

M E M O R A N D U M

April 9, 2003

ORIGINAL

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (BANKS) *FRB*

RE: DOCKET NO. 020999-TX - COMPLAINT OF MEL CITRON AGAINST SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC. REGARDING QUALITY OF SERVICE.

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Please place in docket file and send to DOAH. Thank you.

FRB/anc  
Attachment

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
SEC 1  
OTH 2 to DOAH

DOCUMENT NUMBER-DATE

03306 APR-98

FPSC-COMMISSION CLERK

Request No. 411314T

Name MEL CITRON

Business Name

**Consumer Information**

Name: MEL CITRON

Business Name:

Svc Address: 1300 FUNSTON STREET

Phone: (954)-921-0287

Can Be Reached:

City/Zip: Hollywood / 33019-

Date Transferred to BCO: 07/24/2002

Date Received by BCO: 07/24/2002

Suspense Date: 03/10/2002

**Utility Information**

Company Code: TX088

Company: SUPRA TELECOMMUNICATIONS AND

Attn. Ann Shelfer411314T

Sent to Agenda: Y

Conf. Agenda Date: 12/17/2002

Form X Date Sent: 07/25/2002

Form X Date Due: 08/09/2002

Form X Received Late: N

**Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100**

Mediation Settlement Deadline: / /

Mediation Analyst: KATE SMITH

Pre. Conf. Sett. Amount: 0.00

Pre. Conf. Settlement: N

Informal Conference Deadline: / /

Informal Conf. Sch.: Y Conference Analyst: JOHN PLESCOW

Date of Informal Conference: 09/11/2002

Informal Conf. Sett. Amount: 0.00 Informal Conf. Settlement: N

Informal Conf. Resolve: Y Conf. Closed Date: 12/05/2002

Post Conf. Sett. Amount: 0.00

Post Conf. Settlement:

Customer states that he has asked company to provide him with the access numbers for programing his phone, a 900 call block on his line and also a call block that would not allow information calls. Customer states that company told him that blocks were in place but states that he was billed as the blocks were not in place. Customer states that there is also a problem with the date that service was established with company and states that he feels that he double paid for his service as he thought that his service was with the company rather then with Bellsouth and this is due to company not taking over two lines service when promised. Customer states that he has made previous contact with the company to discuss this issue. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report by the due date.

Case taken by Pamela Duck

FAX# 850-413-7168

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E-mail: PSCREPLY@PSC.STATE.FL.US

11/01/2001 Interim Report received via email. Another report will be provided in 20 days. AHashisho

11/21/2001 Report received via email. AHashisho

2/1/2002: REPORT RECEIVED: ACCORDING TO THE COMPANY'S REPORT A CREDIT FOR THE AMOUNT OF \$25.00 CREDIT WAS ISSUED FOR EACH LINE FOR THE INCONVENIENCE. AS A RESULT HIS ACCOUNT WITH NUMBERS 954-921-0287 AND 954-921-0322 HAS A BALANCE OF \$287.02 ( \$50.00 CREDIT FOR TWO LINES @ \$25 EACH AND \$61.60 CREDIT FOR 411 CALLS). THE OTHER ACCOUNT WITH NUMBERS (305)932-4893 AND (305)932-3546 HAS BEEN CREDIT FOR THE AMOUNT OF \$50.00 AND APPROXIMATE AMOUNT OF \$150.00 FOR MISBILLING. THE CUSTOMER WAS SATISFIED WITH THE 305 NUMBERS BUT IS NOT SATISFIED WITH THE CREDITS ISSUED ON THE 954 NUMBERS. THE COMPANY DOES NOT BELIEVED IT IS RESPONSIBLE FOR THE 555-1212 CALLS THAT WERE PLACED AT THE CUSTOMER'S PREMISE.

THE CUSTOMER ACCESS ISSUE WAS RESOLVED.

2/1/2002: A CLOSURE LETTER WILL BE FORWARD TO THE CUSTOMER BY MAIL.

THIS INQUIRY IS CLOSED.

2-13-2002 Customer call stating that he needs the company to contact him related with adjustments that the company promise to make. Please contact the customer.

REFAXED TO COMPANY

2/28/02 Customer asked to speak with Noelia. He states he left a message for her to call him on 2/26/02 and he hasn't received a call. Customer is not satisfied with the offer made by the company. The customer states he has been without proper service for months. The credit offered is not sufficient to the customer. The customer states the company tells him or the PSC one thing and does something entirely different. Will ask Pam Johnson to contact customer at 954-921-0287. Shonna McCray

2/28/2002 - I spoke with Ann Shelfer (Supra) regarding the status of the account and she indicated that Mr. Citron was offered credits of \$150 for billing errors and another credit was issued for \$61.00. Ms. Shelfer also advised that the customer has not made a payment in several months and he currently owes Supra \$457.00 At this time, the company is not willing to issue any further credits to the customer. Supra will fax additional information to me regarding the status of the account.pjohnson

2/28/2002 - I spoke with Mr. Citron and he indicated that he is not satisfied with the resolution or the offer from the company.

3/2/2002 - Received the following e-mail from Supra Telecommunications(pjohnson):

Pam,

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In order to resolve this complaint Mr. Citron has requested a \$25 credit per line, per month - which we believe is unreasonable. We will provide you additional information

Ann H. Shelfer  
V.P. - Public Policy Advocate  
Supra Telecom  
850/402-0510

03/04/2002 Correspondence received via mail and forwarded to the analyst. kmarshall

5/3/02 Customer transferred to NSANTIAGO's voicemail. tmorgan

5/8/02 Customer transferred to NOELIA SANTIAGO's voicemail and followed-up with an email. tmorgan

5/9/02 Customer transferred to Noelia. Shonna McCray

5/9/2002: CUSTOMER CONTACTED THE PSC AND HE STATED THAT THE COMPANY IS NOT COOPERATING WITH HIM. HE STATED THAT HE HAS BEEN WITH THIS COMPANY FOR TWO YEARS AND FROM THE MOMENT HE STARTED SERVICE WITH SUPRA HIS TELEPHONE HAS NOT BEEN WORKING PROPERLY. RECENTLY HE RECEIVED A BILL FOR THE AMOUNT OF \$1500.00. THE CUSTOMER WILL FAX COPIES OF THE MOST RECENT BILL FOR FURTHER REVIEW. NJS 4:00 PM.

5/9/02 Additional correspondence received via fax. Will forward to analyst. Shonna McCray

6-13-2002 Customer correspondence received, forwarded to nsantiago for review. pbarnes

07/17/2002 Customer correspondence received via fax will forward to assigned analyst. mwlivingston

7/18/02 Customer was advised if he wasn't satisfied with the offer by Supra, he could request to have an Informal Conference. Customer states he already had an Informal Conference. Transferred customer to Pam Johnson. Shonna McCray

INFORMAL CONFERENCE PROCESS - BUREAU OF CONSUMER OUTREACH

July 24, 2002: At 3:23 p.m. we received an e-mail from Pam Johnson informing us that the customer had requested an informal conference. A copy of the e-mail has been placed in the file. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 24, 2002: FAXED TO THE COMPANY: DUE TO THE CUSTOMER'S INFORMAL CONFERENCE REQUEST, PLEASE DO NOT TAKE COLLECTION ACTION ON THE CUSTOMER'S ACCOUNT FOR ANY DISPUTED AMOUNT, IF APPLICABLE, REGARDING THIS CASE, PENDING THE OUTCOME OF THE INFORMAL CONFERENCE PROCESS. A member of the PSC's Bureau of Consumer Outreach will be following up with the customer

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and the company regarding this case. Carmen Peña - Supervisor Bureau of Consumer Outreach.

The above message was faxed to Supra Telecommunications from the computer at approximately 4:48 p.m.

An informal conference acknowledgment letter along with Form X will be forwarded to the customer via certified and regular mail. Carmen Peña - Supervisor Bureau of Consumer Outreach

July 25, 2002: The informal conference acknowledgment letter along with Form X have been forwarded to the customer. The completed Form X is to be postmarked no later than August 9, 2002. Carmen Peña - Supervisor Bureau of Consumer Outreach

August 12, 2002: We have received the completed Form X from the customer on August 12, 2002. This form was forwarded in a timely manner as the envelope has been postmarked by the post office on August 8, 2002. This case will be forwarded to Kate Smith to begin the mediation stage of the informal conference process. Carmen Peña - Supervisor Bureau of Consumer Outreach

August 13, 2002: I reviewed this file and called Supra to discuss their position. I had to leave a message for Ms. Shelfer to return my call. KSmith

August 14, 2002: I received a return call from Ms. Shelfer. We discussed the mediation process and I asked her if Supra was willing to make an offer of settlement to the customer. She will discuss this with her staff and let me know. KSmith

August 14, 2002: Mr. Citron returned my call. He went over his position and discussed his concerns with me. He wants the 75% reduction in the bill he was promised, all late fees and the interest waived. He is anxious to go to the informal conference if Supra does not comply. I explained the process and told him I had already contacted Supra. I will follow up with him as soon as I hear from Supra. KSmith

August 19, 2002: I called Supra and spoke with Ann Shelfer. Supra is not willing to do anything more and is ready to go forward with the informal conference. I tried to reach the customer, but had to leave a message. I got an intercept stating that his memory mailbox is full. Since I don't know if he got the message, I'm sending him a letter. KSmith

August 20, 2002; The customer got my message of 8/19/02 and returned my call. He said that he is ready to go forward with the informal conference. He is getting over 200 customers together for a class-action lawsuit against Supra and believes that if we dismiss his complaint as nonjurisdictional it will help his case. He alleged that there was enough information on the misrepresentation practiced by Supra to file criminal charges against the management of the company. Mr. Citron said that he going to get the media involved and especially Bob Meyer of Channel 4 in Miami because he was the one who gave the push to Supra so that so many people switched their service tot he company. I told the customer I would be sending him a letter with the date of the informal conference. He thanked me for my help and we ended the call. KSmith

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August 21, 2002: Letter sent to the customer and Supra notifying them of the informal conference date. KSmith

August 21, 2002: The informal conference has been scheduled for Wednesday, September 11, 2002, at 9:30 a.m. by phone. The customer is to be contacted at 1-954-921-0287. Copy of the letter was forwarded to Supra Telecommunications. Carmen Peña - Supervisor Bureau of Consumer Outreach

August 21, 2002: At approximately 1:26 p.m. Bureau Chief Rhonda Hicks was forwarded an e-mail informing her of the scheduled informal conference and requesting that an attorney from the Legal Division be assigned to this case. A copy of the e-mail has been placed in the case file for documentation purposes. Carmen Peña - Supervisor Bureau of Consumer Outreach

August 26, 2002: Received the return receipt from the certified letter notifying the customer of the date for his informal conference. The post office delivered the letter on August 24, 2002. KSmith

September 3, 2002: We have received an e-mail from Bureau Chief Rhonda Hicks indicating that the attorney that has been assigned to participate in the informal conference is Felicia Banks. Carmen Peña - Supervisor Bureau of Consumer Outreach

September 11, 2002: The informal conference was held but no settlement was obtained between the customer Mel Citron and the company Supra Telecommunications. This case will be scheduled for an Agenda Conference. The OPR will be attorney Felicia Banks and the OCRs will be John Plescow and D. McDonald. Carmen Peña - Supervisor Bureau of Consumer Outreach

September 23, 2002: We have received the document titled "Request to Establish Docket" from Attorney Felicia Banks representing the Office of the General Counsel. The suggested docket title is Complaint of Mel Citron against Supra Telecommunications and Information Systems, Inc. regarding quality of service. The document has been placed in the case file for documentation purposes. Carmen Peña - Supervisor Bureau of Consumer Outreach

October 17, 2002: We have received an e-mail from Attorney Felicia Banks indicating that the recommendation is scheduled to be filed on Thursday, November 7. The docket number of the case is 020999-TX. A copy of the e-mail has been placed in the file for documentation purposes. Carmen Peña - Supervisor

November 13, 2002: A CASR Revision has been done because staff needs additional time to investigate and review the consumer's complaint. The request came from managerial CAF staff. A copy of the revised "casr" has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

November 20, 2002: A second CASR Revision has been done because staff needs additional time to prepare its recommendation, due to staffing schedules. The request came from Bureau Chief, Rhonda Hicks. A copy of the revised "casr" has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

December 5, 2002 : The recommendation was filed today. A copy has been placed in the case file. This case has been

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scheduled to go to the regular Agenda Conference on December 17, 2002 as Item number 26. Carmen Peña - Supervisor Bureau of Consumer Outreach

December 9, 2002: We have received from attorney Felicia Banks a copy of the letter she forwarded Mr. Mel Citron in regards to the docketed complaint. The letter dated December 6, 2002 has a copy of the filed recommendation to be considered at the December 17, 2002, Regular Agenda Conference. Attorney Banks is stating to the customer when, where and at what time the Agenda Conference will be held. In her second paragraph she indicates to him that if he wishes to attend to please arrive promptly at the beginning of the Agenda. In addition she states that if he should have any questions to contact her at (850) 413-6199. A copy of the letter and the rec have been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

01-08-2003 - Received the following e-mailed information.

DOCKET TITLE = Complaint of Mel Citron against Supra Telecommunications and Information Systems, Inc. regarding quality of service.  
UTILITY NAME = Mel Citron (et al.)

DOCUMENT DESCRIPTION = PAA Order PSC-03-0066-PAA-TX denies consumer complaint; docket to be closed if order becomes final; protests due 1/29/03. (DBzP)

DOCUMENT PATH =  
file://L:\PSC\LIBRARY\FILINGS\03\00230-03

Document ID = 00230-03  
Document Filed 01/08/03

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The filing described above is now available in PDF format, and may also be available in WordPerfect or other formats.

To access it, click on the DOCUMENT PATH link. This will pop up a Windows Explorer window. You will see the PDF (Adobe Acrobat) version; you will also see other versions if they exist. Double-click on the preferred version and the document will open.

If you need to cut/paste/search in the document and find you can't, try later when the reformatted version is available. (For more information, see PDF Tips on the How To menu.)

You can also go to the docket in CMS by triple-clicking on the DOCKET NUMBER, typing ctrl-C to copy, and using the paste icon to paste the docket number into the query line in CMS.

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This is an automatically generated e-mail; no response/reply is necessary.

JPlescow

December 17, 2002: The Commission considered Docket No. 020999-TX at today's Agenda. The result was a move staff.  
Carmen Peña - Supervisor Bureau of Consumer Outreach

January 8, 2003: Order No. PSC-03-0066-PAA-TX was issued today denying Mr. Citron's complaint. Carmen Peña -  
Supervisor Bureau of Consumer Outreach

January 22, 2003: Correspondence received from the customer. He requests a copy of the tape from the informal  
conference held in October 2002 and asks several questions pertaining to the jurisdiction of the PSC over his complaint.  
I made copies of the letter and gave the original to CCA to fulfill his request for the tape. I sent a copy of the  
letter to Attorney Banks for her review and placed a copy in the customer's file. KSmith

January 24, 2003: Felicia Banks called to notify me that she received the letter from Mr. Citron. Based on his  
concerns, legal has decided to recommend that his case be sent to the Department of Administrative Hearings (DOAH.)  
KSmith

January 24, 2003: Received the following e-mail from PSC attorney, Felicia Banks. KSmith

As you are probably aware, Mr. Citron faxed a letter to consumer affairs on January 22, 2003, in response to the PAA  
Order issued in the above-referenced docket, disputing a number of facts in this case. Mr. Citron has been advised by  
phone that he must file an ORIGINAL copy of this letter in order for this letter to be considered as filed in this  
docket.

In the interim, the faxed letter that consumer affairs received has been placed in the docket file with a memo indicating  
advisement to Mr. Citron.

I spoke with Beth Keating and she has advised me that we will be sending this case to DOAH for further proceedings. I am  
still gathering information about DOAH procedures/proceedings and will let know more as the information becomes  
available.

Thanks.

January 27, 2003: We have received a copy of the memorandum dated January 24, 2003, that Senior Attorney Felicia Banks  
forwarded to Kay Flynn at CCA. Carmen Peña - Supervisor Bureau of Consumer Outreach

January 30, 2003: BCO has received today a letter from Mr. Merrill Citron stamped received by CAF on January 29, 2003.  
We have forwarded the letter to Attorney Felicia Banks at the General Counsel's Office. A copy of the letter has been  
placed in the case file for documentation purposes. Carmen Peña - Supervisor Bureau of Consumer Outreach

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February 3, 2003: John Plescow has forwarded a copy of the e-mail that attorney F. Banks prepared in regards to the memo dated January 30, 2003, to CCA/FLynn forwarding attached copy of original letter from Mr. Mel Citron for inclusion in docket file, has been placed in the case file for documentation purposes. Carmen Peña - Supervisor Bureau of Consumer Outreach

February 4, 2003: A draft of the recommendation to be presented at the February 18, 2003, Agenda has been forwarded to BCO by attorney F. Banks. The recommendation is addressing what action should the Commission take regarding Mr. Citron's protest to Order No. PSC-03-0066-PAA-TX. This case remains a factual disagreement as to what actually happened with Mr. Citron's service. Staff recommends that the Commission send this matter to the Division of Administrative Hearings (DOAH) for a hearing to determine what actually happened regarding Mr. Citron's telecommunication service and any related billing dispute. Staff recommends to forward this case to DOAH. The rec was reviewed by the BCO team and was forwarded to Bureau Chief Rhonda Hicks with a cover corresponding routing slip. She will forward the draft rec to Richard Tudor and to Bev DeMello for its approval. Carmen Peña - Supervisor Bureau of Consumer Outreach

February 4, 2003: The draft was forwarded to attorney F. Banks with the proposed adjustments from the CAF staff. The draft was hand delivered by C. Peña. A copy of the routing slip and the adjusted rec has been placed in the file for documentation purposes. Carmen Peña - Supervisor Bureau of Consumer Outreach

February 20, 2003: The recommendation has been filed. The Docket No. 020999-TX will be addressed at the March 4, 2003, Regular Agenda Conference. The recommendation that will be considered at the Agenda is about what action should the Commission take regarding Mr. Citron's protest to Order Number PSC-03-0066-PAA-TX, issued on January 8, 2003. A copy of the recommendation has been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

March 4, 2003: The recommendation was considered today, as item number 21 at the Regular Conference Agenda. The Commission voted to send this matter to the Division of Administrative Hearings (DOAH). Carmen Peña - Supervisor Bureau of Consumer Outreach

March 5, 2003: The request made to Ann Shelfer of Supra Telecommunications to forward us a breakdown on the customer's account was done. At approximately 1:50 p.m. John Plescow received the information for the two accounts and the four access lines of the customer.

\*Note\* After a preliminary review of the received information from Supra Telecommunications it appears that the amount in dispute at the time of the filing of the complaint was \$618.90. This amount is from phone numbers (305) 932-4893 and (305) 932-3546 (September 23, 2001 billing balance of \$282.47) and from numbers (954) 921-0287 and (954) 921-0322 (September 23, 2001 billing balance of \$336.43.) The amount that the customer annotated on his Form X is \$ 1, 550.00. The amount in Form X is \$901.44 more than the amount billed at the time of the complaint. It appears that Mr. Citron added to Form X the on going billing which is not part of this complaint. Carmen Peña - Supervisor Bureau of Consumer Outreach

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April 7, 2003: At approximately 1:11 p.m. we received a request from attorney Felicia Banks indicating to BCO that Administrative Law Judge Parrish (from DOAH) requested a copy of the completed Form X and a copy of the tape of the informal conference held in the year 2002.

A reply was given to attorney Banks that BCO would be providing the requested documents.

John Plescow handed attorney Banks a copy of the completed Form X along with the addendums submitted to the PSC by the customer and a copy of the recording made at the informal conference held on September 11, 2002.

An e-mail has been forwarded to CAF Management providing an update on the request of the administrative judge from DOAH. The copy of the e-mails have been placed in the case file. Carmen Peña - Supervisor Bureau of Consumer Outreach

April 8, 2003: On April 4, 2003 at approximately 9:33 a.m. attorney Lee Fordham forwarded an e-mail indicating that the customer Mel Citron had made a public records request. Mr. Citron requested a complete and accurate copy of the recorded informal conference and a copy of all communications submitted by Supra Telecommunications to the FPSC. The information is to be submitted by the close of business day on Wednesday, April 9, 2003.

We at BCO received a copy of this e-mail request at approximately 12:05 p.m. today. BCO will forward a copy of the case file and a copy of the informal conference tape to attorney Felicia Banks to comply with the public records request. Carmen Peña - Supervisor Bureau of Consumer Outreach

**ORIGINAL**

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**Carmen Pena**

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**From:** Paul Lowery  
**Sent:** Tuesday, April 08, 2003 12:06 PM  
**To:** Rhonda Hicks; Carmen Pena; Kate Smith; John Plescow  
**Subject:** RE: Public Records REquest re: Docket No. 020999-TX, Mel Citron v Supra  
**Importance:** High

If more time is needed, tomorrow by 5pm is ok. Thanks!

