

10/23/02 2:24 PM

file
CSRA

Sandy Moses

From: JoAnn Chase
Sent: Wednesday, October 23, 2002 2:18 PM
To: Sandy Moses
Cc: Jackie Edwards; Beth Keating
Subject: docket 021062

I noticed that CMS shows this docket as a full commission panel. The correct panel is PL, BZ and BR, with PL as prehearing officer. Please correct this.

thanks

Case Scheduling/Rescheduling Advice

Last Revised 10/21/2002 at 13:36

Page 1 of 1

Printed on 11/05/2002 at 14:51

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input type="checkbox"/> Economic Regulation Director
<input checked="" type="checkbox"/> Commissioner Baez	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input checked="" type="checkbox"/> Commissioner Palecki	<input type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Commissioner Bradley	<input checked="" type="checkbox"/> Comm. Clerk & ADM Services	<input checked="" type="checkbox"/> Staff Contact - Beth Keating
<input checked="" type="checkbox"/> Executive Director	<input checked="" type="checkbox"/> Competitive Markets/Enforcement	<input type="checkbox"/>
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/>

From: Office of Chairman Lila Jaber

Docket Number: 021062-TL

Docket Title: Petition for determination as to whether sufficient justification exists to implement Emergency Service Continuity Plan tariff and, if so, for emergency waiver of Rule 25-4.118, F.A.C., by BellSouth Telecommunications, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
CSRA Reassignment		10/21/2002	Tallahassee	6:00 AM - 7:00 AM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
		1					

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
			X	X	X		

Prehearing Officer

Commissioners					
JB	DS	BZ	PL	BD	ADM

Commissioners					
JB	DS	BZ	PL	BD	ADM
		X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Scheduling/Rescheduling Advice

Last Revised 10/21/2002 at 13:29

Page 1 of 1

Printed on 11/05/2002 at 14:51

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input type="checkbox"/> Economic Regulation Director
<input checked="" type="checkbox"/> Commissioner Baez	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input checked="" type="checkbox"/> Commissioner Palecki	<input type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
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From: Office of Chairman Lila Jaber

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ALL	JB	DS	BZ	PL	BD		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
		X	X	X			

Prehearing Officer

Commissioners					
JB	DS	BZ	PL	BD	ADM

Commissioners					
JB	DS	BZ	PL	BD	ADM
		X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Scheduling/Rescheduling Advice

Last Revised 10/22/2002 at 10:25

Page 1 of 1

Printed on 11/05/2002 at 14:51

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input type="checkbox"/> Economic Regulation Director
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<input checked="" type="checkbox"/> Commissioner Palecki	<input type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
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<input checked="" type="checkbox"/> Executive Director	<input checked="" type="checkbox"/> Competitive Markets/Enforcement	<input type="checkbox"/>
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From: Office of Chairman Lila Jaber

Docket Number: 021062-TL

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2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	PL	BD		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
			X	X	X		

Prehearing Officer

Commissioners					
JB	DS	BZ	PL	BD	ADM
		I			

Commissioners					
JB	DS	BZ	PL	BD	ADM
			X		

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: Change in PHO.

CCA Official Filing:

10/21/02*****3:42 PM*****Matilda Sanders*****1

Matilda Sanders

1454-PCD

From: LaSandra Givens
Sent: Monday, October 21, 2002 3:38 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

Date and Time: 10/21/02 3:37:00 PM
Docket Number: 021062-TL
Filename / Path: 021062NOTICE.WPD
Order Type: Signed / Hand Deliver

ORDER REQUIRING NOTICE TO CUSTOMERS

SIGNED BY A COMMISSIONER/HARD COPY HAND DELIVERED

4/0



CCA Official Filing:

10/23/02*****4:12 PM*****Kay Flynn*****1

Kay Flynn

From: Carol Purvis
Sent: Wednesday, October 23, 2002 3:50 PM
To: Kay Flynn
Subject: FW: Ex Parte Communication

Blanca asked that I forward a copy of this to you.

