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FPSC - COMMISSION CLERK

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELL SOUTH  
TELECOMMUNICATIONS

RESPONSE TO BELL SOUTH'S FIRST REQUEST FOR  
PRODCUTION OF DOCUMENTS

RESPONSE NO. 4

Supplemental Response: Please see attached documents as follows:

- 04/17/00 – Letter from Petra Pryor to Bud Higdon.
- 04/24/00 – Email from Brad Hamilton to Bud Higdon with attachments.
- 04/27/00 – Email from Michael Lepkowski to Bud Higdon and Freddy Oquendo.
- 05/03/00 – Email from Michael Lepkowski to Bud Higdon.
- 05/08/00 – Letter from Bud Higdon to Petra Pryor.
- 05/12/01 – Letter from Keith Kramer to Duane Ackerman.
- 05/12/00 – Addendum for Beta Testing Agreement.
- 05/12/00 – Email from Michael Lepkowski to Bud Higdon with attached Beta Testing Agreement.
- 05/15/00 – Email from Arabella Romano to Michael Lepkowski with attachments.
- 05/17/00 – Letter from Glen Estell to Joe Millstone.
- 05/19/00 – Letter from Keith Kramer to Petra Pryor.
- 06/01/00 – Email from Bud Higdon to Eileen Turpin.
- 06/08/00 – Letter from Petra Pryor to Keith Kramer.
- 08/30/00 – Letter from Petra Pryor to Joe Millstone.
- 10/23/00 – Letter from Leon Nowalsky to Keith Kramer with attachments.
- 10/24/00 - Letter from Keith Kramer to Petra Pryor with attachments.





BellSouth Interconnection Services Fax 205 321-7777  
10th Floor  
600 North 19th Street  
Birmingham, Alabama 35203

April 17, 2000

Mr. Bud Higdon  
Vice President of Provisioning  
IDS Telecom  
1525 Northwest 167<sup>th</sup> St, 2<sup>nd</sup> FL  
Miami, FL 33169

Dear Mr. Higdon:

This notification is to provide testing guidelines and processes that will be used by BellSouth and **IDS TELCOM** for beta testing Bulk Ordering of Port/Loop Combo Services via LENS. BellSouth reserves the right to suspend testing for major coding changes.

The testing process described in this document is designed to validate **BST - IDS TELCOM** LENS local exchange ordering procedures. The main objective of this Beta-Test is Evaluate/validate Bulk Ordering of Port/Loop Combo functionality. This testing will also allow the new key functions of LENS to be examined by **IDS TELCOM** and if necessary, this testing will allow the LENS team to make course corrections, correct any emergency defects and allow **IDS TELCOM** an opportunity to provide feedback.

Beta Testing will test bulk ordering for Port/Loop Combo. This functionality will be made available to **IDS TELCOM** for a limited period only. *The bulk ordering functionality provided will be operational and will generate firm orders.* During this period, current LENS users will not be affected by the Beta Testing because the software will be released on parallel hardware and will not affect production LENS in any way. Once the Beta Testing is completed, external access to the release will be removed to allow for the completion of the overall development effort.

Some test-Parameters will need to be followed. IDS will utilize LENS Bulk Ordering of Port/Loop Combo Services. The orders may include Single Line Residence and Business, Multi-line Accounts (25 lines or less), or Series Complete Hunting (identified by HTG). Remote call forwarding and Complex Services accounts are not supported.

The test will only be considered a success if 100% accuracy of the orders takes place from end-to-end. This includes 100% accuracy from provisioning to billing. If this objective is not met, BellSouth and IDS will work together to correct any outstanding issues.

Sincerely,

A handwritten signature in cursive script that reads "Petra Pryor".

Petra Pryor  
Assistant Vice President ACS Sales

IDS 01106

## Angel Leiro

---

**From:** Brad Hamilton [bhamilton@idstel.com.com]  
**Sent:** Monday, April 24, 2000 2:09 PM  
**To:** Bud Higdon  
**Cc:** Fabio Galoppi; Keith Kramer; Debbie Farhat  
**Subject:** FW: CLEC Inforum Agenda



CLEC.bst



INFORUM.DOC

Bud:

Keith asked me to check with you as to who you wanted to send to this training.

Thanks,  
Bradford

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

**From:** Smart1@bridge.bellsouth.com [mailto:Smart1@bridge.bellsouth.com]  
**Sent:** Thursday, April 13, 2000 5:16 PM  
**Cc:** Deborah.Mudler@bridge.bellsouth.com;  
Michael.Lepkowski@bridge.bellsouth.com  
**Subject:** CLEC Inforum Agenda

IDS 01107

Please see the attached agenda regarding an upcoming CLEC InForum in Atlanta scheduled for May 2nd and 3rd. BellSouth encourages you or someone from your company plan to attend. Please reply to me or your Account Manager and we'll make sure and register your company. You may review the original notice at the following address:  
<http://www.interconnection.bellsouth.com/carrier/pdf/91081722.PDF>

Please let me know if you have any questions.

Gary Smart, SD, 205-321-7704

SUBJECT: CLEC Inforum

*This is a tentative agenda of the items to be covered.*

Tuesday, May 2

12:00 - 1:00 Registration

1:00 - 1:15 Welcome

1:15 - 2:00 OSS Update

- What has changed since last Inforum
- TAG process improvement
- Future enhancements - release by interface

2:00 - 2:30 New & Improved CCP  
Valerie Cottingham

2:30 - 2:45 Break

2:45 - 3:30 CSOTS, PMAP, Reports

3:30 - 5:30 Break Out Sessions (3 sessions 30 minutes each with 10 minutes between)

- Loop Inquiry
- LENS Update ✓
- EDI Update ✓
- TAG Update
- Robo Tag

6:00 - 7:30 Reception

Wednesday - May 3

7:00 - 8:00 Continental Breakfast

8:00 - 8:15 Overview of the Day

8:15 - 9:30 319 Round Table - Teo Caymol & Others

9:30 - 12:30 Break Out Sessions (3 Sessions 45 minutes each, 15 minutes between-  
no break)

- Collocation - Shelly Walls, Bonny King
- XDSL Loops - Vickie Beachley
- Infrastructure & Interconnection - Bill French & Rick LaGrange
- Training and Professional Services - Laurel McKenzie
- LCSC, UNE Center, BMRC, Structure Management -  
Doug McDougal & Team
- Operator Services - Rhonda Woodall

12:30 - 3:00 Developing

## Angel Leiro

---

**From:** mlep@bellsouth.net  
**Sent:** Thursday, April 27, 2000 9:21 PM  
**To:** bhigdon@idstelcom.com; Freddy Oquendo  
**Cc:** rick.hemby@bridge.bellsouth.com; petra.pryor@bridge.bellsouth.com  
**Subject:** IDS Accounts



PKLSFR.XLS



IDSBTN~1.XLS

Here are the spreadsheets show what you have. I am going to see if we have a process for bulk ordering of your orders from resale to UNE 319. If you like to me to pursue this please let me know.

PKLSFR has all your accounts broken down into the status of (res, bus, unfrozen and final billed.

IDSBTN just has what you sent me.

Also I will need to know the following.

1. Are switching all your customers or just Business Customers?
2. Is Bellsouth charging for your orders now? if so what?

Maybe I negotiate something for us to bulk process all 2400 accounts at the same cost you would pay for doing it yourself. I do not know if this is possible but, I will check into it.

I look forward to this being completed.

Michael Lepkowski

IDS 01110

## Angel Leiro

---

**From:** Michael.Lepkowski@bridge.bellsouth.com  
**Sent:** Wednesday, May 03, 2000 3:45 PM  
**To:** bhigdon@idstelcom.com  
**Subject:** LENS

According to information I recieved from Jimmy the price of your LENS orders will be the same as you TAG orders. All electronic ordering systems prices are the same.

I am very happy that LENS has this capability now. I hope this will let orders go through smoothly.

If you have any more questions please call.  
205 321-7794.

Tomorrow I am going to take my lunch at a wierd time just throw you off.

IDS 01111



1525 NW 167<sup>th</sup> Street Suite 200 Miami, FL 33169  
Phone 800-335-4437 Fax: 888-343-6437

May 8, 2000

BellSouth Telecommunications  
Attn: Ms. Petra Pryor  
Assistant VP of BellSouth  
Telecommunication Sales  
600 N 19<sup>th</sup> Street, Floor 10  
Birmingham, Alabama 35203  
Fax: 205-321-4635  
E-mail [petra.pryor@bridge.bellsouth.com](mailto:petra.pryor@bridge.bellsouth.com)

Ms. Pryor,

I am writing to inform you that IDS has suffered a significant financial setback over the past few days, directly attributable to your firms designed systems.

Last week, BellSouth announced at the CLEC forum that LENS was now fully capable to do bulk order processing that could be used to move CLEC customers to the UNE -P product. We ran several tests with members of your department and were told they went fine and we could proceed in flipping our entire resale base to the UNE -P product.

Today, we have a major disaster on our hands. Our customer service is swamped with irate customers that have been improperly converted, i.e.:

- Those with hunt groups no longer have hunting
- Some have lost their PIC/LPIC
- Miscellaneous problems

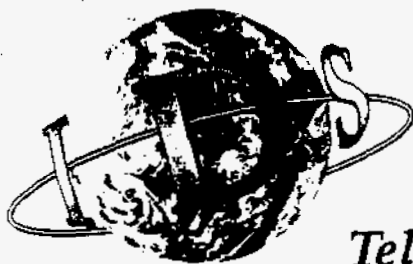
In order for us to reduce the potential financial loss to this company, it is essential that BellSouth respond promptly and do whatever is necessary to assist us in getting our customers profiles setup correctly and back online ASAP.

I await your response

Best regards,

Bud Higdon  
VP of Operations

IDS 01112



**Telcom**<sup>SM</sup>

Via Facsimile (404) 584-6545

May 12, 2000

Duane Ackerman, C.E.O.  
**BellSouth**  
675 W. Peachtree Street  
Room 37D  
Atlanta, GA. 30375

Dear Mr. Ackerman:

Recent events caused by BellSouth have caused a catastrophic interruption of service (to include Local and Long Distance) to over 1300-business customers of IDS. This latest disaster is actually the culmination of events occurring over the last four months. I am now forced to take action.

After interviewing my senior Operation Managers, and IT Managers, below is a synopsis of their testimony:

Upon reaching an agreement with BellSouth under the UNE-P Agreement, and then the subsequent Attachment-2 Amendment for Remand 319, IDS, under BellSouth's direction, began to try to electronically connect with BellSouth to process orders. Initially, IDS tried through EDI. This was not possible, because BellSouth would no longer support a third party vendor associated with EDI. At this point, we had discussions regarding whether LENS would be able to process accounts based on the UNE-P agreement. Pattie Knight said, "absolutely not, and the problem IDS was having using EDI was a training issue, and she would be available for such training". I purchased her services only to find out that IDS staff already knew what she was teaching, and such training was unnecessary. The problem was, EDI was not, nor could it be made able to process accounts. BellSouth solution was to offer ROBOTAG to IDS for \$60,000. After careful review of what BellSouth said ROBOTAG could do and what it actually could do, it was our opinion that this course was unacceptable.

In early February, IDS evaluated and purchased the MANTISS product. BellSouth said that they would not be prepared to test until late May. When my personnel advised me of this, I proceeded to intervene with BellSouth and Jimmy Patrick to expedite the testing. Testing began in March and was to last eight (8) weeks. Again, I needed to intervene to shorten the time frame. (The UNE-P Agreement was signed in November 1999). By April, testing was completed and I instructed my personnel to move over our Re-sale base to the UNE before April 17, 2000. (BellSouth's billing date). When we attempted to do so, we were unsuccessful.

IDS 01113



We escalated the problem to Pattie Knight who for two weeks explained to us we did not know how to use the system, and we were using the wrong USOC's even though we explained to her we were using the exact USOC's she gave us. Again, I had to intervene with BellSouth and escalate the matter to a higher level, only to discover BellSouth had the wrong USOC inserted in their software. Within a short period of time, this was corrected. However, that weekend, BellSouth inserted a patch, which replaced the correct USOC with the incorrect USOC, and inserted other parameters to prevent us from moving the Re-sale customers to the UNE program. Again, this was brought to Pattie Knight's attention. Again, she said that we were doing it incorrectly. Ms. Knight repeatedly advised my personnel on what we were doing wrong. She failed to listen to us although we knew what the problem was. Again, I had to intervene after my personnel escalated it to the Executive level of that division with no success. By then it was the end of April and we passed the April 17<sup>th</sup> deadline. The problem was a line code that prevented IDS from moving the base because of the Local PIC freeze on the accounts. To put it simply, BellSouth systemitically prevented IDS from moving its customers from Re-sale to the UNE program. This is very costly to IDS, but very profitable to BellSouth. Each time we would solve one or more problems, BellSouth created other problems to prevent IDS from processing UNE accounts. Ironically, each time a problem arose, Ms. Knight always said it was an IDS problem...not BellSouth's, thereby wasting valuable time and imposing tremendous coss to IDS, only to find out after weeks of arguing, and Ms. Knight' rejection of IDS' valid points of information, that it was indeed BellSouth's problem.

The final disaster occurred when I sent my operations personnel to Atlanta for a Remand 319 conference. At that time, we learned that LENS could process the UNE's. This, after several key Executives at BellSouth assured me it would never happen, and causing IDS to spend several hundred thousand dollars to purchase and install MANTISS. But, since LENS was available and ready to process bulk orders, I directed my staff to test LENS several times to insure it worked and then move over the Re-sale base. After my staff was assured that all test orders were completed successfully, we then over the weekend moved 1378 accounts to the UNE program. It did not work. Monday, customers' complaints overwhelmed IDS' customer service department. We again called Pattie Knight (by now, you know what the answer was), and then escalated it to Bill Thrasher. This time, there was clearly no doubt where the problem existed, and how the problem was created. Finally, BellSouth admitted to IDS (without IDS having to prove the point), that it was Bellsouth's fault. Even after this admission, the bulk of IDS' customers were out of service for three days. As of today, I am still receiving complaints. I had customers in my office telling me, I put them out of business. I have customers telling me they called BellSouth retail, who told them it was IDS' fault and if they switch to BellSouth, they will fix the problem immediately.

IDS 01114

Page 3  
BellSouth  
Mr. Ackerman  
5/12/00

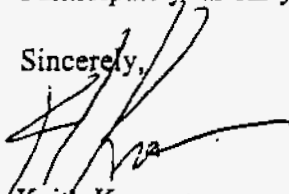
Mr. Ackerman, I signed the UNE Agreement in November 1999 expecting to profit from that Agreement. Not only has IDS been prevented from doing so, but BellSouth has inflicted catastrophic financial harm to IDS' customers and financial burdens to IDS, which will ultimately affect my employees and their families. BellSouth has damaged the reputation of excellence that IDS has spent 11 years building.

Please address the following:

1. The lost profits that IDS has yet to realize from the initial agreement (UNE-P) since November '99.
2. Why BellSouth failed to advise IDS of their intent to use LENS for UNE's, which caused IDS to purchase MANTISS in its present format.
3. Ms Knight's apparent culpable negligence in performing her duties in her relationships with IDS.
4. The repeated inabilities of BellSouth to allow the MANTISS equipment to interface with BellSouth.
5. The apparent deliberate insertion of a code that prevented IDS from moving our own customer from Re-sale to the UNE program.
6. IDS' operational Executive manager was told that after each test with LENS on a switch "as is", the orders were complete and successful, when they were not.
7. The shutting down of services to 1300 plus customers of IDS, affecting both (local and long distance service).
8. Why going into the 5<sup>th</sup> day, customers are still having significant problems that have not yet been solved.
9. Would BellSouth allow its customers to be without service this long?

I anticipate your early response.

Sincerely,



Keith Kramer  
Senior Vice President

KK:kh

IDS 01115

ADDENDUM  
Beta Testing Agreement

1. The LENS Beta Testing Agreement in no way limits BST liability in any previous performance of LENS, nor future performance of BST.
2. BST acknowledges responsibility for the past performance of LENS in respect to UNE port/loop Combo Services.
3. BST acknowledges that all accounts that IDS sent on May 5<sup>th</sup> as a test, BST confirmed to IDS as successful completion when in-fact, it was not, and such, wrongful information caused IDS to send additional accounts.
4. BST Beta test will not affect service to existing IDS customers in anyway, and BST will take full responsibility for their action.
5. All correspondence from BST to IDS will be sent via E-mail upon request of IDS.
6. BST will provide access to IT personnel when requested to discuss problems and solutions.

Signed:

\_\_\_\_\_  
Linda W. Tate  
BST OSP&M Program Director

Date \_\_\_\_\_

\_\_\_\_\_  
Rick Hemby  
BST Sales Manager

Date \_\_\_\_\_

\_\_\_\_\_  
Michael Lepkowski  
BST Account Manager

Date \_\_\_\_\_

\_\_\_\_\_  
Pattie Knight  
Customer Services Manager

Date \_\_\_\_\_

  
\_\_\_\_\_  
Keith Kramer  
Senior Vice President  
IDS Telcom

Date 5-12-00

IDS 01116

## Angel Leiro

---

**From:** Michael.Lepkowski@bridge.bellsouth.com  
**Sent:** Friday, May 12, 2000 3:12 PM  
**To:** bhigdon@idstelcom.com  
**Subject:** IDS BETA



IDS8ET.DOC

IDS 01117



## **LENS Beta Testing Agreement**

**With**

**IDS TELECOM**

Prepared by BellSouth

PRIVATE / PROPRIETARY

IDS 01118

Contains Private and/or Proprietary Information. May Not Be Used or Disclosed Outside  
The BellSouth Companies Except Pursuant to a Written Agreement.

## LENS Testing Guidelines Overview

This agreement provides testing guidelines and processes that will be used by BellSouth and IDS TELECOM for beta testing Bulk Ordering of Port/Loop Combo Services via LENS. BellSouth reserves the right to suspend testing for major coding changes.

### Purpose

The testing process described in this document is designed to validate **BST - IDS TELECOM** LENS local exchange ordering procedures. The goals of the Beta test are:

- Evaluate/validate Bulk Ordering of Port/Loop Combo functionality.
- Allow the new key functions to be examined by **IDS TELECOM**.
- If necessary, this testing will allow the LENS team to make course corrections or correct any emergency defects.
- Allow the participating **IDS TELECOM**, an opportunity to provide feedback.

### BellSouth Contact

Linda Tate, Program Director – OS Planning & Management, will act as the single point of contact for the Account Team throughout Beta test period. The Account team will interface with IDS.

### Definition

Beta Testing will test bulk ordering for Port/Loop Combo. This functionality will be made available to **IDS TELECOM** for a limited period only. *The bulk ordering functionality provided will be operational and will generate firm orders.* During this period, current LENS users will not be affected by the Beta Testing because the software will be released on parallel hardware and will not affect production LENS in any way. Once the Beta Testing is completed, external access to the release will be removed to allow for the completion of the overall development effort.

### Test Parameters

- The test participant will utilize LENS Bulk Ordering of Port/Loop Combo Services.
- Orders may include: Single Line Residence and Business; Multiline Accounts (25 lines or less); Series Complete Hunting (identified by HTG)
- No Remote Call Forwarding (accounts are not supported)
- If the test is not successful, BellSouth will initiate planning with IDS to develop an alternative solution.

### Success Criteria

- 100% Order accuracy end-to-end.

IDS 01119

PRIVATE / PROPRIETARY

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The BellSouth Companies Except Pursuant to a Written Agreement.

BellSouth LENS Beta Testing Agreement

***IDS TELECOM and BellSouth***

---

**IDS TELECOM and BellSouth agree to the terms and conditions set forth in this agreement. IDS acknowledges:**

- IDS TELECOM is legally certified to provide local phone service in the state where they conduct business.
- IDS TELECOM has a fully executed Interconnection Agreement with BST for Port Loop Combo 319 UNE Remand.
- IDS TELECOM is a current LENS user.

Signed:

\_\_\_\_\_  
**Linda W. Tate**  
**BST OSP&M Program Director**

Date \_\_\_\_\_

\_\_\_\_\_  
**Rick Hemby**  
**BST Sales Manager**

Date \_\_\_\_\_

\_\_\_\_\_  
**Michael Lepkowski**  
**BST Account Manager**

Date \_\_\_\_\_

\_\_\_\_\_  
**Pattie Knight**  
**Customer Services Manager**

Date \_\_\_\_\_

\_\_\_\_\_  
**IDS TELECOM Manager**

Date \_\_\_\_\_

IDS 01120

PRIVATE / PROPRIETARY

Contains Private and/or Proprietary Information. May Not Be Used or Disclosed Outside  
The BellSouth Companies Except Pursuant to a Written Agreement.

## Angel Leiro

---

**From:** Arabella Romano [aromano@idstelcom.com]  
**Sent:** Monday, May 15, 2000 3:17 PM  
**To:** michael.lepkowski@bridge.bellsouth.com  
**Cc:** Bud Higdon; Issam Sayegh; Freddie Oquendo  
**Subject:** Multi & Single

Per your conversation with Freddy, Issam and Bud. Below please find multi and single lines to be submitted in bulk order.



MULTI LINE.txt



SINGLE25.txt

Thanks,

Arabella Romano  
Provisioning Manager  
IDS Telcom

IDS 01121



4511 BellSouth Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

Phone: 404 927-7020  
Fax: 404 521-2311

Glen Estell  
President - Interconnection Services

May 17, 2000

Mr. Joe Millstone, CEO  
IDS Telcom  
1525 Northwest 167<sup>th</sup> Street, Suite 200  
Miami, FL 33169

Dear Mr. Millstone:

Mr. Ackerman asked me to respond to your letter of May 12, 2000. Also, this will confirm our conference call discussion of May 15, 2000.

IDS experienced many problems when placing a large quantity of end user orders during the week of May 8, 2000. As you know, IDS utilized new functionality within a BellSouth software program to submit these orders. Unfortunately, BellSouth's mechanized systems experienced software problems that were not detected in the standard development and implementation process utilized by BellSouth when bringing new functions up for commercial use. The problems with the programs were discovered when IDS' orders completed through the system.

We regret that this situation occurred and hope that we can work through this issue and prevent any such difficulties with IDS orders in the future.

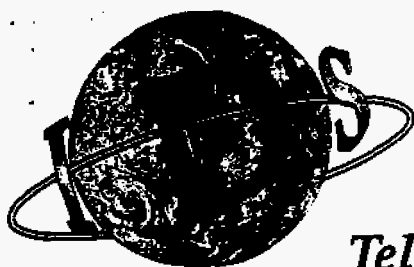
Please accept BellSouth's apologies and share them with any IDS customer whose service may have been affected during the past several days.

Sincerely,



Glen Estell  
President, BellSouth - Interconnection Services

IDS 01122



**Telcom**<sup>SM</sup>

May 19, 2000

Petra Pryor  
Assistant Vice President, Sales  
**BellSouth**  
10<sup>th</sup> Floor  
600 North 19<sup>th</sup> Street  
Birmingham, AL. 35203

Dear Ms. Pryor:

Attached is a summary of the profits IDS would have made if BellSouth was able to execute the UNE-P Agreement, which was signed November 2, 1999. This represents the re-sale base of IDS that would have moved over to the UNE-P agreement, plus the additional business sold since then. Also, attached is the month-to-month breakout of the re-sale and UNE-P cost along with the IDS retail "bill out" data.

In addition to the credit requested for the un-realized profits of the UNE-P, and UNE (Remand 319) contract, IDS is also requesting BellSouth to credit the re-sale bill of April in the amount of \$347,217.62. IDS needs this credit from BellSouth in order to stabilize the account base that had critical service disruptions as a result of the LEN's systemic problems that occurred last week and as outlined in Glen Estelle's letter.

I have factored conversion charges into the spread sheet, so please advise your billing department not to issue a bill or conversion charges for any lines through the end of May. I have also advised my CFO, Tom Wilkins to contact BellSouth's billing and collection department to put all amounts due to BellSouth in dispute until such time as the credit issues have been settled.

Ms Pryor, it is in the best interest of both companies to resolve these issues as fairly and as expeditiously as possible. As such, I have personally advised the Managing Partners of IDS Telcom and the Investment Bankers, not to seek damages at this time for any lost business or failure to perform. I have factored in what is a fair and just compensation for IDS. These are unrealized profits that IDS is entitled that BellSouth received instead. IDS's inability to realize these profits has caused considerable problems with our Investment Bankers regarding previously our delineated performance and business plan projections.

IDS 01123

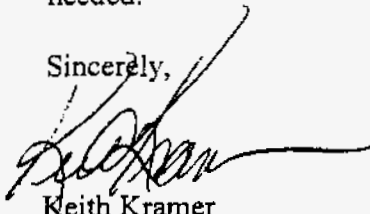
Page 2  
BellSouth  
Petra Pryor  
5/19/00

In order to fast track this credit, I have not factored in fair and reasonable interest that should be added for each month IDS was unable to receive the proper profits. In requesting a credit for BellSouth's April re-sale bill, I have had to factor in the monies I will need to use to retain what is left of this base. I cannot help but factor in the customers who left our service because of this incident, ironically to the very company that caused the incident.

All the customers that left IDS' service for BellSouth will never switch back to IDS, because BellSouth's representatives presented the problem as an IDS problem, and not a BellSouth's problem. To quote a customer "this would have never happened, if I didn't leave Bell". The letter I received from Glen will help restore only a modicum of confidence in those customers who have yet to leave IDS, although I have found it to be of no effect at all to the customers who have left our service.

I do thank you for giving this prompt attention. Please call me if any clarifications are needed.

Sincerely,



Keith Kramer  
Senior Vice President

Cc: Quinton Sanders -BellSouth  
Beth Shiroishi - Bellsouth  
~~Stam Wilkins - IDS~~

KK:kh

IDS 01124

## Angel Leiro

---

**From:** Bud Higdon [bhigdon@idstelcom.com]  
**Sent:** Thursday, June 01, 2000 10:55 AM  
**To:** Eileen Turpin; 'mark.woods@bridge.bellsouth.com'  
**Cc:** Freddy Oquendo; Joe Millstone; Keith Kramer  
**Subject:** RE: BTN/WTN Listing

Mark, It is really critical that we get this list quickly. Thanks for your help.

Bud Higdon

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

**From:** Eileen Turpin [mailto:eturpin@idstelcom.com]  
**Sent:** Thursday, June 01, 2000 9:50 AM  
**To:** 'mark.woods@bridge.bellsouth.com'  
**Cc:** Bud Higdon; Freddy Oquendo; Joe Millstone; Keith Kramer  
**Subject:** BTN/WTN Listing

Dear Mark,

We need a complete list of all "ANI's" BTN/WTN's that have been converted to UNE-P. This would be all "Port" fees that would be charged to us for each ANI if this makes it easier to determine which database would hold this information. We need it as soon as possible.

Thank you.

Eileen Turpin  
I\*D\*S Telcom

IDS 01125

BellSouth Access Customer Sales 205 321-7700  
10<sup>th</sup> Floor  
600 N. 19<sup>th</sup> Street  
Birmingham, Alabama 35203

Petra Pryor  
Sales AVP

June 8, 2000

Mr. Keith Kramer  
Senior Vice President  
IDS Telcom  
1525 Northwest 167<sup>th</sup> Street  
Suite 200  
Miami, Florida 33169

Dear Mr. Kramer:

This is in response to your letter dated May 12, 2000 to Duane Ackerman regarding several Electronic Data Interchange (EDI) issues and Bud Higdon's letter dated May 8, 2000 addressed to me. Mr. Ackerman has requested that I respond to your letter as the Sales Assistant Vice President for Interconnection Services. Specifically I will address the nine issues outlined in your letter, which will also respond to the issue in Mr. Higdon's letter.

I hope that you will find it acceptable if I address your concerns in reverse order. Your last item, I believe, is at the heart of the relationship we aspire to have with our customers and, frankly, is fundamental to my response to all nine items. You asked if we would "allow our customers to be without service this long." IDS is BellSouth's customer. The fact that you and your end-users have been without service for any length of time is of great concern to us. BellSouth's purpose is to create and keep customers by doing what is right -- from the customers' perspective. There is no benefit to BellSouth whatsoever in having companies that find it difficult to do business with us.

Regarding items seven and eight, unfortunately, your current impression of BellSouth is not favorable. However, it is never our intent to "shut down" services to the detriment of BellSouth's customers. The fact that you and many of your end-users have experienced "significant problems" is a clear indication that errors have occurred and mistakes have been made. From the many conference calls with BellSouth personnel over the past few days, you are familiar with the electronic coding and editing anomalies that were the root-cause of the problems. Resolving customer outages is of paramount importance to us, and I wish the remedies were always easy and instant. They are not, of course. Pertaining to the Local Service Requests (LSRs) originally submitted on May 5, 2000, IDS and BellSouth have engaged in a thorough joint testing of our electronic systems; fixes have been developed and validated; problems have now been solved; and all of these orders have been completed successfully. In addition to that success, I want to acknowledge your participation with us in the current Beta test of our systems. Your input is helping us close other gaps. Thank you.

Concerning item six, BellSouth is unaware of any individual order testing with IDS in the Local Exchange Navigation System (LENS). Beyond that, in all matters, we expect our representatives to communicate and make decisions based on the best information available at the time. This entire situation regarding the conversion of retail services to the Unbundled Network Element Platform (UNE-P) through the bulk order interface simply identifies that even BellSouth can experience software-coding errors. However, your allegation that BellSouth could or would deliberately code incorrectly, and that we would have something to gain by doing so, tests the limits of reasonableness.

IDS 01126

Regarding item four, a number of CLECs successfully interface with us electronically, using LENS, Telecommunications Access Gateway (TAG), RoboTAG and EDI. We encourage the use of electronic interfaces because of the efficiencies gained through electronic access.

I alluded to item three earlier, but, in all of our customer relationships, we seek to learn what success looks like from the customer's perspective. Successfully serving the customer is an evolving process. Clearly, there have been communications breakdowns between our representatives and yours. Your perspective on these two points is evident throughout your letter. While I will not assign "culpable negligence" to anyone in this particular situation, I will tell you that, out of this, we will take the actions necessary to make us better and to strengthen BellSouth's on-going relationship with IDS.

Item two addresses notification of the use of LENS for UNE-P orders. BellSouth's notification to CLECs was through Carrier Notification SN91081703 that was posted on our Web site March 16, 2000. The notification states that, for CLECs with the appropriate contract, LENS (Issue 9) will support Bulk Ordering capabilities for port/loop combinations for "switch-as-is" orders.

Regarding item one, on May 22, 2000, BellSouth received your data relating to "lost profits." While the contractual relationship between our companies does not authorize a claim for "lost profits", BellSouth is willing to consider a settlement and release of claims associated with this situation. I will get back with you regarding this issue.

I look forward to further discussions and anticipate a better working relationship in the future.

Sincerely,



Petra Pryor  
Sales Assistant Vice President

IDS 01127

A-10



BellSouth Interconnection Services      Fax 205.321.1777  
10th Floor  
500 North 18th Street  
Birmingham, Alabama 35202

August 30, 2000

Mr. Joe Millstone  
CEO  
IDS Telecom  
1525 Northwest 167<sup>th</sup> Street  
2<sup>nd</sup> Floor  
Miami, Florida 33169

Dear Mr. Millstone

During the week of May 8, 2000, IDS Telecom experienced problems with BellSouth's Local Exchange Navigation System (LENS). The problem was corrected on May 12, 2000. This is to advise that BellSouth will credit IDS Telecom's account number 561Q97-1090 090 in the amount of \$31,712.79 as a result of the downtime caused by the bulk ordering problems associated with the LENS software.