-----Original Message-----

**From:** Rhonda Hicks  
**Sent:** Tuesday, April 08, 2003 12:05 PM  
**To:** Carmen Pena; Kate Smith; John Plescow  
**Cc:** Paul Lowery  
**Subject:** FW: Public Records REquest re: Docket No. 020999-TX, Mel Citron v Supra  
**Importance:** High

Please see below.

**ORIGINAL**

-----Original Message-----

**From:** Paul Lowery  
**Sent:** Monday, April 07, 2003 4:43 PM  
**To:** Rhonda Hicks  
**Cc:** Richard Tudor  
**Subject:** FW: Public Records REquest re: Docket No. 020999-TX, Mel Citron v Supra  
**Importance:** High

Public Records request.

Note: Case 411314T is an Informal Conference Case that falls within the scope of the request (below). I'll need a complete copy of the entire file in order to comply with the request. I'll need it by 5pm 4/8/2003.

Thank you.

-----Original Message-----

**From:** Bev DeMello  
**Sent:** Friday, April 04, 2003 2:06 PM  
**To:** Paul Lowery  
**Subject:** FW: Public Records REquest re: Docket No. 020999-TX, Mel Citron v Supra

fyi

-----Original Message-----

**From:** Lee Fordham  
**Sent:** Friday, April 04, 2003 9:33 AM  
**To:** Mary Bane; Harold McLean; Walter D'Haeseleer; Blanca Bayo; Hong Wang; Mary Anne Helton; Jackie Gilchrist; Bev DeMello; Felicia Banks  
**Subject:** Public Records REquest re: Docket No. 020999-TX, Mel Citron v Supra

We have received from Mel Citron a request for the following:

" . . . a complete and accurate copy of the recorded preliminary hearing held on or around October, 2002 by telephone."

He also requests:

" . . . a copy of all communications (including supporting documentation) submitted by Supra Telecommunications and Information Systems, Inc. to the Florida Public Service Commission relative to the complainant."

If you have information responsive to this request, please let me know by close of business on Wednesday, April 9, so that we may respond to this request. Thanks.

Lee Fordham  
Senior Attorney  
email: cfordham@psc.state.fl.us  
office: (850)413-6226  
FAX: (850)413-6227

**ORIGINAL**

## Carmen Pena

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**From:** Felicia Banks  
**Sent:** Tuesday, April 08, 2003 9:05 AM  
**To:** Carmen Pena  
**Cc:** Kay Flynn; Don McDonald; John Plescow; Kate Smith  
**Subject:** Docket No. 020999 (Mel Citron vs. Supra)

Per our conversation, please forward a copy of any and all of the documents that have been placed or included in the above-referenced file. I am in receipt of the Form X ( Informal Conference Request Form) and a copy of the tape for the informal conference. Kay has requested that I forward these items to records under a cover memo to "place in docket file."

Thanks.

KAY: Carmen has advised me that CAF is the keeper of the original tapes for the informal conference conferences so Carmen will provide me with two copies of the informal conference tape for the above-referenced docket(I already have one). One copy will be for records and the other copy will be for DOAH. Once Carmen forwards the documents to me then I will forward to you/Records under a cover memo with instructions. Thanks.

**ORIGINAL**

**Carmen Pena**

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**From:** Carmen Pena  
**Sent:** Monday, April 07, 2003 3:43 PM  
**To:** Bev DeMello; Richard Tudor; Rhonda Hicks  
**Cc:** Carmen Pena, John Plescow  
**Subject:** Mel Citron Vs. Supra Telecommunications .....update

UPDATE: Case Status..... Mel Citron vs. Supra Telecommunications

This afternoon we received a request from Administrative Law Judge Parrish at DOAH. BCO was to submit a copy of the completed Form X and a copy of the recording of the informal conference held on September 11, 2002.

BCO has complied with the request. The documents we handed to Attorney Felicia Banks at Legal Telecom. FYI

ORIGINAL

**Carmen Pena**

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**From:** Carmen Pena  
**Sent:** Monday, April 07, 2003 3:20 PM  
**To:** Felicia Banks  
**Cc:** Carmen Pena; John Plescow  
**Subject:** RE: Docket No. 020999 (Mel Citron vs. Supra)  
**Importance:** High

**ORIGINAL**

Felicia: Jonn is on his way to take you a copy of the original Form X along with the received addendums and a copy of the informal conference tape. FYI

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Monday, April 07, 2003 1:25 PM  
**To:** Carmen Pena  
**Subject:** RE: Docket No. 020999 (Mel Citron vs. Supra)

ok. Thanks.

-----Original Message-----

**From:** Carmen Pena  
**Sent:** Monday, April 07, 2003 1:20 PM  
**To:** Felicia Banks  
**Cc:** Carmen Pena; John Plescow  
**Subject:** RE: Docket No. 020999 (Mel Citron vs. Supra)  
**Importance:** High

Felicia: I will obtain for you a copy of the original Form X and a copy of the tape of the informal conference asap. FYI

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Monday, April 07, 2003 1:11 PM  
**To:** John Plescow  
**Cc:** Carmen Pena; Don McDonald; Kate Smith; Marguerite Lockard  
**Subject:** Docket No. 020999 (Mel Citron vs. Supra)

I have received a request from Admin Law Judge Parrish requesting a copy of the original complaint that Mr. Citron filed (assuming this would be the Form X) and a copy of the tape for the informal conference back in October 2002.

Please advise me if you have a copy of the original Form X and if you would be able to provide a copy of the tape for the informal conference. This letter has been filed in the docket.

Marguerite has requested the form X specifically and will instruct Kay to contact me tomorrow when she returns.

Please advise me ASAP.

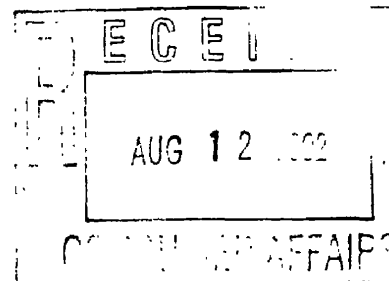
Thanks.



FLORIDA PUBLIC SERVICE COMMISSION  
INFORMAL CONFERENCE REQUEST FORM

ORIGINAL

FPSC Complaint Number: 411314T  
Customer's Name: Mel Citron  
Authorized Representative:  
Address: 1300 Funston Street  
Address: Hollywood, FL 33019  
Telephone Number (voice): 954-921-0287 (Fax): 954-921-0287  
E-mail address (if any):



Please address the following statements using additional pages if necessary.

Please identify the issues to be resolved. The adjustment as agreed to and as promised which was 75% off the outstanding charges on all 4 numbers. Performance as promised in writing was never met to this date.

Please describe the facts that are in dispute. The company failed to provide services as agreed to and as promised. The company did not perform and still fails to perform. Never fulfilled services

Please identify the dollar amount in dispute. 1550.00

Please provide a suggested resolution or the relief sought. Removal of all late charges, penalty and interest Adjustment to bill as originally agreed to

SEE NOTES AND COMMUNICATIONS ATTACHED

**NOTICE:** This form must be postmarked by August 9, 2002. Failure to provide this information may result in denial of the informal conference request.



1300 Funston Street  
Hollywood, Fl 33019 ,  
954-921-0287

State of Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, Fl 32399-0850

February 28, 2002

Re: FPSC Inquiry #411314T

Dear Ms. Demello;

I am writing you at the suggestion of Pam Johnson regarding my terrible experiences with Supra Telecom.

Unfortunately, the company has failed to live up to their own promises. On numerous occasions I was assured by Supra personnel that they would be making corrections and adjustments to my bill for the difficulties I have been encountering for the last 14 months with their services. These problems were supposed to have been corrected many, many times. Unfortunately, they were never corrected without long, tedious, and protracted difficulties that I have encountered continuously. These problems ranged from absolutely no phone service to many months of lost calls because of malfunctioning voice mail that intercepted all of my calls on the first ring to not having a dial tone to not being able to make calls other than to my neighbors. Some of these problems persisted for months before ever being corrected. Many of their own personnel could not believe what I was experiencing. After countless reassurances from Supra customer service, that each problem had been addressed, I had the misfortune of attempting to communicate with them that the efforts they made towards resolution had failed. Despite countless voice mail messages no return calls were made. Only through my persistence has there ever been communication..

As recently as last month I communicated with Pat Byrd who then sent me a fax and asked that I contact her regarding its content. I tried 4 times to communicate with her. Each time a voice mail was left in her voice mail box. Each time the call went unanswered.

The problem is they offered a settlement with me and then failed to deliver. My most recent call was to someone named Shasta in Tallahassee. I previously spoke with her on numerous occasions regarding my problems. This time however, I was informed that the supervisor, who wouldn't take the time to speak with me directly, told her to tell me there was no more they would offer. Shasta indicated that they were offering me \$25.00 per line for 14 months of never ending problems hassles and outages. I told her that this was an insult and that it didn't represent a settlement. She said if I didn't like it to take it up with the FPSC which is why I am writing to you to arrange a conference hearing on the matter.

I look forward to the opportunity of discussing my experiences with this company.

Sincerely,

Mel Citron

# FAX

Fax Number 954-921-0287  
1300 Funston Street  
Hollywood, FL 33019-2220

C. J. J. J. J.

Name: Neocelia Santiag  
Fax Number: (800) 5110809  
Voice Number:

Date: 6/13/02

Subject: FPSC 411314T

**Note: Dear Ms Santiago,**

**This is my fourth attempt in contacting your office via fax regarding the complaints that have been pending for months against Supra Telecom. As discussed and requested, I am forwarding two previous bills from Supra Telecom. Included in the bill are added monthly charges of more than \$32.00 for interest and late fees. They have been assessing these added charges per month despite the fact that they have failed to do anything as promised. Please contact me upon receipt either by mail or phone to confirm your receipt of this information. I am still uninformed of the disposition of the complaint.**

**As mentioned, they indicaterd to me they would be making an adjustment of about 75% to the bills for their failure to perform their promises for service and for failure to live up to their advertising. Anything that has ever been corrected on my service is because of the many hundreds of hours i spent trying to get them to do things right. Many times it required 10 to 15 calls just to speak to the correct party only to have them fail to act and requiring me to start over.**

**In addition, I mentioned the letter sent to Ms Demello on February 28, 2002 about these same issues and their now offer of \$25.00/ line which is not acceptable. We are talking about 16 months of literal HELL that I went through because of their lack of customer service or interest and their failure to live up to any of their promises whether verbal or in print.**

**This matter has been going on for more than 16 1/2 months.**

**Thank you for your continued support and interest.**

**Mel Citron**

# FAX

Fax Number: 954-921-0287  
1300 Funston Street  
Hollywood, FL 33019-2220

01

Name: Noelia J.  
Fax Number: (800) 5110809  
Voice Number:

Date: 5/9/02

Subject: FPSC Inquiry #411314T

**Note: Dear Ms. Santiago,**

**As you requested, I am forwarding these current copies of the Supra Telecom Bills received. As discussed they contain errors. In addition, there is approximately \$32/month in late fees and interest charges added to my bill. As mentioned, I discussed with them, and they indicated they would provide a 75% cost removal for the, now more than 16 months, difficulties and non services for this period. To date however, this has not happened. They only now offer \$25.00 per line to me and which is a totally unacceptable to me as I am sure it would be to you too. They solved nothing without my spending hundreds of hours with them on the phone. They never returned calls, and they never got anything done without my making 10 or 15 calls to them alerting them of their failure to perform as they promised.**

**As mentioned, on February 28, 2002, I addressed a letter to Ms. Demello regarding these matters, as well as, their failure to live up to any of their promises.**

*Mel Cetron*

305-932-4893



Transactions Report For  
F39199

Date: 3/5/2003  
Time: 3:17:36PM  
Page: 1

---

Earning Number: Parents Amount: 54.34 Billed: YES  
Entry Date: 4/1/01 Balance: 54.34  
Transaction Type: Sum of History Transactions  
Description: Sum of History Transactions

---

Earning Number: Parents Amount: -5.03 Billed: YES  
Entry Date: 5/21/01 Balance: 49.31  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: -54.34 Billed: YES  
Entry Date: 5/22/01 Balance: -5.03  
Transaction Type: Payment  
Description: Authorization # 022667

---

Earning Number: Parents Amount: 61.94 Billed: YES  
Entry Date: 5/22/01 Balance: 56.91  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents Amount: -5.03 Billed: YES  
Entry Date: 6/21/01 Balance: 51.88  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 64.69 Billed: YES  
Entry Date: 6/21/01 Balance: 116.57  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents Amount: -5.03 Billed: YES  
Entry Date: 7/20/01 Balance: 111.54  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 61.94 Billed: YES  
Entry Date: 7/22/01 Balance: 173.48  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 8/21/01 Balance: 165.88  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 61.94 Billed: YES  
Entry Date: 8/22/01 Balance: 227.82  
Transaction Type: Sale  
Description: MONTHLY SALE

---

ORIGINAL



Transactions Report For  
F39199

Date: 3/5/2003  
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Page: 2

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 9/22/01                      Balance: 220.22  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 62.25                      Billed: YES  
Entry Date: 9/23/01                      Balance: 282.47  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 10/22/01                      Balance: 274.87  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 62.55                      Billed: YES  
Entry Date: 10/23/01                      Balance: 337.42  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -7.71                      Billed: YES  
Entry Date: 10/27/01                      Balance: 329.71  
Transaction Type: Credit  
Description: MULTI LINE BILLING ADJUSTMENT. MAY/ JUNE/ JULY

---

Earning Number: Parents                      Amount: 55.61                      Billed: YES  
Entry Date: 11/23/01                      Balance: 385.32  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -50.00                      Billed: YES  
Entry Date: 11/28/01                      Balance: 335.32  
Transaction Type: Credit  
Description: customer saitsfaction credit issued for \$25.00 per line

---

Earning Number: Parents                      Amount: -50.00                      Billed: YES  
Entry Date: 12/8/01                      Balance: 285.32  
Transaction Type: Credit  
Description: billing adjustment to account for incorrect billing

---

Earning Number: Parents                      Amount: -50.00                      Billed: YES  
Entry Date: 12/8/01                      Balance: 235.32  
Transaction Type: Credit  
Description: billing adjustment to acct

---

Earning Number: Parents                      Amount: -50.00                      Billed: YES  
Entry Date: 12/8/01                      Balance: 185.32  
Transaction Type: Credit  
Description: billing adjustment to account

---

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Transactions Report For  
F107849

Date: 3/5/2003  
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---

Earning Number: Parents Amount: 62.43 Billed: YES  
Entry Date: 7/23/02 Balance: 838.60  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 7/26/02 Balance: 831.00  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

*Form X  
filled*

Earning Number: Parents Amount: -17.60 Billed: YES  
Entry Date: 8/21/02 Balance: 813.40  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 70.90 Billed: YES  
Entry Date: 8/22/02 Balance: 884.30  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: -2.95 Billed: YES  
Entry Date: 9/22/02 Balance: 881.35  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 71.78 Billed: YES  
Entry Date: 9/22/02 Balance: 953.13  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: 13.22 Billed: YES  
Entry Date: 9/22/02 Balance: 966.35  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 9/22/02 Balance: 967.85  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents Amount: -38.91 Billed: YES  
Entry Date: 10/2/02 Balance: 928.94  
Transaction Type: Adjustment  
Description: LAST BILL-TRANSFER FROM ACCOUNT: F55527(9549210287)

---

Earning Number: Parents Amount: -37.49 Billed: YES  
Entry Date: 10/2/02 Balance: 891.45  
Transaction Type: Adjustment  
Description: LAST BILL-TRANSFER FROM ACCOUNT: F94565(9549210322)

---

# Fax

To: John From: Ann  
Fax: 413-6116 Pages: 8 12  
Phone: \_\_\_\_\_ Date: \_\_\_\_\_  
Re: Mel Citron CC: \_\_\_\_\_

Urgent     For Review     Please Comment     Please Reply     Please Recycle

• **Comments:**

2 Accounts -  
4 access lines.

*Ann*

**ORIGINAL**

# Fax

To: John From: Ann  
Fax: 413-6116 Pages: 8 12  
Phone: \_\_\_\_\_ Date: \_\_\_\_\_  
Re: Mel Citron CC: \_\_\_\_\_

Urgent     For Review     Please Comment     Please Reply     Please Recycle

• Comments:

2 accounts -  
4 access lines.

*Ann*

**ORIGINAL**



*Mel Ceta*

305-932-4893



Transactions Report For  
F39199

Date: 3/5/2003  
Time: 3:17:36PM  
Page: 1

---

Earning Number:	Parents	Amount:	54.34	Billed:	YES
Entry Date:	4/1/01	Balance:	54.34		
Transaction Type:	Sum of History Transactions				
Description:	Sum of History Transactions				

---

Earning Number:	Parents	Amount:	-5.03	Billed:	YES
Entry Date:	5/21/01	Balance:	49.31		
Transaction Type:	Credit				
Description:	CREDIT FOR MULTILINE PACKAGE				

---

Earning Number:	Parents	Amount:	-54.34	Billed:	YES
Entry Date:	5/22/01	Balance:	-5.03		
Transaction Type:	Payment				
Description:	Authorization # 022667				

---

Earning Number:	Parents	Amount:	61.94	Billed:	YES
Entry Date:	5/22/01	Balance:	56.91		
Transaction Type:	Sale				
Description:	MONTHLY SALE				

---

Earning Number:	Parents	Amount:	-5.03	Billed:	YES
Entry Date:	6/21/01	Balance:	51.88		
Transaction Type:	Credit				
Description:	CREDIT FOR MULTILINE PACKAGE				

---

Earning Number:	Parents	Amount:	64.69	Billed:	YES
Entry Date:	6/21/01	Balance:	116.57		
Transaction Type:	Sale				
Description:	MONTHLY SALE				

---

Earning Number:	Parents	Amount:	-5.03	Billed:	YES
Entry Date:	7/20/01	Balance:	111.54		
Transaction Type:	Credit				
Description:	CREDIT FOR MULTILINE PACKAGE				

---

Earning Number:	Parents	Amount:	61.94	Billed:	YES
Entry Date:	7/22/01	Balance:	173.48		
Transaction Type:	Sale				
Description:	MONTHLY SALE				

---

Earning Number:	Parents	Amount:	-7.60	Billed:	YES
Entry Date:	8/21/01	Balance:	165.88		
Transaction Type:	Credit				
Description:	CREDIT FOR MULTILINE PACKAGE				

---

Earning Number:	Parents	Amount:	61.94	Billed:	YES
Entry Date:	8/22/01	Balance:	227.82		
Transaction Type:	Sale				
Description:	MONTHLY SALE				

---

ORIGINAL



Transactions Report For  
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---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 9/22/01                      Balance: 220.22  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 62.25                      Billed: YES  
Entry Date: 9/23/01                      Balance: 282.47  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 10/22/01                      Balance: 274.87  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 62.55                      Billed: YES  
Entry Date: 10/23/01                      Balance: 337.42  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -7.71                      Billed: YES  
Entry Date: 10/27/01                      Balance: 329.71  
Transaction Type: Credit  
Description: MULTI LINE BILLING ADJUSTMENT, MAY/ JUNE/ JULY

---

Earning Number: Parents                      Amount: 55.61                      Billed: YES  
Entry Date: 11/23/01                      Balance: 385.32  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -50.00                      Billed: YES  
Entry Date: 11/28/01                      Balance: 335.32  
Transaction Type: Credit  
Description: customer saitsfaction credit issued for \$25.00 per line

---

Earning Number: Parents                      Amount: -50.00                      Billed: YES  
Entry Date: 12/8/01                      Balance: 285.32  
Transaction Type: Credit  
Description: billing adjustment to account for incorrect billing

---

Earning Number: Parents                      Amount: -50.00                      Billed: YES  
Entry Date: 12/8/01                      Balance: 235.32  
Transaction Type: Credit  
Description: billing adjustment to acct

---

Earning Number: Parents                      Amount: -50.00                      Billed: YES  
Entry Date: 12/8/01                      Balance: 185.32  
Transaction Type: Credit  
Description: billing adjustment to account

---

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Transactions Report For  
F39199

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---

Earning Number: Parents                      Amount: 70.57                      Billed: YES  
Entry Date: 12/23/01                      Balance: 255.89  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -4.75                      Billed: YES  
Entry Date: 1/3/02                      Balance: 251.14  
Transaction Type: Credit  
Description: BILLING ADJUSTMENT