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

From: Carol Purvis
Sent: Wednesday, October 23, 2002 3:36 PM
To: JoAnn Chase; Ignacio Ortiz; Katrina Tew; Cayce Hinton; Kimberly Griffin
Cc: Kathleen Stewart; Kay Posey; Nicki Garcia; Blanca Bayo
Subject: Ex Parte Communication

Commissioner Palecki has reported a telephone communication from Ms. Michelle Lorenzo with the Office of Representative Marco Rubio, regarding Docket No. 021062-TL - Petition for determination as to whether sufficient justification exists to implement Emergency Service Continuity Plan tariff and, if so, for emergency waiver of Rule 25-4.118, F.A.C., by BellSouth Telecommunications, Inc. We are preparing to distribute this memorandum to the parties to the matter. Would you please let me know if your Commissioner has also had a telephone communication with Ms. Michelle Lorenzo.

STATE OF FLORIDA

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



DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850)413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

October 24, 2002

Nancy B. White, Attorney
BellSouth Telecommunications, Inc.
150 South Monroe Street, Suite 400
Tallahassee, Florida 32301

Re: Docket No. 021062-TP

Dear Ms. Sims:

This will acknowledge receipt of a petition for determination as to whether sufficient justification exists to implement Emergency Service Continuity Plan tariff and, if so, for emergency waiver of Rule 25-4.118, F.A.C., by BellSouth Telecommunications, Inc., which was filed in this office on October 21, 2002, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Division of the Commission Clerk and Administrative Services
Florida Public Service Commission

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

October 29, 2002

Mr. K. Brenner
5760 Northeast 15th Avenue
Ft. Lauderdale, FL 33334

Re: Docket No. 021062-TL
BellSouth Telecommunications, Inc.
FPSC Inquiry No. 4993660

02 OCT 30 PM 3:08
RECEIVED FPSC
COMMISSION
CLERK

Dear Mr. Brenner:

Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. The issue you described in your correspondence is currently under review by PSC staff in Docket No. 021062-TL

You may follow the progress of Docket No. 021062-TL by visiting our web site at <http://www.psc.state.fl.us/docket/documents/02/11419-02.html>. Your comments will be added to the correspondence side of the docket and will be available to all interested parties.

Sincerely,

A handwritten signature in cursive script that reads "Kate Smith".

Katherine E. Smith
Regulatory Consultant

c: Commission Clerk & Administration

Request No. 4993660

Name BRENNER ,K MR.

Business Name

Consumer Information

Name: K BRENNER

Business Name:

Svc Address: 5760 NORTHEAST 15 AVENUE

County: Broward Phone: (954)-229-1004

City/Zip: FT. LAUDERDALE / 33334-

Account Number:

Caller's Name: K BRENNER

Mailing Address: 5760 NORTHEAST 15 AVENUE

City/Zip: FT. LAUDERDALE ,FL 33334-

Can Be Reached:

E-Tracking Number: 0005380

**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. Ann Shelfer4993660

Response Needed From Company? N

Date Due: 10/29/2002

Fax: 402-0522

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: KATE SMITH

Entered By: KES

Date: 10/29/2002

Time: 15:02

Via: E-MAIL

Prelim Type: OTHER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: KES

Date: 10/29/2002

Closeout Type: IS-37

Apparent Rule Violation: N

TRACKING NUMBER - 0005380 October 23, 2002

SERVICE ADDRESS

Account Number:

Business Account Name:

Name: Brenner K

Address: 5760 ne 15th ave

City: ft lauderdale

Zip: 33334

Service Phone: 954-229-1004

CUSTOMER INFORMATION

Name: KEN BRENNER

Address: 5760 NE 15TH AVE

Request No. 4993660

Name BRENNER ,K MR.

Business Name

City: FT LAUDERDALE
State: FL
Zip: 33334
Primary Phone: 954-229-1004
Contact By: US Mail

COMPLAINT INFORMATION

Utility Name: TX031 BellSouth Telecommunications, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints

Complaint Detail: Unfair Business Practices. Trying to regain a monopolistic hold over local telephone service after being ordered by the Telecommunications Act of 1996 that required them to provide local exchange carriers access to its facilities and services.