There was no way to determine the exact number of accounts affected or the actual amount of time any particular account was out of service, therefore, the credited amount was based on half of the monthly billing divided by the number of days in the billing cycle multiplied by the number of downtime days. In accordance with Section 7.3.1 of the IDS/BellSouth Interconnection Agreement, under "Limitation of Liability" BellSouth's liability is limited to a credit for the actual cost of the services or functions not performed, or improperly performed.

In addition, the outstanding balance on your local accounts minus the above adjustments as of August 29, 2000 is now \$2,011,691.00. BellSouth expects payment of these charges immediately to avoid collection action.

BellSouth apologizes for any inconvenience that may have been experienced by IDS Telecom or its customers.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Petra Pryor'.

Petra Pryor  
Assistant Vice President  
General Carrier Sales

IDS 01128



A-10

October 24, 2000

**VIA FACSIMILE &  
OVERNIGHT DELIVERY**

Petra Pryor, Asst. VP of Sales  
BellSouth Interconnection Services  
10<sup>th</sup> Floor  
600 North 19<sup>th</sup> Street  
Birmingham, AL 35203

Dear Ms. Pryor:

Pursuant to our conversation, enclosed is documentation to support IDS dispute for damages caused by BellSouth's bulk ordering failure through LENS in May 2000.

1. Documentation of customers and number of lines that were on resale in April converted through LEN's bulk ordering that subsequently the left service.
2. Damages spread sheet showing twelve month Local and Long Distance projected revenue and profit loss sustained by IDS on the accounts that left, including ancillary cost.
3. An opinion letter from Nowalsky, Bronston and Gothard.
4. A description brochure of services provided by Nowalsky, Bronston and Gothard.

IDS position is as follows: the events over the past year relating to IDS' relationship with BellSouth has cost IDS a tremendous amount of money. In February of 1999, IDS started "good faith" negotiations with BellSouth to enter into a UNE-P agreement. During these negotiations, IDS expended time and money to install and train personnel to process port/loop combinations through EDI. This was one of two electronic interfaces that could be used to order UNEs per contract. There were no recommendations as to which would better suite our needs.

IDS started training on EDI processing in the summer of 1999, and spent considerable time and monies on an interface that did not work. IDS spent in excess of \$60,000.00 trying to make EDI work, only to find out it could not work for port/loop combinations on UNEs at that time.

In December of 1999, and January of 2000, IDS sent requests to Patty Knight, Jimmy Patrick, and Bill Gulas to inquire if IDS could do UNE-P port/loop combinations through LENS. On both occasions, the answer was that LENS would never be used to do port/loop combinations.

IDS 01129



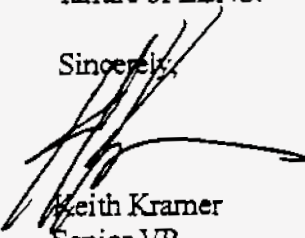
Page 2  
Petra Pryor  
BellSouth  
10/24/00

Since EDI could not be made functional by BellSouth, IDS had to order TAG and purchase MANTISS in order to process UNEs at a cost in excess of \$150,000.00. MANTISS was installed in February 2000, and tested in March 2000, but IDS could not fully implement conversions. IDS did not need to expend this money if BellSouth's information, and the aforementioned provisioning systems were properly functioning.

The bulk-ordering LENS failure in May 2000 resulted in at least 724 lines that left IDS as a result. According to Nowalsky, Bronston, and Gothard, each line valuation is \$2,000.00 totaling one million four hundred forty-eight thousand dollars (\$1,448,000.00).

The attached spreadsheet reflects the effective damages and losses sustained by IDS due to the failure of LENS.

Sincerely,



Keith Kramer  
Senior VP

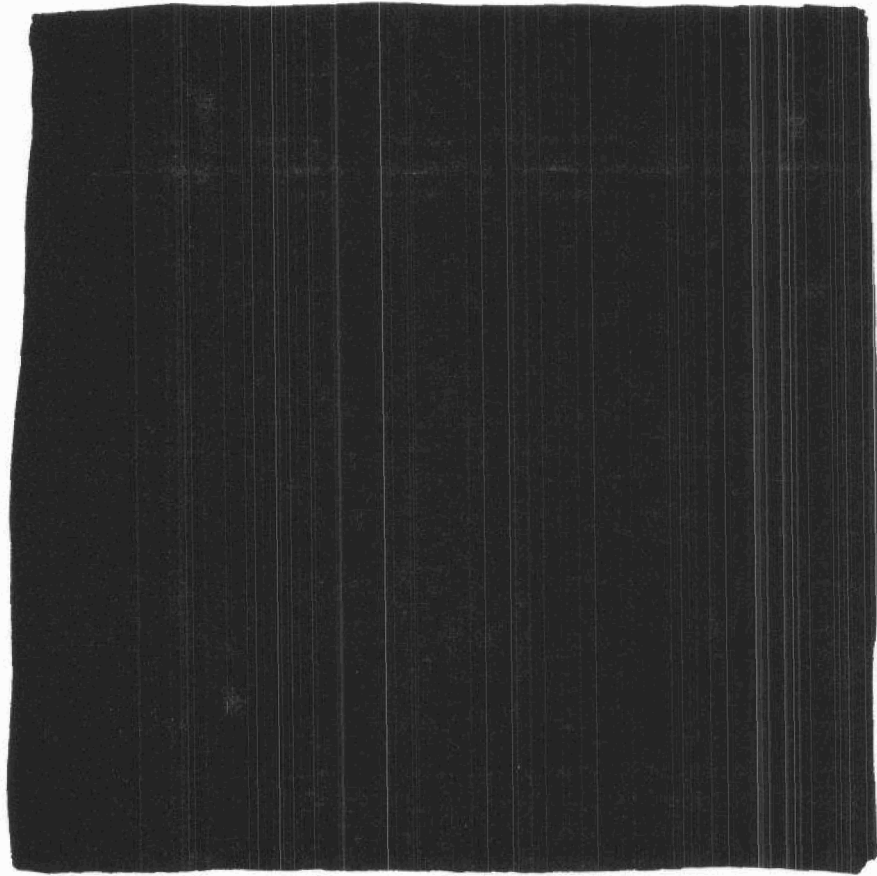
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Attachments

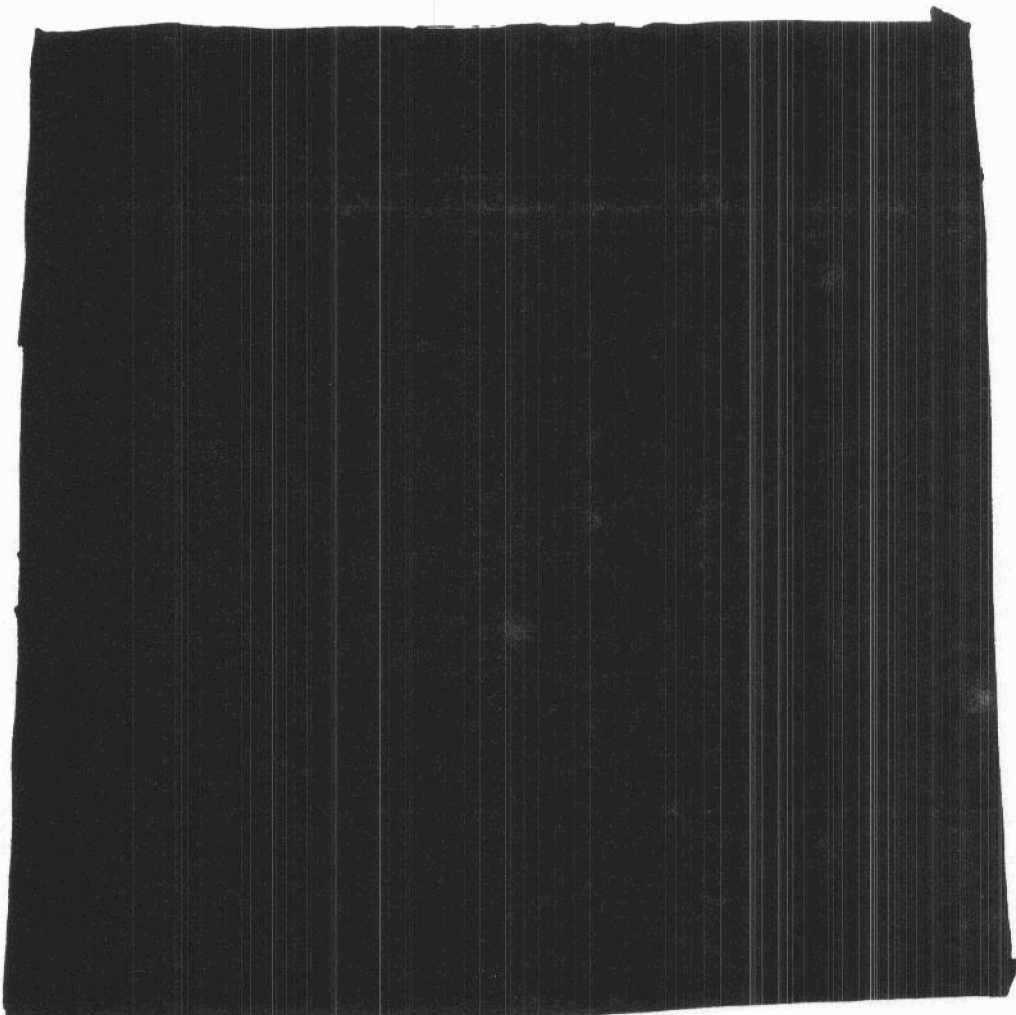
IDS Telecom, LLC  
1525 NW 167<sup>th</sup> Street, Suite 200  
Miami, FL 33169  
PH: 305-913-4000 FAX: 305-913-4011

IDS 01130

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IDS0515-2Y



A-10

Disconnected ANI's Resale Flip

| WTN | NAME | CONTACT | ADDR  | CITY            | ST | ZIP        |
|-----|------|---------|-------|-----------------|----|------------|
|     |      | TOM     |       | JUPITER         | FL | 33477      |
|     |      | TOM     |       | JUPITER         | FL | 33477      |
|     |      | TOM     |       | JUPITER         | FL | 33477      |
|     |      | TOM     |       | JUPITER         | FL | 33477      |
|     |      | JOHN    |       | JUPITER         | FL | 33477      |
|     |      | JANE    |       | PENSACOLA       | FL | 32504-8401 |
|     |      | JANE    |       | BOCA RATON      | FL | 33432      |
|     |      | JANE    |       | BOCA RATON      | FL | 33432      |
|     |      | JANE    |       | BOCA RATON      | FL | 33432      |
|     |      | JANE    |       | BOCA RATON      | FL | 33432      |
|     |      | LISSA   |       | BOCA RATON      | FL | 33432      |
|     |      | LISSA   |       | MEDLEY          | FL | 33166-2422 |
|     |      | LISSA   |       | MEDLEY          | FL | 33166-2422 |
|     |      | CHERYL  |       | MEDLEY          | FL | 33166-2422 |
|     |      | CHERYL  |       | FORT LAUDERDALE | FL | 33309      |
|     |      | CHERYL  |       | FORT LAUDERDALE | FL | 33309      |
|     |      | CHERYL  |       | FORT LAUDERDALE | FL | 33309      |
|     |      | CHERYL  |       | FORT LAUDERDALE | FL | 33309      |
|     |      | JUAN    |       | FORT LAUDERDALE | FL | 33309      |
|     |      | DEBRA   |       | POUGHEEPSIE     | NY | 12603-1220 |
|     |      | CESAR   |       | HOLLYWOOD       | FL | 33019      |
|     |      | CESAR   |       | MIAMI           | FL | 33126      |
|     |      | CESAR   |       | MIAMI           | FL | 33126      |
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|     |      | CESAR   |       | MIAMI           | FL | 33126      |
|     |      | TOM     |       | MIAMI           | FL | 33126      |
|     |      | TOM     |       | ORLANDO         | FL | 32822      |
|     |      | TOM     |       | ORLANDO         | FL | 32822      |
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|     |      | TOM     |       | ORLANDO         | FL | 32822      |
|     |      | TOM     |       | ORLANDO         | FL | 32822      |
|     |      | CLIFF   |       | ORLANDO         | FL | 32822      |
|     |      | CLIFF   |       | ORLANDO         | FL | 32860      |
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|     |      | CLIFF   |       | ORLANDO         | FL | 32860      |
|     |      | TOM     |       | ORLANDO         | FL | 32860      |
|     |      | TOM     | KATHY | ORLANDO         | FL | 32860      |
|     |      | TOM     | KATHY | ORMOND BEACH    | FL | 32174      |
|     |      | TOM     | KATHY | ORMOND BEACH    | FL | 32174      |
|     |      | TOM     | KATHY | ORMOND BEACH    | FL | 32174      |
|     |      | TOM     | KATHY | ORMOND BEACH    | FL | 32174      |
|     |      | TOM     | KATHY | ORMOND BEACH    | FL | 32174      |
|     |      | TOM     | KATHY | ORMOND BEACH    | FL | 32174      |
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|     |      | TOM     | KATHY | ORMOND BEACH    | FL | 32174      |
|     |      | TOM     | KATHY | ORMOND BEACH    | FL | 32174      |

IDS 01133

| WTN | NAME | CONTACT     | ADDR  | CITY         | ST | ZIP        |
|-----|------|-------------|-------|--------------|----|------------|
|     |      | TOM         | KATHY |              |    |            |
|     |      | TOM         | KATHY |              |    |            |
|     |      | TOM         | KATHY |              |    |            |
|     |      | TOM         | KATHY |              |    |            |
|     |      | TOM         | KATHY |              |    |            |
|     |      | TOM         | KATHY |              |    |            |
|     |      | TOM         | KATHY |              |    |            |
|     |      | MONICA      |       |              |    |            |
|     |      | MONICA      |       |              |    |            |
|     |      | FREDDIE     |       |              |    |            |
|     |      | FREDDIE     |       |              |    |            |
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|     |      | FREDDIE     |       |              |    |            |
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|     |      | RAY         |       |              |    |            |
|     |      | RAY         |       |              |    |            |
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|     |      | RAY         |       |              |    |            |
|     |      | RAY         |       |              |    |            |
|     |      | JOHN        |       |              |    |            |
|     |      | JOHN        |       |              |    |            |
|     |      | JOHN        |       |              |    |            |
|     |      | JOHN        |       |              |    |            |
|     |      | JOHN        |       |              |    |            |
|     |      | JOHN        |       |              |    |            |
|     |      | WILSON      |       |              |    |            |
|     |      | WILSON      |       |              |    |            |
|     |      | WILSON      |       |              |    |            |
|     |      | DIEGO       |       |              |    |            |
|     |      | DIEGO       |       |              |    |            |
|     |      | DIEGO       |       |              |    |            |
|     |      | SERVICE INC |       |              |    |            |
|     |      | SERVICE INC |       |              |    |            |
|     |      | SERVICE INC |       |              |    |            |
|     |      | JERRY       |       |              |    |            |
|     |      | COM (NEAL   |       |              |    |            |
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|     |      | COM (NEAL   |       |              |    |            |
|     |      | JACQUES     |       |              |    |            |
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|     |      | ANDY        |       |              |    |            |
|     |      | ANDY        |       |              |    |            |
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|     |      |             |       | PENSACOLA    | FL | 32503      |
|     |      |             |       | PENSACOLA    | FL | 32503      |
|     |      |             |       | BOCA RATON   | FL | 33428      |
|     |      |             |       | CORAL GABLES | FL | 33134      |
|     |      |             |       | CORAL GABLES | FL | 33134      |
|     |      |             |       | CORAL GABLES | FL | 33134      |
|     |      |             |       | MIAMI        | FL | 33158-1600 |
|     |      |             |       | MIAMI        | FL | 33158-1600 |
|     |      |             |       | DELRAY BEACH | FL | 33483      |
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|     |      |             |       | DELRAY BEACH | FL | 33483      |
|     |      |             |       | MIAMI        | FL | 33142      |
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| WTN | NAME    | CONTACT | ADDR | CITY              | ST | ZIP        |
|-----|---------|---------|------|-------------------|----|------------|
|     | ANDY    | "L"     |      | MIAMI             | FL | 33142      |
|     | ANDY    | "L"     |      | MIAMI             | FL | 33142      |
|     | KEITH   |         |      | PONTE VEDRA       | FL | 32082      |
|     | KEITH   |         |      | PONTE VEDRA       | FL | 32082      |
|     | KEITH   |         |      | PONTE VEDRA       | FL | 32082      |
|     | JACQUES |         |      | PONTE VEDRA       | FL | 32082      |
|     | JACQUES |         |      | ORLANDO           | FL | 32819      |
|     | JACQUES |         |      | ORLANDO           | FL | 32819      |
|     | JACQUES |         |      | ORLANDO           | FL | 32819      |
|     | NAN     |         |      | ORLANDO           | FL | 32819      |
|     | NAN     |         |      | POMPANO BEACH     | FL | 33062      |
|     | NAN     |         |      | POMPANO BEACH     | FL | 33062      |
|     | KIM     |         |      | POMPANO BEACH     | FL | 33062      |
|     | KIM     |         |      | MIAMI BEACH       | FL | 33139      |
|     | KIM     |         |      | MIAMI BEACH       | FL | 33139      |
|     | SERGIO  |         |      | MIAMI BEACH       | FL | 33139      |
|     | SERGIO  |         |      | MIAMI             | FL | 33126      |
|     | SERGIO  |         |      | MIAMI             | FL | 33126      |
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|     | SERGIO  |         |      | MIAMI             | FL | 33126      |
|     | SERGIO  |         |      | MIAMI             | FL | 33126      |
|     | SERGIO  |         |      | MIAMI             | FL | 33126      |
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|     | PAUL    |         |      | MIAMI             | FL | 33126      |
|     |         |         |      | MIAMI             | FL | 33126      |
|     |         |         |      | MIAMI             | FL | 33137      |
|     | DENNIS  |         |      | FT LAUDERDALE     | FL | 33335-0526 |
|     | DENNIS  |         |      | FT LAUDERDALE     | FL | 33335-0526 |
|     | DENNIS  |         |      | ALTAMONTE SPRINGS | FL | 32714      |
|     | DENNIS  |         |      | MIAMI             | FL | 33138      |
|     | DENNIS  |         |      | MIAMI             | FL | 33138      |
|     | DENNIS  |         |      | MIAMI             | FL | 33138      |
|     | LYNN    | "R"     |      | MIAMI             | FL | 33138      |
|     | LYNN    | "R"     |      | MIAMI             | FL | 33138      |
|     | LYNN    | "R"     |      | MIAMI             | FL | 33169      |
|     | JACQUES |         |      | MIAMI             | FL | 33169      |
|     | JACQUES |         |      | MIAMI             | FL | 33169      |
|     | JACQUES |         |      | DANIA             | FL | 33004      |
|     | JACQUES |         |      | DANIA             | FL | 33004      |
|     | JACQUES |         |      | DANIA             | FL | 33004      |
|     | JACQUES |         |      | DANIA             | FL | 33004      |
|     | ROBERTO |         |      | DANIA             | FL | 33004      |
|     |         |         |      | NORTH MIAMI BCH   | FL | 33160-3258 |

| NAME | CONTACT  | ADDR | CITY             | ST | ZIP        |
|------|----------|------|------------------|----|------------|
|      | ERIN     |      | ORLANDO          | FL | 32803      |
|      | ERIN     |      | ORLANDO          | FL | 32803      |
|      | ERIN     |      | ORLANDO          | FL | 32803      |
|      | BRENDA L | "L"  | MIAMI            | FL | 33122-1055 |
|      | BRENDA L | "L"  | MIAMI            | FL | 33122-1055 |
|      | BRENDA L | "L"  | MIAMI            | FL | 33122-1055 |
|      | BRENDA L | "L"  | MIAMI            | FL | 33122-1055 |
|      | BRENDA L | "L"  | MIAMI            | FL | 33122-1055 |
|      | BRENDA L | "L"  | MIAMI            | FL | 33122-1055 |
| *R*  | MANNY    |      | MIAMI            | FL | 33122-1055 |
| *R*  | MANNY    |      | MIAMI            | FL | 33122-1055 |
|      | MARK     |      | HOLLYWOOD        | FL | 33020      |
|      | MARK     |      | HOLLYWOOD        | FL | 33020      |
|      | MARK     |      | PEMBROKE PINES   | FL | 33024      |
|      | ROLAND   |      | PEMBROKE PINES   | FL | 33024      |
|      | ROLAND   |      | PEMBROKE PINES   | FL | 33024      |
|      | IVAN     |      | MIAMI SHORES     | FL | 33138      |
|      | RICK     |      | MIAMI SHORES     | FL | 33138      |
|      | ROBERT   |      | MIAMI            | FL | 33172      |
|      | ROBERT   |      | BOCA RATON       | FL | 33432-3908 |
|      | ROBERT   |      | MIAMI            | FL | 33173-2440 |
|      | BARRY    |      | MIAMI            | FL | 33173-2440 |
|      | BARRY    |      | MIAMI            | FL | 33173-2440 |
|      | BARRY    |      | CORAL SPRING     | FL | 33065      |
|      | CHRIS    |      | CORAL SPRING     | FL | 33065      |
|      | MOLLY    |      | CORAL SPRING     | FL | 33065      |
|      | MOLLY    |      | FT LAUDERDALE    | FL | 33311      |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | MOLLY    |      | WESTON           | FL | 33326-7581 |
|      | TATIANA  |      | WESTON           | FL | 33326-7581 |
|      | WENDY    |      | MIAMI            | FL | 33131-5340 |
|      | WENDY    |      | MAIMI            | FL | 33180-1151 |
|      | WENDY    |      | MAIMI            | FL | 33180-1151 |
|      | WENDY    |      | MAIMI            | FL | 33180-1151 |
|      | WENDY    |      | MAIMI            | FL | 33180-1151 |
|      | WENDY    |      | MAIMI            | FL | 33180-1151 |
|      | (RICK)   |      | LAUDERDALE LAKES | FL | 33319      |
|      | (RICK)   |      | LAUDERDALE LAKES | FL | 33319      |
|      | (RICK)   |      | LAUDERHILL       | FL | 33319      |
|      |          |      | LAUDERHILL       | FL | 33319      |
|      |          |      | LAUDERHILL       | FL | 33319      |

IDS 01137

BellSouth  
Billing  
dispute  
is this only  
copy?





| NAME       | CONTACT  | ADDR       | CITY            | ST. | ZIP        |
|------------|----------|------------|-----------------|-----|------------|
| [REDACTED] | ELYSE OR | [REDACTED] | POMPANO BEACH   | FL  | 33069      |
| [REDACTED] | ELYSE OR | [REDACTED] | POMPANO BEACH   | FL  | 33069      |
| [REDACTED] | EVENSON  | [REDACTED] | CORAL SPRINGS   | FL  | 33065      |
| [REDACTED] | EVENSON  | [REDACTED] | CORAL SPRINGS   | FL  | 33065      |
| [REDACTED] | EVENSON  | [REDACTED] | CORAL SPRINGS   | FL  | 33065      |
| [REDACTED] | EVENSON  | [REDACTED] | CORAL SPRINGS   | FL  | 33065      |
| [REDACTED] | MARINA   | [REDACTED] | HIALEAH         | FL  | 33012      |
| [REDACTED] | KEVIN    | [REDACTED] | WEST PALM BEACH | FL  | 33401-3332 |
| [REDACTED] | KEVIN    | [REDACTED] | WEST PALM BEACH | FL  | 33401-3332 |
| [REDACTED] | WAYNE    | [REDACTED] | SANFORD         | FL  | 32771      |
| [REDACTED] | JAY      | [REDACTED] | SUNRISE         | FL  | 33351      |
| [REDACTED] | JAY      | [REDACTED] | SUNRISE         | FL  | 33351      |
| [REDACTED] | FREDERIC | [REDACTED] | SUNRISE         | FL  | 33351      |
| [REDACTED] | LOUIS    | [REDACTED] | MIAMI           | FL  | 33166-2601 |
| [REDACTED] | LOUIS    | [REDACTED] | NAVARRE         | FL  | 32566      |
| [REDACTED] | HARRY    | [REDACTED] | NAVARRE         | FL  | 32566      |
| [REDACTED] | HARRY    | [REDACTED] | SANFORD         | FL  | 32771      |
| [REDACTED] | (JERRY)  | [REDACTED] | SANFORD         | FL  | 32771      |
| [REDACTED] | (JERRY)  | [REDACTED] | MILTON          | FL  | 32572-3679 |
| [REDACTED] | (JERRY)  | [REDACTED] | MILTON          | FL  | 32572-3679 |
| [REDACTED] | NOREEN   | [REDACTED] | MILTON          | FL  | 32572-3679 |
| [REDACTED] | TAL      | [REDACTED] | BOCA RATON      | FL  | 33487      |
| [REDACTED] | TAL      | [REDACTED] | MIAMI           | FL  | 33138      |
| [REDACTED] | TAL      | [REDACTED] | MIAMI           | FL  | 33138      |
| [REDACTED] | LISA     | [REDACTED] | MIAMI           | FL  | 33138      |
| [REDACTED] | GREEN    | [REDACTED] | SUNRISE         | FL  | 33351      |
| [REDACTED] | GREEN    | [REDACTED] | MIAMI BEACH     | FL  | 33139      |
| [REDACTED] | GREEN    | [REDACTED] | MIAMI BEACH     | FL  | 33139      |
| [REDACTED] | MADELINE | [REDACTED] | MIAMI BEACH     | FL  | 33139      |
| [REDACTED] | MADELINE | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | MADELINE | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | MADELINE | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | MADELINE | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | MADELINE | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | MADELINE | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | MADELINE | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | MADELINE | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | MICHAEL  | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | CARLOS   | [REDACTED] | FT LAUDERDALE   | FL  | 33334      |
| [REDACTED] | CARLOS   | [REDACTED] | HIGHLAND BEACH  | FL  | 33487      |
| [REDACTED] | CARLOS   | [REDACTED] | MIAMI           | FL  | 33166      |
| [REDACTED] | CARLOS   | [REDACTED] | MIAMI           | FL  | 33166      |
| [REDACTED] | ALPO     | [REDACTED] | MIAMI           | FL  | 33166      |
| [REDACTED] | ALPO     | [REDACTED] | LAKE WORTH      | FL  | 33461      |
| [REDACTED] | ALPO     | [REDACTED] | LAKE WORTH      | FL  | 33461      |
| [REDACTED] | ALPO     | [REDACTED] | LAKE WORTH      | FL  | 33461      |
| [REDACTED] | ALPO     | [REDACTED] | LAKE WORTH      | FL  | 33461      |

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| WTN | NAME | CONTACT | ADDR | CITY          | ST | ZIP   |
|-----|------|---------|------|---------------|----|-------|
|     |      | MIKE    |      | MIAMI         | FL | 33126 |
|     |      | MIKE    |      | MIAMI         | FL | 33126 |
|     |      | MIKE    |      | MIAMI         | FL | 33126 |
|     |      | HERB    |      | MIAMI         | FL | 33126 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | HERB    |      | BOCA RATON    | FL | 33487 |
|     |      | DIANE   |      | BOCA RATON    | FL | 33487 |
|     |      | DIANE   |      | BOYNTON BEACH | FL | 33437 |
|     |      | DIANE   |      | BOYNTON BEACH | FL | 33437 |
|     |      | DIANE   |      | BOYNTON BEACH | FL | 33437 |
|     |      | DIANE   |      | BOYNTON BEACH | FL | 33437 |
|     |      | DIANE   |      | BOYNTON BEACH | FL | 33437 |
|     |      | DIANE   |      | BOYNTON BEACH | FL | 33437 |
|     |      | DIANE   |      | BOYNTON BEACH | FL | 33437 |
|     |      | DAVID   |      | BOYNTON BEACH | FL | 33437 |
|     |      | HUSSAIN | "L"  | INDIALANTIC   | FL | 32903 |
|     |      | BOB     |      | OAKLAND PARK  | FL | 33334 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BOB     |      | BOCA RATON    | FL | 33487 |
|     |      | BRAD    |      | SUNRISE       | FL | 33351 |
|     |      | BRAD    |      | SUNRISE       | FL | 33351 |
|     |      | BRAD    |      | SUNRISE       | FL | 33351 |
|     |      | BRAD    |      | SUNRISE       | FL | 33351 |
|     |      | BRAD    |      | SUNRISE       | FL | 33351 |
|     |      | BRAD    |      | SUNRISE       | FL | 33351 |



