



Public Service Commission
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DATE: JULY 24, 2003

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

FROM: OFFICE OF THE GENERAL COUNSEL (BANKS) *FBB 2:57-5:10*
DIVISION OF CONSUMER AFFAIRS (PLESCOW) *J P*
DIVISION OF COMPETITIVE MARKETS AND ENFORCEMENT (MCDONALD) *DM*

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

AGENDA: 08/05/03 - REGULAR AGENDA - INTERESTED PERSONS MAY
PARTICIPATE

CRITICAL DATES: NONE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\GCL\WP\020999R3.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. Supra responded to Mr. Citron's complaint on November 21, 2001.

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, and requested to participate in the informal conference process. On September 11, 2002, an informal conference was held with Mr. Citron, Supra representatives and Commission staff. The informal conference ended without a settlement.

DOCUMENT NUMBER DATE

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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. Because the issues in this case involved factual disputes, Order No. PSC-03-0394-PCO-TX was issued on March 21, 2003, referring this case to Division of Administrative Hearings (DOAH) for further proceedings. This case was docketed as Case No. 03-1002 and was scheduled for a DOAH hearing on May 27, 2003. On that same date, parties reached a settlement on all of the disputed issues and the DOAH Administrative Law Judge issued an order closing this docket on May 28, 2003.

This recommendation addresses closing this docket.

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

DISCUSSION OF THE ISSUES

ISSUE 1: Should this docket be closed?

RECOMMENDATION: Yes. Staff recommends that this docket be closed as no further Commission action is required. (BANKS)

ANALYSIS: As stated in the case background, on May 27, 2003, date of the scheduled DOAH hearing, parties reached a settlement on all of the disputed issues in this case. Subsequently, the DOAH Administrative Law Judge issued an order closing this docket (Attachment 1). Therefore, staff recommends that this docket be closed as no further Commission action is required.

ATTACHMENT 1

STATE OF FLORIDA
DIVISION OF ADMINISTRATIVE HEARINGS

MEL CITRON,)
)
 Petitioner,)
)
 vs.) Case No. 03-1002
)
 SUPRA TELECOMMUNICATIONS AND)
 INFORMATION SYSTEMS, INC., AND)
 PUBLIC SERVICE COMMISSION,)
)
 Respondents.)
 _____)

ORDER CLOSING FILE

On May 27, 2003, a telephone status conference was held in this case, at which time the parties advised that they had agreed to a settlement of all disputed issues in this case and that there was no longer a need for an evidentiary hearing in this case. Accordingly, it is

ORDERED that the final hearing previously scheduled on May 27, 2003, is cancelled, and the file of the Division of Administrative Hearings in the above-captioned matter is hereby closed.

DONE AND ORDERED this 28th day of May, 2003, in Tallahassee, Leon County, Florida.

S

MICHAEL M. PARRISH
Administrative Law Judge
Division of Administrative Hearings
The DeSoto Building
1230 Apalachee Parkway
Tallahassee, Florida 32399-3060
(850) 488-9675 SUNCOM 278-9675
Fax Filing (850) 921-6847
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DOCKET NO. 020999-TX
DATE: July 24, 2003

Filed with the Clerk of the
Division of Administrative Hearings
this 28th day of May, 2003.

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