

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 020664-TI Date Docketed: 07/09/2002 Title: Compliance investigation of Bigredwire for apparent violation of Rule 25-24.470, F.A.C., Certificate of Public Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission staff inquiries.
 Company: Bigredwire

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

Referred to: _____
 ("()") indicates OPR) AUS CAF CCA (CMP) ECR EXT GCL MMS PIF
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Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program/Module	B10(a)
	<u>Staff Assignments</u>
<u>OPR Staff</u>	_____

<u>Staff Counsel</u>	_____
<u>OCRs</u> ()	_____
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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	
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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.

13870-04

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. 020664-TI Date Docketed: 07/09/2002 Title: Compliance investigation of Bigredwire for apparent violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries.
 Company: Bigredwire

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

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

Program/Module B10(a)

Staff Assignments

OPR Staff D Buys

Staff Counsel F Banks

OCRs () _____

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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: 07/16/2002

Initials: OPR _____
 Staff Counsel _____

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 Current CASR revision level

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	Due Dates	
	Previous	Current
1. Staff Recommendation	NONE	08/22/2002
2. Agenda	NONE	09/03/2002
3. PAA Order - Compliance Investigation	NONE	09/23/2002
4. Close Docket or Revise CASR	NONE	02/28/2003
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Section 3 - Chairman Completes

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- Hearing Officer(s)

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

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	PL	BD	
					X

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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: 07/16/2002

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Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing ices Completes

Docket No. 020664-TI Date Docketed: 07/09/2002 Title: Compliance investigation of bigredwire for apparent violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries.
 Company: bigredwire.com, Inc.

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

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

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

Program/Module B10(a)

Staff Assignments

OPR Staff D Buys

Staff Counsel F Banks

OCRs () _____

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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: 10/16/2002

Initials: OPR _____
 Staff Counsel _____

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

1

1. Staff Recommendation - Settlement Proposal
2. Agenda
3. Standard Order - Settlement Proposal
4. Close Docket or Revise CASR
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Due Dates

Previous Current

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1. Staff Recommendation - Settlement Proposal	NONE	12/05/2002
2. Agenda	NONE	12/17/2002
3. Standard Order - Settlement Proposal	NONE	12/27/2002
4. Close Docket or Revise CASR	SAME	02/28/2003
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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: 10/16/2002

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Offices Completes

Docket No. 020664-TI Date Docketed: 07/09/2002 Title: Compliance investigation of bigredwire for apparent violation of Rule 25-24.470, F.A.C., Certificate of Public Convenience and Necessity Required, and Rule 25-4.043, F.A.C., Response to Commission Staff Inquiries.
 Company: bigredwire.com, Inc.

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

Referred to: _____
 ("()") indicates OPR

AUS CAF CCA (CMP) ECR EXT GCL MMS PIF
 _____ X _____ X _____

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

Program/Module B10(a)

Staff Assignments

<u>OPR Staff</u>	<u>D Buys</u>	_____

<u>Staff Counsel</u>	<u>F Banks</u>	_____
<u>OCRs ()</u>		_____

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 Current CASR revision level

2

	Due Dates	
	Previous	Current
1. Staff Recommendation - Settlement Proposal	12/05/2002	01/09/2003
2. Agenda	12/17/2002	01/21/2003
3. Order Approving Settlement	12/27/2002	02/10/2003
4. Close Docket or Revise CASR	02/28/2003	03/31/2003
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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: 12/03/2002

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

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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: Pending 12/12/02

CCA Official Filing:

9/20/02*****2:01 PM*****Matilda Sanders*****1

Matilda Sanders

1285 - PAA

From: Jackie Schindler
Sent: Friday, September 20, 2002 1:45 PM
To: CCA - Orders / Notices; Felicia Banks
Subject: Order / Notice Submitted

8

Date and Time: 9/20/02 1:44:00 PM
Docket Number: 020664-TI
Filename / Path: 020664or.frb

A PAA ORDER IMPOSING PENALTIES has been moved to GC Orders for issuance. Thanks.

I mailed a certip.