IDS 01142

| NAME | CONTACT  | ADDR | CITY            | ST | ZIP        |
|------|----------|------|-----------------|----|------------|
|      | DEBRA    |      | DEERFIELD BEACH | FL | 33442      |
|      | MARIA    |      | DEBARY          | FL | 32713      |
|      | BEATRICE |      | MIAMI           | FL | 33166-6629 |
|      | BEATRICE |      | MIAMI           | FL | 33166-6629 |
|      | BEATRICE |      | MIAMI           | FL | 33166-6629 |
|      | BEATRICE |      | MIAMI           | FL | 33166-6629 |
|      | JAVIER   |      | MIAMI           | FL | 33166-6629 |
|      | MIKE     |      | MIAMI           | FL | 33166-6629 |
|      | MIKE     |      | MIAMI           | FL | 33166-6661 |
|      | MIKE     |      | FT LAUDERDALE   | FL | 33304      |
|      | MIKE     |      | MIAMI           | FL | 33142      |
|      | MIKE     |      | MIAMI           | FL | 33142      |
|      | MIKE     |      | MIAMI           | FL | 33142      |
|      | LUCIO    |      | MIAMI           | FL | 33142      |
|      | HELEN    |      | MIAMI           | FL | 33142      |
|      | MICHAEL  |      | MIAMI           | FL | 33129-1012 |
|      | ALEX     |      | HOLLY HILL      | FL | 32117      |
|      | NORMAN   |      | MIAMI BCH       | FL | 33141      |
|      | NORMAN   |      | MIAMI           | FL | 33166      |
|      | NORMAN   |      | PEMBROKE PINES  | FL | 33024      |
|      | NORMAN   |      | PEMBROKE PINES  | FL | 33024      |
|      | NORMAN   |      | PEMBROKE PINES  | FL | 33024      |
|      | NORMAN   |      | PEMBROKE PINES  | FL | 33024      |
|      | NORMAN   |      | PEMBROKE PINES  | FL | 33024      |
|      | ROSE     |      | EDGEWATER       | FL | 32132      |
|      | ROSE     |      | EDGEWATER       | FL | 32132      |
|      | ROSE     |      | EDGEWATER       | FL | 32132      |
|      | ROSE     |      | EDGEWATER       | FL | 32132      |
|      | ROSE     |      | EDGEWATER       | FL | 32132      |
|      | ROSE     |      | EDGEWATER       | FL | 32132      |
|      | TONI     |      | EDGEWATER       | FL | 32132      |
|      | TONI     |      | EDGEWATER       | FL | 32132      |
|      | TONI     |      | CORAL SPRINGS   | FL | 33071      |
|      | TONI     |      | CORAL SPRINGS   | FL | 33071      |
|      | TONI     |      | CORAL SPRINGS   | FL | 33071      |
|      | LINUS    |      | CORAL SPRINGS   | FL | 33071      |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | LINUS    |      | MIAMI           | FL | 33166-7779 |
|      | HUMBERTO |      | MIAMI           | FL | 33166-7779 |
|      | HUMBERTO |      | MIAMI           | FL | 33166-7779 |
|      | SANDRA   |      | MIAMI           | FL | 33196-1071 |
|      | SANDRA   |      | MIAMI           | FL | 33196-1071 |
|      | SANDRA   |      | FORT LAUDERDALE | FL | 33312      |
|      | SANDRA   |      | FORT LAUDERDALE | FL | 33312      |
|      | LORI     |      | FORT LAUDERDALE | FL | 33312      |
|      | TOM      |      | GAINESVILLE     | FL | 32601      |
|      |          |      | MARGATE         | FL | 33063-2050 |

| WTH | NAME | CONTACT | ADDR | CITY              | ST | ZIP        |
|-----|------|---------|------|-------------------|----|------------|
|     |      | TOM     |      | MARGATE           | FL | 33063-2050 |
|     |      | DANIEL  |      | JENSEN BEACH      | FL | 34957      |
|     |      | EFRAIN  |      | MIAMI             | FL | 33172      |
|     |      | EFRAIN  |      | MIAMI             | FL | 33172      |
|     |      | EFRAIN  |      | MIAMI             | FL | 33172      |
|     |      | EFRAIN  |      | MIAMI             | FL | 33172      |
|     |      | SAM     |      | MIAMI             | FL | 33172      |
|     |      | BARBARA |      | MIAMI             | FL | 33172      |
|     |      | RICHARD |      | PLANTATION        | FL | 33318      |
|     |      | RICHARD |      | MIAMI             | FL | 33126      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | RICHARD |      | MIAMI             | FL | 33166      |
|     |      | PAM     |      | MIAMI             | FL | 33166      |
|     |      | PAM     |      | MIAMI             | FL | 33166      |
|     |      | PAM     |      | PETALUMA          | CA | 94955-6002 |
|     |      | PAM     |      | PETALUMA          | CA | 94955-6002 |
|     |      | PAM     |      | PETALUMA          | CA | 94955-6002 |
|     |      | PAM     |      | PETALUMA          | CA | 94955-6002 |
|     |      | PAM     |      | PETALUMA          | CA | 94955-6002 |
|     |      | PAM     |      | PETALUMA          | CA | 94955-6002 |
|     |      | PAM     |      | PETALUMA          | CA | 94955-6002 |
|     |      | SEAN    |      | PETALUMA          | CA | 94955-6002 |
|     |      | SEAN    |      | PETALUMA          | CA | 94955-6002 |
|     |      | SEAN    |      | CORAL SPRINGS     | FL | 33065      |
|     |      | SEAN    |      | CORAL SPRINGS     | FL | 33065      |
|     |      | ANNA    |      | CORAL SPRINGS     | FL | 33065      |
|     |      | ANNA    |      | MIAMI             | FL | 33179      |
|     |      | ANNA    |      | MIAMI             | FL | 33179      |
|     |      | ANNA    |      | MIAMI             | FL | 33179      |
|     |      | ANNA    |      | MIAMI             | FL | 33179      |
|     |      | TONY    |      | MIAMI             | FL | 33179      |
|     |      | TONY    |      | MIAMI             | FL | 33179      |
|     |      | TONY    |      | MIAMI             | FL | 33186      |
|     |      | TONY    |      | MIAMI             | FL | 33186      |
|     |      | TONY    |      | MIAMI             | FL | 33186      |
|     |      | MARC    |      | MIAMI             | FL | 33186      |
|     |      | LILY    |      | MIAMI             | FL | 33186      |
|     |      | LILY    |      | BOCA RATON        | FL | 33433      |
|     |      | MAGALY  |      | NORTH MIAMI BEACH | FL | 33180      |
|     |      | MAGALY  |      | NORTH MIAMI BEACH | FL | 33180      |
|     |      | GLORIA  |      | MIAMI             | FL | 33166-9409 |
|     |      | GLORIA  |      | MIAMI             | FL | 33166-9409 |
|     |      | GLORIA  |      | WEST PALM BEACH   | FL | 33401      |
|     |      | GLORIA  |      | WEST PALM BEACH   | FL | 33401      |

| WTN | NAME | CONTACT | ADDR | CITY              | ST | ZIP        |
|-----|------|---------|------|-------------------|----|------------|
|     |      | GLORIA  |      | WEST PALM BEACH   | FL | 33401      |
|     |      | MARIUXI |      | MIAMI             | FL | 33256      |
|     |      | MARIUXI |      | MIAMI             | FL | 33256      |
|     |      | MARIUXI |      | MIAMI             | FL | 33256      |
|     |      | MARIUXI |      | MIAMI             | FL | 33256      |
|     |      | MARIUXI |      | MIAMI             | FL | 33256      |
|     |      | (RODGER |      | MIAMI             | FL | 33256      |
|     |      | (RODGER |      | MIAMI             | FL | 33256      |
|     |      | (RODGER |      | FT. LAUDERDALE    | FL | 33319      |
|     |      | JIM     |      | FT. LAUDERDALE    | FL | 33319      |
|     |      | VERA R  |      | FT. LAUDERDALE    | FL | 33319      |
|     |      | VERA R  |      | PONTE VEDRA BEACH | FL | 32082      |
|     |      | VERA R  |      | ORLANDO           | FL | 32809      |
|     |      | VERA R  |      | ORLANDO           | FL | 32809      |
|     |      | VERA R  |      | ORLANDO           | FL | 32809      |
|     |      | NADINE  |      | ORLANDO           | FL | 32809      |
|     |      | MARK    |      | ORLANDO           | FL | 32809      |
|     |      | MARK    |      | NORTH MIAMI BEACH | FL | 33160      |
|     |      | MARK    |      | MIAMI BEACH       | FL | 33141      |
|     |      | MARK    |      | MIAMI BEACH       | FL | 33141      |
|     |      | MARK    |      | MIAMI BEACH       | FL | 33141      |
|     |      | MARK    |      | MIAMI BEACH       | FL | 33141      |
|     |      | GERALDO |      | MIAMI BEACH       | FL | 33141      |
|     |      | GERALDO |      | MIAMI             | FL | 33132      |
|     |      | GERALDO |      | MIAMI             | FL | 33132      |
|     |      | GERALDO |      | MIAMI             | FL | 33132      |
|     |      | GERALDO |      | MIAMI             | FL | 33132      |
|     |      | GERALDO |      | MIAMI             | FL | 33132      |
|     |      | GERALDO |      | MIAMI             | FL | 33132      |
|     |      | GERALDO |      | MIAMI             | FL | 33132      |
|     |      | GERALDO |      | MIAMI             | FL | 33132      |
|     |      | BONNIE  |      | MIAMI             | FL | 33132      |
|     |      | BONNIE  |      | SUNRISE           | FL | 33351      |
|     |      | BONNIE  |      | SUNRISE           | FL | 33351      |
|     |      | BONNIE  |      | SUNRISE           | FL | 33351      |
|     |      | BONNIE  |      | SUNRISE           | FL | 33351      |
|     |      | MONICA  |      | SUNRISE           | FL | 33351      |
|     |      | MONICA  |      | SUNRISE           | FL | 33351      |
|     |      | MONICA  |      | LAUDERHILL        | FL | 33319-1804 |
|     |      | MONICA  |      | LAUDERHILL        | FL | 33319-1804 |
|     |      | MONICA  |      | LAUDERHILL        | FL | 33319-1804 |
|     |      | MONICA  |      | LAUDERHILL        | FL | 33319-1804 |
|     |      | (GINA   |      | LAUDERHILL        | FL | 33319-1804 |
|     |      | (GINA   |      | MELBOURNE         | FL | 32935-4993 |
|     |      | (GINA   |      | MELBOURNE         | FL | 32935-4993 |
|     |      | DANIEL  |      | MELBOURNE         | FL | 32935-4993 |
|     |      | DANIEL  |      | BOCA RATON        | FL | 33431      |
|     |      | DANIEL  |      | BOCA RATON        | FL | 33431      |
|     |      | DANIEL  |      | BOCA RATON        | FL | 33431      |
|     |      | DANIEL  |      | BOCA RATON        | FL | 33431      |

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| WTN | NAME | CONTACT                      | ADOR | CITY            | ST | ZIP        |
|-----|------|------------------------------|------|-----------------|----|------------|
|     |      | DANIEL WECKERING             |      | BOCA RATON      | FL | 33431      |
|     |      | DWAYNE GREEN "L"             |      | HOLLYWOOD       | FL | 33021      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | ROLANDO HERNANDEZ            |      | MIAMI           | FL | 33184      |
|     |      | JODIE WOLIN /PASSWORD        |      | MIAMI           | FL | 33184      |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | JODIE WOLIN /PASSWORD        |      | SUNRISE         | FL | 33351-6722 |
|     |      | LAWRENCE CASE/ MARIE PASSERO |      | SUNRISE         | FL | 33351-6722 |
|     |      | LAWRENCE CASE/ MARIE PASSERO |      | SUNRISE         | FL | 33351-6722 |
|     |      | LAWRENCE CASE/ MARIE PASSERO |      | SUNRISE         | FL | 33351-6722 |
|     |      | LAWRENCE CASE/ MARIE PASSERO |      | SUNRISE         | FL | 33351-6722 |
|     |      | DANIEL J. LUNDSTROM "L"      |      | FORT LAUDERDALE | FL | 33308      |
|     |      | DANIEL J. LUNDSTROM "L"      |      | FORT LAUDERDALE | FL | 33308      |
|     |      | SARAH WEISSBARD              |      | FORT LAUDERDALE | FL | 33308      |
|     |      | SARAH WEISSBARD              |      | FORT LAUDERDALE | FL | 33308      |
|     |      | MARGIE                       |      | JENSEN BEACH    | FL | 34957      |
|     |      | BRIAN KENDAL                 |      | JENSEN BEACH    | FL | 34957      |
|     |      | BRIAN KENDAL                 |      | HOLLYWOOD       | FL | 33019      |
|     |      | BRIAN KENDAL                 |      | HOLLYWOOD       | FL | 33019      |
|     |      | BRIAN KENDAL                 |      | ROCKLEDGE       | FL | 32955      |
|     |      | BRIAN KENDAL                 |      | MIAMI           | FL | 33122-1035 |
|     |      | BRIAN KENDAL                 |      | MIAMI           | FL | 33122-1035 |
|     |      | BRIAN KENDAL                 |      | MIAMI           | FL | 33122-1035 |
|     |      | BRIAN KENDAL                 |      | MIAMI           | FL | 33122-1035 |
|     |      | BRIAN KENDAL                 |      | MIAMI           | FL | 33122-1035 |

IDS 01147

| WTN | NAME | CONTACT | ADDR | CITY    | ST | ZIP        |
|-----|------|---------|------|---------|----|------------|
|     |      | DAN     |      | MIRAMAR | FL | 33025-3944 |
|     |      | DAN     |      | MIRAMAR | FL | 33025-3944 |
|     |      | DAN     |      | MIRAMAR | FL | 33025-3944 |
|     |      | DAN     |      | MIRAMAR | FL | 33025-3944 |
|     |      | DAN     |      | MIRAMAR | FL | 33025-3944 |

IDS Telcom

**BLS Dispute Damages**

**UNE Gross Profit Loss--Local Access**

Monthly Revenue

|                           |    |       |
|---------------------------|----|-------|
| Weighted Avg. Line Charge | \$ | 25.17 |
| Fees                      | \$ | 12.50 |
| Weighted Avg. Features    | \$ | 10.61 |
| Total                     | \$ | 48.28 |

Monthly Expense

|             |    |       |
|-------------|----|-------|
| Loop & Port | \$ | 15.75 |
| Local Usage | \$ | 5.50  |
| Sub-total   | \$ | 21.25 |

|                            |    |          |
|----------------------------|----|----------|
| Gross Margin               | \$ | 27.03    |
| ANI Lost                   |    | 724      |
| Months Lost                |    | 12       |
| Total Gross Margin \$ Loss | \$ | 234836.6 |

**LD Gross Margin Loss**

|                            |    |          |
|----------------------------|----|----------|
| Lines with LD              |    | 100%     |
| ANI w/ LD                  |    | 724      |
| Average Monthly LD Billing | \$ | 29.85    |
| Months Lost                |    | 12       |
| Gross Margin               |    | 51.5%    |
| Total Gross Margin \$ Loss | \$ | 133558.5 |

Total Gross Margin Loss 368395.1

**Legal Fees**

|                   |    |        |
|-------------------|----|--------|
| Hours             |    | 288.5  |
| Billing Rate/hour | \$ | 350    |
| Total             | \$ | 100975 |

**Mantiss Purchase**

|      |    |        |
|------|----|--------|
| Cost | \$ | 150000 |
|------|----|--------|

EDI Related Expenses \$ 60000

**Intrinsic Market Valuation Per Line**

|              |    |         |
|--------------|----|---------|
| Market Value | \$ | 2000    |
| Lines Lost   | \$ | 724     |
| Total        | \$ | 1448000 |

Grand Total \$ 2127370

IDS 01149

A 10

NOWALSKY, BRONSTON & GOTHARD

A Professional Limited Liability Company

Attorneys at Law

3500 North Causeway Boulevard

Suite 1442

Metairie, Louisiana 70002

Telephone: (504) 832-1984

Facsimile: (504) 831-0892

Leon L. Nowalsky  
Benjamin W. Bronston  
Edward P. Gothard

Monica Borne Haab  
Ellen Ann G. Sands  
Bruce C. Betzer

October 23, 2000

*Via Facsimile Transmission  
and Overnight Delivery*

Mr. Keith Kramer  
Vice President  
IDS Telcom LLC  
1525 NW 167th Street  
2nd Floor  
Miami, Florida 33169

RE: Valuation of Access Lines

Dear Mr. Kramer:

You have requested that this office provide IDS with an opinion regarding what we believe is the valuation of a business local access line. Following a review of comparable companies, publicly available information and transactions occurring in the CLEC space, it is our opinion that the value of a business local access line is approximately \$2,000.00.

In making this determination we note that IDS is a Florida based company who is primarily selling local access lines under a UNE arrangement and has most, if not all, of its access lines in the BellSouth region. Additionally, IDS markets its service primarily to business customers.

With the information concerning IDS in mind we identified two companies which we believe provide reasonable comparisons for purposes of calculating the value per access line.

The first company is Z-Tel Technologies, Inc. (ZTel). As of October 21, 2000, ZTel had an enterprise value of \$357 million and an access line count of 256,000 which translates into a valuation of \$1,396.00 per access line.

However, ZTel recently received a private equity investment of approximately \$52 million from Brown Brothers which is convertible into ZTel shares at \$12.00 per share. Therefore, as a result of this investment, ZTel would have an implied enterprise valuation of \$628 million. If we divide the implied valuation by the same access line count, the value per access line equals \$2,452.

IDS 01150



Mr. Keith Kramer  
October 23, 2000  
Page 2

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The second comparison company is Intermedia Communications (ICIX). As of October 21, 2000, ICIX had an enterprise value of approximately \$4 billion and an access line count of 605,770 which translates into a valuation of \$6,567 per access line.

However, because ICIX has multiple facilities deployed and presently has a merger pending with WorldCom the comparison is not as close as with ZTel. Therefore a decrease from the current access line value for ICIX would be appropriate.

Therefore, after increasing ZTel's value per access line due to the investment by Brown Brothers and decreasing ICIX's value per access line due to the facility nature of ICIX's business and the pending merger, it is our opinion that a reasonable value per access for IDS would be \$2,000.

This opinion is being provided to IDS solely for its own internal purposes and is not intended to be relied upon by any third person.

Should you have any questions or require any additional information do not hesitate to call.

Sincerely,



Leon L. Nowalsky

LLN/sw

IDS 01151

# The Evolving Telecommunications Industry...



Nowalsky  
Bronston  
&Gothard

IDS 01152



# NOWALSKY, BRONSTON & GOTHARD

*Attorneys at Law serving the Telecommunications Industry*

**LOCAL • LONG DISTANCE • INTERNET • WIRELESS**

**1999 TRANSACTIONS**

## CAPROCK COMMUNICATIONS CORP.

Dallas, Texas

(NASDAQ: CPRK) an integrated communications provider with an extensive fiber network throughout Texas, has completed an \$88 million secondary equity offering.

*Nowalsky, Bronston & Gothard* served as special telecommunications regulatory counsel to CapRock Communications Corp. in connection with this transaction.

## UNITY COMMUNICATIONS, INC.

Jackson, Mississippi

an integrated communications provider, has obtained \$51 million of senior and subordinated debt financing from Newcourt Capital.

*Nowalsky, Bronston & Gothard* served as special telecommunications regulatory counsel to Unity Communications, Inc. in connection with this transaction.

## COASTAL TELEPHONE COMPANY

Houston, Texas

a switch-based provider of long distance services, has been acquired by DCC Communications, Inc. of Austin, Texas (NASDAQ: IDXC) in a stock and cash transaction valued at \$100 million.

*Nowalsky, Bronston & Gothard* served as telecommunications regulatory counsel to Coastal Telephone Company in connection with this transaction.

## INTERNATIONAL EXCHANGE COMMUNICATIONS, INC.

Burlingame, California

a facilities-based provider of international and domestic telecommunications services, has acquired the assets of RoBoTel, Inc. of Lomita, California, International Telecommunications Corp. of San Diego, California and FiberTel, Inc. of La Mesa, California.

*Nowalsky, Bronston & Gothard* served as co-corporate counsel and lead telecommunications regulatory counsel to International Exchange Communications, Inc. in connection with these transactions.

## S4 COMMUNICATIONS, INC.

Indianapolis, Indiana

a facilities-based integrated communications provider, has acquired Intelcom International Corp. of Clearwater, Florida, a provider of long distance and paging services, for a combination of cash and promissory notes.

*Nowalsky, Bronston & Gothard* served as telecommunications regulatory counsel to S4 Communications, Inc. in connection with this transaction.

## NETWORK TELEPHONE CORPORATION

Pensacola, Florida

has completed a private equity financing transaction with Spectrum Equity Investors and Onnet Enterprise Associates in the amount of \$20 million.

*Nowalsky, Bronston & Gothard* served as lead corporate and telecommunications regulatory counsel to Network Telephone Corporation in connection with this transaction.

## UNITY COMMUNICATIONS, INC.

Jackson, Mississippi

an integrated communications provider, has obtained \$20 million in private equity financing from Harbert Management Corporation and Newcourt Capital for the acquisition of five telecommunications companies operating in over 25 markets.

*Nowalsky, Bronston & Gothard* served as special telecommunications regulatory counsel to Unity Communications, Inc. in connection with this transaction.

## CHOCTAW COMMUNICATIONS, INC. d/b/a SMOKE SIGNAL COMMUNICATIONS

Houston, Texas

a provider of prepaid local service, has completed the sale of a majority equity interest to Vartec, Inc. of Dallas, Texas.

*Nowalsky, Bronston & Gothard* served as telecommunications regulatory counsel to Choctaw Communications, Inc. d/b/a Smoke Signal Communications in connection with this transaction.

## INFINITY DATA SYSTEMS, INC.

Metairie, Louisiana

a leading provider of data network integration services for business and government customers throughout the Gulf South, has been acquired by UniversalCom, Inc. of Destin, Florida, an integrated communications provider controlled by New Orleans investment company Stewart Capital, LLC.

*Nowalsky, Bronston & Gothard* served as lead corporate counsel to Infinity Data Systems, Inc. in connection with this transaction.

## CAPROCK COMMUNICATIONS CORP.

Dallas, Texas

(NASDAQ: CPRK) an integrated communications provider with an extensive fiber network throughout Texas, has completed a \$210 million senior note offering.

*Nowalsky, Bronston & Gothard* served as special telecommunications regulatory counsel to CapRock Communications Corp. in connection with this transaction.

## ADVANTAGE TELECOMMUNICATIONS CORP.

Maitland, Florida

a provider of long distance and related telecommunications services, has completed an asset financing transaction with RFC Capital, Inc. of Columbus, Ohio.

*Nowalsky, Bronston & Gothard* served as special telecommunications regulatory counsel to Advantage Telecommunications Corp. in connection with this transaction.

## RFC CAPITAL, INC.

Columbus, Ohio

a specialty finance company dedicated to the telecommunications industry, has been acquired by Textron Financial Corporation of Providence, Rhode Island.

*Nowalsky, Bronston & Gothard* served as special telecommunications regulatory counsel to RFC Capital, Inc. in connection with this transaction.

**Local Based:**  
 • providing regulatory and corporate advice to the telecommunications industry;  
 • local and long distance certification and tariffs (ICC/STC);  
 • transfer of control regulatory approvals;  
 • mergers and acquisitions;  
 • financing transactions;  
 • contracts (carrier, interconnection, resale, billing and collection, partitions, leases)

**NB&G**

**NOWALSKY, BRONSTON & GOTHARD**  
*Attorneys at Law*

A Professional Limited Liability Company

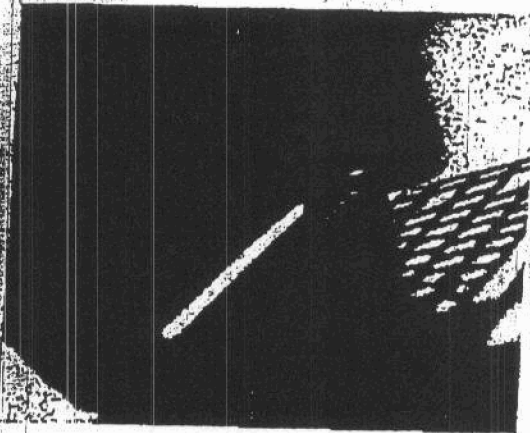
3500 N. Causeway Blvd., Suite 1442  
 Metairie, Louisiana 70002 • (504) 832-1984 • FAX (504) 831-0892

IDS 01153

## Experience

Nowalsky, Bronston & Gothard is a full-service law firm that specializes in the practice of corporate and regulatory law within the telecommunications industry.

Nowalsky, Bronston & Gothard maintains one of the largest practices of its kind in the country. The Firm provides advice and counsel to more than one hundred public and private telecommunications and technology companies throughout the United States.



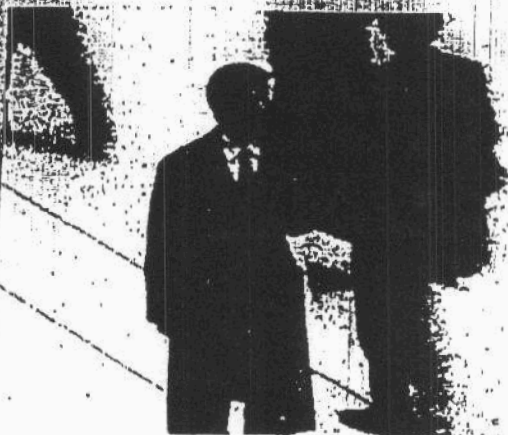
The Firm's clientele includes:

- Long distance carriers and resellers
- Competitive local exchange carriers (CLECs)
- Broadband integrated communications providers (BICPs)
- Internet service providers (ISPs), application service providers (ASPs) and web design/hosting companies
- Marketing companies, distributors and master agents

Nowalsky, Bronston & Gothard has earned a reputation as being one of the most respected law firms specializing in the telecommunications industry. More than three decades of experience working with local, regional and national companies enables the Firm to effectively assist its clients in navigating the ever changing regulatory and technological landscape.

Through its broad-based corporate and legal background, combined with extensive experience in representing telecommunications and technology companies, Nowalsky, Bronston & Gothard offers a unique combination of talent and experience to its clients.

IDS 01154



## Areas of Practice

Since its inception, Nowalsky, Bronston & Gothard has focused its practice on representing businesses within the telecommunications industry. The Firm's attorneys excel at both regulatory and corporate representation of large, multinational telecommunications providers as well as small businesses and start-up ventures.

The Firm offers a wide range of legal services including:

- Certification, tariffing and representation of clients in telecommunications regulatory proceedings
- Negotiation and drafting of specialized telecommunications contracts, including underlying carrier billing and collection, interconnection and sales agent agreements

- General corporate and business law, including incorporations, limited partnerships, joint ventures and other business transactions
- Mergers and acquisitions, including negotiation, drafting, due diligence review and regulatory approvals

Nowalsky, Bronston & Gothard provides counsel to clients on the legal and business aspects of telecommunications and related technology issues. The Firm has participated in the development, operation and sale of numerous highly successful businesses. The Firm utilizes this experience to assist its clients in matters involving company valuations, developing potential exit strategies and assisting with corporate finance and capital market activities.

In addition, Nowalsky, Bronston & Gothard's network of contacts within the investment community helps ensure the success of its clients. The Firm's principals have worked with many of the most successful and recognized venture capital, investment banking and underwriting firms in the country. Through these relationships, Nowalsky, Bronston & Gothard is uniquely positioned to provide strategic consulting and advice to start-up, emerging and mature businesses.

## Results

During the 1980's and 90's, as the telecommunications industry became deregulated, Nowalsky, Bronston & Gothard built one of the country's most extensive practices devoted to the telecommunications industry. Today, the Firm provides a broad array of services to telecommunications and technology clients in the areas of telecommunications regulation, business law, mergers and acquisitions, and corporate finance.

Nowalsky, Bronston & Gothard regularly provides nationwide certification and tariffing services on behalf of numerous local, long distance, broadband, wireless and other clients. The Firm has developed a highly effective and personalized approach to certification and tariffing matters.

Nowalsky, Bronston & Gothard has also

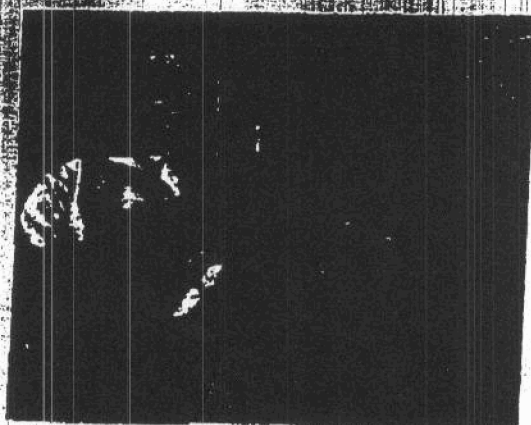
developed an extensive background in analyzing and evaluating telecommunications and technology-related business and legal issues. The Firm has successfully negotiated and drafted hundreds of complex contracts requiring vast experience and technological expertise including carrier, interconnection, billing and collection, sales agent and collocation agreements.

In addition, Nowalsky, Bronston & Gothard has been, and continues to be, actively involved in many of the most highly publicized transactions in the industry. The Firm has served as lead corporate or regulatory counsel in acquisitions and financings with an aggregate value in excess of several billion dollars. In 1999 alone, Nowalsky, Bronston & Gothard represented various clients in transactions with an aggregate value in excess of \$1 billion.

The Firm continues to represent an impressive roster of local, regional and national clients and is actively accepting new clients on a regular basis. For more information, please call (504) 832-1984 or visit [www.nbglaw.com](http://www.nbglaw.com).

**Nowalsky  
Bronston  
& Gothard**  
A Professional Limited Liability Company

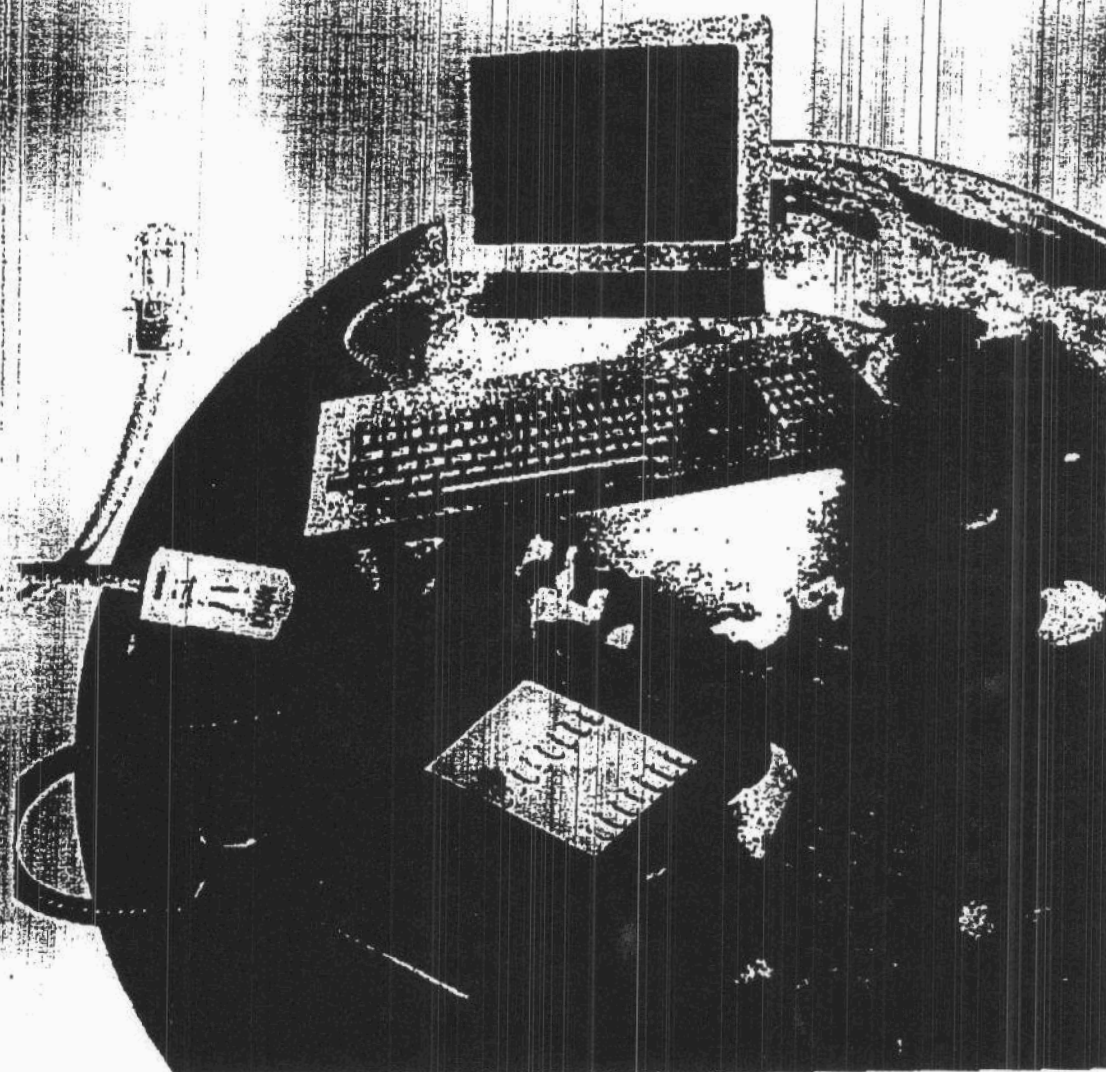
Phone  
(504) 832-1984  
Fax  
(504) 831-0892



IDS 01156



# Requires Specialized Representation.



IDS 01157

REDACTED VERSION  
REQUEST NO. 5

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

RESPONSE TO BELLSOUTH'S FIRST REQUEST FOR  
PRODCUTION OF DOCUMENTS

RESPONSE NO. 5

Supplemental Response: Please see attached document as follows:

- List of 84 orders used to Test the LENS Bulk Ordering System.

