

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket 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
Supra Telecommunications and Information Systems,

Official Filing Date: _____
Last Day to Suspend: _____ Expiration: _____

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

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

Program/Module B6

Staff Assignments

<u>OPR Staff</u>	_____

<u>Staff Counsel</u>	_____

<u>OCRs (CAF)</u>	_____

(CMP)	_____

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**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
IT IS TENTATIVE AND SUBJECT TO REVISION.**

FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
Current CASR revision level

0

Due Dates

Previous Current

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Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel _____
Hearing Examiner _____ Staff _____

Date filed with CCA: _____

Initials: OPR _____
Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	PL	BD		

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	PL	BD	

DOCUMENT NO.

14398-03

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____
Date: / /

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket 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
Supra Telecommunications and Information Systems.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

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

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

Time Schedule

Program/Module B6

Staff Assignments

OPR Staff F Banks

Staff Counsel
OCRs (CAF) J Plescow

(CMP) D McDonald

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**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
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 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

0

1. Staff Recommendation
2. Agenda
3. PAA Order
4. Close Docket or Revise CASR
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Due Dates

Previous Current

	Previous	Current
1. Staff Recommendation	NONE	11/07/2002
2. Agenda	NONE	11/19/2002
3. PAA Order	NONE	12/09/2002
4. Close Docket or Revise CASR	NONE	02/10/2003
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Recommended assignments for hearing and/or deciding this case:
 Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____
 Date filed with CCA: 10/01/2002
 Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

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

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	PL	BD	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: 10/01/2002

Case Scheduling/Rescheduling Advice

Last Revised 11/06/2002 at 08:51

Page 1 of 1

Printed on 11/08/2002 at 09:25

To: Commissioner Deason Deputy Executive Director/EXA Economic Regulation Director
 Commissioner Baez General Counsel Director External Affairs Director
 Commissioner Palecki Auditing & Safety Director Court Reporter
 Commissioner Bradley Comm. Clerk & ADM Services Staff Contact
 Executive Director Competitive Markets/Enforcement
 Public Information Officer Consumer Affairs Director

From: Office of Chairman Lila Jaber

Docket Number: 020999-TX

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

1. Schedule Information

Event	Former Date	New Date	Location	Time

2. Hearing/Prehearing Assignment Information

Former Assignments

Current Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	PL	BD		

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
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Prehearing Officer

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

Remarks: PHO Assignment.

Case Scheduling/Rescheduling Advice

Last Revised 11/06/2002 at 08:37

Page 1 of 1

Printed on 11/08/2002 at 09:25

- 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 type="checkbox"/> Staff Contact |
| <input checked="" type="checkbox"/> Executive Director | <input checked="" type="checkbox"/> Competitive Markets/Enforcement | |
| <input checked="" type="checkbox"/> Public Information Officer | <input checked="" type="checkbox"/> Consumer Affairs Director | |

From: Office of Chairman Lila Jaber

Docket Number: 020999-TX

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

1. Schedule Information

Event	Former Date	New Date	Location	Time
CSRA Reassignment		11/06/2002	Tallahassee	7:00 AM - 8:00 AM

2. Hearing/Prehearing Assignment Information

Former Assignments

Current Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
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Commissioners						Hearing Exam.	Staff
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Prehearing Officer

Commissioners					
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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 Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Prices Completes

Docket 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
Supra Telecommunications and Information Systems.

Official Filing Date: _____
Last Day to Suspend: _____ Expiration: _____

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

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

Program/Module <u>B6</u>	
<u>Staff Assignments</u>	
<u>OPR Staff</u>	<u>F Banks</u>
<u>Staff Counsel</u>	<u>F Banks</u>
<u>OCRs (CAF)</u>	<u>J Plescow</u>
<u>(CMP)</u>	<u>D McDonald</u>
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**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
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FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**
Current CASR revision level

1

	<u>Due Dates</u>	
	Previous	Current
1. Staff Recommendation	11/07/2002	11/20/2002
2. Agenda	11/19/2002	12/02/2002
3. PAA Order	12/09/2002	12/22/2002
4. Close Docket or Revise CASR	SAME	02/10/2003
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Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel X
Hearing Examiner _____ Staff _____

Date filed with CCA: 11/06/2002

Initials: OPR _____
Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
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- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	PL	BD	
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Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
Date: Pending 11/15/02

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing: ices Completes

Docket 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
Supra Telecommunications and Information Systems.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

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

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

Program/Module B6

<u>Staff Assignments</u>	
<u>OPR Staff</u>	<u>F Banks</u>
<u>Staff Counsel</u>	<u>F Banks</u>
<u>OCRs (CAF)</u>	<u>J Plescow</u>
<u>(CMP)</u>	<u>D McDonald</u>
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 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

3

	<u>Due Dates</u>	
	<u>Previous</u>	<u>Current</u>
1. Staff Recommendation	NONE	02/20/2003
2. Agenda	NONE	03/04/2003
3. Standard Order	NONE	03/24/2003
4. Close Docket or Revise CASR	NONE	06/01/2003
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Recommended assignments for hearing and/or deciding this case:
 Full Commission Commission Panel X
 Hearing Examiner Staff
 Date filed with CCA: 01/30/2003
 Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
		X	X				

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	

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 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: 01/30/2003

C

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket 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
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Official Filing Date: _____ Expiration: _____
 Last Day to Suspend: _____

