



ORIGINAL

Telephone: (850) 402-0510  
Fax: (850) 402-0522  
www.supratelecom.com

1311 Executive Center Drive, Suite 220  
Tallahassee, FL 32301-5027

July 1, 2003

Mrs. Blanca Bayo, Director  
Division of Commission Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RECEIVED - FPSC  
03 JUL - 1 PM 4: 00  
COMMISSION  
CLERK

RE: Docket No. 030349-TP -  
SUPPLEMENTAL EXHIBITS TO SUPRA'S  
DIRECT TESTIMONY OF DAVID A. NILSON

Dear Mrs. Bayo:

Enclosed are the originals and seven (7) sets of Supra Telecommunications and Information Systems, Inc.'s (Supra) Supplemental Exhibits to the Direct Testimony of David A. Nilson; along with supplemental confidential exhibits in a sealed envelope in the above captioned docket. Confidentiality is being claimed to the confidential Exhibits in their entirety.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return it to me.

Sincerely,

RECEIVED & FILED  
TH  
FPSC-BUREAU OF RECORDS

Jorge Cruz-Bustillo / JWA  
Jorge Cruz-Bustillo  
Assistant General Counsel

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
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OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
SEC 1  
OTH \_\_\_\_\_

This claim of confidentiality was filed by or on behalf of a "telco" for Confidential DN 05871a-03. The document is in locked storage pending advice on handling. To access the material, your name must be on the CASR. If undocketed, your division director must obtain written EXD/Tech permission before you can access it.

DOCUMENT NUMBER DATE

05871 JUL-18

FPSC-COMMISSION CLERK

**CERTIFICATE OF SERVICE**  
**Docket No. 030349-TP**

**I HEREBY CERTIFY** that a true and correct copy of the foregoing was served via Facsimile, Hand Delivery, U.S. Mail and/or Federal Express this 1<sup>st</sup> day of July 2003 to the following:

Ms. Linda Dodson, Esq.  
Staff Counsel  
Division of Legal Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Ms. Nancy B. White, Esq.  
c/o Nancy H. Sims  
150 South Monroe Street, Suite 400  
Tallahassee, FL. 32301  
(850) 222-1201 (voice)  
(850) 222-8640 (fax)

By: Jorge Cruz-Bustillo/VWA  
JORGE CRUZ-BUSTILLO

Date - -

Dear (name),

OLD LETTER

We recently received your request to switch your local phone service to another carrier. Although we are disappointed to lose you as a customer, be assured that we have already handled your request and you will shortly receive your final bill as conformation.

If you were unaware that we received a request to switch your service, please notify us of the problem so that we can correct it. Call us any day, at any time, at 1-800-733-3285.

If you have elected to leave BellSouth, we'd like you to consider coming back. Please know that we are committed to providing the most advanced technology, the highest level of service and the best value for all of your communications needs. If you would like to resume BellSouth Service, or if you would like to hear more about what we have to offer please call 1-800-733-3285.

We value you as a customer and look forward to serving you again in the near future.

Sincerely,

(Name), General Manager Consumer Services  
(State)



P.O. Box 55288  
Atlanta, GA 30308-5288

Docket No. 030349-TP  
Supra Exhibit – DAN3

0048846  
Neighbor  
8700 SW 89th Ave.  
Miami, FL 33173-4557



Dear Neighbor:

## May We Serve You?

We believe you deserve high-quality local phone service. And we want to make sure you're receiving it.

**In other words, we want to serve you as our customer.**

If you want more control, better service, convenience and savings, then BellSouth and the BellSouth® Complete Choice® plan\* are for you. The Complete Choice plan gives you all of the following benefits for one monthly rate:

- A home phone line
- Unlimited local calling
- Your choice of features such as Call Waiting, Call Return,\*\* Caller ID,\*\*\* Three-way Calling\*\* and more
- Plus great prices on Cingular™ Wireless from BellSouth and BellSouth® FastAccess® DSL service†

Just call us toll free **1 866 428-2284** to find out about all the advantages the Complete Choice plan will give you.