---

Earning Number: Parents                      Amount: 59.24                      Billed: YES  
Entry Date: 1/22/02                      Balance: 310.38  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 56.18                      Billed: YES  
Entry Date: 2/22/02                      Balance: 366.56  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 59.44                      Billed: YES  
Entry Date: 3/22/02                      Balance: 426.00  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 5.50                      Billed: YES  
Entry Date: 3/23/02                      Balance: 431.50  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 9.00                      Billed: YES  
Entry Date: 3/23/02                      Balance: 440.50  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents                      Amount: 54.12                      Billed: YES  
Entry Date: 4/22/02                      Balance: 494.62  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 6.61                      Billed: YES  
Entry Date: 4/22/02                      Balance: 501.23  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 9.00                      Billed: YES  
Entry Date: 4/22/02                      Balance: 510.23  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

ORIGINAL



Transactions Report For  
F39199

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---

Earning Number: Parents                      Amount: 54.12                      Billed: YES  
Entry Date: 5/22/02                      Balance: 564.35  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 7.65                      Billed: YES  
Entry Date: 5/22/02                      Balance: 572.00  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 1.50                      Billed: YES  
Entry Date: 5/22/02                      Balance: 573.50  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents                      Amount: 54.40                      Billed: YES  
Entry Date: 6/25/02                      Balance: 627.90  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 8.60                      Billed: YES  
Entry Date: 6/25/02                      Balance: 636.50  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 1.50                      Billed: YES  
Entry Date: 6/25/02                      Balance: 638.00  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents                      Amount: 56.34                      Billed: YES  
Entry Date: 7/23/02                      Balance: 694.34  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 62.15                      Billed: YES  
Entry Date: 8/22/02                      Balance: 756.49  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 63.86                      Billed: YES  
Entry Date: 9/22/02                      Balance: 820.35  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 11.35                      Billed: YES  
Entry Date: 9/22/02                      Balance: 831.70  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

ORIGINAL



Transactions Report For  
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---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 9/22/02 Balance: 833.20  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents Amount: 66.34 Billed: YES  
Entry Date: 10/21/02 Balance: 899.54  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: 12.50 Billed: YES  
Entry Date: 10/22/02 Balance: 912.04  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 10/22/02 Balance: 913.54  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents Amount: 66.34 Billed: YES  
Entry Date: 11/22/02 Balance: 979.88  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: 13.70 Billed: YES  
Entry Date: 11/22/02 Balance: 993.58  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 11/22/02 Balance: 995.08  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents Amount: 66.34 Billed: YES  
Entry Date: 12/22/02 Balance: 1,061.42  
Transaction Type:  
Description: Transfer of Monthly Sale From Child Account(s)

---

Earning Number: Parents Amount: 14.93 Billed: YES  
Entry Date: 12/22/02 Balance: 1,076.35  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 12/22/02 Balance: 1,077.85  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

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Transactions Report For  
F39199

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---

Earning Number: Parents                      Amount: -180.44                      Billed: YES  
Entry Date: 1/8/03                              Balance: 897.41  
Transaction Type: Adjustment  
Description: LAST BILL-TRANSFER FROM ACCOUNT: F36911(3059323546)

---

Earning Number: Parents                      Amount: -113.82                      Billed: YES  
Entry Date: 1/8/03                              Balance: 783.59  
Transaction Type: Adjustment  
Description: LAST BILL-TRANSFER FROM ACCOUNT: F36912(3059324893)

---

ORIGINAL



Transactions Report For  
F39199

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---

Earning Number: Parents                      Amount: 70.57                      Billed: YES  
Entry Date: 12/23/01                      Balance: 255.89  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -4.75                      Billed: YES  
Entry Date: 1/3/02                      Balance: 251.14  
Transaction Type: Credit  
Description: BILLING ADJUSTMENT

---

Earning Number: Parents                      Amount: 59.24                      Billed: YES  
Entry Date: 1/22/02                      Balance: 310.38  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS ?

---

Earning Number: Parents                      Amount: 56.18                      Billed: YES  
Entry Date: 2/22/02                      Balance: 366.56  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS ?

---

Earning Number: Parents                      Amount: 59.44                      Billed: YES  
Entry Date: 3/22/02                      Balance: 426.00  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS ?

---

Earning Number: Parents                      Amount: 5.50                      Billed: YES  
Entry Date: 3/23/02                      Balance: 431.50  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 9.00                      Billed: YES  
Entry Date: 3/23/02                      Balance: 440.50  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents                      Amount: 54.12                      Billed: YES  
Entry Date: 4/22/02                      Balance: 494.62  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS ?

---

Earning Number: Parents                      Amount: 6.61                      Billed: YES  
Entry Date: 4/22/02                      Balance: 501.23  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 9.00                      Billed: YES  
Entry Date: 4/22/02                      Balance: 510.23  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

ORIGINAL

Earning Number:	Parents	Amount:	54.12	Billed:	YES
Entry Date:	5/22/02	Balance:	564.35		
Transaction Type:					
Description:	TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS				
Earning Number:	Parents	Amount:	7.65	Billed:	YES
Entry Date:	5/22/02	Balance:	572.00		
Transaction Type:					
Description:	1.5% INTEREST ON PAST DUE BALANCE.				
Earning Number:	Parents	Amount:	1.50	Billed:	YES
Entry Date:	5/22/02	Balance:	573.50		
Transaction Type:					
Description:	PAST DUE BALANCE FEE.				
Earning Number:	Parents	Amount:	54.40	Billed:	YES
Entry Date:	6/25/02	Balance:	627.90		
Transaction Type:					
Description:	TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS				
Earning Number:	Parents	Amount:	8.60	Billed:	YES
Entry Date:	6/25/02	Balance:	636.50		
Transaction Type:					
Description:	1.5% INTEREST ON PAST DUE BALANCE.				
Earning Number:	Parents	Amount:	1.50	Billed:	YES
Entry Date:	6/25/02	Balance:	638.00		
Transaction Type:					
Description:	PAST DUE BALANCE FEE.				
Earning Number:	Parents	Amount:	56.34	Billed:	YES
Entry Date:	7/23/02	Balance:	694.34		
Transaction Type:					
Description:	TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS				
Earning Number:	Parents	Amount:	62.15	Billed:	YES
Entry Date:	8/22/02	Balance:	756.49		
Transaction Type:					
Description:	TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS				
Earning Number:	Parents	Amount:	63.86	Billed:	YES
Entry Date:	9/22/02	Balance:	820.35		
Transaction Type:					
Description:	TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS				
Earning Number:	Parents	Amount:	11.35	Billed:	YES
Entry Date:	9/22/02	Balance:	831.70		
Transaction Type:					
Description:	1.5% INTEREST ON PAST DUE BALANCE.				

*John X  
filed 8-9-02*







Transactions Report For  
F39199

Date: 3/5/2003  
Time: 3:17:36PM  
Page: 6

305-932-3546  
(child)

---

Earning Number: Parents                      Amount: -180.44                      Billed: YES  
Entry Date: 1/8/03                              Balance: 897.41  
Transaction Type: Adjustment  
Description: LAST BILL-TRANSFER FROM ACCOUNT: F36911(3059323546)

---

Earning Number: Parents                      Amount: -113.82                      Billed: YES  
Entry Date: 1/8/03                              Balance: 783.59  
Transaction Type: Adjustment  
Description: LAST BILL-TRANSFER FROM ACCOUNT: F36912(3059324893)

---

ORIGINAL



*Mel Citron*

Transactions Report For  
F107849

954-921-0287

Date: 3/5/2003  
Time: 3:13:54PM  
Page: 1

954-921-0322

Earning Number: Parents Amount: 80.60 Bi  
Entry Date: 7/10/01 Balance: 80.60  
Transaction Type: Adjustment  
Description: TRANSFER FROM TEL. NUMBER: (954)921-0322 (ACC. NO.)

*Case: 411314T*

*filed on*

*Oct 11, 2001*

*(Disputed  
charges \$336.03)*

Earning Number: Parents Amount: 92.88 Bi  
Entry Date: 7/10/01 Balance: 173.48  
Transaction Type: Adjustment  
Description: TRANSFER FROM TEL. NUMBER: (954)921-0287 (ACC. NO.)

Earning Number: Parents Amount: -5.03 Billed: YES  
Entry Date: 7/20/01 Balance: 168.45  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

Earning Number: Parents Amount: 63.24 Billed: YES  
Entry Date: 7/22/01 Balance: 231.69  
Transaction Type: Sale  
Description: MONTHLY SALE

Earning Number: Parents Amount: -15.35 Billed: YES  
Entry Date: 7/25/01 Balance: 216.34  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE FROM DATE OF SERVICE. AL

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 8/21/01 Balance: 208.74  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

Earning Number: Parents Amount: 65.06 Billed: YES  
Entry Date: 8/22/01 Balance: 273.80  
Transaction Type: Sale  
Description: MONTHLY SALE

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 9/22/01 Balance: 266.20  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

Earning Number: Parents Amount: 70.23 Billed: YES  
Entry Date: 9/23/01 Balance: 336.43  
Transaction Type: Sale  
Description: MONTHLY SALE

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 10/22/01 Balance: 328.83  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

ORIGINAL



Transactions Report For  
F107849

Date: 3/5/2003  
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Page: 2

---

Earning Number:	Parents	Amount:	69.69	Billed:	YES
Entry Date:	10/23/01	Balance:	398.52		
Transaction Type:	Sale				
Description:	MONTHLY SALE				

---

Earning Number:	Parents	Amount:	50.00	Billed:	YES
Entry Date:	11/21/01	Balance:	448.52		
Transaction Type:	Adjustment				
Description:	\$25.00 PER LINE FOR INCONVENIENCE CREDIT.....PSC COMP				

---

Earning Number:	Parents	Amount:	-50.00	Billed:	YES
Entry Date:	11/21/01	Balance:	398.52		
Transaction Type:	Credit				
Description:	ADJUSTMENT FOR DIRECTORY ASSISTANCE CALLS				

---

Earning Number:	Parents	Amount:	-11.60	Billed:	YES
Entry Date:	11/21/01	Balance:	386.92		
Transaction Type:	Credit				
Description:	ADJUSTMENT FOR DIR ASSISTANCE CALLS				

---

Earning Number:	Parents	Amount:	-50.00	Billed:	YES
Entry Date:	11/21/01	Balance:	336.92		
Transaction Type:	Credit				
Description:	ADJ FOR COMPLAINT TO PSC FOR INCONVENIENCE				

---

Earning Number:	Parents	Amount:	-50.00	Billed:	YES
Entry Date:	11/21/01	Balance:	286.92		
Transaction Type:	Credit				
Description:	credit for inconvenience for both telephone numbers.				

---

Earning Number:	Parents	Amount:	-7.60	Billed:	YES
Entry Date:	11/22/01	Balance:	279.32		
Transaction Type:	Credit				
Description:	CREDIT FOR MULTILINE PACKAGE				

---

Earning Number:	Parents	Amount:	65.37	Billed:	YES
Entry Date:	11/23/01	Balance:	344.69		
Transaction Type:	Sale				
Description:	MONTHLY SALE				

---

Earning Number:	Parents	Amount:	-7.60	Billed:	YES
Entry Date:	12/21/01	Balance:	337.09		
Transaction Type:	Credit				
Description:	CREDIT FOR MULTILINE PACKAGE				

---

Earning Number:	Parents	Amount:	62.93	Billed:	YES
Entry Date:	12/23/01	Balance:	400.02		
Transaction Type:	Sale				
Description:	MONTHLY SALE				

---

ORIGINAL



Transactions Report For  
F107849

Date: 3/5/2003  
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Page: 3

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 1/22/02                      Balance: 392.42  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 64.15                      Billed: YES  
Entry Date: 1/22/02                      Balance: 456.57  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 2/21/02                      Balance: 448.97  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 61.72                      Billed: YES  
Entry Date: 2/22/02                      Balance: 510.69  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 3/21/02                      Balance: 503.09  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 59.64                      Billed: YES  
Entry Date: 3/22/02                      Balance: 562.73  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 7.55                      Billed: YES  
Entry Date: 3/23/02                      Balance: 570.28  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 9.00                      Billed: YES  
Entry Date: 3/23/02                      Balance: 579.28  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 4/22/02                      Balance: 571.68  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 59.64                      Billed: YES  
Entry Date: 4/22/02                      Balance: 631.32  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

ORIGINAL



Transactions Report For  
F107849

Date: 3/5/2003  
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Page: 4

---

Earning Number: Parents Amount: 8.58 Billed: YES  
Entry Date: 4/22/02 Balance: 639.90  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 9.00 Billed: YES  
Entry Date: 4/22/02 Balance: 648.90  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 5/21/02 Balance: 641.30  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 59.64 Billed: YES  
Entry Date: 5/22/02 Balance: 700.94  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: 9.62 Billed: YES  
Entry Date: 5/22/02 Balance: 710.56  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 5/22/02 Balance: 712.06  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 6/24/02 Balance: 704.46  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 59.64 Billed: YES  
Entry Date: 6/25/02 Balance: 764.10  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: 10.57 Billed: YES  
Entry Date: 6/25/02 Balance: 774.67  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 6/25/02 Balance: 776.17  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---



*Mel ditron*

954-921-0287

Transactions Report For  
F107849

Date: 3/5/2003  
Time: 3:13:54PM  
Page: 1

---

Earning Number: Parents                      Amount: 80.60                      Billed: YES  
Entry Date: 7/10/01                      Balance: 80.60  
Transaction Type: Adjustment  
Description: TRANSFER FROM TEL. NUMBER: (954)921-0322 (ACC. NO.F94565)

---

Earning Number: Parents                      Amount: 92.88                      Billed: YES  
Entry Date: 7/10/01                      Balance: 173.48  
Transaction Type: Adjustment  
Description: TRANSFER FROM TEL. NUMBER: (954)921-0287 (ACC. NO.F55527)

---

Earning Number: Parents                      Amount: -5.03                      Billed: YES  
Entry Date: 7/20/01                      Balance: 168.45  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 63.24                      Billed: YES  
Entry Date: 7/22/01                      Balance: 231.69  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -15.35                      Billed: YES  
Entry Date: 7/25/01                      Balance: 216.34  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE FROM DATE OF SERVICE. AL

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 8/21/01                      Balance: 208.74  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 65.06                      Billed: YES  
Entry Date: 8/22/01                      Balance: 273.80  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 9/22/01                      Balance: 266.20  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 70.23                      Billed: YES  
Entry Date: 9/23/01                      Balance: 336.43  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 10/22/01                      Balance: 328.83  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

ORIGINAL



Transactions Report For  
F107849

Date: 3/5/2003  
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---

Earning Number: Parents Amount: 69.69 Billed: YES  
Entry Date: 10/23/01 Balance: 398.52  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents Amount: 50.00 Billed: YES  
Entry Date: 11/21/01 Balance: 448.52  
Transaction Type: Adjustment  
Description: \$25.00 PER LINE FOR INCONVENIENCE CREDIT.....PSC COMP

---

Earning Number: Parents Amount: -50.00 Billed: YES  
Entry Date: 11/21/01 Balance: 398.52  
Transaction Type: Credit  
Description: ADJUSTMENT FOR DIRCTORY ASSISSTANCE CALLS

---

Earning Number: Parents Amount: -11.60 Billed: YES  
Entry Date: 11/21/01 Balance: 386.92  
Transaction Type: Credit  
Description: ADJUSTMENT FOR DIR ASSISTANCE CALLS

---

Earning Number: Parents Amount: -50.00 Billed: YES  
Entry Date: 11/21/01 Balance: 336.92  
Transaction Type: Credit  
Description: ADJ FOR COMPLAINT TO PSC FOR INCONVENIENCE

---

Earning Number: Parents Amount: -50.00 Billed: YES  
Entry Date: 11/21/01 Balance: 286.92  
Transaction Type: Credit  
Description: credit for inconvenience for both telephone numbers.

---

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 11/22/01 Balance: 279.32  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 65.37 Billed: YES  
Entry Date: 11/23/01 Balance: 344.69  
Transaction Type: Sale  
Description: MONTHLY SALE

---

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 12/21/01 Balance: 337.09  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 62.93 Billed: YES  
Entry Date: 12/23/01 Balance: 400.02  
Transaction Type: Sale  
Description: MONTHLY SALE

---

ORIGINAL





Transactions Report For  
F107849

Date: 3/5/2003  
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---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 1/22/02                      Balance: 392.42  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 64.15                      Billed: YES  
Entry Date: 1/22/02                      Balance: 456.57  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 2/21/02                      Balance: 448.97  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 61.72                      Billed: YES  
Entry Date: 2/22/02                      Balance: 510.69  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 3/21/02                      Balance: 503.09  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 59.64                      Billed: YES  
Entry Date: 3/22/02                      Balance: 562.73  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 7.55                      Billed: YES  
Entry Date: 3/23/02                      Balance: 570.28  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 9.00                      Billed: YES  
Entry Date: 3/23/02                      Balance: 579.28  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 4/22/02                      Balance: 571.68  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 59.64                      Billed: YES  
Entry Date: 4/22/02                      Balance: 631.32  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

ORIGINAL



Transactions Report For  
F107849

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---

Earning Number: Parents Amount: 8.58 Billed: YES  
Entry Date: 4/22/02 Balance: 639.90  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 9.00 Billed: YES  
Entry Date: 4/22/02 Balance: 648.90  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 5/21/02 Balance: 641.30  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 59.64 Billed: YES  
Entry Date: 5/22/02 Balance: 700.94  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: 9.62 Billed: YES  
Entry Date: 5/22/02 Balance: 710.56  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 5/22/02 Balance: 712.06  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents Amount: -7.60 Billed: YES  
Entry Date: 6/24/02 Balance: 704.46  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents Amount: 59.64 Billed: YES  
Entry Date: 6/25/02 Balance: 764.10  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents Amount: 10.57 Billed: YES  
Entry Date: 6/25/02 Balance: 774.67  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents Amount: 1.50 Billed: YES  
Entry Date: 6/25/02 Balance: 776.17  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---



Transactions Report For  
F107849

Date: 3/5/2003  
Time: 3:13:54PM  
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---

Earning Number: Parents                      Amount: 62.43                      Billed: YES  
Entry Date: 7/23/02                      Balance: 838.60  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: -7.60                      Billed: YES  
Entry Date: 7/26/02                      Balance: 831.00  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: -17.60                      Billed: YES  
Entry Date: 8/21/02                      Balance: 813.40  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 70.90                      Billed: YES  
Entry Date: 8/22/02                      Balance: 884.30  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: -2.95                      Billed: YES  
Entry Date: 9/22/02                      Balance: 881.35  
Transaction Type: Credit  
Description: CREDIT FOR MULTILINE PACKAGE

---

Earning Number: Parents                      Amount: 71.78                      Billed: YES  
Entry Date: 9/22/02                      Balance: 953.13  
Transaction Type:  
Description: TRANSFER OF MONTHLY SALE FROM CHILD ACCOUNTS

---

Earning Number: Parents                      Amount: 13.22                      Billed: YES  
Entry Date: 9/22/02                      Balance: 966.35  
Transaction Type:  
Description: 1.5% INTEREST ON PAST DUE BALANCE.

---

Earning Number: Parents                      Amount: 1.50                      Billed: YES  
Entry Date: 9/22/02                      Balance: 967.85  
Transaction Type:  
Description: PAST DUE BALANCE FEE.

---

Earning Number: Parents                      Amount: -38.91                      Billed: YES  
Entry Date: 10/2/02                      Balance: 928.94  
Transaction Type: Adjustment  
Description: LAST BILL-TRANSFER FROM ACCOUNT: F55527(9549210287)

---

Earning Number: Parents                      Amount: -37.49                      Billed: YES  
Entry Date: 10/2/02                      Balance: 891.45  
Transaction Type: Adjustment  
Description: LAST BILL-TRANSFER FROM ACCOUNT: F94565(9549210322)

---

CAF Correspondence Routing Slip

Author: Legal. Telcom

CATS No. 4113147

Attorney  
J. Banks

A. NATURE OF CORRESPONDENCE: (check one)

Response or Letter of Acknowledgement to **Public Official**.

Offer or Deny (circle one) **informal conference**.