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

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

Time Schedule

Program/Module B6

Staff Assignments

OPR Staff	<u>F Banks</u>
Staff Counsel	<u>F Banks</u>
OCRs (CAF)	<u>J Plescow</u>
(CMP)	<u>D McDonald</u>
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 Current CASR revision level

4

	Due Dates	
	Previous	Current
1. Staff Recommendation	NONE	07/24/2003
2. Agenda	NONE	08/05/2003
3. Standard Order	NONE	08/25/2003
4. Close Docket or Revise CASR	NONE	10/01/2003
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Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel X
 Hearing Examiner _____ Staff _____

Date filed with CCA: 07/02/2003

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
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- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
				X	

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Approved: [Signature]
 Date: 07/02/2003

CCA Official Filing:

9/20/02***9:20 AM*****Kay Flynn*****1**

Kay Flynn

To: Felicia Banks
Cc: Nonnye Grant
Subject: RE: 020999 (complaint dkt)

Thanks!

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

From: Felicia Banks
Sent: Friday, September 20, 2002 9:11 AM
To: Kay Flynn
Subject: RE: 020999 (complaint dkt)

It is the ALEC, company code TX088. Thanks.

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

From: Kay Flynn
Sent: Thursday, September 19, 2002 5:24 PM
To: Felicia Banks
Subject: 020999 (complaint dkt)

Felicia, which service of Supra is this complaint against? (ALEC, IXC, PATS?)

Kay

SEARCHED
SERIALIZED
INDEXED
FILED
SEP 20 2002
FBI - MEMPHIS

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

RECEIVED - PSC
02 DEC -6 AM 10:43
COMMISSION
CLERK

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,

Handwritten signature of Felicia R. Banks in cursive.

Felicia R. Banks
Senior Attorney

FRB/js
Enclosure

cc: Ann H. Shelfer



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

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

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.

DATE: December 5, 2002

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.

CCA Official Filing:

1/8/03*****11:03 AM*****Matilda Sanders*****1

Matilda Sanders

0066-PAA

From: Andrea Cowart
Sent: Wednesday, January 08, 2003 11:03 AM
To: CCA - Orders / Notices
Cc: Felicia Banks
Subject: Order

5

020999 - 020999ord.frb
PAA Order

Andrea N. Cowart, Executive Secretary
Office of the General Counsel
State of Florida Public Service Commission
acowart@psc.state.fl.us
(850) 413-6402 Phone
(850) 293-6402 Suncom
(850) 413-7180 Facsimile

1/1

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

RECEIVED FPSC

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

020999-TP

JAN 23 PM 3:52
ORIGINAL
COMMISSION
CLERK

Regarding: FPSC 411314T

JAN 22 2003

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.

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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, there 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 requested they 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

CCA Official Filing:

3/21/03*****10:38 AM*****Matilda Sanders*****1

Matilda Sanders

0394-PCD

From: Andrea Cowart
Sent: Friday, March 21, 2003 10:38 AM
To: CCA - Orders / Notices
Cc: Felicia Banks
Subject: Orders

5

010098 - 010098interconorder.frb
Order Resolving Parties' Disputed Language

020999 - 020999or2.frb
Order Referring Docket to the Division of Administrative Hearings

Andrea N. Cowart, Executive Secretary
Office of the General Counsel
State of Florida Public Service Commission
acowart@psc.state.fl.us
(850) 413-6402 Phone
(850) 293-6402 Suncom
(850) 413-7180 Facsimile

V/1

1311 Executive Center Drive, Suite 200
Tallahassee, FL 32301
Phone: 850-402-0510 Fax: 850-402-0522



Fax

To: Hong Wong From: Ann Skelley
 Fax: 413-7118 Pages: 1
 Phone: _____ Date: 6-5-03
 Re: Supra change add. CC: _____

- Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

CHANGE ADDRESS

Supra Telecom & Information System, Inc
 1311 Executive Center Drive
 Suite 220
 Tallahassee, FL 32301

- 980119
- 001305
- 020999
- 021249
- 030200
- 030349
- 030482
- 990649
- 990649A
- 990649B
- 011077

Done
06/05/03

Thanks,
 Ann

Matilda Sanders

0960 - FOF

From: Andrea Cowart
Sent: Friday, August 22, 2003 11:00 AM
To: CCA - Orders / Notices
Cc: Felicia Banks
Subject: Order

3

020999 - 020999or.frb
Order Closing Docket

Andrea N. Cowart, Executive Secretary
Office of the General Counsel
State of Florida Public Service Commission
acowart@psc.state.fl.us
(850) 413-6214 Phone
(850) 293-6214 Suncom
(850) 413-7180 Facsimile

2/1 + Order e-mailed
to doahclk@mail.state.fl.us

Kimberley Pena

To: doahclk@mail.state.fl.us
Cc: Hong Wang
Subject: 03-0960.ord



03-0960.ord

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**Kim Peña
Division of the Commission Clerk & Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
(850) 413-6770**

03-0960.ord

Kimberley Pena

From: System Administrator
Sent: Friday, August 22, 2003 2:38 PM
Subject: Delivered: 03-0960.ord

Your message

To: 'doahclk@mail.state.fl.us'
Cc: Hong Wang
Subject: 03-0960.ord
Sent: 8/22/2003 2:38 PM

was delivered to the following recipient(s):

Hong Wang on 8/22/2003 2:38 PM