

ORIGINAL

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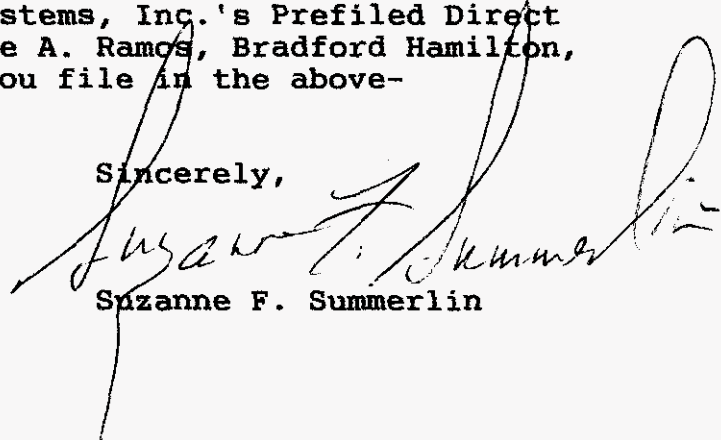
Mrs. Blanca S. Bayo
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: Docket No. 980119-TP

Dear Mrs. Bayo:

Enclosed is an original and fifteen copies of Supra
Telecommunications & Information Systems, Inc.'s Prefiled Direct
Testimony and Exhibits for Olukayode A. Ramos, Bradford Hamilton,
and John Reinke which we ask that you file in the above-
referenced matter.

Sincerely,



Suzanne F. Summerlin

- ACK SFS:ss
Enclosures
- AFA
- APP
- CAF
- CMU *Trianni*
- CTR
- EAG
- LEG *J*
- LIN *34079*
- OPC
- RCH RECEIVED & FILED
- SEC *es*
- WAS
- OTH

03/25/98
Ramos 03540-98
Hamilton 03541-98
Reinke - 03565-98

DEPARTMENT OF RECORDS

1 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

2 DOCKET NO. 980119-TP

3 DIRECT TESTIMONY OF OLUKAYODE A. RAMOS

4 SUPRA TELECOMMUNICATIONS & INFORMATION SYSTEMS, INC.

5 March 25, 1998

6
7 Q. PLEASE STATE YOUR NAME AND ADDRESS.

8 A. My name is Olukayode A. Ramos. My business address is
9 2620 S.W. 27th Avenue, Miami, Florida 33133-3001.

10
11 Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

12 A. I am Chief Executive Officer of Supra Investments
13 Limited, a holding company that owns Supra
14 Telecommunications & Information Systems, Inc. ("Supra").
15 I am also Chief Executive Officer of Supra.

16
17 Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND WORK
18 EXPERIENCE.

19 A. I received a Bachelor of Science degree in Accounting
20 from the University of Lagos June 1981. In 1982, I became
21 a Certified Public Accountant and a member of the
22 Association of Chartered Certified Accountants in England
23 and Wales. I also attended the London School of
24 Accountancy for graduate studies. I have attended
25 extensive management training programs with Motorola,
26 Lucent, Nortel, Bellcore, Alcatel, BellSouth, AT&T, Bell
27 Atlantic, Dialogic, Nokia, Xerox, and others.

DOCUMENT NUMBER-DATE

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FPSC-REGS/REPORTING

1 I incorporated the Supra group of companies in Nigeria
2 in 1983 while working for the Nigerian government in a
3 utility company, the Nigerian Sugar Company, Limited. The
4 Nigerian Sugar Company, Limited, employs over 30,000
5 employees generating annual revenue of 50.4 billion Naira
6 or \$630 million. I served as the Chief Financial Officer
7 of the Nigerian Sugar Company, Limited, from 1982 through
8 to 1991 when I resigned to pursue a career in the private
9 sector. While working for the Nigerian Sugar Company, I
10 obtained a great deal of experience working with the
11 Nigerian government and multi-national corporations. I sat
12 on the boards of directors of several companies. I
13 authored a report that established the basis of a national
14 policy on sugar by the Nigerian government.

15 In July 1983 I organized and became the Chief
16 Executive Officer of Supra Investments Limited, a
17 privately-owned holding company engaged in investment and
18 merchandising activities including banking and finance, oil
19 exploration, real estate, rubber production, marketing and
20 manufacturing of specialized telecommunications equipment,
21 importation of industrial chemicals, steel products, pulp
22 and generators.

23 I have managed the diverse activities of Supra
24 Investments Limited for the past fifteen years. In 1994, I
25 incorporated Supra Telecommunications & Information
26 Systems, Inc., in the State of Florida. Supra

1 Telecommunications & Information Systems, Inc., was
2 incorporated initially for the manufacture and sale of
3 telecommunications equipment. Upon certification by the
4 Florida Public Service Commission as an alternative local
5 exchange carrier (ALEC) in April 1997, Supra
6 Telecommunications & Information Systems, Inc., embarked on
7 the provision of alternative local exchange services.

8 I have also managed a number of other business
9 enterprises including Amalgamated Oil (Nigeria) Ltd. and
10 Acclaim Mortgage bank, both of which have annual revenues
11 in the millions. My extensive accounting and managerial
12 experience has been helpful in establishing Supra
13 Telecommunications & Information Systems, Inc., as an
14 alternative local exchange company.

15

16 Q. WHAT ARE YOUR PRESENT RESPONSIBILITIES?

17 A. I have resigned from my direction of the daily
18 activities of Supra Investments Limited to permit me to
19 apply myself full time to the management of Supra
20 Telecommunications & Information Systems, Inc.'s
21 alternative local exchange company business in Miami,
22 Florida. As Chief Executive Officer of Supra, I am
23 responsible for all aspects of Supra's operations and
24 financial performance. Persons under my direct supervision
25 and control provide me operational results on a daily basis
26 of BellSouth's performance on all aspects of Supra's

1 resale, collocation, and interconnection agreements with
2 BellSouth.

3

4 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

5 A. The purpose of my testimony is to address the issues
6 identified in this proceeding. My testimony will provide
7 additional information regarding Supra's business
8 relationship with BellSouth and BellSouth's failure to
9 negotiate in good faith with Supra. I will address
10 BellSouth's failure to comply with the terms and conditions
11 of the resale, collocation, and interconnection agreements
12 Supra has entered into with BellSouth and the impact such
13 failure has had on Supra's business and operational
14 performance. I will also address how BellSouth has
15 designed the resale program to assure that resellers of
16 local telephone service cannot succeed.

17

18 Q. WERE YOU PERSONALLY INVOLVED IN THE EXECUTION OF THE
19 AGREEMENTS BETWEEN SUPRA AND BELLSOUTH?

20 A. Yes, I was personally involved with the execution of the
21 resale, collocation, and interconnection agreements Supra
22 has entered into with BellSouth. I discussed these
23 agreements with various BellSouth employees and I executed
24 each of these agreements on behalf of Supra.

25

26 Q. CAN YOU SUMMARIZE SUPRA'S COMPLAINTS AGAINST BELLSOUTH?

1 A. Yes, Supra's complaints against BellSouth begin with the
2 initial contact Supra had with BellSouth regarding the
3 agreement for the resale of BellSouth's local telephone
4 service by Supra that was executed in May 1997.
5 BellSouth's employees simply presented one agreement and
6 stated that this was the best choice for Supra. This was
7 the same approach taken by BellSouth's employees in regard
8 to the agreement for collocation, entered into in July
9 1997. I sent a letter to BellSouth in early September 1997
10 requesting negotiation of an interconnection agreement with
11 BellSouth. Mr. John Reinke also sent a follow up letter in
12 October 1997. See exhibits OAR-1 and OAR-2 attached
13 hereto. As a result of statements by BellSouth employees,
14 specifically Marcus Cathey and Pat Finlen, that Supra could
15 not obtain an interconnection agreement that would be
16 superior to the existing agreements already obtained by
17 AT&T and MCI and that BellSouth would simply not negotiate
18 rates different than those set by the Florida Public
19 Service Commission in the arbitration proceeding between
20 BellSouth and AT&T and MCI set out in Order No. PSC-96-
21 1579-FOF-TP, I executed the current interconnection
22 agreement in October 1997. The BellSouth position
23 regarding not being able to negotiate different rates with
24 Supra was later memorialized in a letter from a BellSouth
25 employee. See exhibit OAR-3 attached hereto. BellSouth's
26 employees represented that it was foolish for Supra to

1 attempt to negotiate any type of agreement on its own. In
2 conversations in late September 1997, BellSouth's
3 employees, specifically Marcus Cathey and Pat Finlen,
4 stated that there would be no negotiation of the sale of
5 BellSouth's dark fiber. BellSouth's employees, Marcus
6 Cathey, Pat Finlen, J.C. Bledsoe, and Ron Owen, also
7 stated, in many conversations from late September through
8 November 1997, that BellSouth would not agree to resell its
9 billing service to Supra. All of these BellSouth employees
10 stated in numerous conversations that no issue would be
11 negotiated in Supra's favor beyond what had already been
12 negotiated by AT&T and MCI. For these reasons, I executed
13 the three agreements that Supra currently has with
14 BellSouth.

15 Supra's most serious complaint against BellSouth is
16 that it refused to negotiate in good faith the rates,
17 terms, and conditions of the agreements Supra has with
18 BellSouth. For this reason, Supra believes the Florida
19 Public Service Commission should set aside the existing
20 agreements and permit Supra to arbitrate the rates, terms
21 and conditions of its interconnection, resale, and
22 collocation agreements with BellSouth. Not one word of
23 these three agreements was written by Supra or changed to
24 fit Supra's needs. It was clearly communicated to me by
25 BellSouth's employees that this would not happen.

26 Not only did BellSouth fail to negotiate in good

1 faith, but in these three agreements, BellSouth has drafted
2 language that provides that BellSouth may amend any rates,
3 terms, or conditions if it succeeds in later arbitration
4 proceedings to obtain more favorable rates, terms, and
5 conditions. These arbitration proceedings are ones in
6 which Supra will not be permitted to participate. Supra,
7 however, will only be given the opportunity to adopt, in
8 whole, any later agreements BellSouth's enters into. Thus,
9 BellSouth is permitted to continue to litigate the rates,
10 terms, and conditions of these agreements, but Supra is
11 not.

