

SUZANNE FANNON SUMMERLIN
ATTORNEY AT LAW

1311-B Paul Russell Road, Suite 201
Tallahassee, Florida 32301

DEPOSIT

DATE

TELEPHONE (850) 656-2288
TELECOPIER (850) 656-5589

D018

OCT 12 1998

October 9, 1998

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

VIA HAND DELIVERY

RECORDS AND
REPORTING

98 OCT -9 PM 2:27

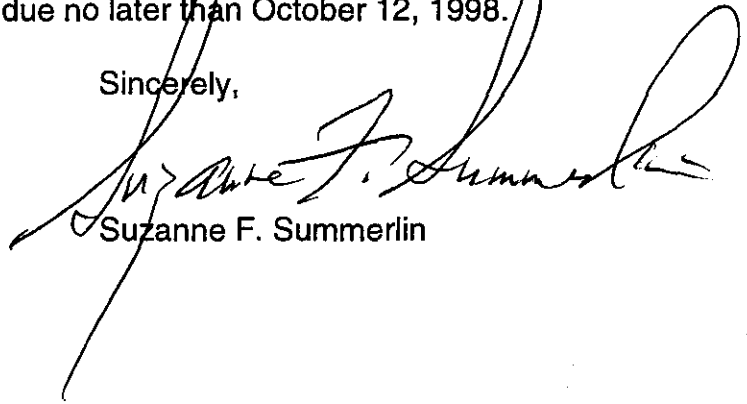
RECEIVED-FPSC

RE: Docket No. 971527-TX, Initiation of show cause proceedings
against Supra Telecommunications & Information Systems

Dear Ms. Bayó:

Pursuant to order no. PSC-98-0500-AS-TX issued April 10, 1998, please
find enclosed Supra Telecommunications and Information Systems, Inc.'s
second \$10,000.00 installment, which is due no later than October 12, 1998.

Sincerely,



Suzanne F. Summerlin

Enclosure

REDACTED

- ACK _____
- AFA _____
- APP _____
- CAF 1
- CMU 1
- CTR _____
- EAG _____
- LEG 1
- LIN _____
- OPC _____
- RCH _____
- SEC 1
- WAS _____
- OTH _____

SUPRA TELECOMMUNICATIONS AND
INFORMATION SYSTEMS, INC.
2620 S.W. 27th Ave.
Miami, FL 33133

3156

63-2/630
BRANCH 00772

Date 10-7-98

Pay to the Order of FLORIDA PUBLIC SERVICE COMMISSION \$10,000

TEN THOUSAND DOLLARS ONLY _____ Dollars

First Union National Bank

First Union
R/T 063000021

CODE

Docket # 971527-TX
For Gen. Inv. fund contribution

3156

DOCUMENT NUMBER-DATE

11351 OCT 12 98

FPSC-RECORDS/REPORTING

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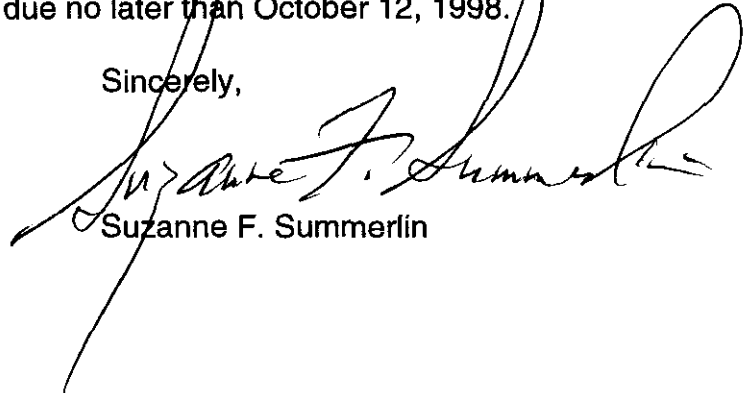
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FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

11351 OCT 12 98

FPSC-RECORDS/REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of Show Cause Proceedings against Supra Telecommunications & Information Systems for violations of Rules 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries, and Rule 25-24.820(1)(a), Revocation of a Certificate.