For PSC Webmaster Use Only:

Mozilla/4.0 (compatible; MSIE 5.5; Windows 98)
<http://www.floridapsc.com/consumers/complaint/review.cfm>
www.floridapsc.com

Customer requested a letter via US mail. Sent docket letter as follows. KSmith

October 29, 2002

Mr. K. Brenner
5760 Northeast 15th Avenue
Ft. Lauderdale, FL 33334

Re: Docket No. 021062-TL
BellSouth Telecommunications, Inc.
FPSC Inquiry No. 4993660

Dear Mr. Brenner:

Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. The issue you described in your correspondence is currently under review by PSC staff in Docket No. 021062-TL

Request No. 4993660

Name BRENNER ,K MR.

Business Name

You may follow the progress of Docket No. 021062-TL by visiting our web site at <http://www.psc.state.fl.us/docket/documents/02/11419-02.html>. Your comments will be added to the correspondence side of the docket and will be available to all interested parties.

Sincerely,
Katherine E. Smith
Regulatory Consultant

c: Commission Clerk & Administration

Kate Smith

From: contact@psc.state.fl.us
Sent: Wednesday, October 23, 2002 3:27 PM
To: CAF Internet Mail
Subject: Other Complaints - 5380

TRACKING NUMBER - 0005380 October 23, 2002**SERVICE ADDRESS**

Account Number:
Business Account Name:
Name: Brenner K
Address: 5760 ne 15th ave
City: ft lauderdale
Zip: 33334
Service Phone: 954-229-1004

CUSTOMER INFORMATION

Name: KEN BRENNER
Address: 5760 NE 15TH AVE
City: FT LAUDERDALE
State: FL
Zip: 33334
Primary Phone: 954-229-1004
Contact By: US Mail

COMPLAINT INFORMATION

Utility Name: TX031 BellSouth Telecommunications, Inc.
Did customer previously contact the utility?:
Did customer previously contact the PSC?:

PROBLEM INFORMATION

Problem Type: Other Complaints
Complaint Detail: Unfair Business Practices. Trying to regain a monopolistic hold over local telephone service after being ordered by the Telecommunications Act of 1996 that required them to provide local exchange carriers access to its facilities and services.

For PSC Webmaster Use Only:
Mozilla/4.0 (compatible; MSIE 5.5; Windows 98)
<http://www.floridapsc.com/consumers/complaint/review.cfm>
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STATE OF FLORIDA

COMMISSIONERS:
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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

November 1, 2002

RECEIVED FPSC
02 NOV -5 AM 7:30
COMMISSION
CLERK

Mr. Melvin Wolf
1891 West Oakland Park Blvd.
Suite 1
Ft. Lauderdale, FL 33311-1573

Re: Docket No. 021062-TL
BellSouth Telecommunications, Inc.
FPSC Inquiry No. 499756C

Dear Mr. Wolf:

Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. The issue you described in your correspondence is currently under review by PSC staff in Docket No. 021062-TL.

You may follow the progress of Docket No. 021062-TL by visiting our web site at <http://www.psc.state.fl.us/docket/documents/02/11419-02.html>. Your comments will be added to the correspondence side of the docket and will be available to all interested parties.

Sincerely,

A handwritten signature in cursive script that reads "Kate Smith".

Katherine E. Smith
Regulatory Consultant

c/Commission Clerk & Administration



Florida Cable Telecommunications Association

Steve Wilkerson, President

VIA FACSIMILE

November 4, 2002

Ms. Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RE: FPSC Docket No. 021062

Dear Ms. Bayo:

I am writing to request that the Florida Cable Telecommunications Association, Inc. ("FCTA") be placed on the mailing list of persons interested in monitoring the above-referenced docket. Please send all mailings to the following:

Michael A. Gross
Vice President, Regulatory Affairs & Regulatory Counsel
Florida Cable Telecommunications Association, Inc.
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303
850/681-1990 Tel.
850/681-9676 Fax
E-Mail Address: mgross@fcta.com.

Thank you for your assistance in this matter. Please contact me with any questions.