IDS 01161







REDACTED VERSION  
REQUEST NO. 11

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELL SOUTH  
TELECOMMUNICATIONS

RESPONSE TO BELL SOUTH'S FIRST REQUEST FOR  
PRODCUTION OF DOCUMENTS

RESPONSE NO. 11

Supplemental Response: Please see attached documents as follows:

- Letter to [REDACTED] from BellSouth received by the customer on 8/17/00.
- 8/3/00 LENS Conversion As Is Acknowledgement.
- 8/22/00 LENS Customer Service Record depicting customer still being with BellSouth.

IDS 01192



P.O. Box 55288  
Atlanta, GA 30308-5288

SASOFLE-0004386



Fort Lauderdale, FL 33314-7514



Dear Valued BellSouth Customer:

We have received your request to switch your local phone service to another carrier. Because we value you as a customer, we are disappointed that you have selected another provider. However, we have transferred your service, per your request. Your final bill should reflect this change.

If we have received a request to switch your local service that you did not authorize, please notify us immediately so that we can correct the error. You can call us at 780-2355, Monday through Saturday from 7 a.m. - 7 p.m. We will be glad to transfer your service back to BellSouth.

We appreciate your business and welcome any opportunity to meet your communications needs in the future.

Best regards,

BellSouth

011/190  
IDS Telcom

IDS 01193



Local Exchange Navigation System

Firm Order Conversion (As Is)

IDS LD. IDS 8368  
WLV831010A v00

## Acknowledgement

### Thank You!

Purchase Order Number: WLV831010A

Version: 00

LSR was submitted to BellSouth on Thursday, 08/03/2000 at 10:13 AM EDT

[References](#)

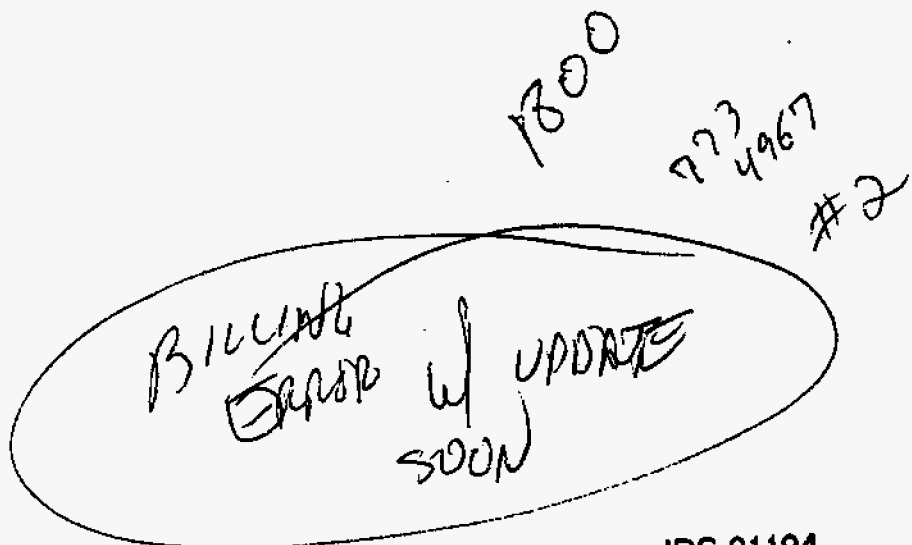
[LSR Summary](#)

[Return to Firm Order  
Menu](#) ►

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LENS Version 6.4

Z836862

8/3/2000



IDS 01194

© BELL SOUTH

IDS LD. IDS 8368  
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

[Return to Inquiry](#) ►[View Product and Services](#) | [Credit History](#)

[REDACTED] 126 \*CSR\* PSO COR410 PLTN 1FR E 1

LN [REDACTED]  
LA [REDACTED]  
SA [REDACTED]  
DZIP [REDACTED]

---DIR

DDA [REDACTED]  
[REDACTED]  
[REDACTED]

DEL A1, B1

---BILL

BN1 [REDACTED]  
BA2 [REDACTED]  
PO [REDACTED]

[REDACTED] 126 \*CSR\* PSO COR410 PLTN 1FR E 2

---S&amp;E

(LINES &amp; STATIONS)

|   |       |                               |      |            |            |
|---|-------|-------------------------------|------|------------|------------|
| 1 | 1FR   | Residential Line              | 1065 | [REDACTED] | 062800 2N6 |
|   |       | /TN [REDACTED]/TBE B          |      |            |            |
|   |       | /PIC 6437/LPIC 5124           |      |            |            |
|   |       | /PCA EB, 07-31-00             |      |            |            |
|   |       | /ZLL 017, 03-26-99/ZLCP R     |      |            |            |
|   |       | /LPCA FR, 04-26-97            |      |            |            |
|   |       | /ZSER 5810000005/SED 06-28-00 |      |            |            |
|   |       | /RMKR (A) 10-26-95            |      |            |            |
| 1 | CREX4 | Custom Toll Restriction       | NR   | [REDACTED] | 112995 2N6 |
|   |       | /TN [REDACTED]/CBK B          |      |            |            |

954 581 1872 126 \*CSR\* PSO COR410 PLTN 1FR E 3

IDS 01195



## Angel Leiro

---

**From:** Eileen Turpin [eturpin@idstelcom.com]  
**Sent:** Wednesday, April 19, 2000 4:22 PM  
**To:** pattie.n.knight@bridge.bellsouth.com  
**Cc:** Freddie Oquendo; Arrabella Romano; Bud Higdon  
**Subject:** Frozen PIC List's to P. Knight



pn\_lista.xls



pn\_listb.xls

Dear Pattie,

Attached please find two files:

|              |              |
|--------------|--------------|
| pn_lista.xls | 5156 numbers |
| pn_listb.xls | 245 numbers  |

If you have any questions please feel free to contact me at  
305.913.4000,  
ext. 4109.

Thank you for your assistance with this matter.

Eileen Turpin  
I\*D\*S Telcom

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**ID# 00379**

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## IFBLIST

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105 00399

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IDS 00401

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!DS 00402

[illegible]

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IDS 00404

Address: \_\_\_\_\_

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DS 00407

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DS 00408

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**IDS 00409**

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IDS 00410

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## Angel Leiro

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**From:** mlep@bellsouth.net  
**Sent:** Thursday, April 27, 2000 9:21 PM  
**To:** bhigdon@idstelcom.com; Freddy Oquendo  
**Cc:** rick.hemby@bridge.bellsouth.com; petra.pryor@bridge.bellsouth.com  
**Subject:** IDS Accounts



PKLSFR.XLS



IDSBTN~1.XLS

Here are the spreadsheets show what you have. I am going to see if we have a process for bulk ordering of your orders from resale to UNE 319. If you like to me to pursue this please let me know.

PkLSFR has all your accounts broken down into the status of (res, bus, unfrozen and final billed.

IDSBTN just has what you sent me.

Also I will need to know the following.

1. Are switching all your customers or just Business Customers?
2. Is Bellsouth charging for your orders now? if so what?

Maybe I negotiate something for us to bulk process all 2400 accounts at the same cost you would pay for doing it yourself. I do not know if this is possible but, I will check into it.

I look forward to this being completed.

Michael Lepkowski

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954V0164  
954V0575  
954V2560  
954V6951

**Angel Leiro**

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**From:** Linda.Tate3@bridge.bellsouth.com  
**Sent:** Friday, May 26, 2000 10:39 AM  
**To:** Issam Sayegh  
**Subject:** May 5 - May 25 TNs and PONS

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged



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IDS 00597

# IDS BULK ORDER SUBMISSIONS

| <u>PON</u>  | <u>TN</u> | <u>Date Submitted</u> |
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| FO0503-1A   |           | 5/3/2000              |
| FO0503-1B   |           | 5/3/2000              |
| FO0503-1C   |           | 5/3/2000              |
| FO0503-1D   |           | 5/3/2000              |
| FO0503-1E   |           | 5/3/2000              |
| FO0503-1F   |           | 5/3/2000              |
| FO0503-1G   |           | 5/3/2000              |
| FO0503-1    |           | 5/3/2000              |
| GM0505-1A   |           | 5/4/2000              |
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| GM0505-1H   |           | 5/4/2000              |
| GM0505-1I   |           | 5/4/2000              |
| GM0505-1J   |           | 5/4/2000              |
| GM0505-1K   |           | 5/4/2000              |
| GM0505-1    |           | 5/4/2000              |
| HR0505-1AAA |           | 5/5/2000              |
| HR0505-1AA  |           | 5/5/2000              |
| HR0505-1A   |           | 5/5/2000              |
| HR0505-1BBB |           | 5/5/2000              |
| HR0505-1BB  |           | 5/5/2000              |
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| HR0505-1CC  |           | 5/5/2000              |
| HR0505-1C   |           | 5/5/2000              |
| HR0505-1DD  |           | 5/5/2000              |
| HR0505-1D   |           | 5/5/2000              |
| HR0505-1EE  |           | 5/5/2000              |
| HR0505-1E   |           | 5/5/2000              |
| HR0505-1FF  |           | 5/5/2000              |
| HR0505-1F   |           | 5/5/2000              |

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| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
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| HR0505-1GG |           | 5/5/2000              |
| HR0505-1G  |           | 5/5/2000              |
| HR0505-1HH |           | 5/5/2000              |
| HR0505-1H  |           | 5/5/2000              |
| HR0505-1II |           | 5/5/2000              |
| HR0505-1I  |           | 5/5/2000              |
| HR0505-1JJ |           | 5/5/2000              |
| HR0505-1J  |           | 5/5/2000              |
| HR0505-1KK |           | 5/5/2000              |
| HR0505-1K  |           | 5/5/2000              |
| HR0505-1LL |           | 5/5/2000              |
| HR0505-1L  |           | 5/5/2000              |
| HR0505-1MM |           | 5/5/2000              |
| HR0505-1M  |           | 5/5/2000              |
| HR0505-1NN |           | 5/5/2000              |
| HR0505-1N  |           | 5/5/2000              |
| HR0505-1OO |           | 5/5/2000              |
| HR0505-1O  |           | 5/5/2000              |
| HR0505-1PP |           | 5/5/2000              |
| HR0505-1P  |           | 5/5/2000              |
| HR0505-1QQ |           | 5/5/2000              |
| HR0505-1Q  |           | 5/5/2000              |
| HR0505-1RR |           | 5/5/2000              |
| HR0505-1R  |           | 5/5/2000              |
| HR0505-1SS |           | 5/5/2000              |
| HR0505-1S  |           | 5/5/2000              |
| HR0505-1TT |           | 5/5/2000              |
| HR0505-1T  |           | 5/5/2000              |
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| HR0505-1U  |           | 5/5/2000              |
| HR0505-1VV |           | 5/5/2000              |
| HR0505-1V  |           | 5/5/2000              |
| HR0505-1WW |           | 5/5/2000              |
| HR0505-1W  |           | 5/5/2000              |

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| HR0505-1XX   |           | 5/5/2000              |
| HR0505-1X    |           | 5/5/2000              |
| HR0505-1YY   |           | 5/5/2000              |
| HR0505-1Y    |           | 5/5/2000              |
| HR0505-1ZZ   |           | 5/5/2000              |
| HR0505-1Z    |           | 5/5/2000              |
| HR0505-1     |           | 5/5/2000              |
| HR0505-2AAAA |           | 5/5/2000              |
| HR0505-2AAA  |           | 5/5/2000              |
| HR0505-2AA   |           | 5/5/2000              |
| HR0505-2A    |           | 5/5/2000              |
| HR0505-2BBBB |           | 5/5/2000              |
| HR0505-2BBB  |           | 5/5/2000              |
| HR0505-2BB   |           | 5/5/2000              |
| HR0505-2B    |           | 5/5/2000              |
| HR0505-2CCCC |           | 5/5/2000              |
| HR0505-2CCC  |           | 5/5/2000              |
| HR0505-2CC   |           | 5/5/2000              |
| HR0505-2C    |           | 5/5/2000              |
| HR0505-2DDDD |           | 5/5/2000              |
| HR0505-2DDD  |           | 5/5/2000              |
| HR0505-2DD   |           | 5/5/2000              |
| HR0505-2D    |           | 5/5/2000              |
| HR0505-2EEEE |           | 5/5/2000              |
| HR0505-2EEE  |           | 5/5/2000              |
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| HR0505-2E    |           | 5/5/2000              |
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| HR0505-2FFF  |           | 5/5/2000              |
| HR0505-2FF   |           | 5/5/2000              |
| HR0505-2F    |           | 5/5/2000              |
| HR0505-2GGGG |           | 5/5/2000              |
| HR0505-2GGG  |           | 5/5/2000              |
| HR0505-2GG   |           | 5/5/2000              |

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| HR0505-2G    |           | 5/5/2000              |
| HR0505-2HHHH |           | 5/5/2000              |
| HR0505-2HHH  |           | 5/5/2000              |
| HR0505-2HH   |           | 5/5/2000              |
| HR0505-2H    |           | 5/5/2000              |
| HR0505-2III  |           | 5/5/2000              |
| HR0505-2II   |           | 5/5/2000              |
| HR0505-2I    |           | 5/5/2000              |
| HR0505-2JJJ  |           | 5/5/2000              |
| HR0505-2JJ   |           | 5/5/2000              |
| HR0505-2J    |           | 5/5/2000              |
| HR0505-2KKK  |           | 5/5/2000              |
| HR0505-2KK   |           | 5/5/2000              |
| HR0505-2K    |           | 5/5/2000              |
| HR0505-2LLL  |           | 5/5/2000              |
| HR0505-2LL   |           | 5/5/2000              |
| HR0505-2L    |           | 5/5/2000              |
| HR0505-2MMM  |           | 5/5/2000              |
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| HR0505-2M    |           | 5/5/2000              |
| HR0505-2NNN  |           | 5/5/2000              |
| HR0505-2NN   |           | 5/5/2000              |
| HR0505-2N    |           | 5/5/2000              |
| HR0505-2OOO  |           | 5/5/2000              |
| HR0505-2OO   |           | 5/5/2000              |
| HR0505-2O    |           | 5/5/2000              |
| HR0505-2PPP  |           | 5/5/2000              |
| HR0505-2PP   |           | 5/5/2000              |
| HR0505-2P    |           | 5/5/2000              |
| HR0505-2QQQ  |           | 5/5/2000              |
| HR0505-2QQ   |           | 5/5/2000              |
| HR0505-2Q    |           | 5/5/2000              |
| HR0505-2RRR  |           | 5/5/2000              |
| HR0505-2RR   |           | 5/5/2000              |

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| HR0505-2SS  |           | 5/5/2000              |
| HR0505-2S   |           | 5/5/2000              |
| HR0505-2TTT |           | 5/5/2000              |
| HR0505-2TT  |           | 5/5/2000              |
| HR0505-2T   |           | 5/5/2000              |
| HR0505-2UUU |           | 5/5/2000              |
| HR0505-2UU  |           | 5/5/2000              |
| HR0505-2U   |           | 5/5/2000              |
| HR0505-2VVV |           | 5/5/2000              |
| HR0505-2VV  |           | 5/5/2000              |
| HR0505-2V   |           | 5/5/2000              |
| HR0505-2WWW |           | 5/5/2000              |
| HR0505-2WW  |           | 5/5/2000              |
| HR0505-2W   |           | 5/5/2000              |
| HR0505-2XXX |           | 5/5/2000              |
| HR0505-2XX  |           | 5/5/2000              |
| HR0505-2X   |           | 5/5/2000              |
| HR0505-2YYY |           | 5/5/2000              |
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| HR0505-3A   |           | 5/5/2000              |
| HR0505-3BB  |           | 5/5/2000              |
| HR0505-3B   |           | 5/5/2000              |
| HR0505-3CC  |           | 5/5/2000              |
| HR0505-3C   |           | 5/5/2000              |
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| HR0505-3FF |           | 5/5/2000              |
| HR0505-3F  |           | 5/5/2000              |
| HR0505-3GG |           | 5/5/2000              |
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| HR0505-3H  |           | 5/5/2000              |
| HR0505-3I  |           | 5/5/2000              |
| HR0505-3J  |           | 5/5/2000              |
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| HR0505-3P  |           | 5/5/2000              |
| HR0505-3Q  |           | 5/5/2000              |
| HR0505-3R  |           | 5/5/2000              |
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| HR0505-3T  |           | 5/5/2000              |
| HR0505-3U  |           | 5/5/2000              |
| HR0505-3V  |           | 5/5/2000              |
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| HR0505-3   |           | 5/5/2000              |
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| HR0505-4A  |           | 5/5/2000              |
| HR0505-4BB |           | 5/5/2000              |
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| HR0505-4CC |           | 5/5/2000              |
| HR0505-4C  |           | 5/5/2000              |
| HR0505-4DD |           | 5/5/2000              |
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| HR0505-4JJ |           | 5/5/2000              |
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| HR0505-4TT |           | 5/5/2000              |
| HR0505-4T  |           | 5/5/2000              |
| HR0505-4UU |           | 5/5/2000              |
| HR0505-4U  |           | 5/5/2000              |

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| HR0505-5HH |           | 5/5/2000              |
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| HR0505-5I  |           | 5/5/2000              |
| HR0505-5JJ |           | 5/5/2000              |
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| HR0505-5LL |           | 5/5/2000              |
| HR0505-5L  |           | 5/5/2000              |
| HR0505-5MM |           | 5/5/2000              |
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## IDS BULK ORDER SUBMISSIONS

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| HR0505-5U  |           | 5/5/2000              |
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| HR0508-2H  |           | 5/8/2000              |
| HR0508-2II |           | 5/8/2000              |
| HR0508-2I  |           | 5/8/2000              |
| HR0508-2JJ |           | 5/8/2000              |
| HR0508-2J  |           | 5/8/2000              |
| HR0508-2KK |           | 5/8/2000              |
| HR0508-2K  |           | 5/8/2000              |
| HR0508-2LL |           | 5/8/2000              |
| HR0508-2L  |           | 5/8/2000              |
| HR0508-2MM |           | 5/8/2000              |
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| HR0508-2NN |           | 5/8/2000              |
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| HR0508-2O  |           | 5/8/2000              |
| HR0508-2P  |           | 5/8/2000              |
| HR0508-2Q  |           | 5/8/2000              |
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| HR0508-2U  |           | 5/8/2000              |
| HR0508-2V  |           | 5/8/2000              |
| HR0508-2W  |           | 5/8/2000              |
| HR0508-2X  |           | 5/8/2000              |
| HR0508-2Y  |           | 5/8/2000              |
| HR0508-2Z  |           | 5/8/2000              |
| HR0508-2   |           | 5/8/2000              |

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| IDS0515-1A |           | 5/18/2000             |
| IDS0515-1B |           | 5/18/2000             |
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| IDS0515-1G |           | 5/18/2000             |
| IDS0515-1H |           | 5/18/2000             |
| IDS0515-1I |           | 5/18/2000             |
| IDS0515-1J |           | 5/18/2000             |
| IDS0515-1K |           | 5/18/2000             |
| IDS0515-1L |           | 5/18/2000             |
| IDS0515-1M |           | 5/18/2000             |
| IDS0515-1N |           | 5/18/2000             |
| IDS0515-1O |           | 5/18/2000             |
| IDS0515-1P |           | 5/18/2000             |
| IDS0515-1Q |           | 5/18/2000             |
| IDS0515-1R |           | 5/18/2000             |
| IDS0515-1S |           | 5/18/2000             |
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| IDS0515-1V |           | 5/18/2000             |
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| IDS0515-1Y |           | 5/18/2000             |
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| IDS0515-2C |           | 5/18/2000             |
| IDS0515-2D |           | 5/18/2000             |
| IDS0515-2E |           | 5/18/2000             |
| IDS0515-2F |           | 5/18/2000             |
| IDS0515-2G |           | 5/18/2000             |

## IDS BULK ORDER SUBMISSIONS

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| IDS0515-2P   |           | 5/18/2000             |
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| IDS0515-2V   |           | 5/18/2000             |
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| IDS0515-2Y   |           | 5/18/2000             |
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| IDS0517-10   |           | 5/17/2000             |
| IDS0517-11   |           | 5/17/2000             |
| IDS0517-11   |           | 5/17/2000             |
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| IDS0517-16   |           | 5/17/2000             |
| IDS0517-17   |           | 5/17/2000             |
| IDS0517-18   |           | 5/17/2000             |
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| IDS0517-2    |           | 5/17/2000             |
| IDS0517-3    |           | 5/17/2000             |

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| IDS0519-1D |           | 5/22/2000             |
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| IDS0519-1I |           | 5/22/2000             |
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| IDS0519-1K |           | 5/22/2000             |
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| IDS0519-1P |           | 5/22/2000             |
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| IDS0519-1V |           | 5/22/2000             |
| IDS0519-1W |           | 5/22/2000             |
| IDS0519-1X |           | 5/22/2000             |
| IDS0519-1Y |           | 5/22/2000             |
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| IDS0519-2A |           | 5/22/2000             |
| IDS0519-2C |           | 5/22/2000             |
| IDS0519-2D |           | 5/22/2000             |

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| IDS0519-2F  |           | 5/22/2000             |
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| IDS0519-2Q  |           | 5/22/2000             |
| IDS0519-2R  |           | 5/22/2000             |
| IDS0519-2V  |           | 5/22/2000             |
| IDS0519-2X  |           | 5/22/2000             |
| IDS0519-2Y  |           | 5/22/2000             |
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| IDS0522-1B  |           | 5/23/2000             |
| IDS0522-1C  |           | 5/23/2000             |
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| IDS0522-1E  |           | 5/23/2000             |
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| IDS0522-1J  |           | 5/23/2000             |
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| IDS0522-2AB |           | 5/23/2000             |
| IDS0522-2AC |           | 5/23/2000             |
| IDS0522-2AD |           | 5/23/2000             |
| IDS0522-2AE |           | 5/23/2000             |
| IDS0522-2AF |           | 5/23/2000             |
| IDS0522-2AG |           | 5/23/2000             |
| IDS0522-2AH |           | 5/23/2000             |
| IDS0522-2AI |           | 5/23/2000             |
| IDS0522-2A  |           | 5/23/2000             |

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| IDS0523-1A  |           | 5/23/2000             |
| IDS0523-1BB |           | 5/23/2000             |
| IDS0523-1B  |           | 5/23/2000             |
| IDS0523-1CC |           | 5/23/2000             |
| IDS0523-1C  |           | 5/23/2000             |
| IDS0523-1DD |           | 5/23/2000             |
| IDS0523-1D  |           | 5/23/2000             |
| IDS0523-1EE |           | 5/23/2000             |

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| IDS0523-1HH |           | 5/23/2000             |
| IDS0523-1H  |           | 5/23/2000             |
| IDS0523-1II |           | 5/23/2000             |
| IDS0523-1I  |           | 5/23/2000             |
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| IDS0523-1J  |           | 5/23/2000             |
| IDS0523-1KK |           | 5/23/2000             |
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| IDS0523-1L  |           | 5/23/2000             |
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| IDS0523-1RR |           | 5/23/2000             |
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| IDS0523-1SS |           | 5/23/2000             |
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| IDS0523-1UU |           | 5/23/2000             |
| IDS0523-1U  |           | 5/23/2000             |
| IDS0523-1VV |           | 5/23/2000             |
| IDS0523-1V  |           | 5/23/2000             |

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| IDS0523-2Z  |           | 5/23/2000             |

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| IDS0523-3P |           | 5/23/2000             |
| IDS0523-3P |           | 5/23/2000             |
| IDS0523-3Q |           | 5/23/2000             |

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# IDS BULK ORDER SUBMISSIONS

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# IDS BULK ORDER SUBMISSIONS

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| IDS0523-6Y |           | 5/23/2000             |

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| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
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| IDS0523-6  |           | 5/23/2000             |
| IDS0523-6  |           | 5/23/2000             |
| IDS0524-1A |           | 5/24/2000             |
| IDS0524-1B |           | 5/24/2000             |
| IDS0524-1C |           | 5/24/2000             |
| IDS0524-1D |           | 5/24/2000             |
| IDS0524-1E |           | 5/24/2000             |
| IDS0524-1F |           | 5/24/2000             |
| IDS0524-1G |           | 5/24/2000             |
| IDS0524-1H |           | 5/24/2000             |
| IDS0524-1I |           | 5/24/2000             |
| IDS0524-1J |           | 5/24/2000             |
| IDS0524-1K |           | 5/24/2000             |
| IDS0524-1L |           | 5/24/2000             |
| IDS0524-1M |           | 5/24/2000             |
| IDS0524-1N |           | 5/24/2000             |
| IDS0524-1O |           | 5/24/2000             |
| IDS0524-1P |           | 5/24/2000             |
| IDS0524-1Q |           | 5/24/2000             |
| IDS0524-1R |           | 5/24/2000             |
| IDS0524-1S |           | 5/24/2000             |
| IDS0524-1T |           | 5/24/2000             |
| IDS0524-1U |           | 5/24/2000             |
| IDS0524-1V |           | 5/24/2000             |
| IDS0524-1W |           | 5/24/2000             |
| IDS0524-1X |           | 5/24/2000             |
| IDS0524-1Y |           | 5/24/2000             |
| IDS0524-1Z |           | 5/24/2000             |
| IDS0524-1  |           | 5/24/2000             |
| IDS0524-2A |           | 5/24/2000             |
| IDS0524-2B |           | 5/24/2000             |
| IDS0524-2C |           | 5/24/2000             |
| IDS0524-2D |           | 5/24/2000             |
| IDS0524-2E |           | 5/24/2000             |

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| <u>PON</u>  | <u>TN</u> | <u>Date Submitted</u> |
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| IDS0524-2F  |           | 5/24/2000             |
| IDS0524-2G  |           | 5/24/2000             |
| IDS0524-2H  |           | 5/24/2000             |
| IDS0524-2I  |           | 5/24/2000             |
| IDS0524-2J  |           | 5/24/2000             |
| IDS0524-2K  |           | 5/24/2000             |
| IDS0524-2L  |           | 5/24/2000             |
| IDS0524-2M  |           | 5/24/2000             |
| IDS0524-2N  |           | 5/24/2000             |
| IDS0524-2O  |           | 5/24/2000             |
| IDS0524-2P  |           | 5/24/2000             |
| IDS0524-2Q  |           | 5/24/2000             |
| IDS0524-2R  |           | 5/24/2000             |
| IDS0524-2S  |           | 5/24/2000             |
| IDS0524-2T  |           | 5/24/2000             |
| IDS0524-2U  |           | 5/24/2000             |
| IDS0524-2V  |           | 5/24/2000             |
| IDS0524-2W  |           | 5/24/2000             |
| IDS0524-2X  |           | 5/24/2000             |
| IDS0524-2Y  |           | 5/24/2000             |
| IDS0524-2Z  |           | 5/24/2000             |
| IDS0524-2   |           | 5/24/2000             |
| IDS0524-3AA |           | 5/24/2000             |
| IDS0524-3A  |           | 5/24/2000             |
| IDS0524-3BB |           | 5/24/2000             |
| IDS0524-3B  |           | 5/24/2000             |
| IDS0524-3CC |           | 5/24/2000             |
| IDS0524-3C  |           | 5/24/2000             |
| IDS0524-3DD |           | 5/24/2000             |
| IDS0524-3D  |           | 5/24/2000             |
| IDS0524-3EE |           | 5/24/2000             |
| IDS0524-3E  |           | 5/24/2000             |
| IDS0524-3FF |           | 5/24/2000             |
| IDS0524-3F  |           | 5/24/2000             |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u>  | <u>TN</u> | <u>Date Submitted</u> |
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| IDS0524-3GG |           | 5/24/2000             |
| IDS0524-3G  |           | 5/24/2000             |
| IDS0524-3HH |           | 5/24/2000             |
| IDS0524-3H  |           | 5/24/2000             |
| IDS0524-3II |           | 5/24/2000             |
| IDS0524-3I  |           | 5/24/2000             |
| IDS0524-3JJ |           | 5/24/2000             |
| IDS0524-3J  |           | 5/24/2000             |
| IDS0524-3KK |           | 5/24/2000             |
| IDS0524-3K  |           | 5/24/2000             |
| IDS0524-3LL |           | 5/24/2000             |
| IDS0524-3L  |           | 5/24/2000             |
| IDS0524-3MM |           | 5/24/2000             |
| IDS0524-3M  |           | 5/24/2000             |
| IDS0524-3NN |           | 5/24/2000             |
| IDS0524-3N  |           | 5/24/2000             |
| IDS0524-3OO |           | 5/24/2000             |
| IDS0524-3O  |           | 5/24/2000             |
| IDS0524-3PP |           | 5/24/2000             |
| IDS0524-3P  |           | 5/24/2000             |
| IDS0524-3QQ |           | 5/24/2000             |
| IDS0524-3Q  |           | 5/24/2000             |
| IDS0524-3RR |           | 5/24/2000             |
| IDS0524-3R  |           | 5/24/2000             |
| IDS0524-3SS |           | 5/24/2000             |
| IDS0524-3S  |           | 5/24/2000             |
| IDS0524-3TT |           | 5/24/2000             |
| IDS0524-3T  |           | 5/24/2000             |
| IDS0524-3UU |           | 5/24/2000             |
| IDS0524-3U  |           | 5/24/2000             |
| IDS0524-3VV |           | 5/24/2000             |
| IDS0524-3V  |           | 5/24/2000             |
| IDS0524-3WW |           | 5/24/2000             |
| IDS0524-3W  |           | 5/24/2000             |

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IDS 00621

# IDS BULK ORDER SUBMISSIONS

| <u>PON</u>  | <u>TN</u> | <u>Date Submitted</u> |
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| IDS0524-3XX |           | 5/24/2000             |
| IDS0524-3X  |           | 5/24/2000             |
| IDS0524-3Y  |           | 5/24/2000             |
| IDS0524-3Z  |           | 5/24/2000             |
| IDS0524-3   |           | 5/24/2000             |
| IDS0524-4AA |           | 5/24/2000             |
| IDS0524-4A  |           | 5/24/2000             |
| IDS0524-4BB |           | 5/24/2000             |
| IDS0524-4B  |           | 5/24/2000             |
| IDS0524-4CC |           | 5/24/2000             |
| IDS0524-4C  |           | 5/24/2000             |
| IDS0524-4DD |           | 5/24/2000             |
| IDS0524-4D  |           | 5/24/2000             |
| IDS0524-4EE |           | 5/24/2000             |
| IDS0524-4E  |           | 5/24/2000             |
| IDS0524-4FF |           | 5/24/2000             |
| IDS0524-4F  |           | 5/24/2000             |
| IDS0524-4GG |           | 5/24/2000             |
| IDS0524-4G  |           | 5/24/2000             |
| IDS0524-4HH |           | 5/24/2000             |
| IDS0524-4H  |           | 5/24/2000             |
| IDS0524-4II |           | 5/24/2000             |
| IDS0524-4I  |           | 5/24/2000             |
| IDS0524-4JJ |           | 5/24/2000             |
| IDS0524-4J  |           | 5/24/2000             |
| IDS0524-4KK |           | 5/24/2000             |
| IDS0524-4K  |           | 5/24/2000             |
| IDS0524-4LL |           | 5/24/2000             |
| IDS0524-4L  |           | 5/24/2000             |
| IDS0524-4MM |           | 5/24/2000             |
| IDS0524-4M  |           | 5/24/2000             |
| IDS0524-4NN |           | 5/24/2000             |
| IDS0524-4N  |           | 5/24/2000             |
| IDS0524-4OO |           | 5/24/2000             |