12 In addition, Supra is complaining that BellSouth has
13 failed to abide by the terms and conditions of the existing
14 agreements such that Supra has been severely hampered in
15 its efforts to provide alternative local exchange service
16 to the point of being practically put out of business.
17 Part A, Section 4, of the Interconnection Agreement states
18 as follows:

19 Parity

20 *The services and service provisioning*
21 *that Bellsouth provides Supra*
22 *Telecommunications & Information*
23 *Systems, Inc., for resale will be at*
24 *least equal in quality to that provided*
25 *to BellSouth, or any BellSouth*
26 *subsidiary, affiliate or end user. In*

1 *connection with resale, BellSouth will*
2 *provide Supra Telecommunications &*
3 *Information Systems, Inc. with pre-*
4 *ordering, ordering, maintenance and*
5 *trouble reporting, and daily usage data*
6 *functionality that will enable Supra*
7 *Telecommunications & Information*
8 *Systems, Inc. to provide equivalent*
9 *levels of customer service to their*
10 *local exchange customers as BellSouth*
11 *provides to its own end users.*
12 *BellSouth shall also provide Supra*
13 *Telecommunications & Information*
14 *Systems, Inc. with unbundled network*
15 *elements, and access to those elements,*
16 *that is at least equal in quality to*
17 *that which BellSouth provides*
18 *BellSouth, or any BellSouth subsidiary,*
19 *affiliate or other ALEC. BellSouth*
20 *will provide number portability to*
21 *Supra Telecommunications & Information*
22 *Systems, Inc. and their customers with*
23 *minimum impairment of functionality,*
24 *quality, reliability and convenience.*

25 *Supra is complaining that BellSouth has violated the*
26 *above provision of the interconnection agreement by not*

1 providing Supra "pre-ordering, ordering, maintenance and
2 trouble reporting, and daily usage data functionality" that
3 will permit Supra to offer local exchange service
4 equivalent to that provided by BellSouth. BellSouth has
5 also failed to provide Supra with "access to unbundled
6 network elements" that is equal in quality to that provided
7 by BellSouth to itself. BellSouth has also failed to
8 provide Supra number portability with "minimum impairment
9 of functionality, quality, reliability and convenience."
10 There are numerous issues related to the problems Supra has
11 experienced in its relationship with BellSouth. These
12 problems will be addressed under the appropriate issues
13 below.

14
15 Q. WHY DO YOU SAY THAT THE BELLSOUTH RESALE PROGRAM IS
16 DESIGNED TO ASSURE THAT RESELLERS CANNOT SUCCEED?

17 A. I say this because, under BellSouth's resale program, an
18 ALEC that is reselling BellSouth's local telephone service
19 must fax an order for service to BellSouth and wait a
20 minimum of 48 hours for a Firm Order Confirmation. It is
21 only at the point of receiving the Firm Order Confirmation
22 that the ALEC/reseller will know what the due dates will be
23 for the service to be provisioned. From that point,
24 BellSouth has two days to actually provision the service.
25 This means that the absolute earliest time period in which
26 a reseller can have service provisioned to a customer is

1 four business days. In contrast, BellSouth provisions its
2 customers' service within two business days of the customer
3 contact. In this situation, an ALEC like Supra that is
4 reselling BellSouth's local phone service cannot possibly
5 compete effectively.

6
7 Q. HOW IS YOUR TESTIMONY STRUCTURED?

8 A. I will address each of the issues as identified in this
9 proceeding except for Issues 1, 2, 3, 6, and 8, which the
10 Prehearing Officer determined should not be considered in
11 this proceeding.

12
13 ISSUE NO. 4: HAS BELLSOUTH FAILED TO PROPERLY IMPLEMENT
14 THE FOLLOWING PROVISIONS OF ITS INTERCONNECTION,
15 COLLOCATION, AND RESALE AGREEMENTS WITH SUPRA SUCH THAT
16 SUPRA IS ABLE TO PROVIDE LOCAL EXCHANGE SERVICE ON PARITY
17 WITH THAT WHICH BELLSOUTH PROVIDES:

- 18 a. BILLING REQUIREMENTS;
19 b. TELEPHONE NUMBER ACCESS;
20 c. PROVISION OF DIAL TONE;
21 d. ELECTRONIC ACCESS TO OPERATIONAL SUPPORT SYSTEMS
22 (OSS) AND OSS INTERFACES (ORDERING AND
23 PROVISIONING, INSTALLATION, MAINTENANCE AND
24 REPAIR);
25 e. NOTIFICATION REQUIREMENTS;
26 f. TIMELINESS OF INSTALLATION, REPAIR, AND

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MAINTENANCE.

a. Billing Requirements

A. BellSouth has so seriously failed to implement the billing requirements provisions of the agreements it has with Supra that Supra has had no possibility of providing local exchange service on parity with BellSouth.

BellSouth was not and is not prepared to handle an ALEC account as a reseller of local exchange telephone service. BellSouth has, therefore, utilized its "Club Billing" program to bill Supra. Club Billing is used by BellSouth for corporate customers with many lines subordinate to one main line. Club Billing is not the proper billing program for an alternative local exchange carrier. This is because Club Billing utilizes the DAB, the Diskette Analyzer Bill, which does not provide the appropriate types of information needed by an ALEC to efficiently and timely bill its customers. DAB is designed to give one bill with detail on various earning numbers pertaining to one main earning number. DAB does not give key information, such as city and zip code, necessary for an ALEC to generate the ALEC's billing. The reason DAB does not provide the complete customer service address is that DAB is intended for Club Billing customers who do not need to send out bills for the subordinate earning numbers. It took the BellSouth account representatives two weeks to determine that the magnetic billing tape sent to Supra, as

1 a Club Billing customer, did not contain the customer
2 service address information.

3 When a customer changes his service from BellSouth to
4 Supra, BellSouth reflects the customer's address as Supra's
5 address and thus removes from the database the customer's
6 original billing address information which is critical to
7 Supra as an ALEC.

8 The BellSouth bill that is sent to regular residential
9 customers contains certain monthly charges, such as
10 Emergency 911, innotrac, Florida 511, etc., per earning
11 number. In the DAB bill sent to Supra, these monthly
12 charges are aggregated in the main billing account and not
13 set out for each earning number. This is also true for
14 taxes which are aggregated in the main billing account for
15 Supra. As an ALEC, Supra needs this information set out
16 per earning number.

17 Each BellSouth feature or service, such as Caller ID,
18 Business or Residential Line, Rewiring, etc., is provided
19 by a specific Uniform Service Order Code (USOC). As a
20 result of the fact that Supra is reselling BellSouth's
21 service, BellSouth is required to discount some of these
22 items and not others. BellSouth has not provided adequate
23 information as to which of the USOC codes are discounted
24 and which are not. This is critical to Supra as Supra, in
25 turn, discounts its service to its customers and to make an
26 accurate discount, Supra must be able to determine whether

1 a particular USOC code represents a discounted charge or
2 not.

3 In our first billing cycle we received billing data
4 from BellSouth in a format we could not understand. Rather
5 than supplying CLEC-specific billing information, BellSouth
6 treats Supra and its customers as if they were one large
7 company, with many extension lines. As such the entire
8 billing system only considers one billable customer, Supra.
9 As a result, there is no adequate customer information
10 supplied. We do receive a service address for each phone,
11 but this is only available in one out of ten report
12 formats. It took several months of digging to locate this
13 rudimentary customer information. The other report formats
14 export garbage resembling database table links, often in an
15 illegal ASCII export format, which then has to be edited by
16 hand before it can be imported into our billing system.

17 The problem is that the service address is not always
18 the correct billing address, sometimes they are separated
19 by 1,500 miles. In addition, these addresses are only give
20 the street. No customer name, city, state, or zip code
21 information is supplied.

22 BellSouth has all of this information in its database.
23 When a customer changes to Supra, the billing address is
24 changed to Supra's address. This complication is
25 frustrating, as Supra no longer has the same customer
26 information available as when the customer was a BellSouth

1 customer. Even worse, BellSouth retains this information
2 and "hides" it from Supra. As proof of this, we notice
3 that when Supra processes a change order to send the
4 customer back to Bellsouth, all of the correct address
5 information appears immediately upon the order changeover.
6 This occurs without Supra or BellSouth performing this data
7 entry, so we know it is being refreshed from a master
8 database that is not available to Supra for its resale
9 customers.

10 The problems associated with having to manually type
11 out the first months' bills, using address information that
12 was either limited or just plain inadequate, coupled with
13 our inability to present a detailed, itemized bill to
14 Supra's customers has caused great customer
15 dissatisfaction. See exhibit OAR-4 attached hereto which
16 is an example of a manually-typed Supra bill. Indeed, we
17 lost 75% to 90% of our existing customer base during this
18 initial time period.

19 Not only did BellSouth cause Supra great problems
20 billing its customers, but BellSouth's errors resulted in
21 Supra being billed for BellSouth lines. See exhibit OAR-5
22 attached hereto which contains a compilation of BellSouth
23 lines for which Supra was billed in its second billing.

24 Supra has spent a good deal of time and effort
25 contacting several companies including Perrine, Billing
26 Concept, Inc. of San Antonio, Texas, and Lesser Triff

1 Consulting of Miami, Florida, and Saville, Inc., among
2 others, in an attempt to have software developed that can
3 interface with BellSouth's billing software, but these
4 efforts were unsuccessful for various reasons. Perrine
5 wrote the billing software utilized by BellSouth. Perrine
6 is no longer in business. Negotiations with the other
7 companies ran into difficulties on various points.

8 Every time Supra has faced a problem or a question
9 regarding billing, the answer from BellSouth's support
10 personnel has been that the answer is not available.
11 BellSouth's employees refer the question to some other
12 employee and it takes a very long time to solve each and
13 every issue that arises.

14 It is important to understand the myriad types of
15 effects caused by these billing problems. Because Supra
16 personnel were endlessly involved in trying to resolve
17 these billing issues, they were not available to perform
18 other essential duties. Because Supra could not get the
19 information it needed, Supra could not send out accurate
20 bills to its customers in a timely and efficient fashion.
21 Because Supra's bills did not go out in a timely and
22 accurate fashion, many customers had forgotten that they
23 had switched their service to Supra and then called
24 BellSouth to complain. BellSouth's customer service
25 representatives then told them that they should file a
26 complaint with the Florida Public Service Commission

1 because BellSouth did not know anything about Supra.
2 Customers who did remember they had switched to Supra were
3 unhappy because they received bills that were not accurate
4 and were not timely. Many customers then refused to pay
5 their bills to Supra. BellSouth customer service
6 representatives often told customers they did not have to
7 pay their bills to Supra if they disputed the amounts of
8 the bills. All of this resulted in customers not paying
9 Supra for services received, Supra being billed by
10 BellSouth for those services, and Supra having many
11 complaints filed at the Florida Public Service Commission,
12 complaints which might have been avoided if Supra had been
13 able to speak with those customers prior to BellSouth
14 sending them to the Commission and if Supra had been
15 permitted to focus on its provision of local exchange
16 telephone services and not on billing issues with
17 BellSouth. It is not possible to adequately quantify the
18 devastating effects on Supra from BellSouth's unwillingness
19 to provide Supra adequate and reasonable billing
20 information and assistance in Supra's billing processes as
21 an alternative local exchange carrier and not simply a
22 corporate customer. I will discuss the adjustment to our
23 bills from BellSouth that I believe is appropriate, however
24 this adjustment does not begin to address the problems
25 BellSouth has caused us with these billing issues.