Sincerely,

Michael A. Gross

Michael A. Gross
Vice President, Regulatory Affairs
& Regulatory Counsel

MAG:mj

Done 11/04/02

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

November 5, 2002

Mr. Paul J. Porzio
220 Southeast First Street
Dania Beach, FL 33004

**Re: Docket No. 021062-TL
BellSouth Telecommunications, Inc.
FPSC Inquiry No. 5002370**

RECEIVED - FPSC
02 NOV -7 PM 4:03
COMMISSION
CLERK

Dear Mr. Porzio:

Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. The issue you described in your correspondence is currently under review by PSC staff in Docket No. 021062-TL

You may follow the progress of Docket No. 021062-TL by visiting our web site at <http://www.psc.state.fl.us/docket/documents/02/11419-02.html>. Your comments will be added to the correspondence side of the docket and will be available to all interested parties.

If you have additional questions, please contact us or visit our web site at www.floridapsc.com.

Sincerely,

A handwritten signature in cursive script that reads "Kate Smith".

Katherine E. Smith
Regulatory Consultant

c: Commission Clerk & Administration

Request No. 5002370

Name PORZIO ,PAUL MR.

Business Name

Consumer Information

Name: PAUL J PORZIO

Business Name:

Svc Address:

220 SE FIRST STREET

County: Broward

Phone: (954)-923-7887

City/Zip: DANIA BEACH

/ 33004-

Account Number:

Caller's Name: PAUL J PORZIO

Mailing Address:

220 SE FIRST STREET

City/Zip: DANIA BEACH ,FL 33004-

Can Be Reached: (954)-925-0286

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. Ann Shelfer5002370

Response Needed From Company? N

Date Due: 11/04/2002

Fax: 402-0522

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: KATE SMITH

Entered By: KES

Date: 11/04/2002

Time: 09:38

Via: MAIL

Prelim Type: OTHER

PO:

Disputed Amt:

0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: KES

Date: 11/04/2002

Closeout Type: IS-37

Apparent Rule Violation: N

Customer is protesting the proposed BellSouth Emergency Contingency action.

Sent docket letter.

Request No. 5002370

Name PORZIO ,PAUL MR.

Business Name

PAUL J. PORZIO

ORIGINAL

220 SOUTHEAST FIRST STREET, DANIA BEACH, FLORIDA 33004
PHONE 954-923-7887 WORK 954-925-0286 FAX 954-925-0283

VIA FAX

DATE: October 30, 2002

TO: Florida Public Service Commission

FAX: 800-511-0809

PAGES (2) including cover sheet.
(Please call if you don't receive all pages)

Subject: Supra Telecom vs. Bell South

OCT 30 2002

PAUL J. PORZIO
220 SE FIRST STREET
DANIA BEACH, FLORIDA 33004

Home Phone 954-923-7887 Work 954-925-0286 Fax 954-925-0283 Cell 954-295-0286
EMAIL: PPORZIO@MSN.COM

October 30, 2002

Governor Jeb Bush
Tallahassee, Florida

OCT 30 2002

Subject: Supra Telecom vs. Bell South

Dear Governor Bush,

Please have someone from the state investigate Bell South and their predatory practices. Having been a customer of Bell South's for many years I am aware of their deceptive billing practices. It has been a pleasure dealing with Supra Telecom. My phone bill has been reduced by more than fifty percent (50%) since switching from Bell South.

Bell South seems to have a lot of friends in high places in the state of Florida and I think it's about time that the consumer has a friend. This could be a great political gesture if that friend is the Republican Governor.

Please help a registered Republican voter.

God Bless you and your family,



Paul J. Porzio

CC: Federal Communications Commission
Public Service Commission
President George W. Bush

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

November 5, 2002

Mr. Ely Dykes
913 Northwest 2nd Court
Hallandale, FL 33009

Re: Docket No. 021062-TL
BellSouth Telecommunications, Inc.
FPSC Inquiry No. 5002420

RECEIVED - FPSC
02 NOV - 7 PM 4: 03
COMMISSION
CLERK

Dear Mr. Dykes:

Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. The issue you described in your correspondence is currently under review by PSC staff in Docket No. 021062-TL

You may follow the progress of Docket No. 021062-TL by visiting our web site at <http://www.psc.state.fl.us/docket/documents/02/11419-02.html>. Your comments will be added to the correspondence side of the docket and will be available to all interested parties.