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## IDS BULK ORDER SUBMISSIONS

| <u>PON</u>  | <u>TN</u> | <u>Date Submitted</u> |
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| IDS0524-4O  |           | 5/24/2000             |
| IDS0524-4PP |           | 5/24/2000             |
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| IDS0524-4QQ |           | 5/24/2000             |
| IDS0524-4Q  |           | 5/24/2000             |
| IDS0524-4RR |           | 5/24/2000             |
| IDS0524-4R  |           | 5/24/2000             |
| IDS0524-4SS |           | 5/24/2000             |
| IDS0524-4S  |           | 5/24/2000             |
| IDS0524-4T  |           | 5/24/2000             |
| IDS0524-4U  |           | 5/24/2000             |
| IDS0524-4V  |           | 5/24/2000             |
| IDS0524-4W  |           | 5/24/2000             |
| IDS0524-4X  |           | 5/24/2000             |
| IDS0524-4Y  |           | 5/24/2000             |
| IDS0524-4Z  |           | 5/24/2000             |
| IDS0524-4   |           | 5/24/2000             |
| IDS0524-5A  |           | 5/24/2000             |
| IDS0524-5A  |           | 5/24/2000             |
| IDS0524-5B  |           | 5/24/2000             |
| IDS0524-5B  |           | 5/24/2000             |
| IDS0524-5C  |           | 5/24/2000             |
| IDS0524-5C  |           | 5/24/2000             |
| IDS0524-5D  |           | 5/24/2000             |
| IDS0524-5D  |           | 5/24/2000             |
| IDS0524-5E  |           | 5/24/2000             |
| IDS0524-5E  |           | 5/24/2000             |
| IDS0524-5F  |           | 5/24/2000             |
| IDS0524-5F  |           | 5/24/2000             |
| IDS0524-5G  |           | 5/24/2000             |
| IDS0524-5G  |           | 5/24/2000             |
| IDS0524-5H  |           | 5/24/2000             |
| IDS0524-5H  |           | 5/24/2000             |
| IDS0524-5I  |           | 5/24/2000             |

# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
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| IDS0524-5I |           | 5/24/2000             |
| IDS0524-5J |           | 5/24/2000             |
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| IDS0524-5K |           | 5/24/2000             |
| IDS0524-5L |           | 5/24/2000             |
| IDS0524-5L |           | 5/24/2000             |
| IDS0524-5M |           | 5/24/2000             |
| IDS0524-5M |           | 5/24/2000             |
| IDS0524-5N |           | 5/24/2000             |
| IDS0524-5N |           | 5/24/2000             |
| IDS0524-5O |           | 5/24/2000             |
| IDS0524-5O |           | 5/24/2000             |
| IDS0524-5  |           | 5/24/2000             |
| IDS0524-5  |           | 5/24/2000             |
| IDS0524-6A |           | 5/24/2000             |
| IDS0524-6B |           | 5/24/2000             |
| IDS0524-6C |           | 5/24/2000             |
| IDS0524-6D |           | 5/24/2000             |
| IDS0524-6E |           | 5/24/2000             |
| IDS0524-6F |           | 5/24/2000             |
| IDS0524-6G |           | 5/24/2000             |
| IDS0524-6H |           | 5/24/2000             |
| IDS0524-6I |           | 5/24/2000             |
| IDS0524-6J |           | 5/24/2000             |
| IDS0524-6K |           | 5/24/2000             |
| IDS0524-6L |           | 5/24/2000             |
| IDS0524-6M |           | 5/24/2000             |
| IDS0524-6N |           | 5/24/2000             |
| IDS0524-6O |           | 5/24/2000             |
| IDS0524-6P |           | 5/24/2000             |
| IDS0524-6Q |           | 5/24/2000             |
| IDS0524-6R |           | 5/24/2000             |
| IDS0524-6S |           | 5/24/2000             |

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IDS 00624

## IDS BULK ORDER SUBMISSIONS

| <u>PON</u>  | <u>TN</u> | <u>Date Submitted</u> |
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| IDS0524-6T  |           | 5/24/2000             |
| IDS0524-6U  |           | 5/24/2000             |
| IDS0524-6V  |           | 5/24/2000             |
| IDS0524-6W  |           | 5/24/2000             |
| IDS0524-6X  |           | 5/24/2000             |
| IDS0524-6   |           | 5/24/2000             |
| IDS0525-1AA |           | 5/25/2000             |
| IDS0525-1A  |           | 5/25/2000             |
| IDS0525-1BB |           | 5/25/2000             |
| IDS0525-1B  |           | 5/25/2000             |
| IDS0525-1CC |           | 5/25/2000             |
| IDS0525-1C  |           | 5/25/2000             |
| IDS0525-1DD |           | 5/25/2000             |
| IDS0525-1D  |           | 5/25/2000             |
| IDS0525-1EE |           | 5/25/2000             |
| IDS0525-1E  |           | 5/25/2000             |
| IDS0525-1F  |           | 5/25/2000             |
| IDS0525-1G  |           | 5/25/2000             |
| IDS0525-1H  |           | 5/25/2000             |
| IDS0525-1I  |           | 5/25/2000             |
| IDS0525-1J  |           | 5/25/2000             |
| IDS0525-1K  |           | 5/25/2000             |
| IDS0525-1L  |           | 5/25/2000             |
| IDS0525-1M  |           | 5/25/2000             |
| IDS0525-1N  |           | 5/25/2000             |
| IDS0525-1O  |           | 5/25/2000             |
| IDS0525-1P  |           | 5/25/2000             |
| IDS0525-1Q  |           | 5/25/2000             |
| IDS0525-1R  |           | 5/25/2000             |
| IDS0525-1S  |           | 5/25/2000             |
| IDS0525-1T  |           | 5/25/2000             |
| IDS0525-1U  |           | 5/25/2000             |
| IDS0525-1V  |           | 5/25/2000             |
| IDS0525-1W  |           | 5/25/2000             |

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## IDS BULK ORDER SUBMISSIONS

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| IDS0525-1Z |           | 5/25/2000             |
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| IDS517-1A  |           | 5/17/2000             |
| IDS517-1B  |           | 5/17/2000             |
| IDS517-1C  |           | 5/17/2000             |
| IDS523-4A  |           | 5/23/2000             |
| IDS523-4B  |           | 5/23/2000             |
| IDS523-4C  |           | 5/23/2000             |
| IDS523-4D  |           | 5/23/2000             |
| IDS523-4E  |           | 5/23/2000             |
| IDS523-4F  |           | 5/23/2000             |
| IDS523-4G  |           | 5/23/2000             |
| IDS523-4H  |           | 5/23/2000             |
| IDS523-4I  |           | 5/23/2000             |
| IDS523-4J  |           | 5/23/2000             |
| IDS523-4K  |           | 5/23/2000             |
| IDS523-4L  |           | 5/23/2000             |
| IDS523-4M  |           | 5/23/2000             |
| IDS523-4N  |           | 5/23/2000             |
| IDS523-4O  |           | 5/23/2000             |
| IDS523-4P  |           | 5/23/2000             |
| IDS523-4Q  |           | 5/23/2000             |
| IDS523-4R  |           | 5/23/2000             |
| IDS523-4S  |           | 5/23/2000             |
| IDS523-4T  |           | 5/23/2000             |
| IDS523-4U  |           | 5/23/2000             |
| IDS523-4V  |           | 5/23/2000             |
| IDS523-4W  |           | 5/23/2000             |
| IDS523-4X  |           | 5/23/2000             |
| IDS523-4Y  |           | 5/23/2000             |
| IDS523-4Z  |           | 5/23/2000             |
| IDS523-4   |           | 5/23/2000             |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
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| JJ0503-1A  |           | 5/3/2000              |
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| JJ0503-1E  |           | 5/3/2000              |
| JJ0503-1F  |           | 5/3/2000              |
| JJ0503-1G  |           | 5/3/2000              |
| JJ0503-1H  |           | 5/3/2000              |
| JJ0503-1I  |           | 5/3/2000              |
| JJ0503-1J  |           | 5/3/2000              |
| JJ0503-1K  |           | 5/3/2000              |
| JJ0503-1L  |           | 5/3/2000              |
| JJ0503-1M  |           | 5/3/2000              |
| JJ0503-1N  |           | 5/3/2000              |
| JJ0503-1O  |           | 5/3/2000              |
| JJ0503-1P  |           | 5/3/2000              |
| JJ0503-1Q  |           | 5/3/2000              |
| JJ0503-1R  |           | 5/3/2000              |
| JJ0503-1S  |           | 5/3/2000              |
| JJ0503-1T  |           | 5/3/2000              |
| JJ0503-1U  |           | 5/3/2000              |
| JJ0503-1V  |           | 5/3/2000              |
| JJ0503-1W  |           | 5/3/2000              |
| JJ0503-1X  |           | 5/3/2000              |
| JJ0503-1   |           | 5/3/2000              |
| JJ0505-1A  |           | 5/5/2000              |
| JJ0505-1B  |           | 5/5/2000              |
| JJ0505-1C  |           | 5/5/2000              |
| JJ0505-1D  |           | 5/5/2000              |
| JJ0505-1E  |           | 5/5/2000              |
| JJ0505-1F  |           | 5/5/2000              |
| JJ0505-1G  |           | 5/5/2000              |
| JJ0505-1H  |           | 5/5/2000              |
| JJ0505-1I  |           | 5/5/2000              |

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## IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
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| JJ0505-1J  |           | 5/5/2000              |
| JJ0505-1K  |           | 5/5/2000              |
| JJ0505-1L  |           | 5/5/2000              |
| JJ0505-1M  |           | 5/5/2000              |
| JJ0505-1N  |           | 5/5/2000              |
| JJ0505-1O  |           | 5/5/2000              |
| JJ0505-1P  |           | 5/5/2000              |
| JJ0505-1Q  |           | 5/5/2000              |
| JJ0505-1R  |           | 5/5/2000              |
| JJ0505-1S  |           | 5/5/2000              |
| JJ0505-1T  |           | 5/5/2000              |
| JJ0505-1U  |           | 5/5/2000              |
| JJ0505-1V  |           | 5/5/2000              |
| JJ0505-1W  |           | 5/5/2000              |
| JJ0505-1X  |           | 5/5/2000              |
| JJ0505-1Y  |           | 5/5/2000              |
| JJ0505-1Z  |           | 5/5/2000              |
| JJ0505-1   |           | 5/5/2000              |
| JJ0505-2A  |           | 5/5/2000              |
| JJ0505-2B  |           | 5/5/2000              |
| JJ0505-2C  |           | 5/5/2000              |
| JJ0505-2D  |           | 5/5/2000              |
| JJ0505-2E  |           | 5/5/2000              |
| JJ0505-2F  |           | 5/5/2000              |
| JJ0505-2G  |           | 5/5/2000              |
| JJ0505-2H  |           | 5/5/2000              |
| JJ0505-2I  |           | 5/5/2000              |
| JJ0505-2J  |           | 5/5/2000              |
| JJ0505-2K  |           | 5/5/2000              |
| JJ0505-2L  |           | 5/5/2000              |
| JJ0505-2M  |           | 5/5/2000              |
| JJ0505-2N  |           | 5/5/2000              |
| JJ0505-2O  |           | 5/5/2000              |
| JJ0505-2P  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
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| JJ0505-2Q  |           | 5/5/2000              |
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| JJ0505-2S  |           | 5/5/2000              |
| JJ0505-2T  |           | 5/5/2000              |
| JJ0505-2U  |           | 5/5/2000              |
| JJ0505-2V  |           | 5/5/2000              |
| JJ0505-2W  |           | 5/5/2000              |
| JJ0505-2X  |           | 5/5/2000              |
| JJ0505-2Y  |           | 5/5/2000              |
| JJ0505-2Z  |           | 5/5/2000              |
| JJ0505-2   |           | 5/5/2000              |
| LJ0505-1AA |           | 5/5/2000              |
| LJ0505-1AB |           | 5/5/2000              |
| LJ0505-1AC |           | 5/5/2000              |
| LJ0505-1AD |           | 5/5/2000              |
| LJ0505-1AE |           | 5/5/2000              |
| LJ0505-1AF |           | 5/5/2000              |
| LJ0505-1AG |           | 5/5/2000              |
| LJ0505-1AH |           | 5/5/2000              |
| LJ0505-1AI |           | 5/5/2000              |
| LJ0505-1AJ |           | 5/5/2000              |
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| LJ0505-1AM |           | 5/5/2000              |
| LJ0505-1AN |           | 5/5/2000              |
| LJ0505-1AO |           | 5/5/2000              |
| LJ0505-1AP |           | 5/5/2000              |
| LJ0505-1AQ |           | 5/5/2000              |
| LJ0505-1AR |           | 5/5/2000              |
| LJ0505-1AS |           | 5/5/2000              |
| LJ0505-1AT |           | 5/5/2000              |
| LJ0505-1AU |           | 5/5/2000              |
| LJ0505-1AV |           | 5/5/2000              |
| LJ0505-1AW |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| LJ0505-1AX |           | 5/5/2000              |
| LJ0505-1AY |           | 5/5/2000              |
| LJ0505-1AZ |           | 5/5/2000              |
| LJ0505-1A  |           | 5/5/2000              |
| LJ0505-1BB |           | 5/5/2000              |
| LJ0505-1BC |           | 5/5/2000              |
| LJ0505-1BD |           | 5/5/2000              |
| LJ0505-1BE |           | 5/5/2000              |
| LJ0505-1BF |           | 5/5/2000              |
| LJ0505-1BG |           | 5/5/2000              |
| LJ0505-1BH |           | 5/5/2000              |
| LJ0505-1B  |           | 5/5/2000              |
| LJ0505-1C  |           | 5/5/2000              |
| LJ0505-1D  |           | 5/5/2000              |
| LJ0505-1E  |           | 5/5/2000              |
| LJ0505-1F  |           | 5/5/2000              |
| LJ0505-1G  |           | 5/5/2000              |
| LJ0505-1H  |           | 5/5/2000              |
| LJ0505-1I  |           | 5/5/2000              |
| LJ0505-1J  |           | 5/5/2000              |
| LJ0505-1K  |           | 5/5/2000              |
| LJ0505-1L  |           | 5/5/2000              |
| LJ0505-1M  |           | 5/5/2000              |
| LJ0505-1N  |           | 5/5/2000              |
| LJ0505-1O  |           | 5/5/2000              |
| LJ0505-1P  |           | 5/5/2000              |
| LJ0505-1Q  |           | 5/5/2000              |
| LJ0505-1R  |           | 5/5/2000              |
| LJ0505-1S  |           | 5/5/2000              |
| LJ0505-1T  |           | 5/5/2000              |
| LJ0505-1U  |           | 5/5/2000              |
| LJ0505-1V  |           | 5/5/2000              |
| LJ0505-1W  |           | 5/5/2000              |
| LJ0505-1X  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| LJ0505-1Y  |           | 5/5/2000              |
| LJ0505-1Z  |           | 5/5/2000              |
| LJ0505-1   |           | 5/5/2000              |
| LJ0505-2A  |           | 5/5/2000              |
| LJ0505-2B  |           | 5/5/2000              |
| LJ0505-2C  |           | 5/5/2000              |
| LJ0505-2D  |           | 5/5/2000              |
| LJ0505-2E  |           | 5/5/2000              |
| LJ0505-2F  |           | 5/5/2000              |
| LJ0505-2G  |           | 5/5/2000              |
| LJ0505-2H  |           | 5/5/2000              |
| LJ0505-2I  |           | 5/5/2000              |
| LJ0505-2J  |           | 5/5/2000              |
| LJ0505-2K  |           | 5/5/2000              |
| LJ0505-2L  |           | 5/5/2000              |
| LJ0505-2M  |           | 5/5/2000              |
| LJ0505-2N  |           | 5/5/2000              |
| LJ0505-2O  |           | 5/5/2000              |
| LJ0505-2P  |           | 5/5/2000              |
| LJ0505-2Q  |           | 5/5/2000              |
| LJ0505-2R  |           | 5/5/2000              |
| LJ0505-2S  |           | 5/5/2000              |
| LJ0505-2T  |           | 5/5/2000              |
| LJ0505-2U  |           | 5/5/2000              |
| LJ0505-2V  |           | 5/5/2000              |
| LJ0505-2W  |           | 5/5/2000              |
| LJ0505-2X  |           | 5/5/2000              |
| LJ0505-2Y  |           | 5/5/2000              |
| LJ0505-2Z  |           | 5/5/2000              |
| LJ0505-2   |           | 5/5/2000              |
| LJ0505-3A  |           | 5/5/2000              |
| LJ0505-3B  |           | 5/5/2000              |
| LJ0505-3C  |           | 5/5/2000              |
| LJ0505-3D  |           | 5/5/2000              |

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## IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| LJ0505-3E  |           | 5/5/2000              |
| LJ0505-3F  |           | 5/5/2000              |
| LJ0505-3G  |           | 5/5/2000              |
| LJ0505-3H  |           | 5/5/2000              |
| LJ0505-3I  |           | 5/5/2000              |
| LJ0505-3J  |           | 5/5/2000              |
| LJ0505-3K  |           | 5/5/2000              |
| LJ0505-3L  |           | 5/5/2000              |
| LJ0505-3M  |           | 5/5/2000              |
| LJ0505-3N  |           | 5/5/2000              |
| LJ0505-3O  |           | 5/5/2000              |
| LJ0505-3P  |           | 5/5/2000              |
| LJ0505-3Q  |           | 5/5/2000              |
| LJ0505-3R  |           | 5/5/2000              |
| LJ0505-3S  |           | 5/5/2000              |
| LJ0505-3T  |           | 5/5/2000              |
| LJ0505-3U  |           | 5/5/2000              |
| LJ0505-3V  |           | 5/5/2000              |
| LJ0505-3W  |           | 5/5/2000              |
| LJ0505-3X  |           | 5/5/2000              |
| LJ0505-3Y  |           | 5/5/2000              |
| LJ0505-3Z  |           | 5/5/2000              |
| LJ0505-3   |           | 5/5/2000              |
| LJ0505-4A  |           | 5/5/2000              |
| LJ0505-4B  |           | 5/5/2000              |
| LJ0505-4C  |           | 5/5/2000              |
| LJ0505-4D  |           | 5/5/2000              |
| LJ0505-4E  |           | 5/5/2000              |
| LJ0505-4F  |           | 5/5/2000              |
| LJ0505-4G  |           | 5/5/2000              |
| LJ0505-4H  |           | 5/5/2000              |
| LJ0505-4I  |           | 5/5/2000              |
| LJ0505-4J  |           | 5/5/2000              |
| LJ0505-4K  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| LJ0505-4L  |           | 5/5/2000              |
| LJ0505-4M  |           | 5/5/2000              |
| LJ0505-4N  |           | 5/5/2000              |
| LJ0505-4O  |           | 5/5/2000              |
| LJ0505-4P  |           | 5/5/2000              |
| LJ0505-4Q  |           | 5/5/2000              |
| LJ0505-4R  |           | 5/5/2000              |
| LJ0505-4S  |           | 5/5/2000              |
| LJ0505-4T  |           | 5/5/2000              |
| LJ0505-4U  |           | 5/5/2000              |
| LJ0505-4V  |           | 5/5/2000              |
| LJ0505-4W  |           | 5/5/2000              |
| LJ0505-4X  |           | 5/5/2000              |
| LJ0505-4Y  |           | 5/5/2000              |
| LJ0505-4Z  |           | 5/5/2000              |
| LJ0505-4   |           | 5/5/2000              |
| LJ0508-1A  |           | 5/8/2000              |
| LJ0508-1B  |           | 5/8/2000              |
| LJ0508-1C  |           | 5/8/2000              |
| LJ0508-1D  |           | 5/8/2000              |
| LJ0508-1E  |           | 5/8/2000              |
| LJ0508-1F  |           | 5/8/2000              |
| LJ0508-1G  |           | 5/8/2000              |
| LJ0508-1H  |           | 5/8/2000              |
| LJ0508-1I  |           | 5/8/2000              |
| LJ0508-1J  |           | 5/8/2000              |
| LJ0508-1K  |           | 5/8/2000              |
| LJ0508-1L  |           | 5/8/2000              |
| LJ0508-1M  |           | 5/8/2000              |
| LJ0508-1N  |           | 5/8/2000              |
| LJ0508-1O  |           | 5/8/2000              |
| LJ0508-1P  |           | 5/8/2000              |
| LJ0508-1Q  |           | 5/8/2000              |
| LJ0508-1R  |           | 5/8/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| LJ0508-1S  |           | 5/8/2000              |
| LJ0508-1T  |           | 5/8/2000              |
| LJ0508-1U  |           | 5/8/2000              |
| LJ0508-1V  |           | 5/8/2000              |
| LJ0508-1W  |           | 5/8/2000              |
| LJ0508-1X  |           | 5/8/2000              |
| LJ0508-1Y  |           | 5/8/2000              |
| LJ0508-1Z  |           | 5/8/2000              |
| LJ0508-1   |           | 5/8/2000              |
| LJ0508-2A  |           | 5/8/2000              |
| LJ0508-2B  |           | 5/8/2000              |
| LJ0508-2C  |           | 5/8/2000              |
| LJ0508-2D  |           | 5/8/2000              |
| LJ0508-2E  |           | 5/8/2000              |
| LJ0508-2F  |           | 5/8/2000              |
| LJ0508-2G  |           | 5/8/2000              |
| LJ0508-2H  |           | 5/8/2000              |
| LJ0508-2I  |           | 5/8/2000              |
| LJ0508-2J  |           | 5/8/2000              |
| LJ0508-2K  |           | 5/8/2000              |
| LJ0508-2L  |           | 5/8/2000              |
| LJ0508-2M  |           | 5/8/2000              |
| LJ0508-2N  |           | 5/8/2000              |
| LJ0508-2O  |           | 5/8/2000              |
| LJ0508-2P  |           | 5/8/2000              |
| LJ0508-2Q  |           | 5/8/2000              |
| LJ0508-2R  |           | 5/8/2000              |
| LJ0508-2S  |           | 5/8/2000              |
| LJ0508-2T  |           | 5/8/2000              |
| LJ0508-2U  |           | 5/8/2000              |
| LJ0508-2V  |           | 5/8/2000              |
| LJ0508-2W  |           | 5/8/2000              |
| LJ0508-2X  |           | 5/8/2000              |
| LJ0508-2Y  |           | 5/8/2000              |

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# IDS BULK ORDER SUBMISSIONS

| PON        | TN | Date Submitted |
|------------|----|----------------|
| LJ0508-2Z  |    | 5/8/2000       |
| LJ0508-2   |    | 5/8/2000       |
| LJ0508-3A  |    | 5/8/2000       |
| LJ0508-3B  |    | 5/8/2000       |
| LJ0508-3C  |    | 5/8/2000       |
| LJ0508-3D  |    | 5/8/2000       |
| LJ0508-3E  |    | 5/8/2000       |
| LJ0508-3F  |    | 5/8/2000       |
| LJ0508-3G  |    | 5/8/2000       |
| LJ0508-3H  |    | 5/8/2000       |
| LJ0508-3I  |    | 5/8/2000       |
| LJ0508-3J  |    | 5/8/2000       |
| LJ0508-3K  |    | 5/8/2000       |
| LJ0508-3L  |    | 5/8/2000       |
| LJ0508-3M  |    | 5/8/2000       |
| LJ0508-3N  |    | 5/8/2000       |
| LJ0508-3O  |    | 5/8/2000       |
| LJ0508-3P  |    | 5/8/2000       |
| LJ0508-3Q  |    | 5/8/2000       |
| LJ0508-3R  |    | 5/8/2000       |
| LJ0508-3S  |    | 5/8/2000       |
| LJ0508-3T  |    | 5/8/2000       |
| LJ0508-3U  |    | 5/8/2000       |
| LJ0508-3V  |    | 5/8/2000       |
| LJ0508-3W  |    | 5/8/2000       |
| LJ0508-3X  |    | 5/8/2000       |
| LJ0508-3Y  |    | 5/8/2000       |
| LJ0508-3Z  |    | 5/8/2000       |
| LJ0508-3   |    | 5/8/2000       |
| LJ0508-4AA |    | 5/8/2000       |
| LJ0508-4AB |    | 5/8/2000       |
| LJ0508-4AC |    | 5/8/2000       |
| LJ0508-4AD |    | 5/8/2000       |
| LJ0508-4AE |    | 5/8/2000       |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
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| LJ0508-4AF |           | 5/8/2000              |
| LJ0508-4AG |           | 5/8/2000              |
| LJ0508-4AH |           | 5/8/2000              |
| LJ0508-4AI |           | 5/8/2000              |
| LJ0508-4AJ |           | 5/8/2000              |
| LJ0508-4AK |           | 5/8/2000              |
| LJ0508-4AL |           | 5/8/2000              |
| LJ0508-4AM |           | 5/8/2000              |
| LJ0508-4AN |           | 5/8/2000              |
| LJ0508-4AO |           | 5/8/2000              |
| LJ0508-4AP |           | 5/8/2000              |
| LJ0508-4AQ |           | 5/8/2000              |
| LJ0508-4AR |           | 5/8/2000              |
| LJ0508-4AS |           | 5/8/2000              |
| LJ0508-4AT |           | 5/8/2000              |
| LJ0508-4A  |           | 5/8/2000              |
| LJ0508-4B  |           | 5/8/2000              |
| LJ0508-4C  |           | 5/8/2000              |
| LJ0508-4D  |           | 5/8/2000              |
| LJ0508-4E  |           | 5/8/2000              |
| LJ0508-4F  |           | 5/8/2000              |
| LJ0508-4G  |           | 5/8/2000              |
| LJ0508-4H  |           | 5/8/2000              |
| LJ0508-4I  |           | 5/8/2000              |
| LJ0508-4J  |           | 5/8/2000              |
| LJ0508-4K  |           | 5/8/2000              |
| LJ0508-4L  |           | 5/8/2000              |
| LJ0508-4M  |           | 5/8/2000              |
| LJ0508-4N  |           | 5/8/2000              |
| LJ0508-4O  |           | 5/8/2000              |
| LJ0508-4P  |           | 5/8/2000              |
| LJ0508-4Q  |           | 5/8/2000              |
| LJ0508-4R  |           | 5/8/2000              |
| LJ0508-4S  |           | 5/8/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| LJ0508-4T  |           | 5/8/2000              |
| LJ0508-4U  |           | 5/8/2000              |
| LJ0508-4V  |           | 5/8/2000              |
| LJ0508-4W  |           | 5/8/2000              |
| LJ0508-4X  |           | 5/8/2000              |
| LJ0508-4Y  |           | 5/8/2000              |
| LJ0508-4Z  |           | 5/8/2000              |
| LJ0508-4   |           | 5/8/2000              |
| MG0505-1AA |           | 5/5/2000              |
| MG0505-1A  |           | 5/5/2000              |
| MG0505-1BB |           | 5/5/2000              |
| MG0505-1B  |           | 5/5/2000              |
| MG0505-1CC |           | 5/5/2000              |
| MG0505-1C  |           | 5/5/2000              |
| MG0505-1DD |           | 5/5/2000              |
| MG0505-1D  |           | 5/5/2000              |
| MG0505-1EE |           | 5/5/2000              |
| MG0505-1E  |           | 5/5/2000              |
| MG0505-1FF |           | 5/5/2000              |
| MG0505-1F  |           | 5/5/2000              |
| MG0505-1GG |           | 5/5/2000              |
| MG0505-1G  |           | 5/5/2000              |
| MG0505-1HH |           | 5/5/2000              |
| MG0505-1H  |           | 5/5/2000              |
| MG0505-1II |           | 5/5/2000              |
| MG0505-1I  |           | 5/5/2000              |
| MG0505-1JJ |           | 5/5/2000              |
| MG0505-1J  |           | 5/5/2000              |
| MG0505-1K  |           | 5/5/2000              |
| MG0505-1L  |           | 5/5/2000              |
| MG0505-1M  |           | 5/5/2000              |
| MG0505-1N  |           | 5/5/2000              |
| MG0505-1O  |           | 5/5/2000              |
| MG0505-1P  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
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| MG0505-1Q  |           | 5/5/2000              |
| MG0505-1R  |           | 5/5/2000              |
| MG0505-1S  |           | 5/5/2000              |
| MG0505-1T  |           | 5/5/2000              |
| MG0505-1U  |           | 5/5/2000              |
| MG0505-1V  |           | 5/5/2000              |
| MG0505-1W  |           | 5/5/2000              |
| MG0505-1X  |           | 5/5/2000              |
| MG0505-1Y  |           | 5/5/2000              |
| MG0505-1Z  |           | 5/5/2000              |
| MG0505-1   |           | 5/5/2000              |
| MG0505-2AA |           | 5/5/2000              |
| MG0505-2A  |           | 5/5/2000              |
| MG0505-2BB |           | 5/5/2000              |
| MG0505-2B  |           | 5/5/2000              |
| MG0505-2CC |           | 5/5/2000              |
| MG0505-2C  |           | 5/5/2000              |
| MG0505-2DD |           | 5/5/2000              |
| MG0505-2D  |           | 5/5/2000              |
| MG0505-2EE |           | 5/5/2000              |
| MG0505-2E  |           | 5/5/2000              |
| MG0505-2FF |           | 5/5/2000              |
| MG0505-2F  |           | 5/5/2000              |
| MG0505-2GG |           | 5/5/2000              |
| MG0505-2G  |           | 5/5/2000              |
| MG0505-2HH |           | 5/5/2000              |
| MG0505-2H  |           | 5/5/2000              |
| MG0505-2II |           | 5/5/2000              |
| MG0505-2I  |           | 5/5/2000              |
| MG0505-2JJ |           | 5/5/2000              |
| MG0505-2J  |           | 5/5/2000              |
| MG0505-2KK |           | 5/5/2000              |
| MG0505-2K  |           | 5/5/2000              |
| MG0505-2LL |           | 5/5/2000              |

