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RECORDS AND REPORTING

May 22, 2001

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

010212-TX

RE: Docket No. ~~012012-TX~~ Initiation of Show cause proceedings against Supra Telecommunications and Information Systems, Inc. for apparent violation of Rule 25-4.043, F.A.C., response to Commission Staff inquires.

Dear Ms. Bayo:

This letter is a follow up to my meeting with Mr. Ray Kennedy, Ms. Pamela Johnson, Mr. Paul Lowery and other PSC personnel. After speaking with Mr. Kennedy, Supra wishes to offer a settlement of \$1,500 per complaint, for a total payment of \$9,000. This is consistent with the decision made in Docket No. 000399-TI (AT&T Show Cause for failure to respond timely to Commission Staff inquiries). Supra Telecom also waives any rights to object to the administrative cancellation of our certificate in the event our offer is accepted, and we fail to comply with the terms for which we have offered.

Supra has restructured its PSC complaint resolution process and inquiries. These inquiries are now directed to the Tallahassee Regulatory Office. I have been hired to head up the Tallahassee office, and I am confident that PSC inquiries will be handled expeditiously. I am in constant contact with Consumer Affairs and the Bureau of Service Quality and have provided my telephone number if any information is needed regarding Supra Telecom.

If accepted, Supra will make the settlement payment of \$9,000 within thirty days after the issuance of the final order in this docket.

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Sincerely,

Ann H. Shelfer
V.P. - Public Policy Advocate

c. Pamela Johnson, Consumer Affairs

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