

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Complaint of Mel Citron  
against Supra Telecommunications  
and Information Systems, Inc.  
regarding quality of service.

DOCKET NO. 020999-TX  
ORDER NO. PSC-03-0960-FOF-TX  
ISSUED: August 22, 2003

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON  
BRAULIO L. BAEZ  
CHARLES M. DAVIDSON

ORDER CLOSING DOCKET

BY THE COMMISSION:

On October 11, 2001, Mr. Mel Citron ("Mr. Citron" or "customer") contacted our 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, our 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.

On January 8, 2003, Order No. PSC-03-0066-PAA-TX, was issued denying Mr. Citron's complaint. On January 29, 2003, our staff received Mr. Citron's protest to Order No. PSC-03-0066-PAA-TX. Because the issues in this case involved factual disputes, we issued Order No. PSC-03-0394-PCO-TX 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,

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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.

Accordingly, this docket shall be closed as no further action is required by us.

We are vested with jurisdiction in this matter pursuant to Section 364.604, Florida Statutes.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that this docket is closed.

By ORDER of the Florida Public Service Commission this 22nd Day of August, 2003.

BLANCA S. BAYÓ, Director  
Division of the Commission Clerk  
and Administrative Services

By: Marcia Sharma  
Marcia Sharma, Assistant Director  
Division of the Commission Clerk  
and Administrative Services

( S E A L )

FRB

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of the Commission Clerk and Administrative Services and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.