26

1 **b. Telephone Number Access**

2 A. Paragraph 1 of Attachment 5 of the Interconnection
3 Agreement, provides:

4 *Non-Discriminatory Access to Telephone Numbers*

5 *BellSouth currently serves as a North*
6 *American Numbering Plan Administrator*
7 *for its territory. During the term of*
8 *this Agreement, and while BellSouth*
9 *continues to serve as the numbering*
10 *plan administrator, BellSouth will*
11 *ensure that Supra Telecommunications &*
12 *Information Systems, Inc., whether*
13 *facilities-based or reseller, has*
14 *nondiscriminatory access to telephone*
15 *numbers for assignment to their*
16 *customers under the same terms that*
17 *BellSouth has access to telephone*
18 *numbers.*

19 BellSouth has not provided Supra number availability on the
20 same basis that BellSouth provides for itself. In
21 BellSouth's Resale Ordering Guide for CLECs, pages 2-4,
22 BellSouth states that CLECs could reserve a maximum of 100
23 telephone numbers per CILLI (Common Language Location
24 Identification, a.k.a. Central Offices). On October 13,
25 1997, Supra faxed correctly filled out forms from the
26 Resale Ordering Guide to a 1-800 fax line provided on the

1 form requesting reservation of 100 telephone numbers each
2 for approximately 57 CLLI in South Florida. (See composite
3 exhibit OAR-6 containing pages from BellSouth's Ordering
4 Guide for CLECs and faxes and forms sent by Supra to
5 BellSouth.) This request was also brought to the attention
6 of Mr. Wayne Carnes, the BellSouth account representative
7 assigned to Supra. A couple of days later, Supra received
8 a reply from BellSouth that this request was supposed to be
9 faxed to the BellSouth LCSC in Birmingham, Alabama. On
10 October 20, 1997, Supra faxed the correctly filled out
11 forms to BellSouth's LCSC in Birmingham, Alabama, at the
12 same time informing BellSouth's employee, Theresa Gentry, a
13 Supervisor, of Supra's request. About a week later, Supra
14 received a call from BellSouth stating that the forms Supra
15 used in requesting telephone number reservation are not in
16 use any more by BellSouth. New forms were requested, but
17 none was received from BellSouth. An additional week
18 later, a call was received from BellSouth's LCSC resale
19 group supervisor, Theresa Gentry, stating that we cannot
20 reserve 100 numbers per CLLI. She also stated that we
21 could only make a reservation of six telephone numbers on
22 LENS per each Local Service Request. On November 4, 1997,
23 Supra employee, Mr. Brad Hamilton, was told by Ms. Cheryl
24 Story, a trainer for BellSouth, during a LENS training
25 class, that the maximum number of lines that can be
26 reserved through LENS is 6 phone numbers for a duration of

1 9 days. This information was also given in the LENS User
2 Guide on page 25. As to number availability on LENS, most
3 of the time numbers that are supposedly available on LENS
4 are already assigned by BellSouth to its customers. Supra
5 has always had to wait long periods to give a new customer
6 a telephone number when it takes BellSouth seconds to
7 provide a telephone number for its own new customers.

8
9 **c. Provision of Dial Tone;**

10 A. In his testimony, Mr. John Reinke will address the
11 problems Supra has experienced related to loss of dial
12 tone.

13
14 **d. Electronic Access to Operational Support Systems (OSS)**
15 **and OSS Interfaces (Ordering and Provisioning,**
16 **Installation, Maintenance, and Repair);**

17
18 A. Paragraph 1 of Attachment 6 of the Interconnection
19 Agreement states as follows:

20 Quality of Ordering and Provisioning
21 *BellSouth shall provide ordering and*
22 *provisioning services to Supra*
23 *Telecommunications & Information*
24 *Systems, Inc., that are equal to the*
25 *ordering and provisioning services*
26 *BellSouth provides to itself or any*

1 *other ALEC, where technically feasible.*
2 *Detailed guidelines for ordering and*
3 *provisioning are set forth in*
4 *BellSouth's Local Interconnection and*
5 *Facility Based Ordering Guide and*
6 *Resale Ordering Guide, as appropriate,*
7 *and as they are amended from time to*
8 *time during this Agreement.*

9
10 *Paragraph 2 of Attachment 6 of the Interconnection*
11 *Agreement states as follows:*

12 *Access to Operational Support Systems.*

13 *BellSouth shall provide Supra*
14 *Telecommunications & Information*
15 *Systems, Inc. access to several*
16 *operations support systems. Access to*
17 *these support systems is available*
18 *through a variety of means, including*
19 *electronic interfaces. BellSouth also*
20 *provides the option of placing orders*
21 *manually (e.g, via facsimile) through*
22 *the Local Carrier Service Center. The*
23 *operations support systems available*
24 *are:*

25 *Pre-Ordering.*

26 *BellSouth provides electronic access to*

1 *the following pre-ordering functions:*
2 *service address validation, telephone*
3 *number selection, service and feature*
4 *availability, due date information, and*
5 *upon Commission approval of*
6 *confidentiality protections, to*
7 *customer record information. Access is*
8 *provided through the Local Exchange*
9 *Navigation System (LENS). Customer*
10 *record information includes any and all*
11 *customer specific information,*
12 *including but not limited to, customer*
13 *specific information in CRIS and RSAG.*

14 *. . .*

15 *Service Ordering and Provisioning.*

16 *BellSouth provides electronic options*
17 *for the exchange of ordering and*
18 *provisioning information. BellSouth*
19 *provides and (sic) Electronic Data*
20 *Interchange (EDI) arrangement for*
21 *resale requests and certain unbundled*
22 *network elements. As an alternative to*
23 *the EDI arrangement, Bellsouth also*
24 *provides through LENS an ordering and*
25 *provisioning capability that is*
26 *integrated with the LENS pre-ordering*

1 *capability.*

2 *Service Trouble Reporting and Repair.*

3 *Service trouble reporting and repair*
4 *allow Supra Telecommunications and*
5 *Information Systems, Inc., to report*
6 *and monitor service troubles and obtain*
7 *repair services. BellSouth shall offer*
8 *Supra Telecommunications and*
9 *Information Systems, Inc. service*
10 *trouble reporting in a non-*
11 *discriminatory manner that provides*
12 *supra Telecommunications and*
13 *Information systems, Inc. the*
14 *equivalent ability to report and*
15 *monitor service troubles that BellSouth*
16 *provides to itself. BellSouth also*
17 *provides Supra Telecommunications and*
18 *Information Systems, Inc. an estimated*
19 *time to repair, an appointment time or*
20 *a commitment time, as appropriate, on*
21 *trouble reports. BellSouth provides*
22 *two options for electronic trouble*
23 *reporting. For exchange services,*
24 *BellSouth offers Supra*
25 *Telecommunications & Information*
26 *Systems, Inc. access to the Trouble*

1 *Analysis Facilitation Interface (TAFI).*

2 *For individually designed services,*
3 *BellSouth provides electronic trouble*
4 *reporting through an electronic*
5 *communications gateway.*

6 BellSouth has failed to provide ordering and provisioning
7 to Supra that is equal to that BellSouth provides to
8 BellSouth. One primary reason for this is that BellSouth
9 has refused to provide acceptable electronic interfaces for
10 Supra to access BellSouth's operational support systems.
11 BellSouth refuses to use the electronic interface equipment
12 that Supra has purchased. BellSouth's systems are
13 practically impossible for Supra to interface with because
14 BellSouth has chosen to make it so. These systems are
15 absolutely critical to Supra being able to provide local
16 exchange telephone service at all, much less local
17 telephone service that is equivalent to that provided by
18 BellSouth.

19 The Web-based Local Exchange Navigational System
20 (LENS) was provided as the primary system for change orders
21 between Supra and BellSouth. We started putting orders
22 through LENS, but had not received all of the "rules,"
23 written and unwritten, for using LENS. We had never been
24 told that LENS cannot accept orders for more than six
25 lines. This is not mentioned anywhere online, checked for
26 in the transaction processing of LENS, or announced as an

1 error. Orders for more than six lines are swallowed up by
2 the system and look just like an accepted order for one
3 line. A major problem is that all business PBX, CENTREX
4 and associated customers typically have more than six
5 lines. So all of our lucrative business orders that were
6 placed sat unprocessed, with the entered data lost or
7 discarded. This required extensive follow-up calls and we
8 were often told that there was no record of our order many
9 days after it was submitted. We finally found out that all
10 of these orders must be submitted manually, but not until
11 after a number of business customers cancelled their
12 relationship with Supra due to "our" inability to deliver
13 the product that we had advertised ourselves able to
14 deliver.

15 Orders faxed to BellSouth are often lost. After the
16 mandatory waiting time to turn up new service has passed,
17 we call BellSouth for a status only to find out that the
18 order has "never been received, please fax it again." On
19 occasion, after a second faxing, the order is "still not
20 received, please fax it again." With a normal two day
21 (maximum) processing time per the interconnection
22 agreement, new service accounts have been delayed twelve to
23 thirteen days in this manner. See composite exhibit OAR-7
24 containing Supra Tracking and Inquiry Forms illustrating
25 some of the many problems Supra has had with BellSouth's
26 ordering and provisioning services.

1 **e. Notification Requirements;**

2 **A. Supra has regularly experienced events and problems in**
3 **its operations as a result of not receiving any notice**
4 **ahead of time from BellSouth. One example of this problem**
5 **is that BellSouth changes the password for the use of its**
6 **LENS system on a random basis without notifying Supra.**
7 **Supra is dependent upon the LENS system to perform its**
8 **basic functions and without such notice, Supra is**
9 **completely unable to order service for new customers or any**
10 **of the other activities for which it must, as a reseller,**
11 **rely on BellSouth.**

12 Supra has continually requested, in correspondence and
13 in conversations with BellSouth employees, notification on
14 all customer changes, drops, etc., that are processed by
15 BellSouth. Supra has never received such notification on a
16 timely and accurate basis.

17 Attached as composite exhibit OAR-8 are three reports
18 entitled "PIC Adds/Disconnects Report-BellSouth" run on
19 January 23, 1998, February 6, 1998, and February 13, 1998.
20 These reports were generated by BellSouth and were sent to
21 Supra apparently in response to Supra's continuing request
22 for reports of daily activities that would show which
23 customers had switched to Supra, which customers had gone
24 back to BellSouth, etc. From a superficial review of these
25 reports, it is clear they are intended to serve long
26 distance carriers. These reports are not intended nor

1 designed to provide an alternative local exchange carrier
2 with the daily activity information it needs. Beyond this,
3 these reports are full of errors. When the information is
4 checked against the LENS system, it does not match up.
5 Supra has no way of knowing whether the LENS system is
6 inaccurate or whether the reports are inaccurate. By
7 analysis of the February 13, 1998, report, comparing it to
8 LENS and Supra customer documents, and to actual requested
9 transaction documents, Supra determined that 10% of the 60
10 entries included an incorrect telephone number, a 55%
11 mismatch on who the customer belongs to, Supra or
12 BellSouth, 30% erroneous EC Order Numbers, 13% erroneous
13 Conversion Date, 55% erroneous IC Reference Number, and 3%
14 erroneous business/residence flag. In preparing this
15 analysis, Supra noted that in some cases the BellSouth
16 report agreed with Supra records, while LENS did not. In
17 other cases, we found a disagreement between the two
18 systems claiming the customer had switched back to
19 BellSouth. In most of these cases, Supra is unable to
20 verify this because we have not been notified. This
21 highlights the fact that LENS itself is often wrong. As
22 LENS is the only BellSouth operational support system Supra
23 has at its disposal, the fact that it is often three weeks
24 behind in incorporating customer change information means
25 that Supra has no valid information available to talk with
26 customers. It is obvious that we often do not even know

1 that a customer is not ours for several weeks after the
2 event, further complicating submittal of last bill,
3 connect/disconnect charge, etc.