**Transfer complaint** to another Division for resolution.  
(Which technical/legal Division? \_\_\_\_\_)

**Refer complaint** to another Division for **suggested action or advice** with CAF to resolve. (Which technical/legal Division? \_\_\_\_\_)

Other: (explain) Rec to assign case to DOATT

*↓ Mel Citron*

*NS.*

*Supra Telcom  
+ Info. Systems*

B. ROUTING: (Reviewers indicate date passed on to next recipient.)

Check each level of review needed    Initials                      Date passed to next recipient

Author

Supervisor

Bureau Chief

Other CAF Staff:

*(CPT) TJP  
KATL*

2-17  
2/17/03

Asst. Director

Director

Neal

Bane

Other: \_\_\_\_\_

Rev 2-17  
AD 2-18

C. HANDLING INSTRUCTIONS:

Please read - Review  
This is to be returned to attorney  
Helicia Banks - Bev De Mello  
needs to sign off on it - Tyrel

*Tena*

AGENDA ITEM PROOF SLIP

DOCKET NO. 020999-TX

TARIFF NO. \_\_\_\_\_

BRIEF DESCRIPTION Complaint of Mel Citron Against Supra Television  
Regarding Quality of Service

AUTHOR Banks

FILE NAME(S) 020999R2.RCM

INITIAL ACTIONS

	DUE DATE/TIME	COMPLETED DATE/TIME	INITIALS
1) AUTHOR/SUPERVISOR CONCEPT SIGN OFF			
* 2) AUTHOR PREPARATION/PROOF			
3) SUPERVISOR REVIEW			
4) AUTHOR PREPARATION/PROOF			
* 5) TO SUPERVISOR(S) FOR REVIEW (Tuesday 5 p.m. week before Thursday due date)			
* 6) ANALYST REVISIONS			
* 7) TO BUREAU CHIEF FOR REVIEW (Wednesday 5:00 p.m. before Thursday due date)			

* 8) COPIES TO OTHER DIVISIONS (Thursday 12 Noon week before Thursday due date)			
LEGAL (initial) (date rec'd)	CAR EGR PJD (initial) (date rec'd) 2/17/03	CMP AUS Dm (initial) (date rec'd) 2/17/03	

	DUE DATE/TIME	COMPLETED DATE/TIME	INITIALS
* 9) TO REPORTING DEPUTY DIRECTOR REVIEW (Friday 11:00 a.m. before Thursday due date)			
* 10) TO OTHER REPORTING DEPUTY DIRECTOR REVIEW (Friday 11:00 a.m. before Thursday due date)			
* 11) TO D'HAESELEER FOR REVIEW (Monday 08:00a.m. before Thursday due date)			

COMMENTS TO AUTHOR: \_\_\_\_\_

FINAL SIGN OFF

	DUE DATE/TIME	COMPLETED DATE/TIME	INITIALS
* 11) AUTHOR(S) SIGN OFF			
* 12) SUPERVISOR(S) SIGN OFF			
* 13) REVISED COPIES TO OTHER DIVISIONS (Tuesday 12 Noon before Thursday due date)			
LEGAL (initial) (date rec'd)	CMP EGR (initial) (date rec'd)	CMP AUS Dm (initial) (date rec'd) 2/17/03	
* 14) LEGAL SIGN OFF			
* 15) OTHER DIVISION SIGN OFF (IF ASSIGNED)		2/17	JP
* 16) CHIEF(S) SIGN OFF		2/17	DM
* 17) REPORTING DEPUTY DIRECTOR SIGN OFF		2/17	DM
* 18) OTHER DEPUTY DIRECTOR SIGN OFF		2/17	DM
* 19) D'HAESELEER SIGN OFF (11:30 a.m. Thursday)			

Under Review to be sent to JAD

\* Mandatory



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

---

**DATE:** FEBRUARY 20, 2003

**TO:** DIRECTOR, DIVISION OF THE COMMISSION CLERK &  
ADMINISTRATIVE SERVICES (BAYÓ)

**FROM:** OFFICE OF THE GENERAL COUNSEL (BANKS) *FRB*  
DIVISION OF CONSUMER AFFAIRS (PLESCOW) *PL*  
DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT (MCDONALD) *JP*

**RE:** DOCKET NO. 020999-TX - COMPLAINT OF MEL CITRON AGAINST  
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  
REGARDING QUALITY OF SERVICE.

**AGENDA:** 3/04/03 - REGULAR AGENDA - INTERESTED PERSONS MAY  
PARTICIPATE

**CRITICAL DATES:** NONE

**SPECIAL INSTRUCTIONS:** NONE

**FILE NAME AND LOCATION:** S:\PSC\GCL\WP\020999R2.RCM

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## CASE BACKGROUND

On October 11, 2001, Mr. Mel Citron ("Mr. Citron" or "customer") contacted the Division of Consumer Affairs to register a complaint against Supra Telecommunications and Information Systems, Inc. (Supra). This complaint was logged as Consumer Activity Tracking System Request No. 411314T. Mr. Citron claimed that he asked Supra to provide him with the access numbers for programming his phone, to put a 900 call block on both his accounts and to place a call block on both of his accounts that would not allow calls to be completed through directory assistance. Mr. Citron alleged that Supra told him the blocks were in place, but he was billed for calls that should have been blocked. The customer further alleged that he was billed by and paid both Supra and BellSouth for the same service.

Supra responded to staff's inquiry on November 21, 2001. Supra indicated in its report that a credit in the amount of \$25 was issued for each line for the inconvenience. As a result, the account for telephone numbers 954-921-0287 and 954-921-0322 had a balance of \$287.02. The customer also had a second residence with telephone numbers 305-932-4893 and 305-932-3546. A credit of \$50 for inconvenience and \$150 for misbilling were applied to this account. Supra reported that Mr. Citron was satisfied with the resolution for the 305 telephone numbers but not for the 954 account. Supra alleges that it is not responsible for the calls placed to directory assistance via "555-1212" as the calls were dialed from the customer's home.

On February 1, 2002, staff closed the customer's complaint. On July 24, 2002, Mr. Citron notified staff that he was not satisfied with the proposed resolution to his complaint by requesting to participate in the informal conference process.

On September 11, 2002, an informal conference was held with Mr. Citron, Supra representatives and Commission staff. During the informal conference, Mr. Citron stated his position that Supra was billing him for services it did not provide and that he believed that he was due credits for these services. Supra stated its position that it had corrected all the problems reported to it by the customer and that it was not responsible for the directory assistance calls made from his home. Supra declined to provide any additional credits and stated that the customer was not paying for the service he had and was utilizing the service. The informal conference ended without a settlement.

On January 8, 2003, Order No. PSC-03-0066-PAA-TX, was issued denying Mr. Citron's complaint. On January 29, 2003, staff received Mr. Citron's protest to Order No. PSC-03-0066-PAA-TX.

This recommendation addresses Mr. Citron's protest.

The Commission has jurisdiction in this matter pursuant to Section 364.604, Florida Statutes.

DISCUSSION OF THE ISSUES

ISSUE 1: What action should the Commission take regarding Mr. Citron's protest to Order No. PSC-03-0066-PAA-TX, issued on January 8, 2003?

RECOMMENDATION: In this case there remains a factual disagreement as to what actually happened with Mr. Citron's service. Staff, therefore, recommends that the Commission send this matter to the Division of Administrative Hearings (DOAH) for a hearing to determine what actually happened regarding Mr. Citron's telecommunications service and any related billing dispute. (BANKS, PLESCOW, MCDONALD)

STAFF ANALYSIS: As stated previously, Order No. PSC-03-0066-PAA-TX, was issued January 8, 2003, denying Mr. Citron's complaint. In its decision, the Commission decided that Supra had given Mr. Citron the appropriate credits for misbilling and accordingly denied this complaint. On January 29, 2003, Mr. Citron sent an original copy of his protest to the Division of Consumer Affairs (Consumer Affairs), disputing a number of factual allegations in the Commission's Order. Staff notes that on January 24, 2003, Mr. Citron had been advised to file an original copy with the Clerk's office but instead sent it to the Consumer Affairs office. Subsequently, staff forwarded Mr. Citron's protest letter to the Clerk's office.

In his protest letter, Mr. Citron states that Supra misrepresented the issues in this case. Mr. Citron explains that his complaint was not exclusively about information calls but about a lack of dial tone and his inability to make or receive phone calls for an extended period of time. Mr. Citron maintains that Supra failed to notify him that if Supra blocked information calls that it would prevent him from being able to make calls. Mr. Citron asserts that Supra wrote a number of service tickets to resolve the problem. However, Mr. Citron states that Supra was unable to identify the problem. Mr. Citron declares that there were a number of instances in which he could not get a dial tone on his phone. Mr. Citron maintains that every service that Supra committed to provide and provided had to be disconnected because the services failed to work.

Section 350.125, Florida Statutes, provides that ALJs (Administrative Law Judges) are to be utilized to conduct hearings



not assigned to members of the Commission, but it gives no guidance on what sort of cases may be assigned to DOAH. Nevertheless, staff believes that since this case is one of factual disputes, it is appropriate to send this case to DOAH. Therefore, staff recommends that this case be forwarded to DOAH.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: No. This docket should remain open for further DOAH proceedings. (BANKS)

STAFF ANALYSIS: This docket should remain open for further DOAH proceedings.

**John Plescow**

---

**From:** Mlockard@psc.state.fl.us  
**Sent:** Tuesday, March 04, 2003 4:01 PM  
**To:** FBANKS@psc.state.fl.us; DMCDONAL@psc.state.fl.us; JPLESCOW@psc.state.fl.us  
**Subject:** New filing in Docket No. 020999-TX (Mel Citron et al.)

DOCKET TITLE = Complaint of Mel Citron against Supra Telecommunications and Information Systems, Inc. regarding quality of service.  
UTILITY NAME = Mel Citron (et al.)

DOCUMENT DESCRIPTION = Vote sheet fr 3/4/03 ag - staff rec approved. (DS, BZ, DV)

DOCUMENT PATH =  
file://L:\PSC\LIBRARY\FILINGS\03\02149-03

Document ID = 02149-03  
Document Filed 03/04/03

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The filing described above is now available in PDF format, and may also be available in WordPerfect or other formats.

To access it, click on the DOCUMENT PATH link. This will pop up a Windows Explorer window. You will see the PDF (Adobe Acrobat) version; you will also see other versions if they exist. Double-click on the preferred version and the document will open.

If you need to cut/paste/search in the document and find you can't, try later when the reformatted version is available. (For more information, see PDF Tips on the How To menu.)

You can also go to the docket in CMS by triple-clicking on the DOCKET NUMBER, typing ctrl-C to copy, and using the paste icon to paste the docket number into the query line in CMS.

This is an automatically generated e-mail; no response/reply is necessary.

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

---

DATE: FEBRUARY 20, 2003

TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK &  
ADMINISTRATIVE SERVICES (BAYÓ)

FROM: OFFICE OF THE GENERAL COUNSEL (BANKS) *FRB*  
DIVISION OF CONSUMER AFFAIRS (PLESCOW)  
DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT (MCDONALD) *JP*

RE: DOCKET NO. 020999-TX - COMPLAINT OF MEL CITRON AGAINST  
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  
REGARDING QUALITY OF SERVICE. *JP*

AGENDA: 3/04/03 - REGULAR AGENDA - INTERESTED PERSONS MAY  
PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\GCL\WP\020999R2.RCM

**ORIGINAL**

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CASE BACKGROUND

On October 11, 2001, Mr. Mel Citron ("Mr. Citron" or "customer") contacted the Division of Consumer Affairs to register a complaint against Supra Telecommunications and Information Systems, Inc. (Supra). This complaint was logged as Consumer Activity Tracking System Request No. 411314T. Mr. Citron claimed that he asked Supra to provide him with the access numbers for programming his phone, to put a 900 call block on both his accounts and to place a call block on both of his accounts that would not allow calls to be completed through directory assistance. Mr. Citron alleged that Supra told him the blocks were in place, but he was billed for calls that should have been blocked. The customer further alleged that he was billed by and paid both Supra and BellSouth for the same service.

ORIGINAL

Supra responded to staff's inquiry on November 21, 2001. Supra indicated in its report that a credit in the amount of \$25 was issued for each line for the inconvenience. As a result, the account for telephone numbers 954-921-0287 and 954-921-0322 had a balance of \$287.02. The customer also had a second residence with telephone numbers 305-932-4893 and 305-932-3546. A credit of \$50 for inconvenience and \$150 for misbilling were applied to this account. Supra reported that Mr. Citron was satisfied with the resolution for the 305 telephone numbers but not for the 954 account. Supra alleges that it is not responsible for the calls placed to directory assistance via "555-1212" as the calls were dialed from the customer's home.

On February 1, 2002, staff closed the customer's complaint. On July 24, 2002, Mr. Citron notified staff that he was not satisfied with the proposed resolution to his complaint by requesting to participate in the informal conference process.

On September 11, 2002, an informal conference was held with Mr. Citron, Supra representatives and Commission staff. During the informal conference, Mr. Citron stated his position that Supra was billing him for services it did not provide and that he believed that he was due credits for these services. Supra stated its position that it had corrected all the problems reported to it by the customer and that it was not responsible for the directory assistance calls made from his home. Supra declined to provide any additional credits and stated that the customer was not paying for the service he had and was utilizing the service. The informal conference ended without a settlement.

On January 8, 2003, Order No. PSC-03-0066-PAA-TX, was issued denying Mr. Citron's complaint. On January 29, 2003, staff received Mr. Citron's protest to Order No. PSC-03-0066-PAA-TX.

This recommendation addresses Mr. Citron's protest.

The Commission has jurisdiction in this matter pursuant to Section 364.604, Florida Statutes.

DISCUSSION OF THE ISSUES

ISSUE 1: What action should the Commission take regarding Mr. Citron's protest to Order No. PSC-03-0066-PAA-TX, issued on January 8, 2003?

RECOMMENDATION: In this case there remains a factual disagreement as to what actually happened with Mr. Citron's service. Staff, therefore, recommends that the Commission send this matter to the Division of Administrative Hearings (DOAH) for a hearing to determine what actually happened regarding Mr. Citron's telecommunications service and any related billing dispute. (BANKS, PLESCOW, MCDONALD)

STAFF ANALYSIS: As stated previously, Order No. PSC-03-0066-PAA-TX, was issued January 8, 2003, denying Mr. Citron's complaint. In its decision, the Commission decided that Supra had given Mr. Citron the appropriate credits for misbilling and accordingly denied this complaint. On January 29, 2003, Mr. Citron sent an original copy of his protest to the Division of Consumer Affairs (Consumer Affairs), disputing a number of factual allegations in the Commission's Order. Staff notes that on January 24, 2003, Mr. Citron had been advised to file an original copy with the Clerk's office but instead sent it to the Consumer Affairs office. Subsequently, staff forwarded Mr. Citron's protest letter to the Clerk's office.

In his protest letter, Mr. Citron states that Supra misrepresented the issues in this case. Mr. Citron explains that his complaint was not exclusively about information calls but about a lack of dial tone and his inability to make or receive phone calls for an extended period of time. Mr. Citron maintains that Supra failed to notify him that if Supra blocked information calls that it would prevent him from being able to make calls. Mr. Citron asserts that Supra wrote a number of service tickets to resolve the problem. However, Mr. Citron states that Supra was unable to identify the problem. Mr. Citron declares that there were a number of instances in which he could not get a dial tone on his phone. Mr. Citron maintains that every service that Supra committed to provide and provided had to be disconnected because the services failed to work.

Section 350.125, Florida Statutes, provides that ALJs (Administrative Law Judges) are to be utilized to conduct hearings

not assigned to members of the Commission, but it gives no guidance on what sort of cases may be assigned to DOAH. Nevertheless, staff believes that since this case is one of factual disputes, it is appropriate to send this case to DOAH. Therefore, staff recommends that this case be forwarded to DOAH.

**ORIGINAL**

ISSUE 2: Should this docket be closed?

RECOMMENDATION: No. This docket should remain open for further DOAH proceedings. (BANKS)

STAFF ANALYSIS: This docket should remain open for further DOAH proceedings.

## Carmen Pena

---

**From:** Carmen Pena  
**Sent:** Monday, February 17, 2003 3:26 PM  
**To:** Felicia Banks  
**Cc:** Carmen Pena; John Plescow  
**Subject:** Rec to assign case of Mel Citron to DOAH

**Importance:** High

ORIGINAL

Felicia:

At approximately 3:20 p.m. the reviewed rec was forwarded to Rhonda for its review.

John and I signed off on it already.

From Rhonda it will go to Richard and from Richard to Bev DeMello. FYI



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

FEB 20 2003

DATE: FEBRUARY 20, 2003

TO: DIRECTOR, DIVISION OF THE COMMISSION CLERK &  
ADMINISTRATIVE SERVICES (BAYÓ)

FROM: OFFICE OF THE GENERAL COUNSEL (BANKS) *FRB*  
DIVISION OF CONSUMER AFFAIRS (PLESCOW) *B&B*  
DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT (MCDONALD) *JD*

RE: DOCKET NO. 020999-TX - COMPLAINT OF MEL CITRON AGAINST  
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  
REGARDING QUALITY OF SERVICE.

AGENDA: 3/04/03 - REGULAR AGENDA - INTERESTED PERSONS MAY  
PARTICIPATE

CRITICAL DATES: NONE

ORIGINAL

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\GCL\WP\020999R2.RCM

CASE BACKGROUND

On October 11, 2001, Mr. Mel Citron ("Mr. Citron" or "customer") contacted the Division of Consumer Affairs to register a complaint against Supra Telecommunications and Information Systems, Inc. (Supra). This complaint was logged as Consumer Activity Tracking System Request No. 411314T. Mr. Citron claimed that he asked Supra to provide him with the access numbers for programming his phone, to put a 900 call block on both his accounts and to place a call block on both of his accounts that would not allow calls to be completed through directory assistance. Mr. Citron alleged that Supra told him the blocks were in place, but he was billed for calls that should have been blocked. The customer further alleged that he was billed by and paid both Supra and BellSouth for the same service.



Supra responded to staff's inquiry on November 21, 2001. Supra indicated in its report that a credit in the amount of \$25 was issued for each line for the inconvenience. As a result, the account for telephone numbers 954-921-0287 and 954-921-0322 had a balance of \$287.02. The customer also had a second residence with telephone numbers 305-932-4893 and 305-932-3546. A credit of \$50 for inconvenience and \$150 for misbilling were applied to this account. Supra reported that Mr. Citron was satisfied with the resolution for the 305 telephone numbers but not for the 954 account. Supra alleges that it is not responsible for the calls placed to directory assistance via "555-1212" as the calls were dialed from the customer's home.

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This recommendation addresses Mr. Citron's protest.

The Commission has jurisdiction in this matter pursuant to Section 364.604, Florida Statutes.

DISCUSSION OF THE ISSUES

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RECOMMENDATION: In this case there remains a factual disagreement as to what actually happened with Mr. Citron's service. Staff, therefore, recommends that the Commission send this matter to the Division of Administrative Hearings (DOAH) for a hearing to determine what actually happened regarding Mr. Citron's telecommunications service and any related billing dispute. (BANKS, PLESCOW, MCDONALD)

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ISSUE 2: Should this docket be closed?

RECOMMENDATION: No. This docket should remain open for further DOAH proceedings. (BANKS)

STAFF ANALYSIS: This docket should remain open for further DOAH proceedings.

## Carmen Pena

---

**From:** Felicia Banks  
**Sent:** Tuesday, February 04, 2003 10:34 AM  
**To:** Carmen Pena  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

ok. Thanks.

-----Original Message-----

**From:** Carmen Pena  
**Sent:** Tuesday, February 04, 2003 10:33 AM  
**To:** Felicia Banks  
**Cc:** Carmen Pena  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)  
**Importance:** High

Felicia: I had to send it to her with a tracking sheet. Richard Tudor wanted Rhonda to sign the tracking sheet before he read the draft rec. FYI

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Tuesday, February 04, 2003 10:31 AM  
**To:** Carmen Pena  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

ok. Thanks. I had already given Rhonda a copy as well.

-----Original Message-----

**From:** Carmen Pena  
**Sent:** Tuesday, February 04, 2003 10:25 AM  
**To:** Felicia Banks  
**Cc:** Carmen Pena  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)  
**Importance:** High

I passed it on to Rhonda at approximately 9:15 a.m. I did not make any adjustments. FYI

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Tuesday, February 04, 2003 9:18 AM  
**To:** John Plescow; Don McDonald; Carmen Pena; Kate Smith; Rhonda Hicks  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

You should be in receipt of a copy of the draft recommendation to address Mr. Citron's protest letter. As I mentioned previously, we are planning to file this recc on Thursday, Feb. 6. The recc is relatively short so I think that even with the short review time that we have, we should be able to file on time.

Please advise me when your suggested changes or corrections have been made.

Thanks for your assistance.

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Thursday, January 30, 2003 4:17 PM  
**To:** John Plescow; Don McDonald; Kate Smith  
**Cc:** Carmen Pena; Rick Moses; Beth Keating  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

On Jan 29, consumer affairs received the original copy of Mr. Citron's letter, although Mr. Citron had been instructed to file this letter with the Clerk's office.

We are trying to file this recd on next Thursday, February 6, 2003. Due my uncle's death, I will be out tomorrow so you probably won't see the recd (being filed by GCL) until beginning of next week. It should be a relatively short recd so I think we might be able to expedite its review. Staff is essentially recommending that this case be sent to DOAH.