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IDS 00638

# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| MG0505-2L  |           | 5/5/2000              |
| MG0505-2MM |           | 5/5/2000              |
| MG0505-2M  |           | 5/5/2000              |
| MG0505-2NN |           | 5/5/2000              |
| MG0505-2N  |           | 5/5/2000              |
| MG0505-2OO |           | 5/5/2000              |
| MG0505-2O  |           | 5/5/2000              |
| MG0505-2PP |           | 5/5/2000              |
| MG0505-2P  |           | 5/5/2000              |
| MG0505-2QQ |           | 5/5/2000              |
| MG0505-2Q  |           | 5/5/2000              |
| MG0505-2RR |           | 5/5/2000              |
| MG0505-2R  |           | 5/5/2000              |
| MG0505-2SS |           | 5/5/2000              |
| MG0505-2S  |           | 5/5/2000              |
| MG0505-2TT |           | 5/5/2000              |
| MG0505-2T  |           | 5/5/2000              |
| MG0505-2UU |           | 5/5/2000              |
| MG0505-2U  |           | 5/5/2000              |
| MG0505-2VV |           | 5/5/2000              |
| MG0505-2V  |           | 5/5/2000              |
| MG0505-2WW |           | 5/5/2000              |
| MG0505-2W  |           | 5/5/2000              |
| MG0505-2XX |           | 5/5/2000              |
| MG0505-2X  |           | 5/5/2000              |
| MG0505-2YY |           | 5/5/2000              |
| MG0505-2Y  |           | 5/5/2000              |
| MG0505-2ZZ |           | 5/5/2000              |
| MG0505-2Z  |           | 5/5/2000              |
| MG0505-2   |           | 5/5/2000              |
| MG0505-3A  |           | 5/5/2000              |
| MG0505-3B  |           | 5/5/2000              |
| MG0505-3C  |           | 5/5/2000              |
| MG0505-3D  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| MG0505-3E  |           | 5/5/2000              |
| MG0505-3F  |           | 5/5/2000              |
| MG0505-3G  |           | 5/5/2000              |
| MG0505-3H  |           | 5/5/2000              |
| MG0505-3I  |           | 5/5/2000              |
| MG0505-3J  |           | 5/5/2000              |
| MG0505-3K  |           | 5/5/2000              |
| MG0505-3L  |           | 5/5/2000              |
| MG0505-3M  |           | 5/5/2000              |
| MG0505-3N  |           | 5/5/2000              |
| MG0505-3O  |           | 5/5/2000              |
| MG0505-3P  |           | 5/5/2000              |
| MG0505-3Q  |           | 5/5/2000              |
| MG0505-3R  |           | 5/5/2000              |
| MG0505-3S  |           | 5/5/2000              |
| MG0505-3T  |           | 5/5/2000              |
| MG0505-3U  |           | 5/5/2000              |
| MG0505-3V  |           | 5/5/2000              |
| MG0505-3W  |           | 5/5/2000              |
| MG0505-3X  |           | 5/5/2000              |
| MG0505-3Y  |           | 5/5/2000              |
| MG0505-3Z  |           | 5/5/2000              |
| MG0505-3   |           | 5/5/2000              |
| MG0505-4A  |           | 5/5/2000              |
| MG0505-4B  |           | 5/5/2000              |
| MG0505-4C  |           | 5/5/2000              |
| MG0505-4D  |           | 5/5/2000              |
| MG0505-4E  |           | 5/5/2000              |
| MG0505-4F  |           | 5/5/2000              |
| MG0505-4G  |           | 5/5/2000              |
| MG0505-4H  |           | 5/5/2000              |
| MG0505-4I  |           | 5/5/2000              |
| MG0505-4J  |           | 5/5/2000              |
| MG0505-4K  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| MG0505-4L  |           | 5/5/2000              |
| MG0505-4M  |           | 5/5/2000              |
| MG0505-4N  |           | 5/5/2000              |
| MG0505-4O  |           | 5/5/2000              |
| MG0505-4P  |           | 5/5/2000              |
| MG0505-4Q  |           | 5/5/2000              |
| MG0505-4R  |           | 5/5/2000              |
| MG0505-4S  |           | 5/5/2000              |
| MG0505-4T  |           | 5/5/2000              |
| MG0505-4U  |           | 5/5/2000              |
| MG0505-4V  |           | 5/5/2000              |
| MG0505-4W  |           | 5/5/2000              |
| MG0505-4X  |           | 5/5/2000              |
| MG0505-4Y  |           | 5/5/2000              |
| MG0505-4Z  |           | 5/5/2000              |
| MG0505-4   |           | 5/5/2000              |
| MG0505-5AA |           | 5/5/2000              |
| MG0505-5A  |           | 5/5/2000              |
| MG0505-5BB |           | 5/5/2000              |
| MG0505-5B  |           | 5/5/2000              |
| MG0505-5CC |           | 5/5/2000              |
| MG0505-5C  |           | 5/5/2000              |
| MG0505-5DD |           | 5/5/2000              |
| MG0505-5D  |           | 5/5/2000              |
| MG0505-5E  |           | 5/5/2000              |
| MG0505-5F  |           | 5/5/2000              |
| MG0505-5G  |           | 5/5/2000              |
| MG0505-5H  |           | 5/5/2000              |
| MG0505-5I  |           | 5/5/2000              |
| MG0505-5J  |           | 5/5/2000              |
| MG0505-5K  |           | 5/5/2000              |
| MG0505-5L  |           | 5/5/2000              |
| MG0505-5M  |           | 5/5/2000              |
| MG0505-5N  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| MG0505-5O  |           | 5/5/2000              |
| MG0505-5P  |           | 5/5/2000              |
| MG0505-5Q  |           | 5/5/2000              |
| MG0505-5R  |           | 5/5/2000              |
| MG0505-5S  |           | 5/5/2000              |
| MG0505-5T  |           | 5/5/2000              |
| MG0505-5U  |           | 5/5/2000              |
| MG0505-5V  |           | 5/5/2000              |
| MG0505-5W  |           | 5/5/2000              |
| MG0505-5X  |           | 5/5/2000              |
| MG0505-5Y  |           | 5/5/2000              |
| MG0505-5Z  |           | 5/5/2000              |
| MG0505-5   |           | 5/5/2000              |
| MG0505-6A  |           | 5/5/2000              |
| MG0505-6B  |           | 5/5/2000              |
| MG0505-6C  |           | 5/5/2000              |
| MG0505-6D  |           | 5/5/2000              |
| MG0505-6E  |           | 5/5/2000              |
| MG0505-6F  |           | 5/5/2000              |
| MG0505-6G  |           | 5/5/2000              |
| MG0505-6H  |           | 5/5/2000              |
| MG0505-6I  |           | 5/5/2000              |
| MG0505-6J  |           | 5/5/2000              |
| MG0505-6K  |           | 5/5/2000              |
| MG0505-6L  |           | 5/5/2000              |
| MG0505-6M  |           | 5/5/2000              |
| MG0505-6N  |           | 5/5/2000              |
| MG0505-6O  |           | 5/5/2000              |
| MG0505-6P  |           | 5/5/2000              |
| MG0505-6Q  |           | 5/5/2000              |
| MG0505-6R  |           | 5/5/2000              |
| MG0505-6S  |           | 5/5/2000              |
| MG0505-6T  |           | 5/5/2000              |
| MG0505-6U  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| MG0505-6V  |           | 5/5/2000              |
| MG0505-6W  |           | 5/5/2000              |
| MG0505-6X  |           | 5/5/2000              |
| MG0505-6Y  |           | 5/5/2000              |
| MG0505-6Z  |           | 5/5/2000              |
| MG0505-6   |           | 5/5/2000              |
| MG0505-7A  |           | 5/5/2000              |
| MG0505-7B  |           | 5/5/2000              |
| MG0505-7C  |           | 5/5/2000              |
| MG0505-7D  |           | 5/5/2000              |
| MG0505-7E  |           | 5/5/2000              |
| MG0505-7F  |           | 5/5/2000              |
| MG0505-7G  |           | 5/5/2000              |
| MG0505-7   |           | 5/5/2000              |
| MG0508-1A  |           | 5/8/2000              |
| MG0508-1B  |           | 5/8/2000              |
| MG0508-1C  |           | 5/8/2000              |
| MG0508-1D  |           | 5/8/2000              |
| MG0508-1E  |           | 5/8/2000              |
| MG0508-1F  |           | 5/8/2000              |
| MG0508-1G  |           | 5/8/2000              |
| MG0508-1H  |           | 5/8/2000              |
| MG0508-1I  |           | 5/8/2000              |
| MG0508-1J  |           | 5/8/2000              |
| MG0508-1K  |           | 5/8/2000              |
| MG0508-1L  |           | 5/8/2000              |
| MG0508-1M  |           | 5/8/2000              |
| MG0508-1N  |           | 5/8/2000              |
| MG0508-1O  |           | 5/8/2000              |
| MG0508-1P  |           | 5/8/2000              |
| MG0508-1Q  |           | 5/8/2000              |
| MG0508-1R  |           | 5/8/2000              |
| MG0508-1S  |           | 5/8/2000              |
| MG0508-1T  |           | 5/8/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| MG0508-1U  |           | 5/8/2000              |
| MG0508-1V  |           | 5/8/2000              |
| MG0508-1W  |           | 5/8/2000              |
| MG0508-1X  |           | 5/8/2000              |
| MG0508-1Y  |           | 5/8/2000              |
| MG0508-1Z  |           | 5/8/2000              |
| MG0508-1   |           | 5/8/2000              |
| MG0508-2A  |           | 5/8/2000              |
| MG0508-2B  |           | 5/8/2000              |
| MG0508-2C  |           | 5/8/2000              |
| MG0508-2D  |           | 5/8/2000              |
| MG0508-2E  |           | 5/8/2000              |
| MG0508-2F  |           | 5/8/2000              |
| MG0508-2G  |           | 5/8/2000              |
| MG0508-2H  |           | 5/8/2000              |
| MG0508-2I  |           | 5/8/2000              |
| MG0508-2J  |           | 5/8/2000              |
| MG0508-2K  |           | 5/8/2000              |
| MG0508-2L  |           | 5/8/2000              |
| MG0508-2M  |           | 5/8/2000              |
| MG0508-2N  |           | 5/8/2000              |
| MG0508-2O  |           | 5/8/2000              |
| MG0508-2P  |           | 5/8/2000              |
| MG0508-2Q  |           | 5/8/2000              |
| MG0508-2R  |           | 5/8/2000              |
| MG0508-2S  |           | 5/8/2000              |
| MG0508-2T  |           | 5/8/2000              |
| MG0508-2U  |           | 5/8/2000              |
| MG0508-2V  |           | 5/8/2000              |
| MG0508-2W  |           | 5/8/2000              |
| MG0508-2X  |           | 5/8/2000              |
| MG0508-2Y  |           | 5/8/2000              |
| MG0508-2Z  |           | 5/8/2000              |
| MG0508-2   |           | 5/8/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| MG0508-3A  |           | 5/8/2000              |
| MG0508-3B  |           | 5/8/2000              |
| MG0508-3C  |           | 5/8/2000              |
| MG0508-3D  |           | 5/8/2000              |
| MG0508-3E  |           | 5/8/2000              |
| MG0508-3F  |           | 5/8/2000              |
| MG0508-3G  |           | 5/8/2000              |
| MG0508-3H  |           | 5/8/2000              |
| MG0508-3I  |           | 5/8/2000              |
| MG0508-3J  |           | 5/8/2000              |
| MG0508-3K  |           | 5/8/2000              |
| MG0508-3L  |           | 5/8/2000              |
| MG0508-3M  |           | 5/8/2000              |
| MG0508-3N  |           | 5/8/2000              |
| MG0508-3O  |           | 5/8/2000              |
| MG0508-3P  |           | 5/8/2000              |
| MG0508-3Q  |           | 5/8/2000              |
| MG0508-3R  |           | 5/8/2000              |
| MG0508-3S  |           | 5/8/2000              |
| MG0508-3T  |           | 5/8/2000              |
| MG0508-3U  |           | 5/8/2000              |
| MG0508-3V  |           | 5/8/2000              |
| MG0508-3W  |           | 5/8/2000              |
| MG0508-3X  |           | 5/8/2000              |
| MG0508-3Y  |           | 5/8/2000              |
| MG0508-3Z  |           | 5/8/2000              |
| MG0508-3   |           | 5/8/2000              |
| MG0508-4AZ |           | 5/8/2000              |
| MG0508-4A  |           | 5/8/2000              |
| MG0508-4B  |           | 5/8/2000              |
| MG0508-4C  |           | 5/8/2000              |
| MG0508-4D  |           | 5/8/2000              |
| MG0508-4E  |           | 5/8/2000              |
| MG0508-4F  |           | 5/8/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| MG0508-4G  |           | 5/8/2000              |
| MG0508-4H  |           | 5/8/2000              |
| MG0508-4I  |           | 5/8/2000              |
| MG0508-4J  |           | 5/8/2000              |
| MG0508-4K  |           | 5/8/2000              |
| MG0508-4L  |           | 5/8/2000              |
| MG0508-4M  |           | 5/8/2000              |
| MG0508-4N  |           | 5/8/2000              |
| MG0508-4O  |           | 5/8/2000              |
| MG0508-4P  |           | 5/8/2000              |
| MG0508-4Q  |           | 5/8/2000              |
| MG0508-4R  |           | 5/8/2000              |
| MG0508-4S  |           | 5/8/2000              |
| MG0508-4T  |           | 5/8/2000              |
| MG0508-4U  |           | 5/8/2000              |
| MG0508-4V  |           | 5/8/2000              |
| MG0508-4W  |           | 5/8/2000              |
| MG0508-4X  |           | 5/8/2000              |
| MG0508-5AA |           | 5/8/2000              |
| MG0508-5A  |           | 5/8/2000              |
| MG0508-5BB |           | 5/8/2000              |
| MG0508-5B  |           | 5/8/2000              |
| MG0508-5CC |           | 5/8/2000              |
| MG0508-5C  |           | 5/8/2000              |
| MG0508-5DD |           | 5/8/2000              |
| MG0508-5D  |           | 5/8/2000              |
| MG0508-5EE |           | 5/8/2000              |
| MG0508-5E  |           | 5/8/2000              |
| MG0508-5FF |           | 5/8/2000              |
| MG0508-5F  |           | 5/8/2000              |
| MG0508-5GG |           | 5/8/2000              |
| MG0508-5G  |           | 5/8/2000              |
| MG0508-5HH |           | 5/8/2000              |
| MG0508-5H  |           | 5/8/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u>  | <u>TN</u> | <u>Date Submitted</u> |
|-------------|-----------|-----------------------|
| MG0508-5I   |           | 5/8/2000              |
| MG0508-5J   |           | 5/8/2000              |
| MG0508-5K   |           | 5/8/2000              |
| MG0508-5L   |           | 5/8/2000              |
| MG0508-5M   |           | 5/8/2000              |
| MG0508-5N   |           | 5/8/2000              |
| MG0508-5O   |           | 5/8/2000              |
| MG0508-5P   |           | 5/8/2000              |
| MG0508-5Q   |           | 5/8/2000              |
| MG0508-5R   |           | 5/8/2000              |
| MG0508-5S   |           | 5/8/2000              |
| MG0508-5T   |           | 5/8/2000              |
| MG0508-5U   |           | 5/8/2000              |
| MG0508-5V   |           | 5/8/2000              |
| MG0508-5W   |           | 5/8/2000              |
| MG0508-5X   |           | 5/8/2000              |
| MG0508-5Y   |           | 5/8/2000              |
| MG0508-5Z   |           | 5/8/2000              |
| MG0508-5    |           | 5/8/2000              |
| RC0505-1AAA |           | 5/5/2000              |
| RC0505-1AA  |           | 5/5/2000              |
| RC0505-1A   |           | 5/5/2000              |
| RC0505-1BBB |           | 5/5/2000              |
| RC0505-1BB  |           | 5/5/2000              |
| RC0505-1B   |           | 5/5/2000              |
| RC0505-1CCC |           | 5/5/2000              |
| RC0505-1CC  |           | 5/5/2000              |
| RC0505-1C   |           | 5/5/2000              |
| RC0505-1DDD |           | 5/5/2000              |
| RC0505-1DD  |           | 5/5/2000              |
| RC0505-1D   |           | 5/5/2000              |
| RC0505-1EEE |           | 5/5/2000              |
| RC0505-1EE  |           | 5/5/2000              |
| RC0505-1E   |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u>  | <u>TN</u> | <u>Date Submitted</u> |
|-------------|-----------|-----------------------|
| RC0505-1FFF |           | 5/5/2000              |
| RC0505-1FF  |           | 5/5/2000              |
| RC0505-1F   |           | 5/5/2000              |
| RC0505-1GGG |           | 5/5/2000              |
| RC0505-1GG  |           | 5/5/2000              |
| RC0505-1G   |           | 5/5/2000              |
| RC0505-1HHH |           | 5/5/2000              |
| RC0505-1HH  |           | 5/5/2000              |
| RC0505-1H   |           | 5/5/2000              |
| RC0505-1II  |           | 5/5/2000              |
| RC0505-1I   |           | 5/5/2000              |
| RC0505-1JJ  |           | 5/5/2000              |
| RC0505-1J   |           | 5/5/2000              |
| RC0505-1KK  |           | 5/5/2000              |
| RC0505-1K   |           | 5/5/2000              |
| RC0505-1LL  |           | 5/5/2000              |
| RC0505-1L   |           | 5/5/2000              |
| RC0505-1MM  |           | 5/5/2000              |
| RC0505-1M   |           | 5/5/2000              |
| RC0505-1NN  |           | 5/5/2000              |
| RC0505-1N   |           | 5/5/2000              |
| RC0505-1OO  |           | 5/5/2000              |
| RC0505-1O   |           | 5/5/2000              |
| RC0505-1PP  |           | 5/5/2000              |
| RC0505-1P   |           | 5/5/2000              |
| RC0505-1QQ  |           | 5/5/2000              |
| RC0505-1Q   |           | 5/5/2000              |
| RC0505-1RR  |           | 5/5/2000              |
| RC0505-1R   |           | 5/5/2000              |
| RC0505-1SS  |           | 5/5/2000              |
| RC0505-1S   |           | 5/5/2000              |
| RC0505-1TT  |           | 5/5/2000              |
| RC0505-1T   |           | 5/5/2000              |
| RC0505-1U   |           | 5/5/2000              |

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## IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0505-1VV |           | 5/5/2000              |
| RC0505-1V  |           | 5/5/2000              |
| RC0505-1WW |           | 5/5/2000              |
| RC0505-1W  |           | 5/5/2000              |
| RC0505-1XX |           | 5/5/2000              |
| RC0505-1X  |           | 5/5/2000              |
| RC0505-1YY |           | 5/5/2000              |
| RC0505-1Y  |           | 5/5/2000              |
| RC0505-1ZZ |           | 5/5/2000              |
| RC0505-1Z  |           | 5/5/2000              |
| RC0505-1   |           | 5/5/2000              |
| RC0505-2AA |           | 5/5/2000              |
| RC0505-2A  |           | 5/5/2000              |
| RC0505-2BB |           | 5/5/2000              |
| RC0505-2B  |           | 5/5/2000              |
| RC0505-2CC |           | 5/5/2000              |
| RC0505-2C  |           | 5/5/2000              |
| RC0505-2DD |           | 5/5/2000              |
| RC0505-2D  |           | 5/5/2000              |
| RC0505-2EE |           | 5/5/2000              |
| RC0505-2E  |           | 5/5/2000              |
| RC0505-2FF |           | 5/5/2000              |
| RC0505-2F  |           | 5/5/2000              |
| RC0505-2GG |           | 5/5/2000              |
| RC0505-2G  |           | 5/5/2000              |
| RC0505-2HH |           | 5/5/2000              |
| RC0505-2H  |           | 5/5/2000              |
| RC0505-2II |           | 5/5/2000              |
| RC0505-2I  |           | 5/5/2000              |
| RC0505-2JJ |           | 5/5/2000              |
| RC0505-2J  |           | 5/5/2000              |
| RC0505-2KK |           | 5/5/2000              |
| RC0505-2K  |           | 5/5/2000              |
| RC0505-2LL |           | 5/5/2000              |

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## IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0505-2L  |           | 5/5/2000              |
| RC0505-2MM |           | 5/5/2000              |
| RC0505-2M  |           | 5/5/2000              |
| RC0505-2NN |           | 5/5/2000              |
| RC0505-2N  |           | 5/5/2000              |
| RC0505-2OO |           | 5/5/2000              |
| RC0505-2O  |           | 5/5/2000              |
| RC0505-2PP |           | 5/5/2000              |
| RC0505-2P  |           | 5/5/2000              |
| RC0505-2Q  |           | 5/5/2000              |
| RC0505-2R  |           | 5/5/2000              |
| RC0505-2S  |           | 5/5/2000              |
| RC0505-2T  |           | 5/5/2000              |
| RC0505-2U  |           | 5/5/2000              |
| RC0505-2V  |           | 5/5/2000              |
| RC0505-2W  |           | 5/5/2000              |
| RC0505-2X  |           | 5/5/2000              |
| RC0505-2Y  |           | 5/5/2000              |
| RC0505-2Z  |           | 5/5/2000              |
| RC0505-2   |           | 5/5/2000              |
| RC0505-3A  |           | 5/5/2000              |
| RC0505-3B  |           | 5/5/2000              |
| RC0505-3C  |           | 5/5/2000              |
| RC0505-3D  |           | 5/5/2000              |
| RC0505-3E  |           | 5/5/2000              |
| RC0505-3F  |           | 5/5/2000              |
| RC0505-3G  |           | 5/5/2000              |
| RC0505-3H  |           | 5/5/2000              |
| RC0505-3I  |           | 5/5/2000              |
| RC0505-3J  |           | 5/5/2000              |
| RC0505-3K  |           | 5/5/2000              |
| RC0505-3L  |           | 5/5/2000              |
| RC0505-3M  |           | 5/5/2000              |
| RC0505-3N  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0505-3O  |           | 5/5/2000              |
| RC0505-3P  |           | 5/5/2000              |
| RC0505-3Q  |           | 5/5/2000              |
| RC0505-3R  |           | 5/5/2000              |
| RC0505-3S  |           | 5/5/2000              |
| RC0505-3   |           | 5/5/2000              |
| RC0505-4A  |           | 5/5/2000              |
| RC0505-4B  |           | 5/5/2000              |
| RC0505-4C  |           | 5/5/2000              |
| RC0505-4D  |           | 5/5/2000              |
| RC0505-4E  |           | 5/5/2000              |
| RC0505-4F  |           | 5/5/2000              |
| RC0505-4G  |           | 5/5/2000              |
| RC0505-4H  |           | 5/5/2000              |
| RC0505-4I  |           | 5/5/2000              |
| RC0505-4J  |           | 5/5/2000              |
| RC0505-4K  |           | 5/5/2000              |
| RC0505-4L  |           | 5/5/2000              |
| RC0505-4M  |           | 5/5/2000              |
| RC0505-4N  |           | 5/5/2000              |
| RC0505-4O  |           | 5/5/2000              |
| RC0505-4P  |           | 5/5/2000              |
| RC0505-4Q  |           | 5/5/2000              |
| RC0505-4R  |           | 5/5/2000              |
| RC0505-4S  |           | 5/5/2000              |
| RC0505-4T  |           | 5/5/2000              |
| RC0505-4U  |           | 5/5/2000              |
| RC0505-4V  |           | 5/5/2000              |
| RC0505-4W  |           | 5/5/2000              |
| RC0505-4X  |           | 5/5/2000              |
| RC0505-4Y  |           | 5/5/2000              |
| RC0505-4Z  |           | 5/5/2000              |
| RC0505-4   |           | 5/5/2000              |
| RC0505-5A  |           | 5/5/2000              |

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IDS 00651

## IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0505-5B  |           | 5/5/2000              |
| RC0505-5C  |           | 5/5/2000              |
| RC0505-5D  |           | 5/5/2000              |
| RC0505-5E  |           | 5/5/2000              |
| RC0505-5F  |           | 5/5/2000              |
| RC0505-5G  |           | 5/5/2000              |
| RC0505-5H  |           | 5/5/2000              |
| RC0505-5I  |           | 5/5/2000              |
| RC0505-5J  |           | 5/5/2000              |
| RC0505-5K  |           | 5/5/2000              |
| RC0505-5L  |           | 5/5/2000              |
| RC0505-5M  |           | 5/5/2000              |
| RC0505-5N  |           | 5/5/2000              |
| RC0505-5O  |           | 5/5/2000              |
| RC0505-5P  |           | 5/5/2000              |
| RC0505-5Q  |           | 5/5/2000              |
| RC0505-5R  |           | 5/5/2000              |
| RC0505-5S  |           | 5/5/2000              |
| RC0505-5T  |           | 5/5/2000              |
| RC0505-5U  |           | 5/5/2000              |
| RC0505-5V  |           | 5/5/2000              |
| RC0505-5W  |           | 5/5/2000              |
| RC0505-5X  |           | 5/5/2000              |
| RC0505-5Y  |           | 5/5/2000              |
| RC0505-5Z  |           | 5/5/2000              |
| RC0505-5   |           | 5/5/2000              |
| RC0505-6A  |           | 5/5/2000              |
| RC0505-6B  |           | 5/5/2000              |
| RC0505-6C  |           | 5/5/2000              |
| RC0505-6D  |           | 5/5/2000              |
| RC0505-6E  |           | 5/5/2000              |
| RC0505-6F  |           | 5/5/2000              |
| RC0505-6G  |           | 5/5/2000              |
| RC0505-6H  |           | 5/5/2000              |

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# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0505-6I  |           | 5/5/2000              |
| RC0505-6J  |           | 5/5/2000              |
| RC0505-6K  |           | 5/5/2000              |
| RC0505-6L  |           | 5/5/2000              |
| RC0505-6M  |           | 5/5/2000              |
| RC0505-6N  |           | 5/5/2000              |
| RC0505-6O  |           | 5/5/2000              |
| RC0505-6P  |           | 5/5/2000              |
| RC0505-6Q  |           | 5/5/2000              |
| RC0505-6R  |           | 5/5/2000              |
| RC0505-6S  |           | 5/5/2000              |
| RC0505-6T  |           | 5/5/2000              |
| RC0505-6U  |           | 5/5/2000              |
| RC0505-6V  |           | 5/5/2000              |
| RC0505-6W  |           | 5/5/2000              |
| RC0505-6X  |           | 5/5/2000              |
| RC0505-6Z  |           | 5/5/2000              |
| RC0505-6   |           | 5/5/2000              |
| RC0505-7A  |           | 5/5/2000              |
| RC0505-7B  |           | 5/5/2000              |
| RC0505-7C  |           | 5/5/2000              |
| RC0505-7D  |           | 5/5/2000              |
| RC0505-7E  |           | 5/5/2000              |
| RC0505-7F  |           | 5/5/2000              |
| RC0505-7G  |           | 5/5/2000              |
| RC0505-7H  |           | 5/5/2000              |
| RC0505-7I  |           | 5/5/2000              |
| RC0505-7J  |           | 5/5/2000              |
| RC0505-7K  |           | 5/5/2000              |
| RC0505-7L  |           | 5/5/2000              |
| RC0505-7M  |           | 5/5/2000              |
| RC0505-7N  |           | 5/5/2000              |
| RC0505-7O  |           | 5/5/2000              |
| RC0505-7P  |           | 5/5/2000              |

5/26/00

## IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0505-7Q  |           | 5/5/2000              |
| RC0505-7R  |           | 5/5/2000              |
| RC0505-7S  |           | 5/5/2000              |
| RC0505-7T  |           | 5/5/2000              |
| RC0505-7U  |           | 5/5/2000              |
| RC0505-7V  |           | 5/5/2000              |
| RC0505-7W  |           | 5/5/2000              |
| RC0505-7X  |           | 5/5/2000              |
| RC0505-7Y  |           | 5/5/2000              |
| RC0505-7Z  |           | 5/5/2000              |
| RC0505-7   |           | 5/5/2000              |
| RC0508-1A  |           | 5/8/2000              |
| RC0508-1A  |           | 5/8/2000              |
| RC0508-1B  |           | 5/8/2000              |
| RC0508-1B  |           | 5/8/2000              |
| RC0508-1C  |           | 5/8/2000              |
| RC0508-1C  |           | 5/8/2000              |
| RC0508-1D  |           | 5/8/2000              |
| RC0508-1D  |           | 5/8/2000              |
| RC0508-1E  |           | 5/8/2000              |
| RC0508-1E  |           | 5/8/2000              |
| RC0508-1F  |           | 5/8/2000              |
| RC0508-1F  |           | 5/8/2000              |
| RC0508-1G  |           | 5/8/2000              |
| RC0508-1G  |           | 5/8/2000              |
| RC0508-1H  |           | 5/8/2000              |
| RC0508-1H  |           | 5/8/2000              |
| RC0508-1I  |           | 5/8/2000              |
| RC0508-1I  |           | 5/8/2000              |
| RC0508-1J  |           | 5/8/2000              |
| RC0508-1J  |           | 5/8/2000              |
| RC0508-1K  |           | 5/8/2000              |
| RC0508-1K  |           | 5/8/2000              |
| RC0508-1L  |           | 5/8/2000              |

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## IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0508-1L  |           | 5/8/2000              |
| RC0508-1M  |           | 5/8/2000              |
| RC0508-1M  |           | 5/8/2000              |
| RC0508-1N  |           | 5/8/2000              |
| RC0508-1N  |           | 5/8/2000              |
| RC0508-1O  |           | 5/8/2000              |
| RC0508-1O  |           | 5/8/2000              |
| RC0508-1P  |           | 5/8/2000              |
| RC0508-1P  |           | 5/8/2000              |
| RC0508-1Q  |           | 5/8/2000              |
| RC0508-1Q  |           | 5/8/2000              |
| RC0508-1R  |           | 5/8/2000              |
| RC0508-1R  |           | 5/8/2000              |
| RC0508-1S  |           | 5/8/2000              |
| RC0508-1S  |           | 5/8/2000              |
| RC0508-1T  |           | 5/8/2000              |
| RC0508-1T  |           | 5/8/2000              |
| RC0508-1U  |           | 5/8/2000              |
| RC0508-1U  |           | 5/8/2000              |
| RC0508-1V  |           | 5/8/2000              |
| RC0508-1V  |           | 5/8/2000              |
| RC0508-1W  |           | 5/8/2000              |
| RC0508-1W  |           | 5/8/2000              |
| RC0508-1X  |           | 5/8/2000              |
| RC0508-1X  |           | 5/8/2000              |
| RC0508-1Y  |           | 5/8/2000              |
| RC0508-1Y  |           | 5/8/2000              |
| RC0508-1Z  |           | 5/8/2000              |
| RC0508-1Z  |           | 5/8/2000              |
| RC0508-1   |           | 5/8/2000              |
| RC0508-1   |           | 5/8/2000              |
| RC0508-2A  |           | 5/8/2000              |
| RC0508-2B  |           | 5/8/2000              |
| RC0508-2C  |           | 5/8/2000              |

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IDS LIST1.XLS

IDS 00655

# IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0508-2D  |           | 5/8/2000              |
| RC0508-2E  |           | 5/8/2000              |
| RC0508-2F  |           | 5/8/2000              |
| RC0508-2G  |           | 5/8/2000              |
| RC0508-2H  |           | 5/8/2000              |
| RC0508-2I  |           | 5/8/2000              |
| RC0508-2J  |           | 5/8/2000              |
| RC0508-2K  |           | 5/8/2000              |
| RC0508-2L  |           | 5/8/2000              |
| RC0508-2M  |           | 5/8/2000              |
| RC0508-2N  |           | 5/8/2000              |
| RC0508-2O  |           | 5/8/2000              |
| RC0508-2P  |           | 5/8/2000              |
| RC0508-2Q  |           | 5/8/2000              |
| RC0508-2R  |           | 5/8/2000              |
| RC0508-2S  |           | 5/8/2000              |
| RC0508-2T  |           | 5/8/2000              |
| RC0508-2U  |           | 5/8/2000              |
| RC0508-2V  |           | 5/8/2000              |
| RC0508-2W  |           | 5/8/2000              |
| RC0508-2X  |           | 5/8/2000              |
| RC0508-2Z  |           | 5/8/2000              |
| RC0508-2   |           | 5/8/2000              |
| RC0508-3A  |           | 5/8/2000              |
| RC0508-3B  |           | 5/8/2000              |
| RC0508-3C  |           | 5/8/2000              |
| RC0508-3D  |           | 5/8/2000              |
| RC0508-3E  |           | 5/8/2000              |
| RC0508-3F  |           | 5/8/2000              |
| RC0508-3G  |           | 5/8/2000              |
| RC0508-3H  |           | 5/8/2000              |
| RC0508-3I  |           | 5/8/2000              |
| RC0508-3J  |           | 5/8/2000              |
| RC0508-3K  |           | 5/8/2000              |

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## IDS BULK ORDER SUBMISSIONS

| <u>PON</u> | <u>TN</u> | <u>Date Submitted</u> |
|------------|-----------|-----------------------|
| RC0508-3L  |           | 5/8/2000              |
| RC0508-3M  |           | 5/8/2000              |
| RC0508-3N  |           | 5/8/2000              |
| RC0508-3O  |           | 5/8/2000              |
| RC0508-3P  |           | 5/8/2000              |
| RC0508-3Q  |           | 5/8/2000              |
| RC0508-3R  |           | 5/8/2000              |
| RC0508-3S  |           | 5/8/2000              |
| RC0508-3T  |           | 5/8/2000              |
| RC0508-3U  |           | 5/8/2000              |
| RC0508-3V  |           | 5/8/2000              |
| RC0508-3W  |           | 5/8/2000              |
| RC0508-3X  |           | 5/8/2000              |
| RC0508-3Y  |           | 5/8/2000              |
| RC0508-3Z  |           | 5/8/2000              |
| RC0508-3   |           | 5/8/2000              |

Angel Leiro

---

From: Issam Sayegh  
Sent: Monday, June 19, 2000 4:51 PM  
To: Freddy Oquendo; Arabella Romano; Christine Sasnauskas  
Subject: FW: Local Service Freeze



D60700~1.XLS

Regards,

Issam Sayegh  
IDS Telcom  
(305) 612-4182

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

From: Lcsc.Hitops@bridge.bellsouth.com  
[mailto:Lcsc.Hitops@bridge.bellsouth.com]  
Sent: Monday, June 19, 2000 4:36 PM  
To: isayegh@idstelcom.com  
Cc: Amidah.Akram1@bridge.bellsouth.com;  
Linda.Atkinson@bridge.bellsouth.com; Sandra.Davis3@bridge.bellsouth.com;  
Pamela.Moore3@bridge.bellsouth.com; Bill.Thrasher2@bridge.bellsouth.com  
Subject: Local Service Freeze

We have processed your request for Local Service Freeze. Attached is a copy of the completed spreadsheet. Below is a status by category:

|                             |      |
|-----------------------------|------|
| Total accounts submitted    | 1495 |
| Total of duplicate accounts | 278  |
| Total of clarifications     | 107  |
| -Final accounts             | 34   |
| -Listing only accounts,     |      |
| LSF not applicable          | 6    |
| -Not your customer          | 67   |
| Total LSF orders issued     | 1110 |

Please note the spreadsheet column "Order #". The same generic order applies for each of the orders issued.