4 BellSouth has begun sending an additional letter to
5 Supra to inform us that a customer has switched back to
6 BellSouth. We receive this letter three weeks after the
7 switch making it impossible to use this information for the
8 last bill and disconnect charge purposes.

9 All of this lack of notification contrasts with
10 BellSouth's superior position in that BellSouth is informed
11 of a customer change by Supra before the change takes
12 place. This puts BellSouth in a position to deny the
13 conversion, to prepare additional billing, and to send out
14 a letter to the customer at the point of conversion. Supra
15 is informed weeks after a conversion, the information is
16 often inaccurate and must constantly be manually verified
17 against a source that is itself full of errors and delays
18 in updating new information. Supra is unable to properly
19 close out customers accounts, to prepare final billing in a
20 timely fashion, or even to get compensated for disconnect
21 charges due to the lateness of the BellSouth notification.
22 This is having an incredibly detrimental financial and
23 business impact on Supra. The electronic interoperation
24 between separate business entities that is demonstrated by
25 the interoperation between airlines, travel agents, hotels,
26 and cruise lines daily shows that the technology has been

1 available for years. Certainly BellSouth should be on the
2 cutting edge of such technology.

3
4
5 f. Timeliness of Installation, Repair, and Maintenance.

6
7 A. BellSouth has failed to meet requests for installation
8 of new services, as well as requests for repair and
9 maintenance of existing services, on a basis equivalent to
10 that which BellSouth provides for its own customers. See
11 exhibit OAR-9 attached hereto containing actual intervals
12 for provisioning of service by BellSouth for Supra's
13 customers.

14 When Supra customers dial 611 for service, they are
15 immediately connected to BellSouth's repair center, not to
16 Supra's repair line. At this point, the BellSouth repair
17 people inform the customer that they cannot do anything for
18 the customer because they are a Supra customer, that
19 BellSouth does not know how to connect them to Supra's
20 repair services, and suggesting that if they would just
21 speak to BellSouth customer service and switch back to
22 BellSouth, BellSouth could have a repair crew out to their
23 location in two hours. This gives BellSouth an unfair
24 advantage to win back accounts when they are at their most
25 vulnerable--when the customer is in need of repair. If the
26 Supra Sales Department was given the opportunity to talk to
27 each dissatisfied BellSouth customer when they initially
28 called for repairs, this would certainly give Supra a great

1 advantage. Furthermore, the BellSouth repair personnel
2 know that if a customer of an ALEC reselling BellSouth's
3 service calls, it will be BellSouth personnel that will fix
4 the service outage. This information is not communicated
5 to the customer. Requiring the manual processing of the
6 great majority of the communications that must go between
7 BellSouth as the Incumbent LEC and Supra as the ALEC
8 reselling BellSouth's services, when electronic means are
9 available and the industry norm, is a clear violation of
10 BellSouth's duty to provide Supra the access to its network
11 and services that will make it possible for Supra to
12 provide local phone service on a level comparable to that
13 provided by BellSouth to its customers.

14 Supra customers have had to wait up to four weeks to
15 have phone services hooked up. When a Supra customer
16 complains, BellSouth may take as long as 24 hours or
17 several days to fix the trouble, when, for its own
18 customers, BellSouth takes an average of two hours to
19 respond to trouble complaints. BellSouth has not provided
20 Supra appropriate access to BellSouth's operational support
21 systems that would permit Supra to properly electronically
22 submit its ordering and provisioning, installation,
23 maintenance and repair requests. Mr. Brad Hamilton will
24 address this issue in greater detail in his testimony.

25
26 **ISSUE NO. 5: HAS BELLSOUTH PROVIDED ADEQUATE WRITTEN**

1 RULES, REGULATIONS, CODES, INSTRUCTIONS, DESCRIPTIONS OF
2 PROCEDURES, OTHER WRITTEN MATERIALS, TECHNICAL GUIDANCE,
3 AND ACTUAL SUPPORT SERVICE, OR MADE ANY MODIFICATIONS OF
4 PROCEDURES, IF NECESSARY, IN TIMELY FASHION, TO PERMIT
5 SUPRA TO UNDERSTAND AND UTILIZE EFFECTIVELY BELLSOUTH'S
6 PROCEDURES FOR BILLING, ORDERING, PROVISIONING,
7 INSTALLATION, REPAIR, ETC., THAT ARE ESSENTIAL TO SUPRA'S
8 ABILITY TO PROVIDE LOCAL EXCHANGE SERVICE ON PARITY WITH
9 BELLSOUTH?

10
11 A. No, BellSouth has not provided adequate written rules,
12 regulations, codes, instructions, descriptions of
13 procedures, other written materials, technical guidance,
14 actual support service, nor made any modifications of its
15 procedures to enable Supra to effectively utilize
16 BellSouth's procedures for billing, ordering, provisioning,
17 installation, repair, etc.

18 BellSouth has offered training for CLEC employees and
19 Supra has taken advantage of many training classes. Indeed
20 Supra has spent at least \$101,338.56 on training with
21 BellSouth. However, these training classes have been very
22 unsatisfactory. The trainers often do not know the answers
23 to questions that Supra raises.

24 Supra employees attended CLEC training at BellSouth in
25 Birmingham, Alabama. Chief among the topics covered was
26 the need to eliminate order acceptance and processing

1 problems. It was presented that Supra must fill out a
2 specific standard form and fax it to BellSouth, as the
3 electronic systems could not be relied upon. As Supra had
4 already had bad experiences with BellSouth not accepting
5 these forms from us, the employees asked for clarification
6 and instructions on filling out the form correctly so that
7 Supra could get them processed the first time. The
8 employees were told that "it was not the responsibility"
9 [of the CLEC trainer] "to teach us how to fill out the
10 form." This was a BellSouth form which Supra, as an ALEC,
11 was being required to utilize to request services from
12 BellSouth as the incumbent LEC.

13 Not filling out these forms "just so" always resulted
14 in the forms being kicked back. Since BellSouth provided
15 no training or instructions on how to fill them out, this
16 type of order rejection was practically guaranteed.

17 The LENS system for placing orders and changes went
18 down several times in a day. See exhibit OAR-10 attached
19 hereto which consists of logs on the LENS system kept by
20 Supra employees. During this time we are unable to do
21 business. Even the fallback system for order processing,
22 the highly unreliable fax system, is unavailable.
23 BellSouth will not accept fax orders from us during times
24 when the online LENS system is down as "we cannot supply
25 necessary customer information from LENS required to
26 process the fax orders." BellSouth certainly has the

1 ability through its OSS to process orders during times that
2 their Web-based LENS service is down. Supra must receive
3 the same consideration. At this time we do not.

4 To make matters worse, on one occasion LENS was down
5 for an entire week. From January 23, 1998, to January 30,
6 1998, LENS was totally unavailable to us. Due to the
7 catch-22 regulations regarding paper/fax-based
8 transactions, we were unable to provide service to our
9 customers during that 7-day period. During that same
10 period, BellSouth was able to provide service to its own
11 customers in the same geographical areas, once again
12 highlighting the discriminatory design and rules being
13 applied toward Supra's customer service order processing.

14 BellSouth has staffed its Interconnection Services
15 bureau with employees who either do not know the answers or
16 are unwilling to provide the timely answers Supra needs to
17 the questions that come up daily in the context of the
18 resale and interconnection agreements between these two
19 companies. Supra continually has to wait hours and days
20 and sometimes weeks to resolve problems that should be
21 resolved immediately. BellSouth's employees have displayed
22 an attitude toward Supra that indicates that they do not
23 have to respond to Supra's questions or requests for
24 information nor is the resolution of problems with Supra's
25 interconnection high on their list of priorities. As an
26 example of the attitude Supra has been subjected to, on one

1 occasion when I was meeting with BellSouth employees, Mr.
2 Wayne Carnes, Supra's account representative for BellSouth,
3 reported to me that BellSouth's Collection Department had
4 referred to Supra as a "fly-by-night" company.

5 Mr. Brad Hamilton will provide testimony regarding
6 his experience with BellSouth training. Mr. John Reinke
7 will address in more detail Supra's problems with
8 BellSouth's unresponsiveness.
9

10
11
12 **ISSUE NO. 7: HAS BELLSOUTH ACTED APPROPRIATELY IN ITS**
13 **BILLING OF SUPRA AND HAS SUPRA TIMELY PAID ITS BILLS TO**
14 **BELLSOUTH?**

15 A. Supra has continually tried to operate responsibly in
16 its relationship with BellSouth. Due to the billing
17 problems in the initial period of operation, Supra
18 disputed billing records for certain accounts. Supra
19 documented this disputed billing information to BellSouth's
20 Cynthia Arrington. BellSouth has stated it will not
21 consider adjustments to these disputed accounts.

22 Supra paid BellSouth's bills on time and in full up
23 until the point that Supra realized that its operation was
24 being so completely compromised by BellSouth's incompetence
25 and outright anti-competitive behavior that Supra was not
26 making anything, as well as the fact that Supra was being
27 charged a full month's service in advance in addition to
28 the connection fee for every customer that switched to

1 Supra. If a customer switched back to BellSouth within a
2 few days, Supra would be charged a connection fee, as well
3 as a disconnection fee of \$29.41, in addition to the charge
4 for a full month's service in advance. BellSouth also
5 charged the customer upon his or her return to BellSouth a
6 full month's service in advance. This represents double
7 billing on BellSouth's part. On the very first bill for
8 every Supra customer is a connection charge of \$19.00 for
9 business accounts and \$10.00 for residential accounts from
10 BellSouth. Accompanying these charges is the current month
11 PLUS one month in advance for every account that switches
12 to Supra.

13 The one aspect of Supra's interconnection and resale
14 agreements that BellSouth has truly been on top of has been
15 its efforts to make Supra pay its bills to BellSouth.
16 BellSouth has continually threatened Supra with service
17 being cut off. In fact, BellSouth has disconnected Supra
18 on one occasion with full knowledge that Supra disputed the
19 amount of the bills.

20 At the present time, Supra has paid all of BellSouth's
21 bills in full even though Supra believes it has been
22 seriously overcharged. Supra requests the Commission to
23 require BellSouth to refund Supra \$686,512.96 which
24 represents the total of the one month's service in advance
25 charges that BellSouth has charged Supra for customers that
26 switched to Supra and returned to BellSouth in less than

1 five days, as well as any other adjustment to the bills
2 Supra has paid BellSouth that the Commission believes is
3 appropriate.

