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November 22, 2002

Director  
Division of the Commission Clerk and Administrative Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RE: Docket No. 020664-TI  
Order No. PSC-02-1285-PAA-TI  
Issued: September 20, 2002

To Whom It May Concern:

On September 26, 2002, bigredwire.com, Inc. (hereinafter referred to as "bigredwire") received Notice of Proposed Agency Action Order Imposing Penalties from the Florida Public Service Commission on the above referenced Docket and Order Number.

The above referenced docket was opened to address bigredwire's alleged violation of Rule Nos. 25-24.470 and 25-4.043, Florida Administrative Code.

bigredwire responds to the alleged violation of Rule Nos. 25-24.470 and 25-4.043, Florida Administrative Code as follows:

Rule No. 25-24.470

bigredwire does not dispute the fact that it has not obtained a certificate of public convenience and necessity from the commission. Instead, bigredwire wishes to settle this rule violation in an amicable fashion by proposing a penalty in the amount of \$5,000 and submission of an Application Form for Authority to Provide Interexchange Telecommunications Service Between Points Within the State of Florida by the close of business on October 25, 2002.

Rule No. 25-4.043

Although bigredwire disputes the slamming complaint # 445725T - Mr. Jeff Hill, it does not wish to initiate proceedings, but rather settle this complaint in an amicable fashion by proposing a penalty of \$2,500 as well as credit Mr. Hill for all Intra-lata calls made for the first 30 days after the switch and re-rate the calls made after 30 days to the rates of his preferred carrier. bigredwire takes the issue of slamming very seriously. Our terms and conditions state clearly that the user is selecting bigredwire as its inter and intra-lata carrier. We are implementing an electronic letter of authorization (LOA) that requires electronic mail verification from the user authorizing bigredwire as their inter and intra-lata carrier.

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DOCUMENT NUMBER - DATE

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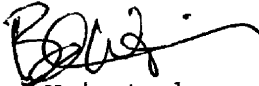
FPSC-COMMISSION CLERK

All correspondence pertaining to this matter should be addressed to:  
bigredwire.com, Inc.  
25 East Mason Street  
Third Floor  
Santa Barbara, CA 93101  
Attn: Brad Weinstock, President  
805 560 8900 x10  
805 560 8901 facsimile  
[bweinstock@bigredwire.com](mailto:bweinstock@bigredwire.com)

bigredwire's substantial interests will be seriously affected by the agency's current determination. We are a small company with limited resources. With our staff of 7 our mission is to provide a quality service and customer experience at prices that are among the lowest in the industry. We strive to create relationships with our customers based on value, quality, truth and fun. Penalties under the current determination will likely force us to cease and desist providing service in the State of Florida. In light of the foregoing, the penalties proposed above totaling \$7,500 shall be paid in monthly installments of \$100. At the end of 12 months we will pay the unpaid balance of \$6,300.

Thank you in advance for your consideration in this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Brad Weinstock', with a long horizontal flourish extending to the right.

Brad Weinstock  
President