If you have any questions, please call me at (800) 773-4967 x4157.

Thanks,  
Assata Lake

IDS 00658



| TN | PON          | Listed Name | Remarks                          | Order# | Due Date |
|----|--------------|-------------|----------------------------------|--------|----------|
|    | IDSPIC-015   |             | FINAL                            |        |          |
|    | IDSPIC-043   |             | FINAL                            |        |          |
|    | IDSPIC-057   |             | FINAL                            |        |          |
|    | IDSPIC-060   |             | FINAL                            |        |          |
|    | IDSPIC-063   |             | FINAL                            |        |          |
|    | IDSPIC-064   |             | FINAL                            |        |          |
|    | IDSPIC-094   |             | FINAL                            |        |          |
|    | IDSPIC-095   |             | FINAL                            |        |          |
|    | IDSPIC-0143  |             | FINAL                            |        |          |
|    | IDSPIC-0144  |             | FINAL                            |        |          |
|    | IDSPIC-0170  |             | FINAL                            |        |          |
|    | IDSPIC-0193  |             | FINAL                            |        |          |
|    | IDSPIC-0198  |             | FINAL                            |        |          |
|    | IDSPIC-0208  |             | FINAL                            |        |          |
|    | IDSPIC-0370  |             | FINAL                            |        |          |
|    | IDSPIC-0418  |             | FINAL                            |        |          |
|    | IDSPIC-0434  |             | FINAL                            |        |          |
|    | IDSPIC-0448  |             | FINAL                            |        |          |
|    | IDSPIC-0508  |             | FINAL                            |        |          |
|    | IDSPIC-0664  |             | FINAL                            |        |          |
|    | IDSPIC-0729  |             | FINAL                            |        |          |
|    | IDSPIC-0809  |             | FINAL                            |        |          |
|    | IDSPIC-0820  |             | FINAL                            |        |          |
|    | IDSPIC-01148 |             | FINAL                            |        |          |
|    | IDSPIC-01206 |             | FINAL                            |        |          |
|    | IDSPIC-01266 |             | FINAL                            |        |          |
|    | IDSPIC-01336 |             | FINAL                            |        |          |
|    | IDSPIC-01357 |             | FINAL                            |        |          |
|    | IDSPIC-01377 |             | FINAL                            |        |          |
|    | IDSPIC-01378 |             | FINAL                            |        |          |
|    | IDSPIC-01379 |             | FINAL                            |        |          |
|    | IDSPIC-01380 |             | FINAL                            |        |          |
|    | IDSPIC-01451 |             | FINAL                            |        |          |
|    | IDSPIC-01474 |             | FINAL                            |        |          |
|    | IDSPIC-0306  |             | LISTING ONLY; LSF NOT APPLICABLE |        |          |
|    | IDSPIC-0422  |             | LISTING ONLY; LSF NOT APPLICABLE |        |          |
|    | IDSPIC-0428  |             | LISTING ONLY; LSF NOT APPLICABLE |        |          |
|    | IDSPIC-0850  |             | LISTING ONLY; LSF NOT APPLICABLE |        |          |
|    | IDSPIC-061   |             | LISTING ONLY; LSF NOT APPLICABLE |        |          |
|    | IDSPIC-0110  |             | LISTING ONLY; LSF NOT APPLICABLE |        |          |
|    | IDSPIC-05    |             | NOT YOUR CUST                    |        |          |
|    | IDSPIC-047   |             | NOT YOUR CUST                    |        |          |
|    | IDSPIC-074   |             | NOT YOUR CUST                    |        |          |

|             |               |
|-------------|---------------|
| IDSPIC-080  | NOT YOUR CUST |
| IDSPIC-0129 | NOT YOUR CUST |
| IDSPIC-0132 | NOT YOUR CUST |
| IDSPIC-0133 | NOT YOUR CUST |
| IDSPIC-0188 | NOT YOUR CUST |
| IDSPIC-0248 | NOT YOUR CUST |
| IDSPIC-0265 | NOT YOUR CUST |
| IDSPIC-0307 | NOT YOUR CUST |
| IDSPIC-0375 | NOT YOUR CUST |
| IDSPIC-0417 | NOT YOUR CUST |
| IDSPIC-0563 | NOT YOUR CUST |
| IDSPIC-0609 | NOT YOUR CUST |
| IDSPIC-0611 | NOT YOUR CUST |
| IDSPIC-0616 | NOT YOUR CUST |
| IDSPIC-0645 | NOT YOUR CUST |
| IDSPIC-0685 | NOT YOUR CUST |
| IDSPIC-0687 | NOT YOUR CUST |
| IDSPIC-0691 | NOT YOUR CUST |
| IDSPIC-0714 | NOT YOUR CUST |
| IDSPIC-0716 | NOT YOUR CUST |
| IDSPIC-0718 | NOT YOUR CUST |
| IDSPIC-0719 | NOT YOUR CUST |
| IDSPIC-0720 | NOT YOUR CUST |
| IDSPIC-0722 | NOT YOUR CUST |
| IDSPIC-0723 | NOT YOUR CUST |
| IDSPIC-0724 | NOT YOUR CUST |
| IDSPIC-0725 | NOT YOUR CUST |
| IDSPIC-0726 | NOT YOUR CUST |
| IDSPIC-0727 | NOT YOUR CUST |
| IDSPIC-0728 | NOT YOUR CUST |
| IDSPIC-0730 | NOT YOUR CUST |
| IDSPIC-0731 | NOT YOUR CUST |
| IDSPIC-0734 | NOT YOUR CUST |
| IDSPIC-0778 | NOT YOUR CUST |
| IDSPIC-0788 | NOT YOUR CUST |
| IDSPIC-0821 | NOT YOUR CUST |
| IDSPIC-0828 | NOT YOUR CUST |
| IDSPIC-0843 | NOT YOUR CUST |
| IDSPIC-0872 | NOT YOUR CUST |
| IDSPIC-0876 | NOT YOUR CUST |
| IDSPIC-0893 | NOT YOUR CUST |
| IDSPIC-0928 | NOT YOUR CUST |
| IDSPIC-0939 | NOT YOUR CUST |
| IDSPIC-0960 | NOT YOUR CUST |

|              |                     |
|--------------|---------------------|
| IDSPIC-0982  | NOT YOUR CUST       |
| IDSPIC-0989  | NOT YOUR CUST       |
| IDSPIC-01021 | NOT YOUR CUST       |
| IDSPIC-01022 | NOT YOUR CUST       |
| IDSPIC-01039 | NOT YOUR CUST       |
| IDSPIC-01082 | NOT YOUR CUST       |
| IDSPIC-01098 | NOT YOUR CUST       |
| IDSPIC-01124 | NOT YOUR CUST       |
| IDSPIC-01153 | NOT YOUR CUST       |
| IDSPIC-01154 | NOT YOUR CUST       |
| IDSPIC-01178 | NOT YOUR CUST       |
| IDSPIC-01192 | NOT YOUR CUST       |
| IDSPIC-01248 | NOT YOUR CUST       |
| IDSPIC-01259 | NOT YOUR CUST       |
| IDSPIC-01274 | NOT YOUR CUST       |
| IDSPIC-01280 | NOT YOUR CUST       |
| IDSPIC-01306 | NOT YOUR CUST       |
| IDSPIC-01334 | NOT YOUR CUST       |
| IDSPIC-01420 | NOT YOUR CUST       |
| IDSPIC-01490 | NOT YOUR CUST       |
| IDSPIC-01    | BSTASMAT 2000-06-08 |
| IDSPIC-02    | BSTASMAT 2000-06-08 |
| IDSPIC-03    | BSTASMAT 2000-06-08 |
| IDSPIC-04    | BSTASMAT 2000-06-08 |
| IDSPIC-06    | BSTASMAT 2000-06-08 |
| IDSPIC-09    | BSTASMAT 2000-06-08 |
| IDSPIC-010   | BSTASMAT 2000-06-08 |
| IDSPIC-011   | BSTASMAT 2000-06-08 |
| IDSPIC-012   | BSTASMAT 2000-06-08 |
| IDSPIC-013   | BSTASMAT 2000-06-08 |
| IDSPIC-014   | BSTASMAT 2000-06-08 |
| IDSPIC-016   | BSTASMAT 2000-06-08 |
| IDSPIC-019   | BSTASMAT 2000-06-08 |
| IDSPIC-020   | BSTASMAT 2000-06-08 |
| IDSPIC-021   | BSTASMAT 2000-06-08 |
| IDSPIC-022   | BSTASMAT 2000-06-08 |
| IDSPIC-023   | BSTASMAT 2000-06-08 |
| IDSPIC-024   | BSTASMAT 2000-06-08 |
| IDSPIC-025   | BSTASMAT 2000-06-08 |
| IDSPIC-026   | BSTASMAT 2000-06-08 |
| IDSPIC-027   | BSTASMAT 2000-06-08 |
| IDSPIC-028   | BSTASMAT 2000-06-08 |
| IDSPIC-030   | BSTASMAT 2000-06-08 |
| IDSPIC-031   | BSTASMAT 2000-06-08 |

|            |          |            |
|------------|----------|------------|
| IDSPIC-032 | BSTASMAT | 2000-06-08 |
| IDSPIC-033 | BSTASMAT | 2000-06-08 |
| IDSPIC-034 | BSTASMAT | 2000-06-08 |
| IDSPIC-038 | BSTASMAT | 2000-06-08 |
| IDSPIC-039 | BSTASMAT | 2000-06-08 |
| IDSPIC-040 | BSTASMAT | 2000-06-08 |
| IDSPIC-041 | BSTASMAT | 2000-06-08 |
| IDSPIC-044 | BSTASMAT | 2000-06-08 |
| IDSPIC-045 | BSTASMAT | 2000-06-08 |
| IDSPIC-046 | BSTASMAT | 2000-06-08 |
| IDSPIC-048 | BSTASMAT | 2000-06-08 |
| IDSPIC-051 | BSTASMAT | 2000-06-08 |
| IDSPIC-052 | BSTASMAT | 2000-06-08 |
| IDSPIC-053 | BSTASMAT | 2000-06-08 |
| IDSPIC-056 | BSTASMAT | 2000-06-08 |
| IDSPIC-059 | BSTASMAT | 2000-06-08 |
| IDSPIC-065 | BSTASMAT | 2000-06-08 |
| IDSPIC-066 | BSTASMAT | 2000-06-08 |
| IDSPIC-067 | BSTASMAT | 2000-06-08 |
| IDSPIC-068 | BSTASMAT | 2000-06-08 |
| IDSPIC-069 | BSTASMAT | 2000-06-08 |
| IDSPIC-070 | BSTASMAT | 2000-06-08 |
| IDSPIC-071 | BSTASMAT | 2000-06-08 |
| IDSPIC-072 | BSTASMAT | 2000-06-08 |
| IDSPIC-073 | BSTASMAT | 2000-06-08 |
| IDSPIC-075 | BSTASMAT | 2000-06-08 |
| IDSPIC-076 | BSTASMAT | 2000-06-08 |
| IDSPIC-077 | BSTASMAT | 2000-06-08 |
| IDSPIC-078 | BSTASMAT | 2000-06-08 |
| IDSPIC-079 | BSTASMAT | 2000-06-08 |
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IDSPIC-01495

[illegible]

## Angel Leiro

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**From:** Issam Sayegh  
**Sent:** Tuesday, June 06, 2000 5:51 PM  
**To:** 'Linda.Atkinson@bridge.bellsouth.com'; 'Amidah.Akram1@bridge.bellsouth.com';  
'Bill.Thrasher2@bridge.bellsouth.com'  
**Cc:** Freddy Oquendo; 'Michael.Lepkowski@bridge.bellsouth.com'  
**Subject:** RE: Pic Freeze List



COMPLIST.xls

Attached, please find the new list of accounts for ~~Local Service Freeze~~ (LSF). I had added the PON number to the list. Please let us know if any additional information is needed.

Regards,

Issam Sayegh  
IDS Telcom  
(305) 612-4182

**IDS TELCOM**  
Accounts To Pick Freeze

|            | TN | Customer Name |
|------------|----|---------------|
| IDSPIC-01  |    |               |
| IDSPIC-02  |    |               |
| IDSPIC-03  |    |               |
| IDSPIC-04  |    |               |
| IDSPIC-05  |    |               |
| IDSPIC-06  |    |               |
| IDSPIC-07  |    |               |
| IDSPIC-08  |    |               |
| IDSPIC-09  |    |               |
| IDSPIC-010 |    |               |
| IDSPIC-011 |    |               |
| IDSPIC-012 |    |               |
| IDSPIC-013 |    |               |
| IDSPIC-014 |    |               |
| IDSPIC-015 |    |               |
| IDSPIC-016 |    |               |
| IDSPIC-017 |    |               |
| IDSPIC-018 |    |               |
| IDSPIC-019 |    |               |
| IDSPIC-020 |    |               |
| IDSPIC-021 |    |               |
| IDSPIC-022 |    |               |
| IDSPIC-023 |    |               |
| IDSPIC-024 |    |               |
| IDSPIC-025 |    |               |
| IDSPIC-026 |    |               |
| IDSPIC-027 |    |               |
| IDSPIC-028 |    |               |
| IDSPIC-029 |    |               |
| IDSPIC-030 |    |               |

IDS 00688

**IDS TELCOM**  
Accounts To Pick Freeze

|            | TN | Customer Name |
|------------|----|---------------|
| IDSPIC-031 |    |               |
| IDSPIC-032 |    |               |
| IDSPIC-033 |    |               |
| IDSPIC-034 |    |               |
| IDSPIC-035 |    |               |
| IDSPIC-036 |    |               |
| IDSPIC-037 |    |               |
| IDSPIC-038 |    |               |
| IDSPIC-039 |    |               |
| IDSPIC-040 |    |               |
| IDSPIC-041 |    |               |
| IDSPIC-042 |    |               |
| IDSPIC-043 |    |               |
| IDSPIC-044 |    |               |
| IDSPIC-045 |    |               |
| IDSPIC-046 |    |               |
| IDSPIC-047 |    |               |
| IDSPIC-048 |    |               |
| IDSPIC-049 |    |               |
| IDSPIC-050 |    |               |
| IDSPIC-051 |    |               |
| IDSPIC-052 |    |               |
| IDSPIC-053 |    |               |
| IDSPIC-054 |    |               |
| IDSPIC-055 |    |               |
| IDSPIC-056 |    |               |
| IDSPIC-057 |    |               |
| IDSPIC-058 |    |               |
| IDSPIC-059 |    |               |
| IDSPIC-060 |    |               |

IDS 00689

**IDS TELCOM**  
**Accounts To Pick Freeze**

|            | <b>TN</b> | <b>Customer Name</b> |
|------------|-----------|----------------------|
| IDSPIC-061 |           |                      |
| IDSPIC-062 |           |                      |
| IDSPIC-063 |           |                      |
| IDSPIC-064 |           |                      |
| IDSPIC-065 |           |                      |
| IDSPIC-066 |           |                      |
| IDSPIC-067 |           |                      |
| IDSPIC-068 |           |                      |
| IDSPIC-069 |           |                      |
| IDSPIC-070 |           |                      |
| IDSPIC-071 |           |                      |
| IDSPIC-072 |           |                      |
| IDSPIC-073 |           |                      |
| IDSPIC-074 |           |                      |
| IDSPIC-075 |           |                      |
| IDSPIC-076 |           |                      |
| IDSPIC-077 |           |                      |
| IDSPIC-078 |           |                      |
| IDSPIC-079 |           |                      |
| IDSPIC-080 |           |                      |
| IDSPIC-081 |           |                      |
| IDSPIC-082 |           |                      |
| IDSPIC-083 |           |                      |
| IDSPIC-084 |           |                      |
| IDSPIC-085 |           |                      |
| IDSPIC-086 |           |                      |
| IDSPIC-087 |           |                      |
| IDSPIC-088 |           |                      |
| IDSPIC-089 |           |                      |
| IDSPIC-090 |           |                      |



**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-091  |    |               |
| IDSPIC-092  |    |               |
| IDSPIC-093  |    |               |
| IDSPIC-094  |    |               |
| IDSPIC-095  |    |               |
| IDSPIC-096  |    |               |
| IDSPIC-097  |    |               |
| IDSPIC-098  |    |               |
| IDSPIC-099  |    |               |
| IDSPIC-0100 |    |               |
| IDSPIC-0101 |    |               |
| IDSPIC-0102 |    |               |
| IDSPIC-0103 |    |               |
| IDSPIC-0104 |    |               |
| IDSPIC-0105 |    |               |
| IDSPIC-0106 |    |               |
| IDSPIC-0107 |    |               |
| IDSPIC-0108 |    |               |
| IDSPIC-0109 |    |               |
| IDSPIC-0110 |    |               |
| IDSPIC-0111 |    |               |
| IDSPIC-0112 |    |               |
| IDSPIC-0113 |    |               |
| IDSPIC-0114 |    |               |
| IDSPIC-0115 |    |               |
| IDSPIC-0116 |    |               |
| IDSPIC-0117 |    |               |
| IDSPIC-0118 |    |               |
| IDSPIC-0119 |    |               |
| IDSPIC-0120 |    |               |

IDS 00691

**IDS TELCOM**  
Accounts To Pick Freeze

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0121 |           |                      |
| IDSPIC-0122 |           |                      |
| IDSPIC-0123 |           |                      |
| IDSPIC-0124 |           |                      |
| IDSPIC-0125 |           |                      |
| IDSPIC-0126 |           |                      |
| IDSPIC-0127 |           |                      |
| IDSPIC-0128 |           |                      |
| IDSPIC-0129 |           |                      |
| IDSPIC-0130 |           |                      |
| IDSPIC-0131 |           |                      |
| IDSPIC-0132 |           |                      |
| IDSPIC-0133 |           |                      |
| IDSPIC-0134 |           |                      |
| IDSPIC-0135 |           |                      |
| IDSPIC-0136 |           |                      |
| IDSPIC-0137 |           |                      |
| IDSPIC-0138 |           |                      |
| IDSPIC-0139 |           |                      |
| IDSPIC-0140 |           |                      |
| IDSPIC-0141 |           |                      |
| IDSPIC-0142 |           |                      |
| IDSPIC-0143 |           |                      |
| IDSPIC-0144 |           |                      |
| IDSPIC-0145 |           |                      |
| IDSPIC-0146 |           |                      |
| IDSPIC-0147 |           |                      |
| IDSPIC-0148 |           |                      |
| IDSPIC-0149 |           |                      |
| IDSPIC-0150 |           |                      |

IDS 00692

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0151 |    |               |
| IDSPIC-0152 |    |               |
| IDSPIC-0153 |    |               |
| IDSPIC-0154 |    |               |
| IDSPIC-0155 |    |               |
| IDSPIC-0156 |    |               |
| IDSPIC-0157 |    |               |
| IDSPIC-0158 |    |               |
| IDSPIC-0159 |    |               |
| IDSPIC-0160 |    |               |
| IDSPIC-0161 |    |               |
| IDSPIC-0162 |    |               |
| IDSPIC-0163 |    |               |
| IDSPIC-0164 |    |               |
| IDSPIC-0165 |    |               |
| IDSPIC-0166 |    |               |
| IDSPIC-0167 |    |               |
| IDSPIC-0168 |    |               |
| IDSPIC-0169 |    |               |
| IDSPIC-0170 |    |               |
| IDSPIC-0171 |    |               |
| IDSPIC-0172 |    |               |
| IDSPIC-0173 |    |               |
| IDSPIC-0174 |    |               |
| IDSPIC-0175 |    |               |
| IDSPIC-0176 |    |               |
| IDSPIC-0177 |    |               |
| IDSPIC-0178 |    |               |
| IDSPIC-0179 |    |               |
| IDSPIC-0180 |    |               |

IDS 00693

**IDS TELCOM**  
Accounts To Pick Freeze

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0181 |    |               |
| IDSPIC-0182 |    |               |
| IDSPIC-0183 |    |               |
| IDSPIC-0184 |    |               |
| IDSPIC-0185 |    |               |
| IDSPIC-0186 |    |               |
| IDSPIC-0187 |    |               |
| IDSPIC-0188 |    |               |
| IDSPIC-0189 |    |               |
| IDSPIC-0190 |    |               |
| IDSPIC-0191 |    |               |
| IDSPIC-0192 |    |               |
| IDSPIC-0193 |    |               |
| IDSPIC-0194 |    |               |
| IDSPIC-0195 |    |               |
| IDSPIC-0196 |    |               |
| IDSPIC-0197 |    |               |
| IDSPIC-0198 |    |               |
| IDSPIC-0199 |    |               |
| IDSPIC-0200 |    |               |
| IDSPIC-0201 |    |               |
| IDSPIC-0202 |    |               |
| IDSPIC-0203 |    |               |
| IDSPIC-0204 |    |               |
| IDSPIC-0205 |    |               |
| IDSPIC-0206 |    |               |
| IDSPIC-0207 |    |               |
| IDSPIC-0208 |    |               |
| IDSPIC-0209 |    |               |
| IDSPIC-0210 |    |               |

IDS 00694

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0211 |           |                      |
| IDSPIC-0212 |           |                      |
| IDSPIC-0213 |           |                      |
| IDSPIC-0214 |           |                      |
| IDSPIC-0215 |           |                      |
| IDSPIC-0216 |           |                      |
| IDSPIC-0217 |           |                      |
| IDSPIC-0218 |           |                      |
| IDSPIC-0219 |           |                      |
| IDSPIC-0220 |           |                      |
| IDSPIC-0221 |           |                      |
| IDSPIC-0222 |           |                      |
| IDSPIC-0223 |           |                      |
| IDSPIC-0224 |           |                      |
| IDSPIC-0225 |           |                      |
| IDSPIC-0226 |           |                      |
| IDSPIC-0227 |           |                      |
| IDSPIC-0228 |           |                      |
| IDSPIC-0229 |           |                      |
| IDSPIC-0230 |           |                      |
| IDSPIC-0231 |           |                      |
| IDSPIC-0232 |           |                      |
| IDSPIC-0233 |           |                      |
| IDSPIC-0234 |           |                      |
| IDSPIC-0235 |           |                      |
| IDSPIC-0236 |           |                      |
| IDSPIC-0237 |           |                      |
| IDSPIC-0238 |           |                      |
| IDSPIC-0239 |           |                      |
| IDSPIC-0240 |           |                      |

IDS 00695

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0241 |    |               |
| IDSPIC-0242 |    |               |
| IDSPIC-0243 |    |               |
| IDSPIC-0244 |    |               |
| IDSPIC-0245 |    |               |
| IDSPIC-0246 |    |               |
| IDSPIC-0247 |    |               |
| IDSPIC-0248 |    |               |
| IDSPIC-0249 |    |               |
| IDSPIC-0250 |    |               |
| IDSPIC-0251 |    |               |
| IDSPIC-0252 |    |               |
| IDSPIC-0253 |    |               |
| IDSPIC-0254 |    |               |
| IDSPIC-0255 |    |               |
| IDSPIC-0256 |    |               |
| IDSPIC-0257 |    |               |
| IDSPIC-0258 |    |               |
| IDSPIC-0259 |    |               |
| IDSPIC-0260 |    |               |
| IDSPIC-0261 |    |               |
| IDSPIC-0262 |    |               |
| IDSPIC-0263 |    |               |
| IDSPIC-0264 |    |               |
| IDSPIC-0265 |    |               |
| IDSPIC-0266 |    |               |
| IDSPIC-0267 |    |               |
| IDSPIC-0268 |    |               |
| IDSPIC-0269 |    |               |
| IDSPIC-0270 |    |               |

IDS 00696

**IDS TELCOM**  
Accounts To Pick Freeze

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0271 |    |               |
| IDSPIC-0272 |    |               |
| IDSPIC-0273 |    |               |
| IDSPIC-0274 |    |               |
| IDSPIC-0275 |    |               |
| IDSPIC-0276 |    |               |
| IDSPIC-0277 |    |               |
| IDSPIC-0278 |    |               |
| IDSPIC-0279 |    |               |
| IDSPIC-0280 |    |               |
| IDSPIC-0281 |    |               |
| IDSPIC-0282 |    |               |
| IDSPIC-0283 |    |               |
| IDSPIC-0284 |    |               |
| IDSPIC-0285 |    |               |
| IDSPIC-0286 |    |               |
| IDSPIC-0287 |    |               |
| IDSPIC-0288 |    |               |
| IDSPIC-0289 |    |               |
| IDSPIC-0290 |    |               |
| IDSPIC-0291 |    |               |
| IDSPIC-0292 |    |               |
| IDSPIC-0293 |    |               |
| IDSPIC-0294 |    |               |
| IDSPIC-0295 |    |               |
| IDSPIC-0296 |    |               |
| IDSPIC-0297 |    |               |
| IDSPIC-0298 |    |               |
| IDSPIC-0299 |    |               |
| IDSPIC-0300 |    |               |

IDS 00697

**IDS TELCOM**  
Accounts To Pick Freeze

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0301 |           |                      |
| IDSPIC-0302 |           |                      |
| IDSPIC-0303 |           |                      |
| IDSPIC-0304 |           |                      |
| IDSPIC-0305 |           |                      |
| IDSPIC-0306 |           |                      |
| IDSPIC-0307 |           |                      |
| IDSPIC-0308 |           |                      |
| IDSPIC-0309 |           |                      |
| IDSPIC-0310 |           |                      |
| IDSPIC-0311 |           |                      |
| IDSPIC-0312 |           |                      |
| IDSPIC-0313 |           |                      |
| IDSPIC-0314 |           |                      |
| IDSPIC-0315 |           |                      |
| IDSPIC-0316 |           |                      |
| IDSPIC-0317 |           |                      |
| IDSPIC-0318 |           |                      |
| IDSPIC-0319 |           |                      |
| IDSPIC-0320 |           |                      |
| IDSPIC-0321 |           |                      |
| IDSPIC-0322 |           |                      |
| IDSPIC-0323 |           |                      |
| IDSPIC-0324 |           |                      |
| IDSPIC-0325 |           |                      |
| IDSPIC-0326 |           |                      |
| IDSPIC-0327 |           |                      |
| IDSPIC-0328 |           |                      |
| IDSPIC-0329 |           |                      |
| IDSPIC-0330 |           |                      |

IDS 00698



**IDS TELCOM**  
Accounts To Pick Freeze

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0331 |           |                      |
| IDSPIC-0332 |           |                      |
| IDSPIC-0333 |           |                      |
| IDSPIC-0334 |           |                      |
| IDSPIC-0335 |           |                      |
| IDSPIC-0336 |           |                      |
| IDSPIC-0337 |           |                      |
| IDSPIC-0338 |           |                      |
| IDSPIC-0339 |           |                      |
| IDSPIC-0340 |           |                      |
| IDSPIC-0341 |           |                      |
| IDSPIC-0342 |           |                      |
| IDSPIC-0343 |           |                      |
| IDSPIC-0344 |           |                      |
| IDSPIC-0345 |           |                      |
| IDSPIC-0346 |           |                      |
| IDSPIC-0347 |           |                      |
| IDSPIC-0348 |           |                      |
| IDSPIC-0349 |           |                      |
| IDSPIC-0350 |           |                      |
| IDSPIC-0351 |           |                      |
| IDSPIC-0352 |           |                      |
| IDSPIC-0353 |           |                      |
| IDSPIC-0354 |           |                      |
| IDSPIC-0355 |           |                      |
| IDSPIC-0356 |           |                      |
| IDSPIC-0357 |           |                      |
| IDSPIC-0358 |           |                      |
| IDSPIC-0359 |           |                      |
| IDSPIC-0360 |           |                      |