DOCUMENT NO.
13870-04

Correspondance

ORIGINAL

February 13, 2002

Director
Division of the Commission Clerk and Administrative Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-PPSC
03 MAR 10 AM 11:00
COMMISSION
CLERK

RE: Docket No. 020664-TI
Order No. PSC-02-1285-PAA-TI
Issued: September 20, 2002
Fourth Revised Settlement Proposal

To Whom It May Concern:

On September 26, 2002, bigredwire.com, Inc. (hereinafter referred to as "bigredwire") received Notice of Proposed Agency Action Order Imposing Penalties from the Florida Public Service Commission on the above referenced Docket and Order Number.

The above referenced docket was opened to address bigredwire's alleged violation of Rule Nos. 25-24.470 and 25-4.043, Florida Administrative Code.

bigredwire responds to the alleged violation of Rule Nos. 25-24.470 and 25-4.043, Florida Administrative Code as follows:

AUS	_____	Rule No. 25-24.470
CAF	_____	bigredwire does not dispute the fact that it has not obtained a certificate of
CMP	_____	public convenience and necessity from the commission. Instead, bigredwire
COM	_____	wishes to settle this rule violation in an amicable fashion by proposing make a
CTR	_____	payment in the amount of \$5,000 to the State of Florida General Revenue Fund
ECR	_____	and submission of an Application Form for Authority to Provide Interexchange
GCL	_____	Telecommunications Service Between Points Within the State of Florida by the
OPC	_____	close of business on October 25, 2002.
MMS	_____	
SEC	_____	
OTH	_____	

*We received this DN 3/6^{PM} 02251-03.
FORWARDING to Correspondance. mas*

Rule No. 25-4.043

bigredwire proposes to settle the alleged violation of Rule 25-4.043, Florida Administrative Code, by

- (1) providing the statement (see Attachment A) of the actions bigredwire has taken to remedy the problems causing its failure to respond to Commission staff inquiries;
- (2) providing the attached statement that the company will comply with all Commission rules in the future;
- (3) providing the attached statement that the company has established procedures and processes to handle all Florida customer complaints in accordance with Commission rules; and
- (4) offering to make a contribution to the State of Florida General Revenue Fund in the amount of \$2,500.

All correspondence pertaining to this matter should be addressed to:

bigredwire.com, Inc.
25 East Mason Street
Third Floor
Santa Barbara, CA 93101
Attn: Brad Weinstock, President
805 560 8900 x10
805 560 8901 facsimile
bweinstock@bigredwire.com

bigredwire's substantial interests will be seriously affected by the agency's current determination. We are a small company with limited resources. With our staff of 7 our mission is to provide a quality service and customer experience at prices that are among the lowest in the industry. We strive to create relationships with our customers based on value, quality, truth and fun. Penalties under the current determination will likely force us to cease and desist providing service in the State of Florida. In light of the foregoing and the Commission's denial of our proposed settlement offer dated 12/18/02, the penalties proposed above totaling \$7,500 shall be paid in 12 equal monthly installments of \$625.

We also request that this matter be postponed from the Agenda Conference on February 18, 2003.

Thank you in advance for your consideration in this matter.

Very truly yours,



Brad Weinstock
President

Attachment A

bigredwire has taken the following steps to remedy the problems causing its failure to respond to Commission staff inquiries:

bigredwire has dedicated Crystal Ramirez as point person for future staff inquiries. Ms. Ramirez can be reached via electronic mail at cramirez@bigredwire.com. Escalation of Commission staff inquiries shall be directed to Brad Weinstock at bweinstock@bigredwire.com or via telephone on 805 560 8900 x10.

bigredwire takes regulatory matters in all states it operates in including Florida seriously. It will comply with all Commission rules in the future.

bigredwire has established procedures and processes to handle all Florida customer complaints in accordance with Commission rules. Customer inquiries can be resolved via electronic mail at memberservice@bigredwire.com or via live chat on the bigredwire web-site. If a customer's complaint cannot be resolved through one of these means, they will be referred to Crystal Ramirez as the point person for Customer escalation. Slamming complaints and service inquiries can be made via bigredwire's toll free number (866) RED WIRE - (866) 733 9473.

CCA Official Filing:

4/7/03*****10:31 AM*****Matilda Sanders*****1

Matilda Sanders

0470 - AS

From: Andrea Cowart
Sent: Monday, April 07, 2003 10:23 AM
To: CCA - Orders / Notices
Cc: Felicia Banks
Subject: Order

4

Order Approving Settlement
020664 - 020664or.frb

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

1/0

DOCUMENT RELEASE
00232 APR-7 8
FPSC-COMMISSION CLERK