM NEW/OLD	TER NUM N/O	DATE	CUST TYPE	JUR IND	NON PUB IND	SR IND	SD IND	DEP IND	BILLING NAME AND ADDRESS	EC ORDER NUMBER	IC REFERENCE NUMBER	IC TRANS- STATUS
40	02		SUPRA				980130	R	E					12/15/97	CQ8HKV61A	PIC: 5483	0105 5483
40	02		SUPRA				980130	B	E					09/11/97	CQ58WC11B	PIC: 5483	0105 5483

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[REDACTED]

March 4, 1998

RE: ATTENCIATION 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 18<sup>th</sup> 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 20<sup>th</sup> of December.

Sincerely,

[REDACTED SIGNATURE]

WITNESS:

[REDACTED SIGNATURE]

DATE: 3/4/98

**CONFIDENTIAL**



Date	Customer Name	Telephone	Comments
15-Oct			BellSouth told to ask:"Who will repair my phone?"
15-Oct			BellSouth told to ask:"Who will repair my phone?"
15-Oct			BellSouth told to ask:"Who will repair my phone?"
15-Oct			BellSouth told to ask:"Who will repair my phone?"
15-Oct			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
18-Nov			BellSouth told to ask:"Who will repair my phone?"
18-Nov			BellSouth told to ask:"Who will repair my phone?"
18-Nov			BellSouth told to ask:"Who will repair my phone?"
17-Dec			BellSouth told to ask:"Who will repair my phone?"
17-Dec			BellSouth told to ask:"Who will repair my phone?"
17-Dec			BellSouth told to ask:"Who will repair my phone?"

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18-Dec
18-Dec
18-Dec
18-Dec

BellSouth told to ask:"Who will repair my phone?"
BellSouth told to ask:"Who will repair my phone?"
BellSouth told to ask:"Who will repair my phone?"
BellSouth told to ask:"Who will repair my phone?"

**CONFIDENTIAL**

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: \_\_\_\_\_

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 [REDACTED]. 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: [REDACTED]

Signature: [REDACTED]

Witness: [REDACTED]

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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			BellSouth told customer "never heard of Supra"
11/13/97			BellSouth told customer "never heard of Supra".
11/13/97			BellSouth told customer "never heard of Supra".
11/13/97			BellSouth told customer "never heard of Supra"
11/13/97			BellSouth told customer "never heard of Supra".
11/13/97			BellSouth told customer "never heard of Supra"
11/13/97			BellSouth told customer "never heard of Supra".
11/13/97			BellSouth told customer "never heard of Supra".
11/13/97			BellSouth told customer "never heard of Supra".
11/13/98			BellSouth told customer "never heard of Supra".
11/18/97			BellSouth told customer "never heard of Supra".
11/18/98			BellSouth told customer "never heard of Supra".
12/15/97			BellSouth told customer "never heard of Supra".
12/15/98			BellSouth told customer "never heard of Supra".
12/15/98			BellSouth told customer "never heard of Supra".
12/15/97			BellSouth told customer "never heard of Supra".
12/15/97			BellSouth told customer "never heard of Supra".
12/15/97			BellSouth told customer "never heard of Supra".
12/17/97			BellSouth told customer "never heard of Supra".
12/17/97			BellSouth told customer "never heard of Supra".
12/18/97			BellSouth told customer "never heard of Supra".
12/18/97			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			BellSouth told customer to "Report Supra to the PSC".
11/10/97			BellSouth told customer to "Report Supra to the PSC".
11/10/97			BellSouth told customer to "Report Supra to the PSC".
12/19/97			BellSouth told customer to "Report Supra to the PSC".
1/2/98			BellSouth told customer to "Report Supra to the PSC".
1/20/98			BellSouth told customer to "Report Supra to the PSC".
2/5/98			BellSouth told customer to "Report Supra to the PSC".
3/2/98			BellSouth told customer to "Report Supra to the PSC".
3/2/98			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			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Surpa is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/18/97			BellSouth told customer "Supra is unreliable"
12/15/97			BellSouth told customer "Supra is unreliable"
12/15/97			BellSouth told customer "Supra is unreliable"
12/15/97			BellSouth told customer "Supra is unreliable"

**CONFIDENTIAL**

Supra Customer whom BellSouth told would lose their Yellow Pages Advertising if they stayed with Supra.			
Date	Customer	Telephone	Comments
11/13/97	M	4	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	F	6	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	C	5	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	N	1	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	F	2	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	W	1	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	V	4	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	T	7	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	F	8	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	F	6	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	Z	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/98	T	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/97	F	9	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/97	E	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	M	9	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	S	8	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	C	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	E	0	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	C	4	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	C	6	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	C	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	I	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/24/97	J	9	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				
10/22/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/22/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/22/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/4/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/4/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/12/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/17/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/17/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/17/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED

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