We've worked hard to make our local phone service easy to use and affordable. And we'll work even harder to make sure you stay a totally satisfied customer. We'd love to welcome you to BellSouth!

Sincerely,

Karen McCue  
Director – Consumer Marketing

Call now toll free 1 866 428-2284.

**BRING BELLSOUTH QUALITY AND RELIABILITY INTO YOUR HOME.**

\*The BellSouth® Complete Choice® plan is available to residential customers only. Features must be compatible and are subject to availability. Some features work only for calls dialed directly between customers where the services are available. Some features require additional equipment/services. Other restrictions apply. \*\*Long distance or expanded local calling rates may apply. \*\*\*Caller ID blocking is available, so some calling names and numbers may not be displayed. Caller ID requires a compatible display unit. Units are offered by BellSouth; they may also be purchased from independent dealers. †Service not available in all areas. ©2002 BellSouth Corporation. All rights reserved. All trademarks and service marks contained herein are the property of their respective owners.

Estimado vecino:

## ¿Hay algo en que podamos servirle?

Creemos sinceramente que usted se merece un servicio local telefónico de alta calidad. Queremos estar seguros de que lo está recibiendo.

En otras palabras, queremos servirle como cliente nuestro.

Si usted desea tener más control, mejor servicio, conveniencia y a la vez ahorrar, entonces BellSouth® y el plan\* Complete Choice® de BellSouth son para usted. El plan Complete Choice le ofrece todos los siguientes beneficios, e incluye lo siguiente por una sola tarifa mensual:

- La línea de teléfono de su hogar
- Llamadas locales ilimitadas
- Su selección de servicios, como Llamada en Espera, Devolución de Llamada,\*\* Identificación de Llamada,\*\* Llamada en Conferencia\*\* y más
- Además, magníficos precios en Cingular<sup>sm</sup> Wireless de BellSouth y servicio FastAccess® DSL de BellSouth†

Sólo llámenos, sin cargos, al 1 866 211-9806, y entérese de las ventajas que disfrutará con el plan Complete Choice de BellSouth.

Nos hemos esforzado para hacer que nuestro servicio local telefónico sea asequible y fácil de utilizar. Además, nos seguiremos esforzando aún más para asegurarnos que usted permanezca como un cliente completamente satisfecho. ¡Nos encantaría darle la bienvenida a BellSouth!

Atentamente,



Karen McCue  
Directora de Mercadeo al Consumidor

Llame ahora sin cargo al 1 866 211-9806.

**TRAIGA LA CALIDAD Y FIABILIDAD DE BELLSOUTH A SU HOGAR.**

\*El plan Complete Choice® de BellSouth está disponible para clientes residenciales solamente. Los servicios tienen que ser compatibles y están sujetos a la disponibilidad de los mismos. Algunos servicios sólo funcionan en llamadas hechas directamente entre clientes donde los servicios estén disponibles. Algunos servicios requieren equipo o servicios adicionales. Otras restricciones aplican. \*\*Puede que apliquen cargos de larga distancia o por llamadas de área expandida. \*\*\*Está disponible el bloqueo de identificación de Llamada, por lo que algunos nombres y números de las personas que llaman puede que no se muestren. El servicio de Identificación de Llamada requiere una unidad con pantalla compatible. BellSouth ofrece estas unidades y también las puede adquirir de distribuidores independientes. †Los servicios no están disponibles en todas las áreas. ©2002 BellSouth Corporation. Derechos Reservados. Todas las marcas y servicios registrados aquí contenidos son propiedad de sus respectivos dueños.