I am revising the CASR for 2/20 recd filing although, I am planning to file next week. I just wanted to allow enough time to file in case we can't complete the recd review next week.

Thanks for your consideration.

-----Original Message-----

From: Felicia Banks  
Sent: Friday, January 24, 2003 10:54 AM  
To: John Plescow; Don McDonald; Kate Smith  
Cc: Carmen Pena; Rick Moses; Beth Keating  
Subject: Docket No. 020119 (Mel Citron vs. Supra)

As you are probably aware, Mr. Citron faxed a letter to consumer affairs on January 22, 2003, in response to the PAA Order issued in the above-referenced docket, disputing a number of facts in this case. Mr. Citron has been advised by phone that he must file an ORIGINAL copy of this letter in order for this letter to be considered as filed in this docket.

In the interim, the faxed letter that consumer affairs received has been placed in the docket file with a memo indicating advisement to Mr. Citron.

I spoke with Beth Keating and she has advised me that we will be sending this case to DOAH for further proceedings. I am still gathering information about DOAH procedures/proceedings and will let know more as the information becomes available.

Thanks.

ORIGINAL

## Carmen Pena

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**From:** Carmen Pena  
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ORIGINAL

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**To:** Felicia Banks  
**Cc:** Carmen Pena  
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**Cc:** Carmen Pena; Rick Moses; Beth Keating  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

On Jan 29, consumer affairs received the original copy of Mr. Citron's letter, although Mr. Citron had been instructed to file this letter with the Clerk's office.

We are trying to file this recc on next Thursday, February 6, 2002. Due my uncle's death, I will be out tomorrow so you probably won't see the recc (being filed by GCL) until beginning of next week. It should be a relatively short recc so I think we might be able to expedite its review. Staff is essentially recommending that this case be sent to DOAH.

I am revising the CASR for 2/20 recc filing although, I am planning to file next week. I just wanted to allow enough time to file in case we can't complete the recc review next week.

Thanks for your consideration.

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Friday, January 24, 2003 10:54 AM  
**To:** John Plescow; Don McDonald; Kate Smith  
**Cc:** Carmen Pena; Rick Moses; Beth Keating  
**Subject:** Docket No. 020119 (Mel Citron vs. Supra)



As you are probably aware, Mr. Citron faxed a letter to consumer affairs on January 22, 2003, in response to the PAA Order issued in the above-referenced docket, disputing a number of facts in this case. Mr. Citron has been advised by phone that he must file an ORIGINAL copy of this letter in order for this letter to be considered as filed in this docket.

In the interim, the faxed letter that consumer affairs received has been placed in the docket file with a memo indicating advisement to Mr. Citron.

I spoke with Beth Keating and she has advised me that we will be sending this case to DOAH for further proceedings. I am still gathering information about DOAH procedures/proceedings and will let know more as the information becomes available.

Thanks.

ORIGINAL

**Carmen Pena**

---

**From:** Carmen Pena  
**Sent:** Tuesday, February 04, 2003 10:25 AM  
**To:** Felicia Banks  
**Cc:** Carmen Pena  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

ORIGINAL

**Importance:** High

I passed it on to Rhonda at approximately 9:15 a.m. I did not make any adjustments. FYI

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Tuesday, February 04, 2003 9:18 AM  
**To:** John Plescow; Don McDonald; Carmen Pena; Kate Smith; Rhonda Hicks  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

You should be in receipt of a copy of the draft recommendation to address Mr. Citron's protest letter. As I mentioned previously, we are planning to file this recc on Thursday, Feb. 6. The recc is relatively short so I think that even with the short review time that we have, we should be able to file on time.

Please advise me when your suggested changes or corrections have been made.

Thanks for your assistance.

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Thursday, January 30, 2003 4:17 PM  
**To:** John Plescow; Don McDonald; Kate Smith  
**Cc:** Carmen Pena; Rick Moses; Beth Keating  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

On Jan 29, consumer affairs received the original copy of Mr. Citron's letter, although Mr. Citron had been instructed to file this letter with the Clerk's office.

We are trying to file this recc on next Thursday, February 6, 2002. Due my uncle's death, I will be out tomorrow so you probably won't see the recc (being filed by GCL) until beginning of next week. It should be a relatively short recc so I think we might be able to expedite its review. Staff is essentially recommending that this case be sent to DOAH.

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Thanks.

ORIGINAL

## Carmen Pena

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**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

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I spoke with Beth Keating and she has advised me that we will be sending this case to DOAH for further proceedings. I am still gathering information about DOAH procedures/proceedings and will let know more as the information becomes available.

Thanks.

**John Plescow**

---

**From:** Msanders@psc.state.fl.us  
**Sent:** Monday, February 03, 2003 10:50 AM  
**To:** FBANKS@psc.state.fl.us; DMCDONAL@psc.state.fl.us; JPLESCOW@psc.state.fl.us  
**Subject:** New filing in Docket No. 020999-TX (Mel Citron et al.)

DOCKET TITLE = Complaint of Mel Citron against Supra Telecommunications and Information Systems, Inc. regarding quality of service.  
UTILITY NAME = Mel Citron (et al.)

DOCUMENT DESCRIPTION = GCL/Banks - Memo dated 1/30/03 to CCA/Flynn forwarding attached copy of original letter from Mr. Mel Citron (which was faxed to CAF on 1/22/03, DN 00787-03) for inclusion in docket file.

DOCUMENT PATH =  
file://L:\PSC\LIBRARY\FILINGS\03\01020-03

Document ID = 01020-03  
Document Filed 01/31/03

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The filing described above is now available in PDF format, and may also be available in WordPerfect or other formats.

To access it, click on the DOCUMENT PATH link. This will pop up a Windows Explorer window. You will see the PDF (Adobe Acrobat) version; you will also see other versions if they exist. Double-click on the preferred version and the document will open.

If you need to cut/paste/search in the document and find you can't, try later when the reformatted version is available. (For more information, see PDF Tips on the How To menu.)

You can also go to the docket in CMS by triple-clicking on the DOCKET NUMBER, typing ctrl-C to copy, and using the paste icon to paste the docket number into the query line in CMS.

This is an automatically generated e-mail; no response/reply is necessary.

**ORIGINAL**

Merrill Citron  
1300 Funston Street  
Hollywood, FL 33019  
954-921-0287

Docket # 02-0794

ORIGINAL

Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

JAN 29 2003

Regarding: FPSC 411314T

January 16, 2003

To whom it may concern,

This is in response to your latest communication regarding my complaint with Supra Telecom about which I am quite upset.

Despite all of my efforts to communicate my difficulties and problems in writing as well as by phone, your records are apparently incomplete. This assumption is based upon the latest communication from the FPSC. The representation of the issues does not correctly reflect the reality, e.g. I was in constant contact with SUPRA as well as with the FPSC for more than one year. This is overlooked. In addition, based upon the latest FPSC communication, it appears your recommendations against my petitions ignores all of the facts and issues brought to light in all of my written and telephone communications to the FPSC staff and directors regarding the failure of SUPRA to perform on their promises for service, billing issues, and the array of service issues for which they continue to bill me. I have done my part regarding your advisements and noted, as was told to me repeatedly, that the FPSC "has no jurisdiction" in these matters with SUPRA, however, I am now in receipt, from your offices, written communication which clearly references that your office does maintain jurisdiction. Please clarify this contradiction of the previous advisories.

I am hereby requesting a copy of the taped recording of the informal hearing from October, 2002, where I clearly enumerate and discuss the issues at hand. In this tape I am told that the FPSC will listen but cannot do anything because the FPSC has no jurisdiction over SUPRA Telecom. I clearly explain that the issues were totally misrepresented by SUPRA and that the complaint was not exclusively about information calls (411 and 555-1212) but about a lack of dial tone, about my inability to make and or receive calls for weeks on end. These issues occurred before during and after the problems with the information call issue.

Specific to the information calls however, it is about the failure of SUPRA's failure to advise me until after problems arose on this one issue, that if they blocked "information calls" (which they said they could easily do but which took weeks to accomplish) that there would not be any related issues. It was apparent that SUPRA personnel did not understand what they were doing or how to do it. After the block was in place, I complained about the inability to make calls. They didn't know why there was a problem. SUPRA wrote numerous service tickets because I was unable to use my phone and they just couldn't identify the problem(s). After more than two months of multi daily

calls to their customer service area at SUPRA (each taking more than one hour to get through), Bell South called me and advised me that what SUPRA failed to do was to advise me about the effects the block would have on my service. Had SUPRA told me about the Information Call Block problems that would result, that block would never have been requested.

However as discussed and written about to the FPSC, the failures in service and was not limited to issues related to the block alone. Besides unresolved billing issues, on other occasions there simply was no dial tone, the were issues of my inability to simply use my phone which preceded this (411) issue. Virtually every service SUPRA promised me had to be disconnected because it failed to work. Voice mail prevented all inbound calls as it picked up on the first ring, on every call. When I discussed the problem with them they told me about some codes to easily control and program the voice mail features. I requested them but they didn't provide them and when they finally did, NONE of the codes worked and SUPRA staff couldn't explain why they didn't work. They kept giving me different codes. With each new person I spoke to, each gave me different and sometime contradictory information. Ultimately, after months of struggling, and many hundreds of hours on the phone with SUPRA personnel, I quest the shut off the voice mail simply because despite their "best" effort, they never were able to correct the problems. They said it could easily have been corrected but they never seemed to be able to do it. This situation alone also went on for months. Each time there was an issue, I would spend many hours on the phone with them only to be disconnected and having to retell the problems to each new (well meaning but ineffective) employee. I don't believe there was one even service with them that didn't have an issue pending. Their promise of no notice in the change over, that it would be seamless was absolutely untrue. I knew every day that there was a problem or I was unable to use my phones. The more SUPRA "worked" on my problems the worse and more they got. Even call waiting didn't work properly. Please note: during the October recorded informal conference the primary issue focused on by the SUPRA's participants was the issue of the information calls.

Your latest communication focuses emphasis on the information calls despite my previously written letters and statements and during the hearing that the information call problem represented only a fraction of the many general problems.

In your latest communication it appears there is a reference to a gap of several months where it appeared I had either accepted a settlement or ignored the situation. However, I was in regular monthly contact with your offices both in writing and by phone with Ms. Demello and more frequently (at least 6 times) with Noelia Santiago. What was accepted by me from SUPRA was the offer by phone from SUPRA'S employee and discussed with Pat Byrd, to have my bill reduced by 75% for the entire period of difficulty, because of the extreme hardship and difficulty experienced and the total lack of SUPRA service or follow through. When they failed to deliver on that promise too, it was suggested by a SUPRA employee for me to not pay my bill. The employee stated, "That's the only thing they cared about any way".

In your latest communication your letter states that the FPSC has jurisdiction over these matters. I would like to know which is fact, do you or don't you have jurisdiction. I have been advised both ways.

By the way, SUPRA is billing me as a current customer with current monthly usage charges and is billing me for monthly service.

Sincerely,

A handwritten signature in cursive script, appearing to read "Merrill Citron", with a long horizontal line extending to the right.

Merrill Citron

ORIGINAL



1300 Funston Street  
Hollywood, FL 33019



CAF  
41314T  
RC#



~~Division of the Clerks Office~~  
State of Florida  
Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Merrill Citron  
1300 Funston Street  
Hollywood, FL 33019  
954-921-0287

ORIGINAL

Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Regarding: FPSC 411314T

JAN 22 2003

January 16, 2003

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ORIGINAL

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In your latest communication your letter states that the FPSC has jurisdiction over these matters. I would like to know which is fact, do you or don't you have jurisdiction. I have been advised both ways.

By the way, SUPRA is billing me as a current customer with current monthly usage charges and is billing me for monthly service.

Please respond.

Sincerely,

Merrill Citron

ORIGINAL



## Carmen Pena

---

**From:** Rhonda Hicks  
**Sent:** Monday, January 27, 2003 1:39 PM  
**To:** Carmen Pena; Bev DeMello; Richard Tudor  
**Cc:** John Plescow; Kate Smith; Felicia Banks  
**Subject:** RE: Follow-up to the Mel Citron Vs. Supra Telecommunications case.....

Carmen,  
Please make sure we see a copy of the draft as soon as it is available.

-----Original Message-----

**From:** Carmen Pena  
**Sent:** Monday, January 27, 2003 1:15 PM  
**To:** Bev DeMello; Richard Tudor; Rhonda Hicks  
**Cc:** Carmen Pena; John Plescow; Kate Smith  
**Subject:** Follow-up to the Mel Citron Vs. Supra Telecommunications case.....

---

Bev, Richard and Rhonda:

The following is an update on the docket of Mel Citron Vs. Supra received from General Counsel's Office while we were at the Bureau Meeting this morning:

A recommendation will be written recommending this case be forwarded to DOAH.

The recommendation will be drafted by the General Counsel's Office.

The attorney handling the matter is proposing to file the recc on February 6 to take before the February 18, 2003 Regular Agenda.

If any one has concerns or objects to the proposed filing date, please let attorney Felicia Banks know. If there are no objections, then she will be filing a revised CASR with those dates. FYI

## Carmen Pena

---

**From:** Carmen Pena  
**Sent:** Monday, January 27, 2003 1:02 PM  
**To:** Bev DeMello; Richard Tudor; Rhonda Hicks  
**Cc:** Carmen Pena; Kate Smith; John Plescow; Richard Bellak  
**Subject:** Docket No. 020119 - Mel Citron Vs. Supra Telecommunications

Bev, Richard and Rhonda:

(\*This is to update you on the Mel Citron Vs. Supra Telecommunications case that went to Agenda.)

(1) Mr. Citron faxed a letter in response to the PAA Order issued in the above mentioned docket, disputing a number of facts in this case.

(2) The customer was advised by the Office of the General Counsel, via phone, that he needed to file an original copy of the letter in order to be considered as filed in this docket.

(3) In the interim, the received faxed letter has been placed in the docket file with a memo indicating advisement to Mr. Citron.

(4) This case will be forwarded to DOAH for further proceedings. FYI

## Carmen Pena

---

**From:** Felicia Banks  
**Sent:** Monday, January 27, 2003 10:06 AM  
**To:** John Plescow; Don McDonald; Kate Smith  
**Cc:** Carmen Pena; Rick Moses; Beth Keating  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

I just spoke with Mr. Citron and he has advised me that he will send an original hard copy of his protest letter to the PAA Order issued in this docket via U.S. mail this morning.

We will have to take a recommendation to agenda to recommend that this case be forwarded to DOAH. This recc will be drafted by legal. I am proposing to file recc on 2/6 for 2/18 agenda conference. Let me know if you have any concerns about the proposed recc filing date. If no objections, then I will be filing a revised CASR with those dates.

Thanks.

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Friday, January 24, 2003 10:54 AM  
**To:** John Plescow; Don McDonald; Kate Smith  
**Cc:** Carmen Pena; Rick Moses; Beth Keating  
**Subject:** Docket No. 020119 (Mel Citron vs. Supra)

As you are probably aware, Mr. Citron faxed a letter to consumer affairs on January 22, 2003, in response to the PAA Order issued in the above-referenced docket, disputing a number of facts in this case. Mr. Citron has been advised by phone that he must file an ORIGINAL copy of this letter in order for this letter to be considered as filed in this docket.

In the interim, the faxed letter that consumer affairs received has been placed in the docket file with a memo indicating advisement to Mr. Citron.

I spoke with Beth Keating and she has advised me that we will be sending this case to DOAH for further proceedings. I am still gathering information about DOAH procedures/proceedings and will let know more as the information becomes available.

Thanks.



Kate Smith

---

**From:** Felicia Banks  
**Sent:** Monday, January 27, 2003 10:06 AM  
**To:** John Plescow; Don McDonald; Kate Smith  
**Cc:** Carmen Pena; Rick Moses; Beth Keating  
**Subject:** RE: Docket No. 020119 (Mel Citron vs. Supra)

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**We will have to take a recommendation to agenda to recommend that this case be forwarded to DOAH. This recc will be drafted by legal. I am proposing to file recc on 2/6 for 2/18 agenda conference. Let me know if you have any concerns about the proposed recc filing date. If no objections, then I will be filing a revised CASR with those dates.**

**Thanks.**

**-----Original Message-----**

**ORIGINAL**

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**Thanks.**

State of Florida



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

---

**DATE:** January 24, 2003  
**TO:** Kay Flynn, Bureau Chief of Records and Hearing Services, Division of the Commission Clerk and Administrative Services  
**FROM:** Felicia R. Banks, Senior Attorney, Office of the General Counsel *FRB*  
**RE:** Docket No. 020999-TX- Complaint of Mel Citron against Supra Telecommunications and Information Systems, Inc. regarding quality of service.

---

Attached is a copy of the faxed letter from Mr. Mel Citron which was faxed to consumer affairs on January 22, 2003, referencing the above-referenced docket. Mr. Citron has been advised by phone that an original copy needs to be filed with the Clerk's office. A hard copy of the original should follow.

Let me know if you have any questions.

Attachment  
FRB

cc: John Plescow, Division of Consumer Affairs  
Kate Smith, Division of Consumer Affairs  
Don McDonald, Division of Competitive Markets and Enforcement

Merrill Citron  
1300 Funston Street  
Hollywood, FL 33019  
954-921-0287

REC'D / FPSC

Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

020999-TP

ORIGINAL  
JAN 23 PM 3:52  
COMMISSION  
CLERK

Regarding: FPSC 411314T

JAN 22 2003

January 16, 2003

To whom it may concern,

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calls to their customer service area at SUPRA (each taking more than one hour to get through), Bell South called me and advised me that what SUPRA failed to do was to advise me about the effects the block would have on my service. Had SUPRA told me about the Information Call Block problems that would result, that block would never have been requested.

ORIGINAL

However as discussed and written about to the FPSC, the failures in service and was not limited to issues related to the block alone. Besides unresolved billing issues, on other occasions there simply was no dial tone, the were issues of my inability to simply use my phone which preceded this (411) issue. Virtually every service SUPRA promised me had to be disconnected because it failed to work. Voice mail prevented all inbound calls as it picked up on the first ring, on every call. When I discussed the problem with them they told me about some codes to easily control and program the voice mail features. I requested them but they didn't provide them and when they finally did, NONE of the codes worked and SUPRA staff couldn't explain why they didn't work. They kept giving me different codes. With each new person I spoke to, each gave me different and sometime contradictory information. Ultimately, after months of struggling, and many hundreds of hours on the phone with SUPRA personnel, I quest the shut off the voice mail simply because despite their "best" effort, they never were able to correct the problems. They said it could easily have been corrected but they never seemed to be able to do it. This situation alone also went on for months. Each time there was an issue, I would spend many hours on the phone with them only to be disconnected and having to retell the problems to each new (well meaning but ineffective) employee. I don't believe there was one even service with them that didn't have an issue pending. Their promise of no notice in the change over, that it would be seamless was absolutely untrue. I knew every day that there was a problem or I was unable to use my phones. The more SUPRA "worked" on my problems the worse and more they got. Even call waiting didn't work properly. Please note: during the October recorded informal conference the primary issue focused on by the SUPRA's participants was the issue of the information calls.

Your latest communication focuses emphasis on the information calls despite my previously written letters and statements and during the hearing that the information call problem represented only a fraction of the many general problems.

In your latest communication it appears there is a reference to a gap of several months where it appeared I had either accepted a settlement or ignored the situation. However, I was in regular monthly contact with your offices both in writing and by phone with Ms. Demello and more frequently (at least 6 times) with Noelia Santiago. What was accepted by me from SUPRA was the offer by phone from SUPRA'S employee and discussed with Pat Byrd, to have my bill reduced by 75% for the entire period of difficulty, because of the extreme hardship and difficulty experienced and the total lack of SUPRA service or follow through. When they failed to deliver on that promise too, it was suggested by a SUPRA employee for me to not pay my bill. The employee stated, "That's the only thing they cared about any way".

In your latest communication your letter states that the FPSC has jurisdiction over these matters. I would like to know which is fact, do you or don't you have jurisdiction. I have been advised both ways.

By the way, SUPRA is billing me as a current customer with current monthly usage charges and is billing me for monthly service.

Please respond.

Sincerely,

Merrill Citron

ORIGINAL

Carmen Pena

---

From: Felicia Banks  
Sent: Friday, January 24, 2003 10:54 AM  
To: John Plescow; Don McDonald; Kate Smith  
Cc: Carmen Pena; Rick Moses; Beth Keating  
Subject: Docket No. 020119 (Mel Citron vs. Supra)

As you are probably aware, Mr. Citron faxed a letter to consumer affairs on January 22, 2003, in response to the PAA Order issued in the above-referenced docket, disputing a number of facts in this case. Mr. Citron has been advised by phone that he must file an ORIGINAL copy of this letter in order for this letter to be considered as filed in this docket.