DOCKET NO. 971527-TX
ORDER NO. PSC-98-0500-AS-TX
ISSUED: April 10, 1998

The following Commissioners participated in the disposition of this matter:

JULIA L. JOHNSON, Chairman
J. TERRY DEASON
SUSAN F. CLARK
JOE GARCIA
E. LEON JACOBS, JR.

ORDER APPROVING SETTLEMENT PROPOSAL

BY THE COMMISSION:

CASE BACKGROUND

We granted Supra Telecommunications and Information Systems (Supra) Alternative Local Exchange Certificate No. 4861 on July 21, 1997. On September 3, 1997, our staff received two complaints alleging unauthorized switching of local telephone service. By October 21, 1997, there were 63 similar complaints. The complaints primarily involved unauthorized switching of local telephone services and misleading solicitation practices. As of January 8, 1998, our staff reported 201 complaints relating to unauthorized switching by Supra. Additionally, Supra had failed to respond to staff inquiries regarding the complaints. Supra representatives met with our staff and tendered a settlement proposal. Due to some outstanding customer concerns, we were not able to approve Supra's initial settlement proposal. Supra officials also appeared before us at the February 3, 1998, Agenda Conference and assured us of their commitment toward resolving this matter. On March 4, 1998, Supra tendered a second settlement proposal.

SETTLEMENT PROPOSAL

Supra Telecommunications & Information Systems' settlement offer of March 4, 1998, can be summarized as follows:

1. STIS admits no intentional wrongdoing;
2. STIS will make a contribution of \$45,000 to the State General Revenue Fund:
 - a. \$15,000 paid within 30 days of the issuance of the final order;
 - b. \$10,000 paid in six months;
 - c. \$10,000 paid in 12 months;
 - d. \$10,000 paid in 18 months;
3. STIS will comply with the Commission's proposed Rule 25-4.118, Florida Administrative Code, Carrier Selection;
4. STIS also assures its compliance with Rule 25-4.043, Florida Administrative Code, Response to Commission Staff Inquiries.

We believe the STIS settlement conditions adequately address STIS' slamming complaints and the untimely responses to the Commission. The company has responded to all of the outstanding consumer complaints previously discussed at the January 20, 1998 Agenda Conference. The revisions of the sales and verification scripts appear to more accurately reflect the telecommunications service the company is selling.

Accordingly, we accept STIS' settlement proposal. We find the \$45,000 voluntary contribution reasonable, in light of the fact that STIS is a start-up company. Further, STIS has credited all affected consumers, in effect providing free services to those consumers whose service was switched without authorization. The \$45,000.00 contribution will be forwarded to the Office of the Comptroller for deposit in the State General Revenue Fund pursuant to Section 364.285, Florida Statutes.

ORDER NO. PSC-98-0500-AS-TX
DOCKET NO. 971527-TX
PAGE 3

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the settlement proposed by Supra Telecommunications & Information Systems in resolution of this show cause proceeding, which is attached to this Order as Attachment A and is incorporated herein by reference, is hereby approved. It is further

ORDERED that Docket No. 971527-TX shall remain open until the Commission receives Supra Telecommunications & Information Systems's voluntary contribution of \$45,000.00 as set out in the body of this order, for deposit in the State of Florida General Revenue Fund. Upon receipt of the final payment, Docket No. 971527-TX shall be closed.

By ORDER of the Florida Public Service Commission this 10th day of April, 1998.

\s\Blanca S. Bayo'

BLANCA S. BAYÓ, Director
Division of Records and Reporting

This is a facsimile copy. A signed copy of the order may be obtained by calling 1-850-413-6770.

(S E A L)

SOME (OR ALL) ATTACHMENT PAGES ARE NOT ON ELECTRONIC DOCUMENT.

JRB

ORDER NO. PSC-98-0500-AS-TX
DOCKET NO. 971527-TX
PAGE 4

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.