If you have additional questions, please contact us or visit our web site at www.floridapsc.com.

Sincerely,

A handwritten signature in cursive script that reads "Kate Smith".

Katherine E. Smith
Regulatory Consultant

c: Commission Clerk & Administration

fax fax fax fax fax fax fax

fax

fax

OCT 30 2002

from: Ely Dykes

for: Florida Public Service Commission

fax

fax

954-925-0286 ~ fax: 954-925-0283

fax

(3) pages, if you do not receive all pages, please call at once....thank you

fax

fax: 1-800-511-0809

re: Bell South vs. Supra Telecom

Ely Dykes
913 Northeast 2 Court
Hallandale, Florida 33009

October 29, 2002

Governor Jeb Bush
Tallahassee, Florida

Re: Bell South vs Supra Telecom
and the Public

Dear Governor Bush:

It is a sad state of affairs when the American Public can be held "hostage" by a huge company, who has the means and "pull" to skirt all the laws and always come out on top, all the while looking like the victim. As a long time consumer, because there was no where else to go, I can certainly feel for Supra Telecom and the treatment they and others are receiving from Bell South.

What I am talking about is Bell South and Supra Telecom and their current problems.

It is my understanding that in our country, (USA) there are not supposed to be monopolies and in the United States of America free enterprise is encouraged.... new companies, etc.

Remember the A & P?..... I guess that Bell South and their Lobbyists, or perhaps their "donations" can get around this... They can *over charge*, cause technical problems, and isn't it strange that most of the time they have Florida's "watchdog" agencies blessings and they continue to "live" in their ivory towers and remain untouchable and always seem to be the winner.

One can only come to the conclusion that Bell South must have very good friends in very high places.

How can this be????

If Supra Telecom and other phone companies can charge a decent realistic price and they can still make a profit, how come Bell South is allowed to "overcharge the public" by their exorbitant costs. Ofcourse before the public became aware of the other companies and their fair and realistic charges, we were in the dark and I can only imagine that Bell South was very happy "having us in the dark", but now we have become enlightened and are no longer ignorant to such matters and we have other places to go... it appears that

Bell South would like to turn back the clock and it appears that officials, high and low care nothing about this or are not willing to do anything for the public or go out on a limb, so to speak and make a stand about what is correct, it appears that Bell South is their first concern and priority.

Bell South has gotten away with this so long, I guess that they feel entitled. From the articles in recent newspapers every other local telephone company complains about Bell South overcharging their services.

Frankly, if I have to use "2nd class" I wouldn't go back to Bell South. Someone has to stop these practices. Furthermore, if our elected officials continue to allow this and do nothing about it and say not a word.... perhaps it's time, with the up coming election that the public shows it's anger and dismay and make a change.

Perhaps this letter will enlighten you also. Actions speak louder than words and in this case and unfortunately so many other cases, there have been actions on behalf of Bell South and other mega companies and the consumer continues to "carry the load."

A very disgruntled consumer,



Ely Dykes

cc: Federal Communications Commission
Public Service Commission
Senator Bob Graham
President George W. Bush
Senator Bill Nelson
State Representative Timothy M. Ryan

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

November 5, 2002

Mr. & Mrs. Phil Glassman
126 South Federal Highway, Suite 201
Dania Beach, FL 33004

Re: Docket No. 021062-TL
BellSouth Telecommunications, Inc.
FPSC Inquiry No. 5002280

Dear Mr. & Mrs. Glassman:

Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. The issue you described in your correspondence is currently under review by PSC staff in Docket No. 021062-TL

You may follow the progress of Docket No. 021062-TL by visiting our web site at <http://www.psc.state.fl.us/docket/documents/02/11419-02.html>. Your comments will be added to the correspondence side of the docket and will be available to all interested parties.

You mentioned in your letter that you had no alternatives to BellSouth in your service area. In most BellSouth telephone directories, there is a section called, "BellSouth Customer Guides Pages," usually around Page 5. In this section, you should find a heading, "Establishing Local Service." There is a subheading called, "Local Service Providers." These local phone service providers may have different pricing plans so you will need to ask each one you call about the rates and plans available. You should also ask about any connection fees that may apply if you sign up for that company's service.