 **BELLSOUTH**

P.O. Box 55288  
Atlanta, GA 30308-5288

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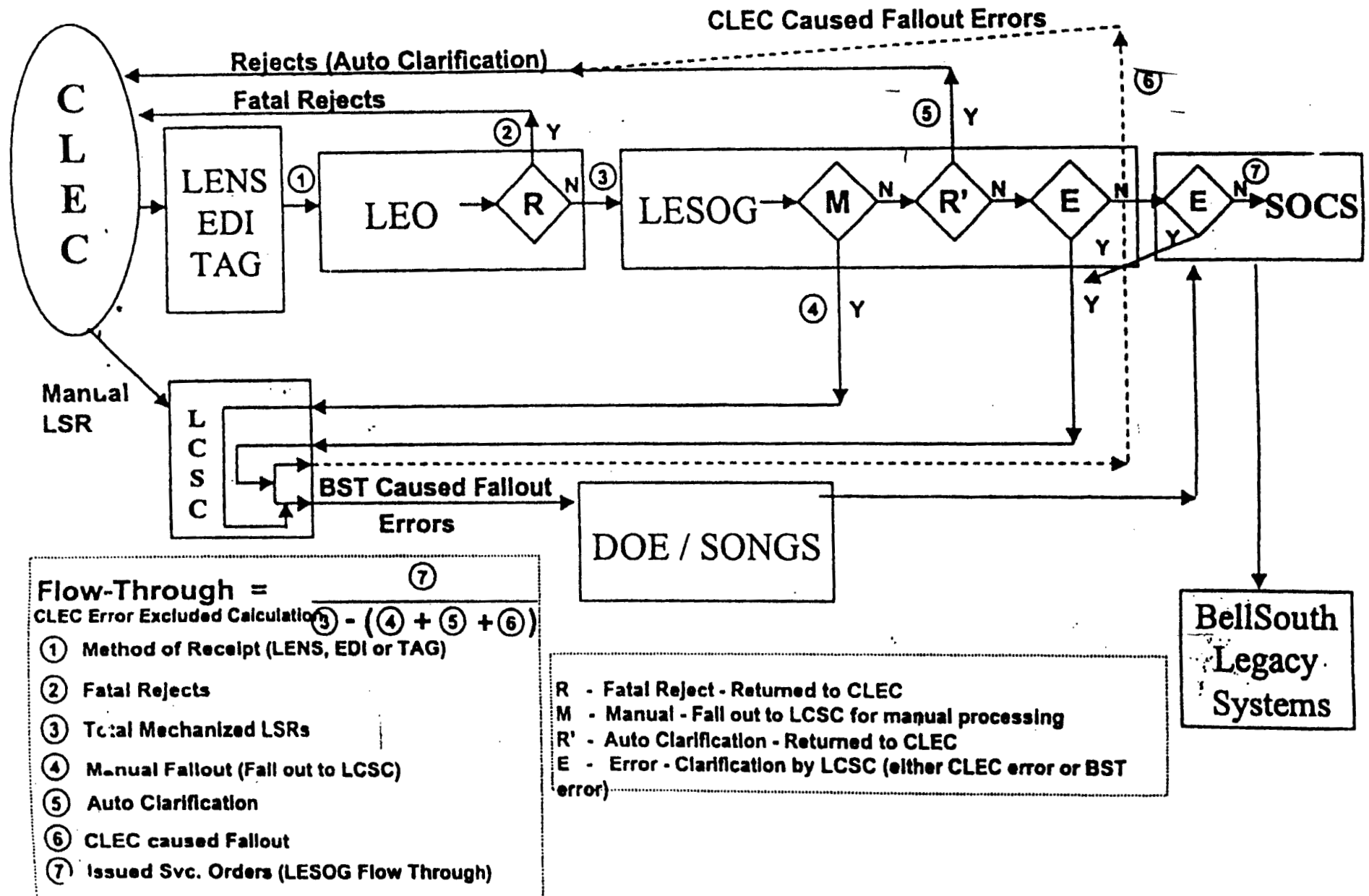
***Let BellSouth Make Your Life Easier.***



**Docket No. 030349-Tp  
Supra Exhibit – DAN8**

**CONFIDENTIAL**

# CLEC Ordering Process Flow





**Docket No. 030349-Tp**  
**Supra Exhibit – DAN13**

**CONFIDENTIAL**

**Docket No. 030349-Tp  
Supra Exhibit – DAN14**

**CONFIDENTIAL**

**Docket No. 030349-Tp**  
**Supra Exhibit – DAN17**

**CONFIDENTIAL**