4
5 **ISSUE NO. 9: HAS BELLSOUTH APPROPRIATELY APPLIED SECTIONS**
6 **A2.3.8A AND A2.3.8B OF ITS GENERAL SUBSCRIBER SERVICES**
7 **TARIFF TO SUPRA?**

8 A. Supra believes that BellSouth has inappropriately
9 applied Sections A2.3.8A and A2.3.8B of its General
10 Subscriber Services Tariff by requiring Supra to pay for a
11 full month's service in advance when a customer switches to
12 Supra. On the occasions when a customer switched to Supra
13 for only a few days and then switched back to BellSouth,
14 Supra was billed for one full month's service in advance,
15 as well as connection and disconnection fees. The customer
16 was also charged for a full month's service in advance upon
17 his or her return to BellSouth. To the extent that the
18 General Subscriber Services Tariff may be interpreted to
19 permit BellSouth to do this, the Commission should require
20 BellSouth to modify its tariff to remove this charge for
21 one full month's service in advance when a BellSouth
22 customer switches his or her service to an ALEC that is
23 reselling BellSouth's local exchange telephone service.
24 There is no way any alternative local exchange carrier can
25 possibly make a customer want to switch to its service when
26 BellSouth is permitted to charge that customer, through the

1 ALEC, for a full month's service in advance.

2 This charge for one full month's service in advance to
3 the former BellSouth customer represents a tremendously
4 serious barrier to entry into the local telephone service
5 market. The Commission should order BellSouth to make
6 adjustments to the bills it has charged Supra to remove
7 these overcharges when BellSouth has charged both Supra and
8 a returning customer for the same month's service.

9

10 **ISSUE NO. 10: HAS BELLSOUTH RESPONDED APPROPRIATELY TO**
11 **CONSUMER QUERIES REGARDING SUPRA?**

12 A. BellSouth's customer service representatives and other
13 employees that have contact with the public have utilized
14 every opportunity to disparage and criticize Supra to the
15 public and to Supra's customers. Among the types of
16 comments that have been made to Supra's customers are:

17 1) BellSouth has never heard of Supra and knows
18 nothing about Supra.

19 2) Supra is an insignificant, unreliable company that
20 customers should not consider to provide them local phone
21 services.

22 3) Customers will lose their opportunity to have
23 yellow pages advertising if they sign up with Supra.

24 4) Customers will lose access to the Internet if they
25 sign up with Supra.

26 5) Customers do not have to pay Supra if they dispute

1 Supra's bill.

2 6) Customers should file a complaint with the Florida
3 Public Service Commission if they have any problem with
4 Supra without first calling Supra to discuss any problems
5 they are having with Supra to give Supra an opportunity to
6 resolve any problems.

7 In his testimony, Mr. Brad Hamilton will address the
8 customer comments he received as a result of BellSouth's
9 contacts with Supra customers.

10 BellSouth has not only made comments in its contacts
11 with Supra customers during phone conversations, but
12 BellSouth has undertaken an anti-competitive campaign
13 against Supra that includes targeting specific business and
14 association customers that Supra had contacted and giving
15 disparaging information about Supra to those potential
16 Supra customers.

17 BellSouth is a member of the United States Telephone
18 Association which has undertaken an advertising campaign
19 against the provision of alternative local exchange
20 services that has contributed to the difficulties Supra has
21 experienced in gaining new customers. This campaign is
22 titled "Call Them On It." This media campaign, which
23 includes brochures, television ads, Internet ads, and
24 newspaper ads, focuses on creating doubt and concern in the
25 potential ALEC customers as to who will repair their phones
26 if there is a problem.

1

2 **ISSUE NO. 11: WHAT RELIEF, IF ANY, SHOULD THE COMMISSION**
3 **ORDER FOR SUPRA OR BELLSOUTH?**

4 A. The Commission should require BellSouth to provide
5 Supra with access to BellSouth's electronic interface and
6 all operational support systems that will enable Supra to
7 perform its ordering and provisioning, installation,
8 maintenance, and repair functions on a parity with
9 BellSouth. This means that Supra should not have to submit
10 any orders by fax. All ordering should be done
11 electronically, the same way BellSouth handles its own
12 customers' orders.

13 The Commission should stop BellSouth from charging
14 switching fees of \$19.00 and the one month's service in
15 advance charge for each customer that switches to Supra.

16 The Commission should require BellSouth to
17 dramatically modify its billing services to address the
18 needs of Supra as an ALEC. This means that BellSouth's
19 billing for Supra should be aimed at providing Supra the
20 billing information it needs in an accessible, meaningful
21 fashion. Any information in BellSouth's possession that
22 will assist Supra in its billing processes as an ALEC
23 should be required to be provided to Supra in a timely,
24 efficient manner. BellSouth should be required to offer
25 Supra the option of paying BellSouth to perform Supra's
26 billing services at fair and reasonable rates.

1 The Commission should require BellSouth to refrain
2 from any further anti-competitive and discriminatory
3 activities against Supra including, but not limited to,
4 requiring BellSouth employees to:

5 a) acknowledge, in response to customer inquiries,
6 that Supra is a Florida Public Service Commission-
7 certificated alternative local exchange carrier;

8 b) tell customers of Supra to contact Supra if they
9 are reporting a problem to give Supra the opportunity to
10 resolve any problems they may be having;

11 c) stop advising Supra customers to file complaints
12 against Supra at the Florida Public Service Commission; and

13 d) stop making derogatory or untrue statements
14 regarding Supra of any kind to customers.

15 The Commission should stop BellSouth from sending
16 retention letters to new Supra customers for at least
17 eighteen months.

18 The Commission should require BellSouth to offer Supra
19 the option of paying BellSouth to perform Supra's billing
20 services at fair and reasonable prices.

21 The Commission should require BellSouth to resell its
22 excess dark fiber to Supra.

23 Most significantly, the Commission should arbitrate
24 the rates, terms, and conditions of Supra's resale,
25 collocation, and interconnection agreements with BellSouth
26 because of BellSouth's failure to negotiate in good faith

1 with Supra.

2

3 Q. Does this conclude your testimony?

4 A. Yes.



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

Mr. Scott Schaefer
Vice President-Marketing Interconnection Services
BellSouth Telcommunications, Inc.
Suite 34S91
675 W. Peachtree Street , N.E
Atlanta, Georgia 30375
Fax: 1(404) 529-7839

Dear Mr. Schaefer:

Pursuant to Sections 251 and 252 of the Telecommunications Act of 1996,

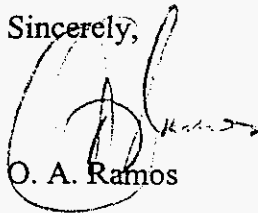
Supra Telecommunications & Information Systems, Inc. hereby request to begin the negotiations process to reach a mutually acceptable . Local Interconnection . Agreement with BellSouth Telecommunications Inc. in all the BellSouth States .

Please contact O. Ramos at your earliest convenience at 305 -443-3710 Ext.220

Establish the appropriate company contacts and procedural schedule necessary to

Implement this process.

Sincerely,



O. A. Ramos

CEO

cc: Jerry Hendrix
Jennette Fields



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

John Reinke
269 Giralda Ave, Suite 203
Coral Gables, FL 33134

October 20, 1997

Gregg Beck
Interconnection Services
675 W Peachtree St. NE
34S91
Atlanta, GA 30375

Dear Mr. Beck:

This is a follow up to our application for Local Interconnection Agreement sent on 10/17/97. Please let me know if you have received it and how the process is coming along. As this is vital for the forward movement of our company. You can reach me at 305-443-3710, ext. 240.

Sincerely,

John Reinke
V-P Engineering

cc: O. A. Ramos

Enclosure



BellSouth Telecommunications, Inc.
Room 34501 BellSouth Center
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375

January 15, 1998

Mr. Kay Ramos
Supra Telecommunications and Information Systems, Inc.
Suite 203
269 Gairald Avenue
Coral Gables, FL 33134

Dear Mr. Ramos:

This is in response to our conversation of January 9, 1998 regarding the unbundled network element rates that are contained in your Interconnection Agreement with BellSouth. The rates for unbundled network elements in Florida (Attachment 11, Exhibit 2-FL) were set by the Florida Public Service Commission, in Order No. PSC-98-1579-FOF-TP and are permanent rates. These rates are the result of arbitration between BellSouth and AT&T, MCI, and Sprint Communications. Therefore, BellSouth has little, if any ability to agree to rates different than those set forth in the Agreement executed by your company.

The term of your agreement including all rates, terms and conditions is for two years being October 23, 1997. As the agreement is implemented, if further clarifications are necessary or new items need to be added to the agreement, negotiations would then be appropriate. With the exception of the rates, if you have any specific provisions of the agreement that you find unclear or troublesome, I would be happy to discuss these further with you. As stated in the Agreement, the parties should not expect to commence negotiations on a new agreement until the April, 1999 time frame.

Please call me should you have any questions regarding the above. I can be reached at (404) 927-8389.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Pat'.

Pat C. Finlen
Manager - Interconnection Services

cc: Jerry Hendrix - Director - Interconnection Services



[REDACTED]
BILL DATE: 25-Feb-98

SUMMARY OF CHARGES

<i>Previous Charges</i>	Amount
Amount of Last Bill	0.00
Less Payments	0.00
Balance - Thank You for Your Payments	0.00
 <i>Currents Charges</i>	
 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]
[REDACTED]

CONFIDENTIAL



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 11
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

Conj 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]

CONFIDENTIAL

BELLSOUTH ACCOUNTS SECOND BILL

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

BELLSOUTH ACCOUNTS SECOND BILL

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

BELLSOUTH ACCOUNTS SECOND BILL

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

BELLSOUTH ACCOUNTS SECOND BILL

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

CONFIDENTIAL

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		833 833		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	

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	

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BELLSOUTH ACCOUNTS SECOND BILL

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

CONFIDENTIAL

BELLSOUTH ACCOUNTS SECOND BILL

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

BELLSOUTH ACCOUNTS SECOND BILL

NO.	TELEPHONE NO.	NO.	TELEPHONE NO.	NO.	TELEPHONE NO.
1351	[REDACTED]				
1352	[REDACTED]				
1353	[REDACTED]				
1354	[REDACTED]				
1355	[REDACTED]				
1356	[REDACTED]				
1357	[REDACTED]				
1358	[REDACTED]				
1359	[REDACTED]				
1360	[REDACTED]				
1361	[REDACTED]				
1362	[REDACTED]				
1363	[REDACTED]				
1364	[REDACTED]				
1365	[REDACTED]				
1366	[REDACTED]				
1367	[REDACTED]				
1368	[REDACTED]				
1369	[REDACTED]				
1370	[REDACTED]				
1371	[REDACTED]				
1372	[REDACTED]				
1373	[REDACTED]				
	AREA CODE [REDACTED]				
1374	[REDACTED]				
1375	[REDACTED]				
1376	[REDACTED]				
1377	[REDACTED]				
1378	[REDACTED]				
1379	[REDACTED]				
1380	[REDACTED]				
1381	[REDACTED]				
1382	[REDACTED]				
1383	[REDACTED]				

TELEPHONE NUMBER RESERVATIONS

EXHIBIT 6

Reserving Telephone Numbers for End User Assignment

As an alternative to establishing an electronic pre-ordering arrangement for telephone number assignment (see Pre-Ordering Interfaces), CLECs may choose to reserve a pool of numbers for Resale or for Unbundled Ports, which will allow the "pre-assignment" of numbers for end users.