If you have additional questions, please contact us or visit our web site at www.floridapsc.com.

Sincerely,

A handwritten signature in cursive script that reads "Kate Smith".

Katherine E. Smith
Regulatory Consultant

c: Commission Clerk & Administration

RECEIVED-D-FPSC
02 NOV -7 PM 4:03
COMMISSION
CLERK

Request No. 5002290

Name GLASSMAN ,PHIL & PHYLLIS MR.

Business Name

Consumer Information

Name: PHIL & PHYLLIS GLASSMAN

Business Name:

Svc Address: 126 SOUTH FEDERAL HIGHWAY
SUITE201

County: Broward Phone: (954)-925-0286

City/Zip: DANIA BEACH / 33004-

Account Number:

Caller's Name: PHIL & PHYLLIS GLASSMAN

Mailing Address: 126 SOUTH FEDERAL HIGHWAY
SUITE201

City/Zip: DANIA BEACH ,FL 33004-

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. Ann Shelfer5002290

Response Needed From Company? N

Date Due: 11/04/2002

Fax: 402-0522

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: KATE SMITH

Entered By: KES

Date: 11/04/2002

Time: 09:25

Via: FAX

Prelim Type: OTHER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: KES

Date: 11/04/2002

Closeout Type: IS-37

Apparent Rule Violation: N

Customer is protesting BellSouth's disconnection of Supra Telecom.

Sent docket letter.

Request No. 5002290

Name GLASSMAN ,PHIL & PHYLLIS MR.

Business Name

ORIGINAL

fax fax fax fax fax fax fax

fax

fax

from: Phil and Phyllis Glassman

for: Florida Public Service Commission

OCT 30 2002

fax

fax

954-925-0286 ~ fax: 954-925-0283

fax

(3) pages, if you do not receive all pages, please call at once....thank you

fax

fax: 1-800-511-0809

re: Bell South vs. Supra Telecom

ORIGINAL

PHIL GLASSMAN

Suite 201

126 South Federal Highway

Dania Beach, Florida 33004

954-925-0286

fax: 954-925-0283

October 29, 2002

OCT 30 2002

Governor Jeb Bush
Tallahassee, Florida

Re: Bell South vs Supra Telecom
and the Public

Dear Governor Bush:

Both my wife and I are Registered Florida Voters and we exercise our right to vote at each and every election. We are concerned citizens and very upset about what is happening with regards to Bell South and Supra Telecom.

It is a sad state of affairs when the American Public can be held "hostage" by a huge company, who has the means and "pull" to skirt all the laws and always come out on top, all the while looking like the victim. As a long time consumer, because there was no where else to go, I can certainly feel for Supra Telecom and the treatment they and others are receiving from Bell South.

It is my understanding that in this country, (USA) there are not supposed to be monopolies and in the United States of America free enterprise is encouraged.... new companies, etc.

Remember the A & P?.... I guess that Bell South and their Lobbyists, or perhaps their "donations" can get around this. They can over charge, cause technical problems, and isn't it strange that most of the time they have Florida's "watchdog" agencies blessings and they continue to "live" in their ivory towers and remain untouchable and always seem to be the winner.

One can only come to the conclusion that Bell South must have very good friends in very high places.

How can this be????

If Supra Telecom and other phone companies can charge a decent realistic price and they can still make a profit, how come Bell South is allowed to "overcharge the public" by

ORIGINAL

their exorbitant costs. Ofcourse before the public became aware of the other companies and their fair and realistic charges, we were in the dark and I can only imagine that Bell South was very happy "having us in the dark", but now we have become enlightened and are no longer ignorant to such matters and we have other places to go... it appears that Bell South would like to turn back the clock and it appears that officials, high and low care nothing about this or are not willing to do anything for the public or go out on a limb, so to speak and make a stand about what is correct, it appears that Bell South is their first concern and priority.

Bell South and other like them has gotten away with this for so long, I guess that they feel entitled. From the articles in recent newspapers, every other local telephone company complains about Bell South overcharging them for their services.