In the interim, the faxed letter that consumer affairs received has been placed in the docket file with a memo indicating advisement to Mr. Citron.

I spoke with Beth Keating and she has advised me that we will be sending this case to DOAH for further proceedings. I am still gathering information about DOAH procedures/proceedings and will let know more as the information becomes available.

Thanks.

ORIGINAL

## Carmen Pena

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**From:** Carmen Pena  
**Sent:** Monday, December 09, 2002 11:42 AM  
**To:** Felicia Banks  
**Cc:** Carmen Pena  
**Subject:** RE: Docket No. 020999 (Mel Citron vs. Supra)  
**Importance:** High

Thank you. I will annotate the case file. FYI

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Monday, December 09, 2002 11:35 AM  
**To:** Don McDonald; John Plescow  
**Cc:** Carmen Pena  
**Subject:** Docket No. 020999 (Mel Citron vs. Supra)

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The recommendation in the above-referenced docket will be considered at the December 17, 2002, Agenda Conference. A letter advising the consumer of the recc and how the consumer can participate in the agenda as well as a copy of the recommendation has been forwarded to the consumer and the company has been cc:. This letter has also been filed in the docket.

A copy of this same letter is forthcoming to you. This is a new procedure regarding consumer complaints. Thanks.

**ORIGINAL**

## John Plescow

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**From:** Smoses@psc.state.fl.us  
**Sent:** Wednesday, January 08, 2003 4:01 PM  
**To:** FBANKS@psc.state.fl.us; DMCDONAL@psc.state.fl.us; JPLESCOW@psc.state.fl.us  
**Subject:** New filing in Docket No. 020999-TX (Mel Citron et al.)

DOCKET TITLE = Complaint of Mel Citron against Supra Telecommunications and Information Systems, Inc. regarding quality of service.  
UTILITY NAME = Mel Citron (et al.)

DOCUMENT DESCRIPTION = PAA Order PSC-03-0066-PAA-TX denies consumer complaint; docket to be closed if order becomes final; protests due 1/29/03. (DBzP)

DOCUMENT PATH =  
file://L:\PSC\LIBRARY\FILINGS\03\00230-03

Document ID = 00230-03  
Document Filed 01/08/03

ORIGINAL

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The filing described above is now available in PDF format, and may also be available in WordPerfect or other formats.

To access it, click on the DOCUMENT PATH link. This will pop up a Windows Explorer window. You will see the PDF (Adobe Acrobat) version; you will also see other versions if they exist. Double-click on the preferred version and the document will open.

If you need to cut/paste/search in the document and find you can't, try later when the reformatted version is available. (For more information, see PDF Tips on the How To menu.)

You can also go to the docket in CMS by triple-clicking on the DOCKET NUMBER, typing ctrl-C to copy, and using the paste icon to paste the docket number into the query line in CMS.

This is an automatically generated e-mail; no response/reply is necessary.



STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



OFFICE OF THE GENERAL COUNSEL  
HAROLD A. MCLEAN  
GENERAL COUNSEL  
(850) 413-6199

# Public Service Commission

December 6, 2002

Mr. Mel Citron  
1300 Funston Street  
Hollywood, FL 33019

**Re: Docket No. 020999-TX - Complaint of Mel Citron Against Supra Telecommunications and Information Systems, Inc. Regarding Quality of Service.**

Dear Mr. Citron:

Enclosed is a copy of the Staff Recommendation filed in this matter on December 5, 2002. The Commission is expected to consider this Recommendation at its December 17, 2002, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

If you wish to attend, please arrive promptly at the beginning of the Agenda Conference, as we cannot state the exact time at which this item will be heard. If you have any questions, please contact me at (850) 413-6199.

Sincerely,

A handwritten signature in black ink that reads "Felicia R. Banks".

Felicia R. Banks  
Senior Attorney

**ORIGINAL**

FRB/js  
Enclosure

cc: Ann H. Shelfer



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

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**DATE:** DECEMBER 5, 2002

**TO:** DIRECTOR, DIVISION OF THE COMMISSION CLERK &  
ADMINISTRATIVE SERVICES (BAYÓ)

**FROM:** OFFICE OF THE GENERAL COUNSEL (BANKS)  
DIVISION OF CONSUMER AFFAIRS (PLESCOW)  
DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT (MCDONALD)

**RE:** DOCKET NO. 020999-TX - COMPLAINT OF MEL CITRON AGAINST  
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  
REGARDING QUALITY OF SERVICE.

**AGENDA:** 12/17/2002 - REGULAR AGENDA - PROPOSED AGENCY ACTION -  
INTERESTED PERSONS MAY PARTICIPATE

**CRITICAL DATES:** NONE

**SPECIAL INSTRUCTIONS:** NONE

**FILE NAME AND LOCATION:** S:\PSC\GCL\WP\020999.RCM

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CASE BACKGROUND

On October 11, 2001, Mr. Mel Citron ("Mr. Citron" or "customer") contacted the Division of Consumer Affairs to register a complaint against Supra Telecommunications and Information Systems, Inc. (Supra). This complaint was logged as Consumer Activity Tracking System Request No. 411314T. Mr. Citron claimed that he asked Supra to provide him with the access numbers for programing his phone, to put a 900 call block on both his accounts and to place a call block on both of his accounts that would not allow calls to be completed through directory assistance. Mr. Citron alleged that Supra told him the blocks were in place, but he was billed for calls that should have been blocked. The customer further alleged that he was billed by and paid both Supra and BellSouth for the same service.

Supra responded to staff's inquiry on November 21, 2001. Supra indicated in its report that a credit in the amount of \$25 was issued for each line for the inconvenience. As a result, the account for telephone numbers 954-921-0287 and 954-921-0322 had a balance of \$287.02. The customer also had a second residence with telephone numbers 305-932-4893 and 305-932-3546. A credit of \$50 for inconvenience and \$150 for misbilling were applied to this account. Supra reported that Mr. Citron was satisfied with the resolution for the 305 telephone numbers but not for the 954 account. Supra alleges that it is not responsible for the calls placed to directory assistance via "555-1212" as the calls were dialed from the customer's home.

On February 1, 2002, staff closed the customer's complaint. On July 24, 2002, Mr. Citron notified staff that he was not satisfied with the proposed resolution to his complaint by requesting to participate in the informal conference process.

On September 11, 2002, an informal conference was held with Mr. Citron, Supra representatives and Commission staff. During the informal conference, Mr. Citron stated his position that Supra was billing him for services it did not provide and that he believed that he was due credits for these services. Supra stated its position that it had corrected all the problems reported to it by the customer and that it was not responsible for the directory assistance calls made from his home. Supra declined to provide any additional credits and stated that the customer was not paying for the service he had and was utilizing the service. The informal conference ended without a settlement.

The Commission has jurisdiction in this matter pursuant to Section 364.604, Florida Statutes.

DISCUSSION OF ISSUES

ISSUE 1: Should the Commission deny Complaint No. 411314T, filed by Mr. Mel Citron against Supra Telecommunications and Information Systems, Inc.?

RECOMMENDATION: Yes. The Commission should deny Complaint No. 411314T filed by Mr. Mel Citron. (BANKS, PLESCOW, MCDONALD)

STAFF ANALYSIS: As stated in the Case Background, Mr. Citron stated that he asked Supra to provide him with the access numbers for programing his phone, to put a 900 call block on both of his accounts and to place a call block on both of his accounts that would not allow directory assistance calls. However, Mr. Citron was billed for calls that he believes should have been blocked. The specific blocking of directory assistance calls requested by the customer is not available. The customer wanted to block 411 and 555-1212 calls. In order for any local telephone company to provide this type of block, the customer must accept a full toll block (CREX Block). This means that no long distance call of any kind could be placed from the blocked service. According to Supra, once it was explained to the customer that if a full toll block was placed on his line, it would prevent him from being able to dial direct, use a prepaid calling card, or dial 10-10-XXX, he declined the block.

The customer further alleged that he paid both Supra and BellSouth for the same service. Staff contacted a BellSouth representative and inquired as to Mr. Citron's allegation. BellSouth responded that it had only charged Mr. Citron for the service that he used. When staff asked about documentation regarding double billing, Mr. Citron failed to provide proof to substantiate his claim of the duplicate charges of BellSouth and Supra for the same service.

Supra also responded that it had given Mr. Citron a number of credits totaling \$250 for his inconvenience and misbilling for the the telephone numbers at one residence, 954-921-0287 and 954-921-0322 and telephone numbers at his second residence, 305-932-4893 and 305-932-3546. However, Supra declined to credit Mr. Citron for directory assistance charges on his 954 account as Supra had confirmed the calls were dialed from the customer's home.

During the informal conference, Mr. Citron indicated that he thought that he was due more credits from Supra regarding the directory assistance calls on his bill. However, Supra stated that it had provided Mr. Citron with a number of courtesy and misbilling credits in order to resolve the dispute. Hence, Supra declined to issue any additional credits.

Based on the information that has been provided by parties, it appears to staff that Supra has given Mr. Citron the appropriate credits for misbilling, as well as additional courtesy credits. Furthermore, staff emphasizes that while Mr. Citron may have requested call blocking for calls to directory assistance, that type of call blocking is not available. As such, since the information provided indicates that directory assistance calls were placed from Mr. Citron's residence, staff believes Supra may properly charge for these calls. Even though Mr. Citron may have understood this call blocking option to be available, staff believes that the charges are appropriate because the service was actually used and the charge was incurred as a result. Therefore, staff recommends that the Commission should deny Complaint No. 411314T filed by Mr. Mel Citron.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. This docket should then be closed upon issuance of a Consummating Order. (BANKS)

STAFF ANALYSIS: Whether staff's recommendation is approved or denied, the result will be a Proposed Agency Action Order. If no timely protest to the Proposed Agency Action Order is filed within 21 days of the date of issuance of the Order, this docket should then be closed upon issuance of a Consummating Order.

cket No. 020999-TX Date Docketed: 09/19/2002 Title: Complaint of Mel Citron against Supra Telecommunications and Information Systems, Inc. regarding quality of service.

Company: Mel Citron

Official Filing Date: \_\_\_\_\_  
 First Day to Suspend: \_\_\_\_\_

Expiration: \_\_\_\_\_

Referred to: \_\_\_\_\_  
 ("X" indicates OPR) AUS CAF CCA CMP ECR EXT (GCL) MMS PIF  
 \_\_\_\_\_ X \_\_\_\_\_ X \_\_\_\_\_ X \_\_\_\_\_

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program/Module B6

Staff Assignments

PR Staff	F Banks
Staff Counsel	F Banks
CRs (CAF)	J Plescow
(CMP)	D McDonald
( )	
( )	
( )	
( )	

Recommended assignments for hearing and/or deciding this case:

- Full Commission \_\_\_\_\_
- Commission Panel X
- Hearing Examiner \_\_\_\_\_
- Staff \_\_\_\_\_

This case (will) (will not) require hearing, to be held at: (location)

Transcript delivery time recommended:

Normal  Expedited  Daily Copy

\* Events completed: therefore unavailable for revision

Current CASR revision level

1

Due Dates

Current Proposed

1. Staff Recommendation	11/20/2002	12/15/02
2. Agenda	12/02/2002	12/17/02
3. PAA Order	12/22/2002	1/16/03
4. Close Docket or Revise CASR	02/10/2003	3/10/03
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REASON FOR REVISION

*Staff needs additional time to prepare its recommendation, due to staffing schedules.*

**ORIGINAL**

SUBMITTED BY OPR-GCL: Jelucia Banks

DATE: 11/20/02

STAFF COUNSEL (GCL): Jelucia Banks  
 OCR INITIALS (CAF): \_\_\_\_\_  
 (CMP): D McDonald  
 ( ): \_\_\_\_\_  
 ( ): John Plescow  
 ( ): \_\_\_\_\_

## Carmen Pena

---

**From:** Carmen Pena  
**Sent:** Tuesday, November 12, 2002 10:19 AM  
**To:** Felicia Banks  
**Cc:** Carmen Pena  
**Subject:** RE: Docket No. 020999 (Mel Citron vs. Supra Telecom)

**Importance:** High

Felicia:

Kate Smith will make the proposed changes this afternoon when she comes in.

Later the recommendation will be forwarded to Bureau Chief Rhonda Hicks, who in turn will forward it to Mr. Richard Tudor.

I will e-mail you when the recommendation leaves my office.

Thank you for your help.

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Tuesday, November 12, 2002 9:31 AM  
**To:** Carmen Pena  
**Cc:** Don McDonald; John Plescow  
**Subject:** RE: Docket No. 020999 (Mel Citron vs. Supra Telecom)

Per our conversation this morning, you indicated that you had been short-staffed and needed additional time to make changes to the above-referenced recommendation. I advised you that I will be out of the office- Wed, Thurs and Friday of this week (11/13, 11/14 and 11/15).

Please try to make the changes as soon as possible so that this recc can be circulated. I will probably come in over this weekend so if you leave the suggested changes in my box. I will get to it.

Thanks.

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Tuesday, November 05, 2002 4:18 PM  
**To:** Don McDonald; John Plescow; Carmen Pena  
**Subject:** Docket No. 020999 (Mel Citron vs. Supra Telecom)

Per consumer affairs' request to have additional time to review the blocking issue, staff's recommendation in the above-referenced docket is being postponed until the next recc filing of 11/20 for the 12/2 agenda conference. Thanks.

CARMEN/JOHN: Please go ahead and make any suggested changes to staff's recommendation and leave your changes in my box. I will probably come in over the weekend. Thanks.



## Carmen Pena

---

**From:** Felicia Banks  
**Sent:** Tuesday, November 12, 2002 10:21 AM  
**To:** Carmen Pena  
**Subject:** RE: Docket No. 020999 (Mel Citron vs. Supra Telecom)

ok. Thanks.

-----Original Message-----

**From:** Carmen Pena  
**Sent:** Tuesday, November 12, 2002 10:19 AM  
**To:** Felicia Banks  
**Cc:** Carmen Pena  
**Subject:** RE: Docket No. 020999 (Mel Citron vs. Supra Telecom)  
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CARMEN/JOHN: Please go ahead and make any suggested changes to staff's recommendation and leave your changes in my box. I will probably come in over the weekend. Thanks.



-M-E-M-O-R-A-N-D-U-M-

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**DATE:** NOVEMBER 7, 2002

**TO:** DIRECTOR, DIVISION OF THE COMMISSION CLERK &  
ADMINISTRATIVE SERVICES (BAYÓ)

**FROM:** OFFICE OF THE GENERAL COUNSEL (BANKS) <sup>FEB</sup>  
~~DIVISION OF CONSUMER AFFAIRS (PLESCOW)~~ <sup>JP</sup>  
DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT (MCDONALD)

**RE:** DOCKET NO. 020999-TX - COMPLAINT OF MEL CITRON AGAINST  
SUPRA TELECOMMUNICATIONS AND INFORMATION SYSTEMS, INC.  
REGARDING QUALITY OF SERVICE.

**AGENDA:** 11/19/2002 - REGULAR AGENDA - PROPOSED AGENCY ACTION -  
INTERESTED PERSONS MAY PARTICIPATE

**CRITICAL DATES:** NONE

**SPECIAL INSTRUCTIONS:** NONE

**FILE NAME AND LOCATION:** S:\PSC\GCL\WP\020999.RCM

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CASE BACKGROUND

On October 11, 2001, Mel Citron ("Mr. Citron" or "customer") contacted the Division of Consumer Affairs to register a complaint against Supra Telecommunications and Information Systems, Inc. (Supra). This complaint was logged as Consumer Activity Tracking System Request No. 411314T. Mr. Citron claimed that he asked Supra to provide him with the access numbers for programing his phone, to put a 900 call block on his line and to place a call block on his line that would not allow calls to be completed through directory assistance. Mr. Citron alleged that Supra told him the blocks were in place; but he was billed for calls that should have been blocked. The customer further alleged that he paid both Supra and BellSouth for the same service.

Supra responded to staff's inquiry on November 21, 2001. Supra indicated in its report that a credit in the amount of \$25

was issued for each line for the inconvenience. As a result, the account for telephone numbers 954-921-0287 and 954-921-0322 had a balance of \$287.02. The customer also had a second residence with telephone numbers 305-932-4893 and 305-932-3546. A credit of \$50 for inconvenience and \$150 for misbilling were applied to this account. Supra reported that Mr. Citron was satisfied with the resolution for the 305 telephone numbers but not for the 954 account. Supra alleges that it is not responsible for the calls placed to directory assistance via "555-1212" as the calls were dialed from the customer's home.

On February 1, 2002, staff closed the customer's complaint. On July 24, 2002, Mr. Citron notified staff that he was not satisfied with the proposed resolution to his complaint, by requesting to participate in the informal conference process.

On September 11, 2002, an informal conference was held with Mr. Citron, Supra representatives and Commission staff. During the informal conference, Mr. Citron stated his position that Supra was billing him for services it did not provide and that he believed that he was due credits for these services. Supra stated its position that it had corrected all the problems reported to it by the customer and that it was not responsible for the directory assistance calls made from his home. Supra declined to provide any additional credits and stated that the customer was not paying for the service he had and was using. The informal conference ended without a settlement.

The Commission has jurisdiction in this matter pursuant to Section 364.604, Florida Statutes.

ISSUE 1: Should the Commission deny Complaint No. 411314T, filed by Mr. Mel Citron against Supra Telecommunications and Information Systems, Inc.?

RECOMMENDATION: Yes. The Commission should deny Complaint No. 411314T filed by Mr. Mel Citron. (BANKS, PLESCOW, MCDONALD)

STAFF ANALYSIS: As stated in the Case Background, Mr. Citron stated that he asked Supra to provide him with the access numbers for programing his phone, to put a 900 call block on his line and to place a call block on his line that would not allow directory assistance calls. However, Mr. Citron was billed for calls that should have been blocked. The customer further alleged that he paid both Supra and BellSouth for the same service. Staff notes that Mr. Citron has not provided proof to substantiate his claim of the duplicate charges of BellSouth and Supra for the same service.

Supra responded that it had given Mr. Citron a number of credits totaling \$250 for his inconvenience and misbilling for the the telephone numbers at one residence, 954-921-0287 and 954-921-0322 and telephone numbers at his second residence, 305-932-4893 and 305-932-3546. However, Supra declined to credit Mr. Citron for directory assistance charges on his 954 account as Supra had confirmed the calls were dialed from the customer's home.

During the informal conference, Mr. Citron indicated that he thought that he was due more credits on his bill from Supra. However, Supra stated that it had provided Mr. Citron with a number of courtesy and misbilling credits in order in resolve the dispute. Hence, Supra declined to issue any additional credits.

Based on the information that has been provided by parties, it appears to staff that Supra has given Mr. Citron the appropriate credits for misbilling, as well as additional courtesy credits. Therefore, staff recommends that the Commission should deny Complaint No. 411314T filed by Mr. Mel Citron.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: The Order issued from this recommendation will become final upon issuance of a Consummating Order, unless a person whose substantial interests are affected by the Commission's decision files a protest within 21 days of the issuance of the Proposed Agency Action Order. This docket should then be closed upon issuance of a Consummating Order. (BANKS)

STAFF ANALYSIS: Whether staff's recommendation is approved or denied, the result will be a Proposed Agency Action Order. If no timely protest to the Proposed Agency Action Order is filed within 21 days of the date of issuance of the Order, this docket should then be closed upon issuance of a Consummating Order.

**Carmen Pena**

---

**From:** Felicia Banks  
**Sent:** Thursday, October 31, 2002 10:39 AM  
**To:** Carmen Pena  
**Subject:** RE: Recommendation of Mel Citron - Docket Number 020999-TX

ok. Thanks.

-----Original Message-----

From: Carmen Pena  
Sent: Thursday, October 31, 2002 10:38 AM  
To: Felicia Banks  
Cc: Carmen Pena; John Plescow; Don McDonald  
Subject: Recommendation of Mel Citron - Docket Number 020999-TX  
Importance: High

Felicia:

John and I have read the draft recommendation of the docketed case belonging to Mel Citron.

We would like to make the following suggestions:

- (1) On Page 3...RECOMMENDATION: Substitute the word "dismiss" in lieu of the word "deny."
- (2) In the STAFF ANALYSIS section, paragraph 3, line 4, substitute the word "to" in lieu of the word "in."
- (3) Paragraph 4, line 4, substitute the word "dismiss" in lieu of the word "deny."

We agree with everything else. FYI

**ORIGINAL**

## Carmen Pena

---

**From:** Don McDonald  
**Sent:** Thursday, October 24, 2002 3:00 PM  
**To:** Carmen Pena  
**Subject:** RE: Mel Citron

Thanks.