To reserve a pool of numbers, the CLECs submit the form Telephone Number Reservation Request, exhibited at the end of this section. The form is designed to reserve blocks of telephone numbers associated with specific CLLI (Common Language Location Identifier) codes. It can only be used to reserve POTS (Plain Old Telephone Service) numbers. Special application numbers such as DID number scopes, series hunting, TERS, HMLs, etc., must be assigned by the LCSC on a case-by-case basis to meet needs for specific Local Service Request activity.

Prints of the reserved telephone numbers (example included in this section) will be returned to the CLEC by fax unless a disk is requested on the request submitted to LCSC.

A maximum of 100 telephone numbers per CLLI (Common Language Location Identifier) may be reserved for a maximum of three months. It is up to the CLEC to manage its pool of numbers so as to prevent duplicate number assignments and to monitor the reserved numbers for exhaustion. Additional numbers can be requested as required.

The CLEC may assign a reserved telephone number as appropriate during negotiations with end users. However, **the CLEC must advise the end user that the number cannot be guaranteed until service is installed.**

Note: Reserved numbers are not permanently assigned to an CLEC. As numbers are freed up by end user activity, they will be returned to the general purpose pool which is controlled by BellSouth.

Special Considerations

Some end user locations are served by multiple switches which may support different services. It is the CLEC's responsibility to take this into consideration when assigning a telephone number.

At times, it is necessary for BellSouth to introduce a 'switch freeze' for switch replacement activity. When this happens, number reservation in BellSouth systems is disallowed.



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:	Wayne Carnes	From:	Kay Ramos
Fax:	1-205-977-2210	Date:	10/2/97
Phone:	1-888	Pages:	5
Re:	Number Reservation	CC:	

Urgent For Review Please Comment Please Reply Please Recycle

Wayne,
This is extremely urgent.
pls. assist to expedite action.
Thanks

Kay Ramos



269 Giralda Ave. Suite 203
Coral Gables, FL 33134
Phone: (+305) 443-3710 Fax: (+305) 443-1078
Email: sales@supratelecoms.com
www.supratelecoms.com

P.O. BOX 1441221
Coral Gables, FL 33114-4122

FAX

1-888-704-9368

To:	BELLSOUTH LCSC	From:	VICTOR MIRIKI
Fax:	1-800-872-7059	Date:	10-13-97
Phone:	1-800-872-3116	Pages:	(INCLUDING THIS ONE) 5
Re:	NUMBER RESERVATION	cc:	

Urgent For Review Please Comment Please Reply Please Recycle

•Comments:

REQUESTING 100 LINES FOR EACH
CALL.

Thanks

Victor
2.

011-1111

BELLSOUTH NUMBER RESERVATION REQUEST - POTS

Date 10/13/97

Page 1 of 1
Fax # 800-872-7059
1-888-704-9368

A. Competitive Local Exchange Company

Co/OCN SUPRA TELECOM. & INTL SVCS. FAX # (305)-443-1000
Requested By VICTOR Tel # (305)-443-3110
Remarks REQUEST 100 LINES FOR A CELL

Disk Requested? If yes, mailing address: 269 GIBSON ST

B. Reservation Request Details

CLLI Code	Number to Reserve (max 100)	Reserve Until Date (max 3 mo)	Confirmation Number(s)	Number Reserved? (if diff)	Reserve Until Date (if diff)
?	100	01/11/98	LCSC	LCSC	LCSC
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1

DID Number Scopes, Hunting Series, TERs, HMLs, Special Numbers, etc. must be assigned by the LCSC.

B. Reservations Provided By

BellSouth Service Rep LCSC Tel # 800-872-3116
Remarks _____



269 Giralda Ave. Suite 203
Coral Gables, FL 33134
Phone: (+305) 443-3710 Fax: (+305) 443-1078
Email: sales@supratelecoms.com
www.supratelecoms.com

P.O. BOX 1441221
Coral Gables, FL 33114-4122

FAX

To:	BELLSOUTH (LCSC)	From:	VICTOR MIRIKI
Fax:	1-888-704-9368	Date:	10-20-97
Phone:	1-888-872-3116	Pages:	(INCLUDING THIS ONE) 5
Re:	NUMBER RESERVATION	CC:	

Urgent For Review Please Comment Please Reply Please Recycle

•Comments:

Requesting 100 Lines for each CALL

Thanks

Victor

USE LENS.

BELLSOUTH NUMBER RESERVATION REQUEST - POTS

Date 10, 1997

Page 1 of 1
Fax # 800-872-7059

A. Competitive Local Exchange Company

Co/OCN SUPRA TELECOMS
Requested By RICHARD HENDERSON
Remarks 100 LINES PER CLLI

FAX # (305) 443-1078
Tel # (305) 443-3710

Disk Requested? If yes, mailing address: 269 GIRARDA AVENUE
CORAL GABLES, FL 33134

B. Reservation Request Details

CLLI Code	Number to Reserve (max 100)	Reserve Until Date (max 3 mo)	Confirmation Number(s)	Number Reserved (if diff)	Reserve Until Date (if diff)
MIA MI FL AEDSO	100	01/20/98			/ /
MIA MI FL FL DSO	100	01/20/98			/ /
MIA MI FL GR DSE	100	01/20/98			/ /
MIA MI FL HD DSO	100	01/20/98			/ /
HMS FL HM DSO	100	01/20/98			/ /
KY WS FL MA DSO	100	01/20/98			/ /
HMS FL NA RSO	100	01/20/98			/ /
KY LR FL MA RSO	100	01/20/98			/ /
MIA MI FL BR DSO	100	01/20/98			/ /
MIA MI FL NS DSO	100	01/20/98			/ /
MIA MI FL RR DSO	100	01/20/98			/ /
MIA MI FL PH DSO	100	01/20/98			/ /
PM BH FL TA DSO	100	01/20/98			/ /
HL WD FL PE DSO	100	01/20/98			/ /
HL WD FL WH DSO	100	01/20/98			/ /
PM BH FL CS DSO	100	01/20/98			/ /
PM BH FL MA DSO	100	01/20/98			/ /
FL DL FL CV DSO	100	01/20/98			/ /
DR BH FL MA DSO	100	01/20/98			/ /

DID Number Scopes, Hunting Series, TERS, HMLs, Special Numbers, etc. must be assigned by the LCSC.

B. Reservations Provided By

BellSouth Service Rep _____ Tel # 800-872-3116
Remarks _____

BELLSOUTH NUMBER RESERVATION REQUEST - POTS

Date 10/1/97

Page 1 of 2
Fax # 800-872-7059

A. Competitive Local Exchange Company

CO/OCN SUPRA TELECONS
Requested By RICHARD HENDERSON
Remarks 100 LINES PER CLLI

FAX # (305)-443-1078
Tel # (305)-443-3710

Disk Requested? If yes, mailing address: 269 GIBBON AVE
CORAL GABLES, 33134

3. Reservation Request Details

CLLI Code	Number to Reserve (max 100)	Reserve Until Date (max 3 mo)	Confirmation Number(s)	Number Reserved (if diff)	Reserve Until Date (if diff)
4MSTFLARSO	100	01/20/98			/ /
FHDLAPRSO	100	01/20/98			/ /
JKHFLMARSO	100	01/20/98			/ /
W19MFLDRSI	100	01/20/98			/ /
W19MFLAERSO	100	01/20/98			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /
		/ /			/ /

DID Number Scopes, Hunting Series, TERs, HMLs, Special Numbers, etc. must be assigned by the LCSC.

B. Reservations Provided By

BellSouth Service Rep _____ Tel # 800-872-3116
Remarks _____

BELLSOUTH NUMBER RESERVATION REQUEST - POTS

Date 10 / 19 / 97

Page 1 of 3
Fax # 800-872-7059

A. Competitive Local Exchange Company

Co/OCN SUPRA TELECOMS FAX# (305)-443-1078
 Requested By VICTOR MIRIKI Tel# (305)-443-3710
 Remarks REQUESTING 100 LINES FOR EACH CLLI

Disk Requested? If yes, mailing address: 269 GIRALDA AVENUE
CORAL GABLES, FL 33134

B. Reservation Request Details

CLLI Code	Number to Reserve (max 100)	Reserve Until Date (max 3 mo)	Confirmation Number(s)	Number Reserved (if diff)	Reserve Until Date (if diff)
MIAMFLA L63E	100	01/20/98			1/1
MIAMFLB A85E	100	01/20/98			1/1
MIAMFLC R6E	100	01/20/98			1/1
MIAMFLM E32E	100	01/20/98			1/1
MIAMFLS H75E	100	01/20/98			1/1
MIAMFLP B88E	100	01/20/98			1/1
MIAMFLS O59E	100	01/20/98			1/1
MIAMFLH M26E	100	01/20/98			1/1
MIAMFL O L68E	100	01/20/98			1/1
FLIDFLS 474E	100	01/20/98			1/1
HLWDFLH A45E	100	01/20/98			1/1
WPBHF LAN 83E	100	01/20/98			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1
		1/1			1/1

DID Number Scopes, Hunting Series, TERs, HMLs, Special Numbers, etc. must be assigned by the LCSC.

B. Reservations Provided By

BellSouth Service Rep _____ Tel # 800-872-3116
 Remarks _____

BELL SOUTH NUMBER RESERVATION REQUEST - POTS

Date 10/13/97

Page 1 of 4
Fax # 800-872-7059

A. Competitive Local Exchange Company

Co/OCN SUPRA TELECOMS FAX # (305)-443-1078
 Requested By VICTOR MIRIKI Tel # (305)-443-3710
 Remarks RE-REQUESTING 100 LINES FOR EACH CLLI

Disk Requested? If yes, mailing address: 269 GILALDA AVENUE
CORAL GABLES, MIAMI FL 33134

B. Reservation Request Details

CLLI Code	Number to Reserve (max 100)	Reserve Until Date (max 3 mo)	Confirmation Number(s)	Number Reserved (if diff)	Reserve Until Date (if diff)
BCRTFLMADSI	100	01/20/98			/ /
BCRTFLBTDSO	100	01/20/98			/ /
MIAMFLBCDSO	100	01/20/98			/ /
MIAMFLGRDSO	100	01/20/98			/ /
MIAMFLNMDSO	100	01/20/98			/ /
PRRNFLMADSO	100	01/20/98			/ /
MIAMFLAPDSO	100	01/20/98			/ /
MIAMFLWDDSO	100	01/20/98			/ /
NDADFLGGDSO	100	01/20/98			/ /
FTLDFLSBDSD	100	01/20/98			/ /
FTLDFLMRDSO	100	01/20/98			/ /
BLGFLFLMADSO	100	01/20/98			/ /
PAHKFLMARSD	100	01/20/98			/ /
WPBHFLRPDSO	100	01/20/98			/ /
WPBHFLGRDSO	100	01/20/98			/ /
MIAMFLCADSO	100	01/20/98			/ /
BYBHFLMABSO	100	01/20/98			/ /
FTLDFLPLGO	100	01/20/98			/ /
FTLDFLCR56E	100	01/20/98			/ /
DLBHFLMA27E	100	01/20/98			/ /

DID Number Scopes, Hunting Series, TERS, HMLs, Special Numbers, etc. must be assigned by the LCSC.