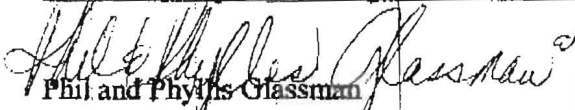
Frankly, we will never return to Bell South....perhaps it's time, with the up coming election that the public shows it's anger and dismay and make some changes.

Actions speak louder than words and in this case and unfortunately so many other cases, nothing gets accomplished, all we get is talk, talk and more talk.

Now it is time for the public to "talk", and if need be at the polls.

Please have someone look into this injustice and let us hear your voice for the right thing.

Hoping you will hear us and do something about this mess.... what a credit to your character and political image if this would happen....


Phil and Phyllis Glassman

cc: Federal Communications Commission
Public Service Commission
Senator Bob Graham
President George W. Bush
Senator Bill Nelson
State Representative Timothy M. Ryan

M E M O R A N D U M

NOVEMBER 21, 2002

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (KNIGHT) *LOK JLC*

RE: DOCKET NO. 021062-TL - PETITION FOR DETERMINATION AS TO WHETHER SUFFICIENT JUSTIFICATION EXISTS TO IMPLEMENT EMERGENCY SERVICE CONTINUITY PLAN TARIFF AND, IF SO, FOR EMERGENCY WAIVER OF RULE 25-4.118, F.A.C., BY BELLSOUTH TELECOMMUNICATIONS, INC.

Attached is an ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS to be issued in the above-referenced docket. (Number of pages in order - 2)

DATE ORDER SENT ELECTRONICALLY TO CCA

11/25/02

WK/ALC/jb
I:021062a.alc

M E M O R A N D U M

NOVEMBER 22, 2002

TO: DIVISION OF THE COMMISSION CLERK AND ADMINISTRATIVE SERVICES

FROM: OFFICE OF THE GENERAL COUNSEL (KNIGHT) *WJK*

RE: DOCKET NO. 021062-TL - PETITION FOR DETERMINATION AS TO WHETHER SUFFICIENT JUSTIFICATION EXISTS TO IMPLEMENT EMERGENCY SERVICE CONTINUITY PLAN TARIFF AND, IF SO, FOR EMERGENCY WAIVER OF RULE 25-4.118, F.A.C., BY BELLSOUTH TELECOMMUNICATIONS, INC.

Attached is an ORDER AUTHORIZING QUALIFIED REPRESENTATIVE STATUS to be issued in the above-referenced docket. (Number of pages in order - 2)

DATE ORDER SENT ELECTRONICALLY TO CCA 11-25-02

WK/ALC/jb
I:021062B.ALC

CCA Official Filing:

11/25/02*****3:54 PM*****Matilda Sanders*****1

Matilda Sanders

02-11663-FOF

From: Jackie Schindler
Sent: Monday, November 25, 2002 3:54 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

2

Date and Time: 11/25/02 3:53:00 PM
Docket Number: 021062-tl
Filename / Path: 021062a.alc
Order Type: Signed / Hand Deliver

RECEIVED FISC
02 NOV 26 AM 10:41
COMMISSION
CLERK

An Order Authorizing Qualified Representative Status has been moved to GC Orders for issuance.

3/0

CCA Official Filing:

11/26/02***8:45 AM*****Matilda Sanders*****1**

Matilda Sanders

02-1662-FOF

From: Janice Banka
Sent: Tuesday, November 26, 2002 8:40 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

Date and Time: 11/26/02 8:39:00 AM
Docket Number: 021062-TP
Filename / Path: 021062b.alc
Order Type: Signed / Hand Deliver

RECEIVED-FPSC
02 NOV 26 AM 10:41
COMMISSION
CLERK

Order Authorizing Qualified Representative Status.

Number of pages in order - 2.

Thanks "J"

3/0

CCA Official Filing:

1/8/03*****10:40 AM*****Matilda Sanders*****1

Matilda Sanders

0061 - FOF

From: Jackie Schindler
Sent: Wednesday, January 08, 2003 10:28 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

4

Date and Time: 1/8/03 10:27:00 AM
Docket Number: 021062-TL
Filename / Path: 021062ord.wpd

An Order Acknowledging Withdrawal of Petition has been moved to GC Orders for issuance.

js

6/0