-----Original Message-----

**From:** Carmen Pena  
**Sent:** Thursday, October 24, 2002 3:00 PM  
**To:** Don McDonald  
**Cc:** Carmen Pena  
**Subject:** Mel Citron  
**Importance:** High

Don:

John Plescow is on his way to your office with the copy of the Mel Citron informal conference recording. FYI



**Carmen Pena**

---

**From:** Don McDonald  
**Sent:** Thursday, October 24, 2002 8:31 AM  
**To:** Carmen Pena  
**Subject:** RE: Informal Conference-Mel Citron-CATS 411314T

Thanks.

-----Original Message-----

**From:** Carmen Pena  
**Sent:** Thursday, October 24, 2002 8:31 AM  
**To:** Don McDonald  
**Cc:** Carmen Pena; Rhonda Hicks  
**Subject:** RE: Informal Conference-Mel Citron-CATS 411314T  
**Importance:** High

Don:

I will have a copy done and forwarded to you by this afternoon.

-----Original Message-----

**From:** Rhonda Hicks  
**Sent:** Thursday, October 24, 2002 7:41 AM  
**To:** Carmen Pena  
**Cc:** Leroy Rasberry  
**Subject:** FW: Informal Conference-Mel Citron-CATS 411314T

Please handle.

-----Original Message-----

**From:** Leroy Rasberry  
**Sent:** Wednesday, October 23, 2002 9:59 AM  
**To:** Don McDonald  
**Cc:** Rhonda Hicks  
**Subject:** RE: Informal Conference-Mel Citron-CATS 411314T

Don,

That was handled by Rhonda Hick's group.

Rhonda,

Can you provide this information for Don?

Thanks

-----Original Message-----

**From:** Don McDonald  
**Sent:** Wednesday, October 23, 2002 8:43 AM  
**To:** Leroy Rasberry  
**Subject:** Informal Conference-Mel Citron-CATS 411314T

Would you provide me with a copy of the 'tape concerning the above informal conference on his complaint. I believe the conference was held on 9/11/02.

*Go to  
CCF  
for copy  
10-24-02*

*one  
John Plessee  
took the recording  
to Don @  
3:00 pm*

Case # 113146 - Hil Curran (u.s.)  
Supra Delecese

**Carmen Pena**

---

**From:** John Plescow  
**Sent:** Thursday, October 17, 2002 9:54 AM  
**Cc:** Carmen Pena  
**Subject:** FW: Docket 020999-TX

FYI

-----Original Message-----

**From:** Felicia Banks  
**Sent:** Thursday, October 17, 2002 9:22 AM  
**To:** Don McDonald  
**Cc:** John Plescow  
**Subject:** RE: Docket 020999-TX

Yes, I will be writing the recommendation. Tentatively, we are scheduled to file on Thursday, November 7. Thanks.

-----Original Message-----

**From:** Don McDonald  
**Sent:** Thursday, October 17, 2002 9:21 AM  
**To:** Felicia Banks  
**Subject:** Docket 020999-TX

Will you be writing the recommendation?

ORIGINAL

**REQUEST TO ESTABLISH DOCKET**  
(Please Type)

<b>Date</b>	September 19, 2002	<b>Docket No.</b>	
-------------	--------------------	-------------------	--

<b>1. Division Name/Staff Name:</b>	Office of the General Counsel/F. Banks
-------------------------------------	--

<b>2. OPR:</b>	F. Banks
----------------	----------

<b>3. OCR:</b>	J. Plescow, D. McDonald
----------------	-------------------------

<b>4. Suggested Docket Title:</b>	Complaint of Mel Citron against Supra Telecommunications and Information Systems, Inc. regarding quality of service
-----------------------------------	---

SEP 20 2002

**5. Suggested Docket Mailing List (attach separate sheet if necessary)**

**A. Provide NAMES OR ACRONYMS ONLY if a regulated company.**

**B. Provide COMPLETE NAME AND ADDRESS for all others. (Match representatives to companies.)**

**1. Parties and their representatives (if any):**

Mel Citron	Supra Telecommunications and Information Systems, Inc.
1300 Funston Street	Ann Shelfer
Hollywood, Florida 33019	Koger Center- Ellis Building
(954) 921-0287 (phone)	1311 Executive Center Drive, Suite 200
	Tallahassee, Florida 32301-5027
	(850) 402-0510 (phone)

**2. Interested persons and their representatives (if any):**


**6. Check one:**

\_\_\_\_\_ Documentation is attached.

Documentation will be provided with recommendation.

\_\_\_\_\_

**ORIGINAL**

## Carmen Pena

---

**From:** Rhonda Hicks  
**Sent:** Tuesday, September 03, 2002 8:38 AM  
**To:** Carmen Pena; Kate Smith; John Plescow  
**Cc:** Bev DeMello  
**Subject:** FW: Upcoming Informal Conferences - September 2002

fyi

-----Original Message-----

**From:** Wanda Terrell  
**Sent:** Tuesday, September 03, 2002 8:34 AM  
**To:** Rhonda Hicks  
**Subject:** FW: Upcoming Informal Conferences - September 2002

Rhonda,

FYI. See Beth's assignments below.

Linda Dodson - Sep. 5

Felicia Banks - Sep. 11

**ORIGINAL**

-----Original Message-----

**From:** Beth Keating  
**Sent:** Wednesday, August 28, 2002 1:27 PM  
**To:** Wanda Terrell  
**Subject:** FW: Upcoming Informal Conferences - September 2002

Linda D. has Sept. 5  
Felicia has Sept. 11

-----Original Message-----

**From:** Mary Diskerud  
**Sent:** Wednesday, August 28, 2002 1:16 PM  
**To:** Rhonda Hicks  
**Cc:** Beth Keating  
**Subject:** RE: Upcoming Informal Conferences - September 2002

I talked with Wanda and Beth would be handling this. I will forward this on to Beth also.

-----Original Message-----

**From:** Rhonda Hicks  
**Sent:** Wednesday, August 28, 2002 9:12 AM  
**To:** Mary Diskerud  
**Subject:** FW: Upcoming Informal Conferences - September 2002  
**Importance:** High

Wanda is out and she usually assigns these to an attorney.

-----Original Message-----

**From:** Carmen Pena  
**Sent:** Wednesday, August 21, 2002 1:26 PM  
**To:** Rhonda Hicks  
**Cc:** Carmen Pena; John Plescow; Kate Smith  
**Subject:** Upcoming Informal Conferences - September 2002  
**Importance:** High

Rhonda:

The following are the informal conferences scheduled so far for the month of September 2002:

Thursday, September 5, 2002

9:30 a.m.

Telephone conference

Room 162 Betty Easley Bldg.

Assigned BCO Informal Conference Consultant: Kate Smith

Case number: 438467T

PHILLIP BROWN V BELLSOUTH TELECOMMUNICATIONS, INC.

(Telecommunication issues - Out of service, installations, etc.)

\*An attorney needs to be assigned to this informal conference.\*

Wednesday, September 11, 2002

9:30 a.m.

Telephone conference

Room 136 Betty Easley Bldg.

Assigned BCO Informal Conference Consultant: John Plescow

Case number 411314T

MEL CITRON V SUPRA TELECOMMUNICATIONS, INC.

(Telecommunication issues - Quality of service promised and not given, etc.)

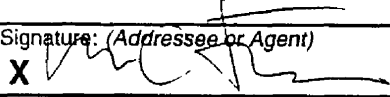
\*An attorney needs to be assigned to this informal conference.\*

Thank you for your cooperation.


**ORIGINAL**

Mel Citron

ORIGINAL

Is your RETURN ADDRESS completed on the reverse side?	<b>SENDER:</b> <ul style="list-style-type: none"><li>Complete items 1 and/or 2 for additional services.</li><li>Complete items 3, 4a, and 4b.</li><li>Print your name and address on the reverse of this form so that we can return this card to you.</li><li>Attach this form to the front of the mailpiece, or on the back if space does not permit.</li><li>Write "Return Receipt Requested" on the mailpiece below the article number.</li><li>The Return Receipt will show to whom the article was delivered and the date delivered.</li></ul>	I also wish to receive the following services (for an extra fee): 1. <input type="checkbox"/> Addressee's Address 2. <input type="checkbox"/> Restricted Delivery Consult postmaster for fee.
	3. Article Addressed to:  Mr. Mel Citron 1300 Funston Street Hollywood, FL 33019	4a. Article Number 7001 2510 0007 6217 5910
	5. Received By: (Print Name)	4b. Service Type <input type="checkbox"/> Registered <input checked="" type="checkbox"/> Certified <input type="checkbox"/> Express Mail <input type="checkbox"/> Insured <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> COD
	6. Signature: (Addressee or Agent) X 	7. Date of Delivery 8/24/02
	8. Addressee's Address (Only if requested and fee is paid)	

Thank you for using Return Receipt Service.

Letter advising date & time for informal conference. 

**Carmen Pena**

---

**From:** Carmen Pena  
**Sent:** Wednesday, August 21, 2002 1:26 PM  
**To:** Rhonda Hicks  
**Cc:** Carmen Pena; John Plescow; Kate Smith  
**Subject:** Upcoming Informal Conferences - September 2002  
  
**Importance:** High

Rhonda:

The following are the informal conferences scheduled so far for the month of September 2002:

Thursday, September 5, 2002

9:30 a.m.

Telephone conference

Room 162 Betty Easley Bldg.

Assigned BCO Informal Conference Consultant: Kate Smith

Case number: 438467T

PHILLIP BROWN V BELLSOUTH TELECOMMUNICATIONS, INC.

(Telecommunication issues - Out of service, installations, etc.)

\*An attorney needs to be assigned to this informal conference.\*

Wednesday, September 11, 2002

9:30 a.m.

Telephone conference

Room 136 Betty Easley Bldg.

Assigned BCO Informal Conference Consultant: John Plescow

Case number 411314T

MEL CITRON V SUPRA TELECOMMUNICATIONS, INC.

(Telecommunication issues - Quality of service promised and not given, etc.)

\*An attorney needs to be assigned to this informal conference.\*

Thank you for your cooperation.

**ORIGINAL**

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY

STATE OF FLORIDA



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

August 21, 2002

---

### Certified & Regular Mail

Mr. Mel Citron  
1300 Funston Street  
Hollywood, FL 33019

**Re: Informal Conference Request**  
**PSC Inquiry No. 411314T**  
**Mr. Mel Citron vs Supra Telecommunications, Inc.**

Dear Mr. Citron:

Thank you for contacting the Florida Public Service Commission (PSC) about Supra Telecommunications, Inc. It appears that we have been unable to resolve this case through mediation. Therefore, we are moving to the next step in the informal conference process. Your informal conference will be held by telephone on **Wednesday, September 11, 2002, at 9:30 a.m.**

On the day of the conference, I will call you at **1-954-921-0287**, which is the telephone number provided in your complaint. If this number should change or if you would like to receive the call at another location, please notify me at least one week before the conference. Parties who wish to participate in the conference in person should assemble in **Room 136 of the Betty Easley Conference Center**. We will start promptly at 9:30 a.m.

We wish to emphasize that this process is informal and the PSC's staff will only act as a mediator to the discussion. We hope that both sides will participate fully and reach a fair settlement. Both parties have a chance to participate in the decision and outcome of the complaint. We have provided a Settlement Agreement form to the company.

---

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PSC Website: <http://www.floridapsc.com>

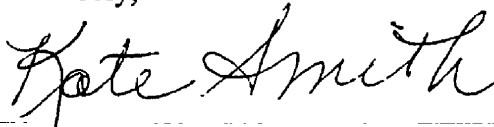
Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



Mr. Mel Citron  
Page 2  
August 21, 2002

If, however, a settlement is not reached, our staff will prepare a recommendation to the Commissioners on how the matter should be resolved. Please remember that the PSC must base its decision in this matter on Florida's rules and statutes. Also, the parties may incur additional expenses in attending an agenda conference to defend their side of the case.

Sincerely,



---

Katherine E. Smith  
Regulatory Consultant  
Bureau of Consumer Outreach

c: Supra Telecommunications, Inc.

10/21/02

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

Public Service Commission

August 20, 2002

*not sent  
customer called  
on 8/20/02.  
Kate*

**Certified Mail & Regular Mail**

Mr. Mel Citron  
1300 Funston Street  
Hollywood, FL 33019

**Re: FPSC Inquiry No. 411314T**

Dear Mr. Citron:

This letter is a follow-up to your request for an informal conference. After reviewing your file, I contacted Supra Communications (Supra) to discuss your complaint. My investigations shows that your concerns appear to fall outside the jurisdiction of the Public Service Commission (PSC).

Supra is an Alternative Local Exchange Company (ALEC). In an effort to help foster competition in the local telephone market, our Legislature decided that ALECs would not have the same rules as the regular local telephone companies. Therefore, we do not have rules that cover service standards by Supra or other alternate local exchange companies.

I tried unsuccessfully to call you to discuss your concerns, but your mailbox was full and would not take any additional messages. I discussed your case with Supra at length. At this time the company is not willing to offer any additional compensation or credits to you.

Please call me as soon as possible so that we can discuss how you may want to proceed. I look forward to hearing from you soon. I can be reached at 1-850-413-6105, at 1-800-342-3552 (ask for Kate) or by e-mail at [ksmith@psc.state.fl.us](mailto:ksmith@psc.state.fl.us).

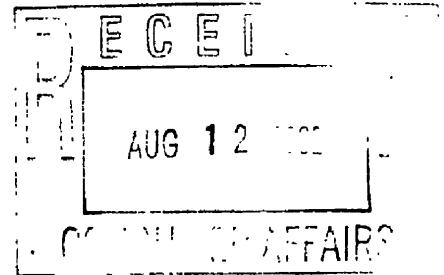
Sincerely,

Katherine E. Smith  
Regulatory Consultant  
Bureau of Consumer Information



FLORIDA PUBLIC SERVICE COMMISSION  
INFORMAL CONFERENCE REQUEST FORM

ORIGINAL



FPSC Complaint Number: 411314T  
Customer's Name: Mel Citron  
Authorized Representative:  
Address: 1300 Funston Street  
Address: Hollywood, FL 33019  
Telephone Number (voice): 954-921-0287 (Fax): 954-921-0287  
E-mail address (if any):

Please address the following statements using additional pages if necessary.

Please identify the issues to be resolved. The adjustment as agreed to and as promised which was 75% off the outstanding charges on all 4 numbers. Performance as promised in writing was never met to this date.

Please describe the facts that are in dispute. The company failed to provide services as agreed to and as promised. The company did not perform and still fails to perform. NEVER fulfilled services

Please identify the dollar amount in dispute. 1550.00

Please provide a suggested resolution or the relief sought. Removal of all late charges, penalties and interest Adjustment to bill as originally agreed to

SEE NOTES AND COMMUNICATIONS ATTACHED

**NOTICE:** This form must be postmarked by August 9, 2002. Failure to provide this information may result in denial of the informal conference request.

Mel Citron  
1300 Funston Street  
Hollywood, Fl 33019  
954-921-0287

State of Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, Fl 32399-0850

February 28, 2002

Re: FPSC Inquiry #411314T

Dear Ms. Demello;

I am writing you at the suggestion of Pam Johnson regarding my terrible experiences with Supra Telecom.

Unfortunately, the company has failed to live up to their own promises. On numerous occasions I was assured by Supra personnel that they would be making corrections and adjustments to my bill for the difficulties I have been encountering for the last 14 months with their services. These problems were supposed to have been corrected many, many times. Unfortunately, they were never corrected without long, tedious, and protracted difficulties that I have encountered continuously. These problems ranged from absolutely no phone service to many months of lost calls because of malfunctioning voice mail that intercepted all of my calls on the first ring to not having a dial tone to not being able to make calls other than to my neighbors. Some of these problems persisted for months before ever being corrected. Many of their own personnel could not believe what I was experiencing. After countless reassurances from Supra customer service, that each problem had been addressed, I had the misfortune of attempting to communicate with them that the efforts they made towards resolution had failed. Despite countless voice mail messages no return calls were made. Only through my persistence has there ever been communication..

As recently as last month I communicated with Pat Byrd who then sent me a fax and asked that I contact her regarding its content. I tried 4 times to communicate with her. Each time a voice mail was left in her voice mail box. Each time the call went unanswered.

The problem is they offered a settlement with me and then failed to deliver. My most recent call was to someone named Shasta in Tallahassee. I previously spoke with her on numerous occasions regarding my problems. This time however, I was informed that the supervisor, who wouldn't take the time to speak with me directly, told her to tell me there was no more they would offer. Shasta indicated that they were offering me \$25.00 per line for 14 months of never ending problems hassles and outages. I told her that this was an insult and that it didn't represent a settlement. She said if I didn't like it to take it up with the FPSC which is why I am writing to you to arrange a conference hearing on the matter.

I look forward to the opportunity of discussing my experiences with this company.

Sincerely,

Mel Citron

# FAX

Voice: 954-921-0287  
Fax Number: 954-921-0287  
1300 Funston Street  
Hollywood, FL 33019-2220

CONFIDENTIAL

Name: Neaelia Santiag  
Fax Number: (800) 5110809  
Voice Number:

Date: 6/13/02

Subject: FPSC 411314T

**Note: Dear Ms Santiago,**

**This is my fourth attempt in contacting your office via fax regarding the complaints that have been pending for months against Supra Telecom. As discussed and requested, I am forwarding two previous bills from Supra Telecom. Included in the bill are added monthly charges of more than \$32.00 for interest and late fees. They have been assesing these added charges per month despite the fact that they have failed to do anything as promised. Please contact me upon receipt either by mail or phone to confirm your receipt of this information. I am still uninformed of the disposition of the complaint.**

**As mentioned, they indicaterd to me they would be making an adjustment of about 75% to the bills for their failure to perform their promises for service and for failure to live up to their advertising. Anything that has ever been corrected on my service is because of the many hundreds of hours i spent trying to get them to do things right. Many times it required 10 to 15 calls just to speak to the correct party only to have them fail to act and requiring me to start over.**

**In addition, I mentioned the letter sent to Ms Demello on February 28, 2002 about these same issues and their now offer of \$25.00/ line which is not acceptable. We are talking about 16 months of literal HELL that I went through because of their lack of customer service or interest and their failure to live up to any of their promises whether verbal or in print.**

**This matter has been going on for more than 16 1/2 months.**

**Thank you for your continued support and interest.**

**Mel Citron**

# FAX

Voice: 954-921-0287  
Fax Number: 954-921-0287  
1300 Funston Street  
Hollywood, FL 33019-2220

01

---

Name: Noelia J.  
Fax Number: (800) 5110809  
Voice Number:

Date: 5/9/02

---

Subject: FPSC Inquiry #411314T

**Note: Dear Ms. Santiago,**

**As you requested, I am forwarding these current copies of the Supra Telecom Bills received. As discussed they contain errors. In addition, there is approximately \$32/month in late fees and interest charges added to my bill. As mentioned, I discussed with them, and they indicated they would provide a 75% cost removal for the, now more than 16 months, difficulties and non services for this period. To date however, this has not happened. They only now offer \$25.00 per line to me and which is a totally unacceptable to me as I am sure it would be to you too. They solved nothing without my spending hundreds of hours with them on the phone. They never returned calls, and they never got anything done without my making 10 or 15 calls to them alerting them of their failure to perform as they promised.**

**As mentioned, on February 28, 2002, I addressed a letter to Ms. Demello regarding these matters, as well as, their failure to live up to any of their promises.**

Case No. 4113141

ORIGINAL

Is your RETURN ADDRESS completed on the reverse side?

**SENDER:**

- Complete items 1 and/or 2 for additional services.
- Complete items 3, 4a, and 4b.
- Print your name and address on the reverse of this form so that we can return this card to you.
- Attach this form to the front of the mailpiece, or on the back if space does not permit.
- Write "Return Receipt Requested" on the mailpiece below the article number.
- The Return Receipt will show to whom the article was delivered and the date delivered.

I also wish to receive the following services (for an extra fee):

- 1.  Addressee's Address
- 2.  Restricted Delivery

Consult postmaster for fee.

3. Article Addressed to:

Mr. Mel Citron  
1300 Funston Street  
Hollywood, FL 33019-2220

4a. Article Number

7001 2510 0007 6217 6221

4b. Service Type

- Registered
- Express Mail
- Return Receipt for Merchandise
- Certified
- Insured
- COD

7. Date of Delivery

07-31-02 *SM*

5. Received By: (Print Name)

6. Signature: (Addressee or Agent)

X *[Signature]*

8. Addressee's Address (Only if requested and fee is paid)

Thank you for using Return Receipt Service.

PS Form 3811, December 1994

102595-97-B-0179

Domestic Return Receipt

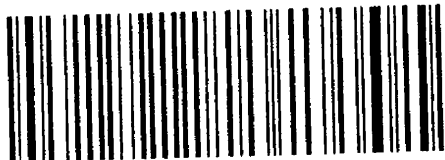
Vs. Supra Telecommunications  
Received: August 5, 2002.