B. Reservations Provided By

BellSouth Service Rep _____ Tel # 800-872-3116

Remarks _____

1-800-773-4967

RESALE NUMBER

REQUEST FOR PAs

RESERVATION REQUEST

FAX-1-888-704-9368

24 hr - turn-a-
ROUND

RESERVED the same Day



STIS

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: _____

PHONE NUMBER: _____

DATE: 12-29-97

TYPE OF REQUEST: New service & 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 SDI 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 B4 COMPLETION.



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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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Phone: (305) 443-3710
FAX: (305) 441-9318
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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: Orsolya Nguyen

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 Hunt

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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Confident

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



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Phone: (305) 443-3710
FAX: (305) 441-9318
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SUPRA ORDER TRACKING AND INQUIRY FORM

CUSTOMER NAME: _____

PHONE NUMBER: _____

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: _____

Orny Reyes

RESPONSE TO CUSTOMERS REQUEST: _____

This order was corrected thru 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 by 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.



STIS

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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).

Confidential



STIS

Supra Telecom & Information Systems, Inc.

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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: 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: Ornyky Kryzys

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 EPI.



STIS

Supra Telecom & Information Systems, Inc.

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

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Miami, FL 33133-3001
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SUPRA ORDER TRACKING AND INQUIRY FORM

CUSTOMER NAME: _____

PHONE NUMBER: _____

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 LCSC 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. Alfredie

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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 LESC 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 ~~Customer~~^{Account} even though the customer wants to be a Supra customer.

Widen

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 — 1

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]

Authorized Customer Signature: [Redacted]

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

Clara

Supra Telecommunications Salesperson

Thomas Bourge

STI BT. 0017

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PIC ADDS/DISCONNECTS REPORT
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42	02		SUPRA	[REDACTED]	[REDACTED]		980115	B ✓	E				09/20/97		CQF84FJ8	PIC: 0222	0105 0288
40	02		SUPRA	[REDACTED]	[REDACTED]		980117	R ✓	A				10/27/97		CR0GLNY5	PIC: 0222	0105 0222
40	02		"	[REDACTED]	[REDACTED]		980117	R	E				"		CR0GLNY5	PIC: 0222	0105
42	02		SUPRA	[REDACTED]	[REDACTED]		980117	R ✓	E				10/29/97		CQ92W263	PIC: 0288	0105 0333
42	02		SUPRA	[REDACTED]	[REDACTED]		980119	B ✓	E				09/13/97		CQ85NF62	PIC: 0288	0105 0333
40	02		SUPRA	[REDACTED]	[REDACTED]		980120	R ✓	A				08/22/97		CQ9RD008A	PIC: 0288	0105 0288
42	02		SUPRA	[REDACTED]	[REDACTED]		980119	B ✓	E				09/12/97		CQ7PGK76	PIC: 0288	0105 0355

VTT 125144 Sibb

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42	02		SUPA	[REDACTED]	[REDACTED]		980119	B	✓	E				09/12/97	CQ704HL2	PIC: 0288	0105 0555
42	02		SUPA	[REDACTED]	[REDACTED]		980121	R	✓	E				09/06/97	CQ3QKJ13	PIC: 0288	0105 0555
42	02		SUPA	[REDACTED]	[REDACTED]		980119	B	✓	E				09/20/97	CQBB86H7	PIC: 0288	0105 0288
42	02		SUPA	[REDACTED]	[REDACTED]		980116	B		E				12/27/97	CQ2YP8H6	PIC: 0288	0105 0555
42	02		"	[REDACTED]	[REDACTED]		980116	B		E				"	CQ9G8D09	PIC: 0288	0105 "
42	02		BELLSOUTH	[REDACTED]	[REDACTED]		980116	B		E					CQ48HGM0	PIC: 0288	0105
42	02		SUPA	[REDACTED]	[REDACTED]		980116	B		E				12/27/97	CQ9P1K15	PIC: 0288	0105 0555

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42	02		SUPRA	[REDACTED]	[REDACTED]	73	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]	23	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]	125	980116	B	E				12/27/97	CQ6CRM87	PIC: 0288	0105	0555

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42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				12/27/97		CQ035536	PIC: 0288	0105 0288
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ84L8B4	PIC: 0288	0105 0288
42	02		SUPRA	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				12/27/97		CQ2M3N22	PIC: 0288	0105 0288
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ1CMTR6	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ6FV3K6	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQ4BTT26	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E				"		CQCQVYT4	PIC: 0288	0105 "

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42	02		Supra	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					12/27/94	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					A	CQ37BT66	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					"	CQ1DTHV5	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					M	CQ9BCHV0	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					"	CQFKKJC8	PIC: 0288	0105 "
42	02		"	[REDACTED]	[REDACTED]	[REDACTED]	980116	B	E					"	CQ6XHMC2	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	CR2Y01H9	PIC: 0288 0105 0555

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

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40	02		BELLSOUTH		[REDACTED]		980117	R							CQ26XB03A	PIC: 0333	0101	0288
40	02		SUPRA		[REDACTED]		980119	B							CQB5NF62A	PIC: 0333	0101	0301
42	02		SUPRA		[REDACTED]		980119	B							CQ5F5BW5	PIC: 0333	0105	0555
40	02		BELLSOUTH		[REDACTED]		980117	B							CQ3D42N5B	PIC: 0333	0101	
40	02		"		[REDACTED]		980117	B							CQCCWV10B	PIC: 0333	0101	
40	02		"		[REDACTED]		980117	B							CQ3CY101B	PIC: 0333	0101	
40	02		"		[REDACTED]		980117	B							CQ0D5XD4B	PIC: 0333	0101	

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40	02						960117	B	E						CQ5VQJD4B	PIC: 0333	0101
40	02						960117	B	E						CQ9L7Y20A	PIC: 0333	0101
42	02		SUPRA				960117	B	E				8/12/97		CQ29RPX4	PIC: 0333	0105 0288
40	02		SUPRA				960117	R	E				09/09/97		CQ8062W0A	PIC: 0333	0101 0333
42	02		SUPRA				960122	B	E				02/12/98		CQ7V60C1	PIC: 0333	0105 0555
42	02		BELLSOUTH				960122	B	E						CQ1VPHW9	PIC: 0333	0105
42	02		SUPRA				960122	B	E				02/12/98		CQDTVKP1	PIC: 0333	0105 0555

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42	02		SUPRA	[REDACTED]	[REDACTED]	980121		B	✓						CQ0M6575	PIC: 0333	0105 0555
42	02		"	[REDACTED]	[REDACTED]	980121		B						"	CQC3PKH7	PIC: 0333	0105 11
42	02		"	[REDACTED]	[REDACTED]	980121		B						"	CQ7P6H70	PIC: 0333	0105 "
40	02		SUPRA	[REDACTED]	[REDACTED]	980116		B	✓				08/14/97		CQ8F5TD2A	PIC: 0333	0101 0333
40	02		BELLSOUTH	[REDACTED]	[REDACTED]	980117		R	✓				1/27/98		CQ4KYXC1A	PIC: 0333	0101 0288
42	02		SUPRA	[REDACTED]	[REDACTED]	980117		R	✓				09/09/97		CQ8062W0	PIC: 0432	0105 0288
40	02		BELLSOUTH	[REDACTED]	[REDACTED]	980121		R					01/27/98		CQ1QH2G2A	PIC: 0432	0105 0238

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40	02		SUPRA				980121	B	✓	E				10/24/97	CQC47LL08	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	CQ7FFFX7B	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	✓						02/01/98	CQCBDYD14A	PIC: 0555	0105 0555
40	02		SUPRA		[REDACTED]		980121	B	✓						02/12/98	CQDTVKP1B	PIC: 0555	0105 0555
40	02		SUPRA		[REDACTED]		980117	B	✓						10/28/97	CR2Y01M9B	PIC: 0555	0105 0555
40	02		REQUESTED TELP.		[REDACTED]		980118	B								CRF0G6T8A	PIC: 0555	0105
40	02		SUPRA		[REDACTED]		980115	B	✓						08/27/97	CQ7GBN38A	PIC: 0661	0101 0606
42	02		SUPRA		[REDACTED]		980121	B	✓						10/24/97	CQC47LL0	PIC: 0752	0105 0555
42	02		SUPRA		[REDACTED]		980115	B	✓						09/20/97	CQ45RPK6	PIC: 0799	0105 0288

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42	02		BELLSOUTH				980119	B	✓	E				01/27/98	CQ7TTGX4	PIC: 0799	0105	0288
42	02		BELLSOUTH				980119	B	✓	E				02/04/98	CQCBYD14	PIC: 0799	0105	0555
42	02		BELLSOUTH				980117	R	✓	E				02/12/98	CQ26XB03	PIC: 0848	0105	0288
42	02		SUPRA				980117	R	✓	A				10/27/97	CQ92W263	PIC: 5124	0105	0333
42	02		SUPRA				980120	R	✓	A				08/23/97	CQ9RD008	PIC: 5124	0105	0288
42	02		SUPRA				980115	B	✓	A				08/27/97	CQ7GBN38	PIC: 5124	0105	0606
42	02		SUPRA				980115	B		A				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	CROGLNY5	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 ADAMS	[REDACTED]	[REDACTED]	[REDACTED]	980117	B	E						CQ0D5XD4	PIC: 6437	0102
42	02			[REDACTED]	[REDACTED]	[REDACTED]	980117	B	E						CQCCWV10	PIC: 6437	0102
42	02			[REDACTED]	[REDACTED]	[REDACTED]	980115	B	E						CQ5331C9	PIC: 6678	0105

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TRAN CODE	STAT IND	ORD STAT IND	BILLING TEL NEW/OLD	CUST CODE N/O	WORKING TEL 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
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: 0222	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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42	02		Supra				980207	R ✓	E						CQ7KM4C9	PIC: 0070 0432	0105
42	02		Supra				980202	R ✓	E						CQ34MCF1 ✓	PIC: 0222 0288	0105
42	02		Supra				980202	R /	A						CQ185DT0 ✓	PIC: 0222 0288	0105
42	02		BST				980207	B ✓	A						CQ2Y8875	PIC: 0222 None	0105
							98-2-17										
42	02		Supra				980207	B ✓	E						CQ5L6VP9 ✓	PIC: 0222 0948	0105
42	02		Supra				980202	R ✓	E						CQ8K9XL9 ✓	PIC: 0288 0432	0105
40	02		BST				980205	B ✓	A						CQDLNK7A	PIC: 0288 ✓	0101
							93-2-17										