Case 411314T

*Np.*  
*Supra Telecom*

Mel Citron  
1300 Funston Street  
Hollywood, FL 33019

**CERTIFIED MAIL**



7002 1000 0004 7233 7578



0000

32399

U.S. POSTAGE  
PAID  
HALLANDALE, FL  
33009  
AUG 08, '02  
AMOUNT

**\$4.65**  
00030694-06

**MAIL**

*Form X +  
pages of addendums*

State of Florida  
Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

32399+0850 01





Jul-25-02 12:22 PM

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<u>Identification</u>	<u>Result</u>	<u>Pages</u>	<u>Type</u>	<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>Diagnostic</u>
4020522	OK	04	Sent	Jul-25	12:20P	00:01:04	002582030022

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1.3.0 2.8

ORIGINAL

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July 25 2002, 00:16 PM

**STATE OF FLORIDA**



**PUBLIC SERVICE COMMISSION**

**2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850**

**ORIGINAL**

**TO:**

Supra Telecommunications

850-402-0522

**FROM:**

Carmen Pena

Voice: 850-413-6109

Fax: 850-413-6362

**RE:**

Informal Conference Request FPSC  
Inquiry No. 411314T

**Notes:**

Attention: Ann Shelfer

This is an acknowledgement letter regarding Informal Conference Request FPSC Inquiry No. 411314T with Form X included.

Note: Total pages 4 including cover sheet

Thanks.

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

July 25, 2002

*Certified and Regular Mail*

**ORIGINAL**

Mr. Mel Citron  
1300 Funston Street  
Hollywood, Fl. 33019- 2220

**Re: Informal Conference Request  
PSC Inquiry No. 411314T**

Dear Mr. Citron:

Thank you for contacting the Florida Public Service Commission (PSC) about Supra Telecommunications. We appreciate the opportunity to help you.

In accordance with Commission Rule 25-22.032(8), Florida Administrative Code, you must complete the attached PSC/CAF Form X, and return it to the Commission within 15 days from the date of this letter. **If the completed Form X is not postmarked by August 9, 2002, which is 15 days from the date of this letter, your informal conference request will be denied.**

The Director of the Division of Consumer Affairs (the Director) will review your Form X and recommend if an informal conference should be granted. In the event that the conference is granted, a staff member will be assigned to your case, and he/she will contact you.

If the Director finds that your case has no basis upon which relief may be granted, a recommendation will be made to the Commissioners to dismiss the complaint. You will be notified in writing about this decision.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0862

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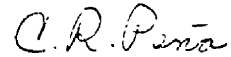
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mel Citron  
Page 2  
July 25, 2002

I hope this information is helpful. If you have any questions, please contact me at 1-800-342-3552, by toll-free fax at 1-800-511-0809, or by e-mail at [cpena@psc.state.fl.us](mailto:cpena@psc.state.fl.us).

Sincerely,



Carmen R. Peña  
Regulatory Program Administrator  
Bureau of Consumer Outreach

CRP:njs

Attachment

c: Supra Telecommunications

ORIGINAL



FLORIDA PUBLIC SERVICE COMMISSION  
INFORMAL CONFERENCE REQUEST FORM

FPSC Complaint Number: 411314T

Customer's Name: Mel Citron

ORIGINAL

Authorized Representative:

Address: 1300 Funston Street

Address: Hollywood, Fl 33019

Telephone Number (voice): 954-921-0287 (Fax): 954-921-0287

E-mail address (if any):

---

---

*Please address the following statements using additional pages if necessary.*

Please identify the issues to be resolved. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please describe the facts that are in dispute. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please identify the dollar amount in dispute. \_\_\_\_\_

Please provide a suggested resolution or the relief sought. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**NOTICE:** This form must be postmarked by **August 9, 2002**. Failure to provide this information may result in denial of the informal conference request.

STATE OF FLORIDA

COMMISSIONERS:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

July 25, 2002

*Certified and Regular Mail*

ORIGINAL

Mr. Mel Citron  
1300 Funston Street  
Hollywood, Fl. 33019- 2220

**Re: Informal Conference Request  
PSC Inquiry No. 411314T**

Dear Mr. Citron:

Thank you for contacting the Florida Public Service Commission (PSC) about Supra Telecommunications. We appreciate the opportunity to help you.

In accordance with Commission Rule 25-22.032(8), Florida Administrative Code, you must complete the attached PSC/CAF Form X, and return it to the Commission within 15 days from the date of this letter. **If the completed Form X is not postmarked by August 9, 2002, which is 15 days from the date of this letter, your informal conference request will be denied.**

The Director of the Division of Consumer Affairs (the Director) will review your Form X and recommend if an informal conference should be granted. In the event that the conference is granted, a staff member will be assigned to your case, and he/she will contact you.

If the Director finds that your case has no basis upon which relief may be granted, a recommendation will be made to the Commissioners to dismiss the complaint. You will be notified in writing about this decision.

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CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0862

An Affirmative Action/Equal Opportunity Employer

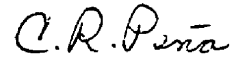
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mel Citron  
Page 2  
July 25, 2002

I hope this information is helpful. If you have any questions, please contact me at 1-800-342-3552, by toll-free fax at 1-800-511-0809, or by e-mail at [cpena@psc.state.fl.us](mailto:cpena@psc.state.fl.us).

Sincerely,



Carmen R. Peña  
Regulatory Program Administrator  
Bureau of Consumer Outreach

---

CRP:njs

Attachment

c: Supra Telecommunications

ORIGINAL



FLORIDA PUBLIC SERVICE COMMISSION  
INFORMAL CONFERENCE REQUEST FORM

FPSC Complaint Number: 411314T

Customer's Name: Mel Citron

ORIGINAL

Authorized Representative:

Address: 1300 Funston Street

Address: Hollywood, Fl 33019

Telephone Number (voice): 954-921-0287 (Fax): 954-921-0287

E-mail address (if any):

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*Please address the following statements using additional pages if necessary.*

Please identify the issues to be resolved. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please describe the facts that are in dispute. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please identify the dollar amount in dispute. \_\_\_\_\_

Please provide a suggested resolution or the relief sought. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**NOTICE:** This form must be postmarked by **August 9, 2002**. Failure to provide this information may result in denial of the informal conference request.



Carmen Pena

---

From: Pamela Johnson  
Sent: Wednesday, July 24, 2002 3:23 PM  
To: Carmen Pena

COMPLAINT 411314T IS A INFORMAL CONF. CASE

*Fréd Citron*

*Np.*

*Supra Telecommunication*

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ORIGINAL

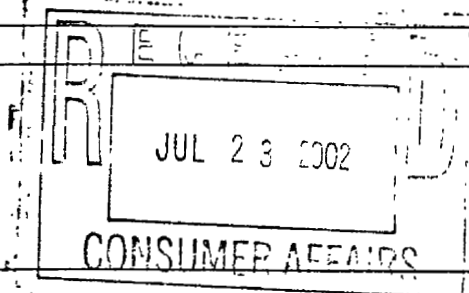
# FAX

Merrill Citron  
Voice: 954-921-0287  
Fax Number: 954-921-0287  
1300 Funston Street  
Hollywood, FL 33019-2220

# ORIGINAL

Name: Ms. Bev deMello  
Fax Number: (800) 5110809  
Voice Number:

Date: 7/22/02



Subject: FPSC 411314T mediation request

**Note: Dear Ms. deMello,**

After five attempts to contact your office, as a follow to Ms. Santiago, regarding numerous complaints pending for months against Supra Telecom. I am again writing to you.

As discussed and requested by Ms. Santiago, I forwarded copies of some previous bills from Supra Telecom. Included in the bills are charges for interest and late fees. They have been assessing these additional charges each month while I have been waiting for resolution to these issues despite the fact that they have failed to do any of the things they promised.

I was informed by Ms. Santiago that Supra advised your offices that the matter had been resolved. A surprise to me. As explained to Ms. Santiago, they never contacted me regarding the changes made from their settlement offer, an adjustment of 75% to the bills, due to their failure to perform any of their promised services and for failure to live up to their advertising. Everything ever corrected with my service was because of the many hundreds of hours personally spent trying to get them to do things right. Many times it required 10 to 15 calls just to speak to someone only to have them fail to followup which then resulted in my having to start over.

In addition, I previously mentioned this in a letter sent to your attention in February, 2002 about the revised, unsatisfactory, offer of \$25.00/ line which is not acceptable. We are talking about more than 16 1/2 months of literal HELL that I went through because of Supra's lack of customer service, their failure to live up to any of their promises verbal and print and their most recent advisory that as a Supra Telecom DSL service would not be available despite their verbal and written statements (in ads, online, and on TV) that changing to Supra would provide the same quality and service as being with Bell South.  
Thank you for your continued support and interest.

Mel Citron

**FAX**

Merrill Citron  
Voice: 954-921-0287  
Fax Number: 954-921-0287  
1300 Funston Street  
Hollywood, FL 33019-2220

**ORIGINAL**

Name: Neaelia Santiag  
Fax Number: (800) 5110809  
Voice Number:

JUL 17 2002  
Date 7/17/02  
CONSUMER AFFAIRS

Subject: FPSC 411314T

**Note: Dear Ms Santiago,**

**This is my fifth attempt in contacting your office by both voice or fax regarding the complaints that have been pending for months against Supra Telecom.**

**As discussed and requested, I have forwarded previous bills from Supra Telecom. Included in the bill are additional monthly charges for interest and late fees. They have been assesing these added charges each month we have been waiting despite the fact that they have failed to do anything as promised.**

**Please contact me upon receipt either by mail or phone to confirm your receipt of this information. I am still uninformed of the disposition of the complaint.**

**As mentioned, they indicated to me they would be making an adjustment of about 75% to the bills for their failure to perform their promises for service and for failure to live up to their advertising. Anything that has ever been corrected on my service is because of the many hundreds of hours I spent trying to get them to do things right. Many times it required 10 to 15 calls just to speak to the correct party only to have them fail to act and requiring me to start over.**

**In addition, I mentioned the letter sent to Ms Demello in February, 2002 about these same issues and their now offer of \$25.00/ line which is not acceptable. We are talking about 16 1/2 months of literal HELL that I went through because of their lack of customer service or interest and their failure to live up to any of their promises whether verbal or in print.**

**This matter has been going on for more than 17 1/2 months.**

**Thank you for your continued support and interest.**

**Mel Citron**

STATE OF FLORIDA

Commissioners:  
LILA A. JABER, CHAIRMAN  
J. TERRY DEASON  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI  
RUDOLPH "RUDY" BRADLEY



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

February 4, 2002

ORIGINAL

Mr. Mel Citron  
1300 Funston Street  
Hollywood, FL 33019

**RE: FPSC Inquiry #411314T**

Dear Mr. Citron:

This is a response to your communications with the Florida Public Service Commission (PSC) concerning Supra Telecommunications.

A review of the information developed in our investigation indicates that a company representative has been in touch with you and that the matter appears to be resolved.

If this is not the case, or if you have additional questions with which I can be of assistance, please contact me toll free at 1-800-342-3552, by toll free fax at 1-800-511-0809, or by e-mail at [nsantiag@psc.state.fl.us](mailto:nsantiag@psc.state.fl.us).

Sincerely,

Noelia J. Santiago  
Regulatory Specialist II  
Division of Consumer Affairs

NJS:ewe

**Angie Hashisho**

**From:** Stephens, Shasta [Shasta.Stephens@stis.com]  
**Sent:** Wednesday, November 21, 2001 5:07 PM  
**To:** 'pscreply@psc.state.fl.us'  
**Cc:** Miriki, Dakore; Issues, Resolution Desk  
**Subject:** Final Response to Request No. 411314T-Mel Citron

This is in response to the above request. Mr. Citron stated in his complaint that he was not provided an access number and that blocks were not applied to his account. The customer's access number issue has been resolved. We have also placed a block on the requested lines. We have issued him a \$25 credit for each line for his inconvenience. As a result, his account with numbers 954/921-0287 & 954/921-0322 has a balance of \$287.02 (\$50 credit for 2 lines @\$25 each and \$61.60 credit for 411 calls). The other account with numbers 305/932-4893 and 305/932-3546 has been credit \$50 (2 lines @\$25 each) and an approximate amount of \$150 for misbilling. The customer is satisfied with the 305 numbers but is not satisfied with the credits issued to the 954 numbers. Supra does not believe it is responsible for the 555-1212 calls that were placed at the customer's premise.

ORIGINAL

If you have any questions, please contact me.

Thanks,  
Ann Shelfer  
V.P. - Public Policy Advocate  
Supra Telecom  
904/402-0510

50.00  
61.60  
50.00  
150.00  
-----  
\$261.60  
10  
261.60  
Credit issued

Angie Hashisho

IR - 20 DAYS

**From:** Stephens, Shasta [Shasta.Stephens@stis.com]  
**Sent:** Thursday, November 01, 2001 3:46 PM  
**To:** 'pscreply@psc.state.fl.us '  
**Cc:** Miriki, Dakore; Shelfer, Ann; Issues, Resolution Desk  
**Subject:** 411314T-Mel Citron

This is an interim response to the above request. Supra respectfully asks for an additional 20 days to resolve this complaint. We are waiting on account information from Mr. Citron's long distance provider. Your consideration in this matter would be greatly appreciated.

If you have any questions, please contact me.

Thanks,

Shasta M Stephens  
Regulatory Specialist  
Supra Telecom  
402-0510

ORIGINAL

Request No. 399968T

Name CITRON ,MEL MR.

Business Name

**Consumer Information**

Name: MEL CITRON

Business Name:

Svc Address: 1300 FUNSTON STREET

County: Broward Phone: (954)-921-0287

City/Zip: Hollywood / 33019-

Account Number:

Caller's Name: MEL CITRON

Mailing Address: 1300 FUNSTON STREET

City/Zip: HOLLYWOOD ,FL 33019-

Can Be Reached:

E-Tracking Number:

**Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100**

**Utility Information**

Company Code: TX088

Company: SUPRA TELECOMMUNICATIONS AND

Attn.

Response Needed From Company? N

Date Due: 08/23/2001

Fax: 402-0522

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: T

Informal Conf.: N

**PSC Information**

Assigned To: ANJANA KAMBO

Entered By: AK

Date: 08/23/2001

Time: 11:31

Via: PHONE

Prelim Type:

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: AK

Date: 08/23/2001

Closeout Type: GI-02

Apparent Rule Violation: N

WARM TRANSFER Customer says he had been having problems with the service for over 6 months during which time he tried to contact the company at least a 100 times. Customer says his voice mail comes on the first ring instead of on the ninth and he has problems with local and long distance service.

Request No. 399968T

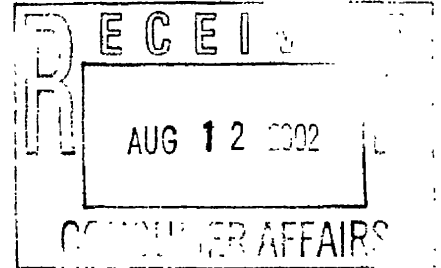
Name CITRON ,MEL MR.

Business Name



FLORIDA PUBLIC SERVICE COMMISSION  
INFORMAL CONFERENCE REQUEST FORM

ORIGINAL



FPSC Complaint Number: 411314T

Customer's Name: Mel Citron

Authorized Representative:

Address: 1300 Funston Street

Address: Hollywood, Fl 33019

Telephone Number (voice): 954-921-0287 (Fax): 954-921-0287

E-mail address (if any):

Please address the following statements using additional pages if necessary.

Please identify the issues to be resolved. The adjustment as agreed to and as promised which was 75% off the outstanding charges on ALL 4 numbers. Performance as promised in writing was never met to this date.

Please describe the facts that are in dispute. The company failed to provide services as agreed to and as promised. THE company did not perform and still fails to perform. Never fulfilled services

Please identify the dollar amount in dispute. 1550.<sup>00</sup>

Please provide a suggested resolution or the relief sought. Removal of all late charges, penalty and interest Adjustment to bill as originally agreed to

SEE NOTES AND COMMUNICATIONS ATTACHED

**NOTICE:** This form must be postmarked by August 9, 2002. Failure to provide this information may result in denial of the informal conference request.



Mel Citron  
1300 Funston Street  
Hollywood, FL 33019  
954-921-0287

ORIGINAL

State of Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

February 28, 2002

Re: FPSC Inquiry #411314T

Dear Ms. Demello;

I am writing you at the suggestion of Pam Johnson regarding my terrible experiences with Supra Telecom.

Unfortunately, the company has failed to live up to their own promises. On numerous occasions I was assured by Supra personnel that they would be making corrections and adjustments to my bill for the difficulties I have been encountering for the last 14 months with their services. These problems were supposed to have been corrected many, many times. Unfortunately, they were never corrected without long, tedious, and protracted difficulties that I have encountered continuously. These problems ranged from absolutely no phone service to many months of lost calls because of malfunctioning voice mail that intercepted all of my calls on the first ring to not having a dial tone to not being able to make calls other than to my neighbors. Some of these problems persisted for months before ever being corrected. Many of their own personnel could not believe what I was experiencing. After countless reassurances from Supra customer service, that each problem had been addressed, I had the misfortune of attempting to communicate with them that the efforts they made towards resolution had failed. Despite countless voice mail messages no return calls were made. Only through my persistence has there ever been communication..

As recently as last month I communicated with Pat Byrd who then sent me a fax and asked that I contact her regarding its content. I tried 4 times to communicate with her. Each time a voice mail was left in her voice mail box. Each time the call went unanswered.

The problem is they offered a settlement with me and then failed to deliver. My most recent call was to someone named Shasta in Tallahassee. I previously spoke with her on numerous occasions regarding my problems. This time however, I was informed that the supervisor, who wouldn't take the time to speak with me directly, told her to tell me there was no more they would offer. Shasta indicated that they were offering me \$25.00 per line for 14 months of never ending problems hassles and outages. I told her that this was an insult and that it didn't represent a settlement. She said if I didn't like it to take it up with the FPSC which is why I am writing to you to arrange a conference hearing on the matter.

I look forward to the opportunity of discussing my experiences with this company.

Sincerely,

Mel Citron

# FAX

Voice: 954-921-0287  
Fax Number: 954-921-0287  
1300 Funston Street  
Hollywood, FL 33019-2220

ORIGINAL

Name: Neaelia Santiag  
Fax Number: (800) 5110809  
Voice Number:

Date: 6/13/02

Subject: FPSC 411314T

**Note: Dear Ms Santiago,**

**This is my fourth attempt in contacting your office via fax regarding the complaints that have been pending for months against Supra Telecom. As discussed and requested, I am forwarding two previous bills from Supra Telecom. Included in the bill are added monthly charges of more than \$32.00 for interest and late fees. They have been assessing these added charges per month despite the fact that they have failed to do anything as promised. Please contact me upon receipt either by mail or phone to confirm your receipt of this information. I am still uninformed of the disposition of the complaint.**

**As mentioned, they indicaterd to me they would be making an adjustment of about 75% to the bills for their failure to perform their promises for service and for failure to live up to their advertising. Anything that has ever been corrected on my service is because of the many hundreds of hours i spent trying to get them to do things right. Many times it required 10 to 15 calls just to speak to the correct party only to have them fail to act and requiring me to start over.**

**In addition, I mentioned the letter sent to Ms Demello on February 28, 2002 about these same issues and their now offer of \$25.00/ line which is not acceptable. We are talking about 16 months of literal HELL that I went through because of their lack of customer service or interest and their failure to live up to any of their promises whether verbal or in print.**

**This matter has been going on for more than 16 1/2 months.**

**Thank you for your continued support and interest.**

**Mel Citron**

# FAX

Voice: 954-921-0287  
Fax Number: 954-921-0287  
1300 Funston Street  
Hollywood, FL 33019-2220

ORIGINAL

Name: Noelia J.  
Fax Number: (800) 5110809  
Voice Number:

Date: 5/9/02

Subject: FPSC Inquiry #411314T

**Note: Dear Ms. Santiago,**

**As you requested, I am forwarding these current copies of the Supra Telecom Bills received. As discussed they contain errors. In addition, there is approximately \$32/month in late fees and interest charges added to my bill. As mentioned, I discussed with them, and they indicated they would provide a 75% cost removal for the, now more than 16 months, difficulties and non services for this period. To date however, this has not happened. They only now offer \$25.00 per line to me and which is a totally unacceptable to me as I am sure it would be to you too. They solved nothing without my spending hundreds of hours with them on the phone. They never returned calls, and they never got anything done without my making 10 or 15 calls to them alerting them of their failure to perform as they promised.**

**As mentioned, on February 28, 2002, I addressed a letter to Ms. Demello regarding these matters, as well as, their failure to live up to any of their promises.**