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40	02		Supra				980205	B	✓	A					CQ7QQ263B CQ79Q263	PIC: 0288 ✓	0101
40	02		Supra				980206	R	✓	E					CQ8XNKW2A CQ8YXNKW2	PIC: 0288 0943	0105
42	02		Supra				980210	R	✓	E					CQ3876X5 ✓	PIC: 0288 0948	0105
40	02		BST				980207	B	✓	A					CQ2Y8875A	PIC: 0288 None	0101
40	02		BST				980207	B	✓	E					CQ2Y8875A	PIC: 0288 None	0101
40	02		Supra				980209	B	✓	E					CQT8K100 ✓	PIC: 0288 ✓	0105
40	02		Supra				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					CQ5C6504 ✓	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						980202	B	✓	E					CQ2HGDJ5 ✓	PIC: 0288 ✓	0105
			Supra														
42	02		BST				980204	R	✓	E					CQB16K33	PIC: 0333	0105
							98-02-09									0233	
42	02		Supra				980205	B	✓	E					CQBR3L13	PIC: 0333	0102
40	02		Supra				980211	B	✓	E					CQ58G878A CQ58G870	PIC: 0333 ✓	0101
40	02		Supra				980211	B	✓	E					CQFKN9F2A CQFKN9F2	PIC: 0333 ✓	0101
40	02		Supra				980210	R	✓	E					CQYLV595 ✓	PIC: 0333 ✓	0105
42	02		BST				980207	B		E					CQ5N04N1	PIC: 0393	0105
								R								0222	

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40	02		Supra	[REDACTED]	[REDACTED]	[REDACTED]	980207	R	✓	E					CQ7KN4C9A CQ7KN4C9	PIC: 0432 ✓	0105
40	02		Supra	[REDACTED]	[REDACTED]	[REDACTED]	980212	B	✓	E					CQ47D0P8B CQ47D0P8	PIC: 0457 ✓	0105
42	02		Supra	[REDACTED]	[REDACTED]	[REDACTED]	980202	B	✓	E					CQ5CX42 ✓	PIC: 0555 ✓	0105
42	02		Supra	[REDACTED]	[REDACTED]	[REDACTED]	980206	R	✓	E					CQ1H4B93 ✓	PIC: 0555 0222	0105
42	02		Supra	[REDACTED]	[REDACTED]	[REDACTED]	980209	B	✓	E					CQT8K100 ✓	PIC: 0555 0287	0105
40	02		Supra	[REDACTED]	[REDACTED]	[REDACTED]	980212	R	✓	A					CQ36CDY4A CQ36CDY4	PIC: 0555 ✓	0105
40	02		Supra	[REDACTED]	[REDACTED]	[REDACTED]	980212	R	✓	E					CQ36CDY4A CQ36CDY4	PIC: 0555 ✓	0105

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

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42	02	BST	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980210	B	✓	E					CQ1PP311	PIC: 0789 0222	0105
42	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980210	B	✓	E					CRCCHY8 ✓	PIC: 0789 0222	0105
42	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980210	B	✓	E					CR3FK4C1 ✓	PIC: 0789 0222	0105
42	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980210	B	✓	E					CR87JRH9 ✓	PIC: 0789 0222	0105
40	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980210	R	✓	E					CQ3B76X5A CQ3B76X5 ✓	PIC: 0948 ✓	0101
42	02	Supra	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980206	R	✓	E					CQ0XNKW2 ✓	PIC: 0948 ✓	0105
42	02	BST	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	980207	B	✓	E					CQ2Y8875	PIC: 0948 None	0105

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42	02		Supra	[REDACTED]	[REDACTED]		980205	B	✓					E	CQ7BX5Y9 ✓	PIC: 0948 0288	0105
40	02		Supra	[REDACTED]	[REDACTED]		980207	B	✓					E	CQ5L6VP9A CQ5L6VP9	PIC: 0948 ✓	0101
40	02		Supra	[REDACTED]	[REDACTED]		980207	R	✓					E	CQ5G6504A CQ5G534	PIC: 0948 ✓	0101
42	02		BST	[REDACTED]	[REDACTED]		980205	B	✓					A	CQDLNKT7	PIC: 5124 0288	0105
42	02		BST	[REDACTED]	[REDACTED]		980205	B	✓					A	CQ6RX462	PIC: 5124 0288	0105
42	02		Supra	[REDACTED]	[REDACTED]		980206	R	✓					A	CQ1H4B93 ✓	PIC: 5124 0288	0105
42	02		Supra	[REDACTED]	[REDACTED]		980205	B	✓					A	CQ7QQ263 ✓	PIC: 5124 0288	0105

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42	02		Supra	[REDACTED]	[REDACTED]		980205	B ✓	A						CQ7BX5Y9 ✓	PIC: .5124 0288	0105
42	02		BST	[REDACTED]	[REDACTED]		980207	B ✓	A						CQ5N04N1	PIC: .5124 0222	0105
40	02		Supra	[REDACTED]	[REDACTED]		980210	R ✓	A						CQYLV595 ✓	PIC: .5124 0333	0105
40	02		Supra	[REDACTED]	[REDACTED]		980205	B ✓	E						CQBR3L13A	PIC: .6437 0222	0105

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42	02		SUPRA	[REDACTED]	[REDACTED]		980130	R	E					5/11/15/97	CQ8HKV81	PIC: 0222 5433	0105
42	02		BELLSOUTH	[REDACTED]	[REDACTED]		980130	B	E					12/01/97	CQ58WC11	PIC: 0222 238	0105
42	02		SUPRA	[REDACTED]	[REDACTED]		980130	R	E					10/23/97	CQCJ8R22	PIC: 0222 0288	0105
40	02		SUPRA	[REDACTED]	[REDACTED]		980202	R	E					08/23/97	CQ34WCF1A	PIC: 0288 0288	0105
40	02		BELLSOUTH	[REDACTED]	[REDACTED]		980204	R	E					02/09/98	CQB16K33A	PIC: 0288 0288	0105
40	02		SUPRA	[REDACTED]	[REDACTED]		980202	R	A					09/17/97	CQ185DT0A	PIC: 0288 0288	0105
40	02		[REDACTED]	[REDACTED]	[REDACTED]		980130	R	B						CQCJ8R22B	PIC: 0288	0105

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40	02		BELLSOUTH	[REDACTED]	[REDACTED]		980130	B	✓ A				02/12/98		CQCK8PC6A	PIC: 0288	0101 0288
42	02		IS NOT AUTHORIZED TO INFORMATION	[REDACTED]	[REDACTED]		980131	B	E						CQ6QKPQ2	PIC: 0288	0105 ← *
40	02		SUPRA	[REDACTED]	[REDACTED]		980131	B	✓ E				10/28/97		CQDR6RT8A	PIC: 0288	0105 0288
40	02		SUPRA	[REDACTED]	[REDACTED]		980202	R	✓ E				09/19/97		CQ8K9XL9B	PIC: 0432	0105 0432
42	02		SUPRA	[REDACTED]	[REDACTED]		980129	R	✓ E				09/19/97		CQD8JB42	PIC: 0555	0105 0288
40	02		SUPRA	[REDACTED]	[REDACTED]		980202	B	✓ E				10/24/97		CQ5CXR42B	PIC: 0752	0105 0555
42	02		SUPRA	[REDACTED]	[REDACTED]		980131	B	✓ E				10/28/97		CQ6V3FL7	PIC: 0752	0105 0948

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42	02		SUPRA		[REDACTED]		980131	B	E		SLB	10/23/97			CQDR6RT8	PIC: 0752 0233	0105 ?
40	02		SUPRA		[REDACTED]		980131	B	E			10/23/97			CQ6V3FL7A	PIC: 0948	0101
40	02		IS NOT AUTHORIZED TO INFORMATION		[REDACTED]		980131	B	E						CQ6QKPQ2A	PIC: 0948	0101 ← *
42	02		SUPRA BRAD HAMILTON		[REDACTED]		980130	R	A			10/23/97			CQCJ8R22	PIC: 5124	0105 0288
42	02		REF TO (305) 871-5311		[REDACTED]		980130	B	A			02/12/97			CQCTH587	PIC: 5124	0105 0288
42	02		BELLSOUTH		[REDACTED]		980130	B	A			02/12/97			CQCK8PC8	PIC: 5124	0105 0288
42	02		SUPRA		[REDACTED]		980128	B	A			09/11/97			CQ6BF4F4	PIC: 5124	0105 0288

CONFIDENTIAL

SEQUENCE NUM: 00001
PRINTED ON: 02/06/98

PIC ADDS/DISCONNECTS REPORT
BELLSOUTH

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LOCAL SERVICE PROVIDER (LSP): 7011

TRAN CODE	STAT IND	ORD STAT IND	BILLING TEL NUM NEW/OLD	CUST CODE M/O	WORKING TEL NUM NEW/OLD	TER NUM M/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	CQ9HKV81A	PIC: 5483	0105 5483
40	02		SUPRA				980130	B	E					09/11/97	CQ58WC11B	PIC: 5483	0105 5483

CONFIDENTIAL

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Exhibit _____ (OAR-8)

SERVICE	INTERCONNECTION INTERVAL	ACTUAL COMPLETION INTERVAL
INSTALLATION		
Lines/trunk with no premises visit:		
Business		
1-3 lines	less than or equal to 2 business days	at least 3 business days
4-15 lines	less than or equal to 4 business days	at least 8 business days
over 15 lines	as negotiated	16 business days minimum
Residential	less than or equal to 2 business days	3 business days minimum
Lines/trunks with premises visit:		
Business		
1-2 lines	2 business days	4 business days or longer
3-5 lines	4 business days	8 business days or longer
6-10 lines	6 business days	8 business days or longer
11-15 lines	9 business days	16 business days or more
over 15 lines	as negotiated	16 business days or more
Residential	4 days.	5 business days or more
Business lines/trunks; plant or other facilities not available and must be provisioned		
	as negotiated	as negotiated or more
ESSx/MULTI SERV (CENTREX)		
		as negotiated or more
NEW/ TO & FROM		
	as negotiated	as negotiated or more
New features (not in common block)		
	as negotiated	as negotiated or more
Add/changes (in common block)		
1-3 lines	2 business days	3 business days
4-9 lines	3 business days	5 business days
10-24 lines	5 business days	7 business days or longer
over 24 lines	as negotiated	as negotiated or more
Unbundled Network Elements Business or Residential		
	The parties agree to establish appropriate intervals for provisioning unbundled network elements by July 1, 1997	
FEATURE CHANGES		
Orders received before 3:00 p.m	Completed on day of receipt	2 days or more

Order received after 3:00 p.m	Completed before 5:00 p.m next day	2 days or more
SERVICE DISCONNECT	With in 24 hrs after receipt of Service Order	LENS - 5 business day but orders sumitted manually take 2 business days.