IDS 00699

**IDS TELCOM**  
Accounts To Pick Freeze

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0361 |           |                      |
| IDSPIC-0362 |           |                      |
| IDSPIC-0363 |           |                      |
| IDSPIC-0364 |           |                      |
| IDSPIC-0365 |           |                      |
| IDSPIC-0366 |           |                      |
| IDSPIC-0367 |           |                      |
| IDSPIC-0368 |           |                      |
| IDSPIC-0369 |           |                      |
| IDSPIC-0370 |           |                      |
| IDSPIC-0371 |           |                      |
| IDSPIC-0372 |           |                      |
| IDSPIC-0373 |           |                      |
| IDSPIC-0374 |           |                      |
| IDSPIC-0375 |           |                      |
| IDSPIC-0376 |           |                      |
| IDSPIC-0377 |           |                      |
| IDSPIC-0378 |           |                      |
| IDSPIC-0379 |           |                      |
| IDSPIC-0380 |           |                      |
| IDSPIC-0381 |           |                      |
| IDSPIC-0382 |           |                      |
| IDSPIC-0383 |           |                      |
| IDSPIC-0384 |           |                      |
| IDSPIC-0385 |           |                      |
| IDSPIC-0386 |           |                      |
| IDSPIC-0387 |           |                      |
| IDSPIC-0388 |           |                      |
| IDSPIC-0389 |           |                      |
| IDSPIC-0390 |           |                      |

IDS 00700

**IDS TELCOM**  
Accounts To Pick Freeze

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0391 |           |                      |
| IDSPIC-0392 |           |                      |
| IDSPIC-0393 |           |                      |
| IDSPIC-0394 |           |                      |
| IDSPIC-0395 |           |                      |
| IDSPIC-0396 |           |                      |
| IDSPIC-0397 |           |                      |
| IDSPIC-0398 |           |                      |
| IDSPIC-0399 |           |                      |
| IDSPIC-0400 |           |                      |
| IDSPIC-0401 |           |                      |
| IDSPIC-0402 |           |                      |
| IDSPIC-0403 |           |                      |
| IDSPIC-0404 |           |                      |
| IDSPIC-0405 |           |                      |
| IDSPIC-0406 |           |                      |
| IDSPIC-0407 |           |                      |
| IDSPIC-0408 |           |                      |
| IDSPIC-0409 |           |                      |
| IDSPIC-0410 |           |                      |
| IDSPIC-0411 |           |                      |
| IDSPIC-0412 |           |                      |
| IDSPIC-0413 |           |                      |
| IDSPIC-0414 |           |                      |
| IDSPIC-0415 |           |                      |
| IDSPIC-0416 |           |                      |
| IDSPIC-0417 |           |                      |
| IDSPIC-0418 |           |                      |
| IDSPIC-0419 |           |                      |
| IDSPIC-0420 |           |                      |

IDS 00701

**IDS TELCOM**  
Accounts To Pick Freeze

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0421 |    |               |
| IDSPIC-0422 |    |               |
| IDSPIC-0423 |    |               |
| IDSPIC-0424 |    |               |
| IDSPIC-0425 |    |               |
| IDSPIC-0426 |    |               |
| IDSPIC-0427 |    |               |
| IDSPIC-0428 |    |               |
| IDSPIC-0429 |    |               |
| IDSPIC-0430 |    |               |
| IDSPIC-0431 |    |               |
| IDSPIC-0432 |    |               |
| IDSPIC-0433 |    |               |
| IDSPIC-0434 |    |               |
| IDSPIC-0435 |    |               |
| IDSPIC-0436 |    |               |
| IDSPIC-0437 |    |               |
| IDSPIC-0438 |    |               |
| IDSPIC-0439 |    |               |
| IDSPIC-0440 |    |               |
| IDSPIC-0441 |    |               |
| IDSPIC-0442 |    |               |
| IDSPIC-0443 |    |               |
| IDSPIC-0444 |    |               |
| IDSPIC-0445 |    |               |
| IDSPIC-0446 |    |               |
| IDSPIC-0447 |    |               |
| IDSPIC-0448 |    |               |
| IDSPIC-0449 |    |               |
| IDSPIC-0450 |    |               |

IDS 00702

**IDS TELCOM**  
Accounts To Pick Freeze

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0451 |    |               |
| IDSPIC-0452 |    |               |
| IDSPIC-0453 |    |               |
| IDSPIC-0454 |    |               |
| IDSPIC-0455 |    |               |
| IDSPIC-0456 |    |               |
| IDSPIC-0457 |    |               |
| IDSPIC-0458 |    |               |
| IDSPIC-0459 |    |               |
| IDSPIC-0460 |    |               |
| IDSPIC-0461 |    |               |
| IDSPIC-0462 |    |               |
| IDSPIC-0463 |    |               |
| IDSPIC-0464 |    |               |
| IDSPIC-0465 |    |               |
| IDSPIC-0466 |    |               |
| IDSPIC-0467 |    |               |
| IDSPIC-0468 |    |               |
| IDSPIC-0469 |    |               |
| IDSPIC-0470 |    |               |
| IDSPIC-0471 |    |               |
| IDSPIC-0472 |    |               |
| IDSPIC-0473 |    |               |
| IDSPIC-0474 |    |               |
| IDSPIC-0475 |    |               |
| IDSPIC-0476 |    |               |
| IDSPIC-0477 |    |               |
| IDSPIC-0478 |    |               |
| IDSPIC-0479 |    |               |
| IDSPIC-0480 |    |               |

IDS 00703

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0481 |    |               |
| IDSPIC-0482 |    |               |
| IDSPIC-0483 |    |               |
| IDSPIC-0484 |    |               |
| IDSPIC-0485 |    |               |
| IDSPIC-0486 |    |               |
| IDSPIC-0487 |    |               |
| IDSPIC-0488 |    |               |
| IDSPIC-0489 |    |               |
| IDSPIC-0490 |    |               |
| IDSPIC-0491 |    |               |
| IDSPIC-0492 |    |               |
| IDSPIC-0493 |    |               |
| IDSPIC-0494 |    |               |
| IDSPIC-0495 |    |               |
| IDSPIC-0496 |    |               |
| IDSPIC-0497 |    |               |
| IDSPIC-0498 |    |               |
| IDSPIC-0499 |    |               |
| IDSPIC-0500 |    |               |
| IDSPIC-0501 |    |               |
| IDSPIC-0502 |    |               |
| IDSPIC-0503 |    |               |
| IDSPIC-0504 |    |               |
| IDSPIC-0505 |    |               |
| IDSPIC-0506 |    |               |
| IDSPIC-0507 |    |               |
| IDSPIC-0508 |    |               |
| IDSPIC-0509 |    |               |
| IDSPIC-0510 |    |               |

IDS 00704

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0511 |           |                      |
| IDSPIC-0512 |           |                      |
| IDSPIC-0513 |           |                      |
| IDSPIC-0514 |           |                      |
| IDSPIC-0515 |           |                      |
| IDSPIC-0516 |           |                      |
| IDSPIC-0517 |           |                      |
| IDSPIC-0518 |           |                      |
| IDSPIC-0519 |           |                      |
| IDSPIC-0520 |           |                      |
| IDSPIC-0521 |           |                      |
| IDSPIC-0522 |           |                      |
| IDSPIC-0523 |           |                      |
| IDSPIC-0524 |           |                      |
| IDSPIC-0525 |           |                      |
| IDSPIC-0526 |           |                      |
| IDSPIC-0527 |           |                      |
| IDSPIC-0528 |           |                      |
| IDSPIC-0529 |           |                      |
| IDSPIC-0530 |           |                      |
| IDSPIC-0531 |           |                      |
| IDSPIC-0532 |           |                      |
| IDSPIC-0533 |           |                      |
| IDSPIC-0534 |           |                      |
| IDSPIC-0535 |           |                      |
| IDSPIC-0536 |           |                      |
| IDSPIC-0537 |           |                      |
| IDSPIC-0538 |           |                      |
| IDSPIC-0539 |           |                      |
| IDSPIC-0540 |           |                      |

IDS 00705

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0541 |           |                      |
| IDSPIC-0542 |           |                      |
| IDSPIC-0543 |           |                      |
| IDSPIC-0544 |           |                      |
| IDSPIC-0545 |           |                      |
| IDSPIC-0546 |           |                      |
| IDSPIC-0547 |           |                      |
| IDSPIC-0548 |           |                      |
| IDSPIC-0549 |           |                      |
| IDSPIC-0550 |           |                      |
| IDSPIC-0551 |           |                      |
| IDSPIC-0552 |           |                      |
| IDSPIC-0553 |           |                      |
| IDSPIC-0554 |           |                      |
| IDSPIC-0555 |           |                      |
| IDSPIC-0556 |           |                      |
| IDSPIC-0557 |           |                      |
| IDSPIC-0558 |           |                      |
| IDSPIC-0559 |           |                      |
| IDSPIC-0560 |           |                      |
| IDSPIC-0561 |           |                      |
| IDSPIC-0562 |           |                      |
| IDSPIC-0563 |           |                      |
| IDSPIC-0564 |           |                      |
| IDSPIC-0565 |           |                      |
| IDSPIC-0566 |           |                      |
| IDSPIC-0567 |           |                      |
| IDSPIC-0568 |           |                      |
| IDSPIC-0569 |           |                      |
| IDSPIC-0570 |           |                      |

IDS 00706



**IDS TELCOM**  
**Accounts To Pick Freeze**

IDS 00707

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0571 |    |               |
| IDSPIC-0572 |    |               |
| IDSPIC-0573 |    |               |
| IDSPIC-0574 |    |               |
| IDSPIC-0575 |    |               |
| IDSPIC-0576 |    |               |
| IDSPIC-0577 |    |               |
| IDSPIC-0578 |    |               |
| IDSPIC-0579 |    |               |
| IDSPIC-0580 |    |               |
| IDSPIC-0581 |    |               |
| IDSPIC-0582 |    |               |
| IDSPIC-0583 |    |               |
| IDSPIC-0584 |    |               |
| IDSPIC-0585 |    |               |
| IDSPIC-0586 |    |               |
| IDSPIC-0587 |    |               |
| IDSPIC-0588 |    |               |
| IDSPIC-0589 |    |               |
| IDSPIC-0590 |    |               |
| IDSPIC-0591 |    |               |
| IDSPIC-0592 |    |               |
| IDSPIC-0593 |    |               |
| IDSPIC-0594 |    |               |
| IDSPIC-0595 |    |               |
| IDSPIC-0596 |    |               |
| IDSPIC-0597 |    |               |
| IDSPIC-0598 |    |               |
| IDSPIC-0599 |    |               |
| IDSPIC-0600 |    |               |

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0601 |           |                      |
| IDSPIC-0602 |           |                      |
| IDSPIC-0603 |           |                      |
| IDSPIC-0604 |           |                      |
| IDSPIC-0605 |           |                      |
| IDSPIC-0606 |           |                      |
| IDSPIC-0607 |           |                      |
| IDSPIC-0608 |           |                      |
| IDSPIC-0609 |           |                      |
| IDSPIC-0610 |           |                      |
| IDSPIC-0611 |           |                      |
| IDSPIC-0612 |           |                      |
| IDSPIC-0613 |           |                      |
| IDSPIC-0614 |           |                      |
| IDSPIC-0615 |           |                      |
| IDSPIC-0616 |           |                      |
| IDSPIC-0617 |           |                      |
| IDSPIC-0618 |           |                      |
| IDSPIC-0619 |           |                      |
| IDSPIC-0620 |           |                      |
| IDSPIC-0621 |           |                      |
| IDSPIC-0622 |           |                      |
| IDSPIC-0623 |           |                      |
| IDSPIC-0624 |           |                      |
| IDSPIC-0625 |           |                      |
| IDSPIC-0626 |           |                      |
| IDSPIC-0627 |           |                      |
| IDSPIC-0628 |           |                      |
| IDSPIC-0629 |           |                      |
| IDSPIC-0630 |           |                      |

IDS 00708

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0631 |    |               |
| IDSPIC-0632 |    |               |
| IDSPIC-0633 |    |               |
| IDSPIC-0634 |    |               |
| IDSPIC-0635 |    |               |
| IDSPIC-0636 |    |               |
| IDSPIC-0637 |    |               |
| IDSPIC-0638 |    |               |
| IDSPIC-0639 |    |               |
| IDSPIC-0640 |    |               |
| IDSPIC-0641 |    |               |
| IDSPIC-0642 |    |               |
| IDSPIC-0643 |    |               |
| IDSPIC-0644 |    |               |
| IDSPIC-0645 |    |               |
| IDSPIC-0646 |    |               |
| IDSPIC-0647 |    |               |
| IDSPIC-0648 |    |               |
| IDSPIC-0649 |    |               |
| IDSPIC-0650 |    |               |
| IDSPIC-0651 |    |               |
| IDSPIC-0652 |    |               |
| IDSPIC-0653 |    |               |
| IDSPIC-0654 |    |               |
| IDSPIC-0655 |    |               |
| IDSPIC-0656 |    |               |
| IDSPIC-0657 |    |               |
| IDSPIC-0658 |    |               |
| IDSPIC-0659 |    |               |
| IDSPIC-0660 |    |               |

IDS 00709

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0661 |           |                      |
| IDSPIC-0662 |           |                      |
| IDSPIC-0663 |           |                      |
| IDSPIC-0664 |           |                      |
| IDSPIC-0665 |           |                      |
| IDSPIC-0666 |           |                      |
| IDSPIC-0667 |           |                      |
| IDSPIC-0668 |           |                      |
| IDSPIC-0669 |           |                      |
| IDSPIC-0670 |           |                      |
| IDSPIC-0671 |           |                      |
| IDSPIC-0672 |           |                      |
| IDSPIC-0673 |           |                      |
| IDSPIC-0674 |           |                      |
| IDSPIC-0675 |           |                      |
| IDSPIC-0676 |           |                      |
| IDSPIC-0677 |           |                      |
| IDSPIC-0678 |           |                      |
| IDSPIC-0679 |           |                      |
| IDSPIC-0680 |           |                      |
| IDSPIC-0681 |           |                      |
| IDSPIC-0682 |           |                      |
| IDSPIC-0683 |           |                      |
| IDSPIC-0684 |           |                      |
| IDSPIC-0685 |           |                      |
| IDSPIC-0686 |           |                      |
| IDSPIC-0687 |           |                      |
| IDSPIC-0688 |           |                      |
| IDSPIC-0689 |           |                      |
| IDSPIC-0690 |           |                      |

IDS 00710

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0691 |           |                      |
| IDSPIC-0692 |           |                      |
| IDSPIC-0693 |           |                      |
| IDSPIC-0694 |           |                      |
| IDSPIC-0695 |           |                      |
| IDSPIC-0696 |           |                      |
| IDSPIC-0697 |           |                      |
| IDSPIC-0698 |           |                      |
| IDSPIC-0699 |           |                      |
| IDSPIC-0700 |           |                      |
| IDSPIC-0701 |           |                      |
| IDSPIC-0702 |           |                      |
| IDSPIC-0703 |           |                      |
| IDSPIC-0704 |           |                      |
| IDSPIC-0705 |           |                      |
| IDSPIC-0706 |           |                      |
| IDSPIC-0707 |           |                      |
| IDSPIC-0708 |           |                      |
| IDSPIC-0709 |           |                      |
| IDSPIC-0710 |           |                      |
| IDSPIC-0711 |           |                      |
| IDSPIC-0712 |           |                      |
| IDSPIC-0713 |           |                      |
| IDSPIC-0714 |           |                      |
| IDSPIC-0715 |           |                      |
| IDSPIC-0716 |           |                      |
| IDSPIC-0717 |           |                      |
| IDSPIC-0718 |           |                      |
| IDSPIC-0719 |           |                      |
| IDSPIC-0720 |           |                      |

IDS 00711

**IDS TELCOM**  
Accounts To Pick Freeze

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0721 |    |               |
| IDSPIC-0722 |    |               |
| IDSPIC-0723 |    |               |
| IDSPIC-0724 |    |               |
| IDSPIC-0725 |    |               |
| IDSPIC-0726 |    |               |
| IDSPIC-0727 |    |               |
| IDSPIC-0728 |    |               |
| IDSPIC-0729 |    |               |
| IDSPIC-0730 |    |               |
| IDSPIC-0731 |    |               |
| IDSPIC-0732 |    |               |
| IDSPIC-0733 |    |               |
| IDSPIC-0734 |    |               |
| IDSPIC-0735 |    |               |
| IDSPIC-0736 |    |               |
| IDSPIC-0737 |    |               |
| IDSPIC-0738 |    |               |
| IDSPIC-0739 |    |               |
| IDSPIC-0740 |    |               |
| IDSPIC-0741 |    |               |
| IDSPIC-0742 |    |               |
| IDSPIC-0743 |    |               |
| IDSPIC-0744 |    |               |
| IDSPIC-0745 |    |               |
| IDSPIC-0746 |    |               |
| IDSPIC-0747 |    |               |
| IDSPIC-0748 |    |               |
| IDSPIC-0749 |    |               |
| IDSPIC-0750 |    |               |

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0751 |           |                      |
| IDSPIC-0752 |           |                      |
| IDSPIC-0753 |           |                      |
| IDSPIC-0754 |           |                      |
| IDSPIC-0755 |           |                      |
| IDSPIC-0756 |           |                      |
| IDSPIC-0757 |           |                      |
| IDSPIC-0758 |           |                      |
| IDSPIC-0759 |           |                      |
| IDSPIC-0760 |           |                      |
| IDSPIC-0761 |           |                      |
| IDSPIC-0762 |           |                      |
| IDSPIC-0763 |           |                      |
| IDSPIC-0764 |           |                      |
| IDSPIC-0765 |           |                      |
| IDSPIC-0766 |           |                      |
| IDSPIC-0767 |           |                      |
| IDSPIC-0768 |           |                      |
| IDSPIC-0769 |           |                      |
| IDSPIC-0770 |           |                      |
| IDSPIC-0771 |           |                      |
| IDSPIC-0772 |           |                      |
| IDSPIC-0773 |           |                      |
| IDSPIC-0774 |           |                      |
| IDSPIC-0775 |           |                      |
| IDSPIC-0776 |           |                      |
| IDSPIC-0777 |           |                      |
| IDSPIC-0778 |           |                      |
| IDSPIC-0779 |           |                      |
| IDSPIC-0780 |           |                      |

IDS 00713

**IDS TELCOM**  
Accounts To Pick Freeze

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0781 |           |                      |
| IDSPIC-0782 |           |                      |
| IDSPIC-0783 |           |                      |
| IDSPIC-0784 |           |                      |
| IDSPIC-0785 |           |                      |
| IDSPIC-0786 |           |                      |
| IDSPIC-0787 |           |                      |
| IDSPIC-0788 |           |                      |
| IDSPIC-0789 |           |                      |
| IDSPIC-0790 |           |                      |
| IDSPIC-0791 |           |                      |
| IDSPIC-0792 |           |                      |
| IDSPIC-0793 |           |                      |
| IDSPIC-0794 |           |                      |
| IDSPIC-0795 |           |                      |
| IDSPIC-0796 |           |                      |
| IDSPIC-0797 |           |                      |
| IDSPIC-0798 |           |                      |
| IDSPIC-0799 |           |                      |
| IDSPIC-0800 |           |                      |
| IDSPIC-0801 |           |                      |
| IDSPIC-0802 |           |                      |
| IDSPIC-0803 |           |                      |
| IDSPIC-0804 |           |                      |
| IDSPIC-0805 |           |                      |
| IDSPIC-0806 |           |                      |
| IDSPIC-0807 |           |                      |
| IDSPIC-0808 |           |                      |
| IDSPIC-0809 |           |                      |
| IDSPIC-0810 |           |                      |

IDS 00714



**IDS TELCOM**  
**Accounts To Pick Freeze**

IDS 00715

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0811 |    |               |
| IDSPIC-0812 |    |               |
| IDSPIC-0813 |    |               |
| IDSPIC-0814 |    |               |
| IDSPIC-0815 |    |               |
| IDSPIC-0816 |    |               |
| IDSPIC-0817 |    |               |
| IDSPIC-0818 |    |               |
| IDSPIC-0819 |    |               |
| IDSPIC-0820 |    |               |
| IDSPIC-0821 |    |               |
| IDSPIC-0822 |    |               |
| IDSPIC-0823 |    |               |
| IDSPIC-0824 |    |               |
| IDSPIC-0825 |    |               |
| IDSPIC-0826 |    |               |
| IDSPIC-0827 |    |               |
| IDSPIC-0828 |    |               |
| IDSPIC-0829 |    |               |
| IDSPIC-0830 |    |               |
| IDSPIC-0831 |    |               |
| IDSPIC-0832 |    |               |
| IDSPIC-0833 |    |               |
| IDSPIC-0834 |    |               |
| IDSPIC-0835 |    |               |
| IDSPIC-0836 |    |               |
| IDSPIC-0837 |    |               |
| IDSPIC-0838 |    |               |
| IDSPIC-0839 |    |               |
| IDSPIC-0840 |    |               |

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0841 |           |                      |
| IDSPIC-0842 |           |                      |
| IDSPIC-0843 |           |                      |
| IDSPIC-0844 |           |                      |
| IDSPIC-0845 |           |                      |
| IDSPIC-0846 |           |                      |
| IDSPIC-0847 |           |                      |
| IDSPIC-0848 |           |                      |
| IDSPIC-0849 |           |                      |
| IDSPIC-0850 |           |                      |
| IDSPIC-0851 |           |                      |
| IDSPIC-0852 |           |                      |
| IDSPIC-0853 |           |                      |
| IDSPIC-0854 |           |                      |
| IDSPIC-0855 |           |                      |
| IDSPIC-0856 |           |                      |
| IDSPIC-0857 |           |                      |
| IDSPIC-0858 |           |                      |
| IDSPIC-0859 |           |                      |
| IDSPIC-0860 |           |                      |
| IDSPIC-0861 |           |                      |
| IDSPIC-0862 |           |                      |
| IDSPIC-0863 |           |                      |
| IDSPIC-0864 |           |                      |
| IDSPIC-0865 |           |                      |
| IDSPIC-0866 |           |                      |
| IDSPIC-0867 |           |                      |
| IDSPIC-0868 |           |                      |
| IDSPIC-0869 |           |                      |
| IDSPIC-0870 |           |                      |

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | <b>TN</b> | <b>Customer Name</b> |
|-------------|-----------|----------------------|
| IDSPIC-0871 |           |                      |
| IDSPIC-0872 |           |                      |
| IDSPIC-0873 |           |                      |
| IDSPIC-0874 |           |                      |
| IDSPIC-0875 |           |                      |
| IDSPIC-0876 |           |                      |
| IDSPIC-0877 |           |                      |
| IDSPIC-0878 |           |                      |
| IDSPIC-0879 |           |                      |
| IDSPIC-0880 |           |                      |
| IDSPIC-0881 |           |                      |
| IDSPIC-0882 |           |                      |
| IDSPIC-0883 |           |                      |
| IDSPIC-0884 |           |                      |
| IDSPIC-0885 |           |                      |
| IDSPIC-0886 |           |                      |
| IDSPIC-0887 |           |                      |
| IDSPIC-0888 |           |                      |
| IDSPIC-0889 |           |                      |
| IDSPIC-0890 |           |                      |
| IDSPIC-0891 |           |                      |
| IDSPIC-0892 |           |                      |
| IDSPIC-0893 |           |                      |
| IDSPIC-0894 |           |                      |
| IDSPIC-0895 |           |                      |
| IDSPIC-0896 |           |                      |
| IDSPIC-0897 |           |                      |
| IDSPIC-0898 |           |                      |
| IDSPIC-0899 |           |                      |
| IDSPIC-0900 |           |                      |

IDS 00717

**IDS TELCOM**  
Accounts To Pick Freeze

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0901 |    |               |
| IDSPIC-0902 |    |               |
| IDSPIC-0903 |    |               |
| IDSPIC-0904 |    |               |
| IDSPIC-0905 |    |               |
| IDSPIC-0906 |    |               |
| IDSPIC-0907 |    |               |
| IDSPIC-0908 |    |               |
| IDSPIC-0909 |    |               |
| IDSPIC-0910 |    |               |
| IDSPIC-0911 |    |               |
| IDSPIC-0912 |    |               |
| IDSPIC-0913 |    |               |
| IDSPIC-0914 |    |               |
| IDSPIC-0915 |    |               |
| IDSPIC-0916 |    |               |
| IDSPIC-0917 |    |               |
| IDSPIC-0918 |    |               |
| IDSPIC-0919 |    |               |
| IDSPIC-0920 |    |               |
| IDSPIC-0921 |    |               |
| IDSPIC-0922 |    |               |
| IDSPIC-0923 |    |               |
| IDSPIC-0924 |    |               |
| IDSPIC-0925 |    |               |
| IDSPIC-0926 |    |               |
| IDSPIC-0927 |    |               |
| IDSPIC-0928 |    |               |
| IDSPIC-0929 |    |               |
| IDSPIC-0930 |    |               |

IDS 00718

**IDS TELCOM**  
**Accounts To Pick Freeze**

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0931 |    |               |
| IDSPIC-0932 |    |               |
| IDSPIC-0933 |    |               |
| IDSPIC-0934 |    |               |
| IDSPIC-0935 |    |               |
| IDSPIC-0936 |    |               |
| IDSPIC-0937 |    |               |
| IDSPIC-0938 |    |               |
| IDSPIC-0939 |    |               |
| IDSPIC-0940 |    |               |
| IDSPIC-0941 |    |               |
| IDSPIC-0942 |    |               |
| IDSPIC-0943 |    |               |
| IDSPIC-0944 |    |               |
| IDSPIC-0945 |    |               |
| IDSPIC-0946 |    |               |
| IDSPIC-0947 |    |               |
| IDSPIC-0948 |    |               |
| IDSPIC-0949 |    |               |
| IDSPIC-0950 |    |               |
| IDSPIC-0951 |    |               |
| IDSPIC-0952 |    |               |
| IDSPIC-0953 |    |               |
| IDSPIC-0954 |    |               |
| IDSPIC-0955 |    |               |
| IDSPIC-0956 |    |               |
| IDSPIC-0957 |    |               |
| IDSPIC-0958 |    |               |
| IDSPIC-0959 |    |               |
| IDSPIC-0960 |    |               |

IDS 00719

**IDS TELCOM**  
Accounts To Pick Freeze

|             | TN | Customer Name |
|-------------|----|---------------|
| IDSPIC-0961 |    |               |
| IDSPIC-0962 |    |               |
| IDSPIC-0963 |    |               |
| IDSPIC-0964 |    |               |
| IDSPIC-0965 |    |               |
| IDSPIC-0966 |    |               |
| IDSPIC-0967 |    |               |
| IDSPIC-0968 |    |               |
| IDSPIC-0969 |    |               |
| IDSPIC-0970 |    |               |
| IDSPIC-0971 |    |               |
| IDSPIC-0972 |    |               |
| IDSPIC-0973 |    |               |
| IDSPIC-0974 |    |               |
| IDSPIC-0975 |    |               |
| IDSPIC-0976 |    |               |
| IDSPIC-0977 |    |               |
| IDSPIC-0978 |    |               |
| IDSPIC-0979 |    |               |
| IDSPIC-0980 |    |               |
| IDSPIC-0981 |    |               |
| IDSPIC-0982 |    |               |
| IDSPIC-0983 |    |               |
| IDSPIC-0984 |    |               |
| IDSPIC-0985 |    |               |
| IDSPIC-0986 |    |               |
| IDSPIC-0987 |    |               |
| IDSPIC-0988 |    |               |
| IDSPIC-0989 |    |               |
| IDSPIC-0990 |    |               |

IDS 00720

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-0991  |    |               |
| IDSPIC-0992  |    |               |
| IDSPIC-0993  |    |               |
| IDSPIC-0994  |    |               |
| IDSPIC-0995  |    |               |
| IDSPIC-0996  |    |               |
| IDSPIC-0997  |    |               |
| IDSPIC-0998  |    |               |
| IDSPIC-0999  |    |               |
| IDSPIC-01000 |    |               |
| IDSPIC-01001 |    |               |
| IDSPIC-01002 |    |               |
| IDSPIC-01003 |    |               |
| IDSPIC-01004 |    |               |
| IDSPIC-01005 |    |               |
| IDSPIC-01006 |    |               |
| IDSPIC-01007 |    |               |
| IDSPIC-01008 |    |               |
| IDSPIC-01009 |    |               |
| IDSPIC-01010 |    |               |
| IDSPIC-01011 |    |               |
| IDSPIC-01012 |    |               |
| IDSPIC-01013 |    |               |
| IDSPIC-01014 |    |               |
| IDSPIC-01015 |    |               |
| IDSPIC-01016 |    |               |
| IDSPIC-01017 |    |               |
| IDSPIC-01018 |    |               |
| IDSPIC-01019 |    |               |
| IDSPIC-01020 |    |               |

IDS 00721

**IDS TELCOM**  
**Accounts To Pick Freeze**

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01021 |    |               |
| IDSPIC-01022 |    |               |
| IDSPIC-01023 |    |               |
| IDSPIC-01024 |    |               |
| IDSPIC-01025 |    |               |
| IDSPIC-01026 |    |               |
| IDSPIC-01027 |    |               |
| IDSPIC-01028 |    |               |
| IDSPIC-01029 |    |               |
| IDSPIC-01030 |    |               |
| IDSPIC-01031 |    |               |
| IDSPIC-01032 |    |               |
| IDSPIC-01033 |    |               |
| IDSPIC-01034 |    |               |
| IDSPIC-01035 |    |               |
| IDSPIC-01036 |    |               |
| IDSPIC-01037 |    |               |
| IDSPIC-01038 |    |               |
| IDSPIC-01039 |    |               |
| IDSPIC-01040 |    |               |
| IDSPIC-01041 |    |               |
| IDSPIC-01042 |    |               |
| IDSPIC-01043 |    |               |
| IDSPIC-01044 |    |               |
| IDSPIC-01045 |    |               |
| IDSPIC-01046 |    |               |
| IDSPIC-01047 |    |               |
| IDSPIC-01048 |    |               |
| IDSPIC-01049 |    |               |
| IDSPIC-01050 |    |               |

IDS 00722



**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01051 |    |               |
| IDSPIC-01052 |    |               |
| IDSPIC-01053 |    |               |
| IDSPIC-01054 |    |               |
| IDSPIC-01055 |    |               |
| IDSPIC-01056 |    |               |
| IDSPIC-01057 |    |               |
| IDSPIC-01058 |    |               |
| IDSPIC-01059 |    |               |
| IDSPIC-01060 |    |               |
| IDSPIC-01061 |    |               |
| IDSPIC-01062 |    |               |
| IDSPIC-01063 |    |               |
| IDSPIC-01064 |    |               |
| IDSPIC-01065 |    |               |
| IDSPIC-01066 |    |               |
| IDSPIC-01067 |    |               |
| IDSPIC-01068 |    |               |
| IDSPIC-01069 |    |               |
| IDSPIC-01070 |    |               |
| IDSPIC-01071 |    |               |
| IDSPIC-01072 |    |               |
| IDSPIC-01073 |    |               |
| IDSPIC-01074 |    |               |
| IDSPIC-01075 |    |               |
| IDSPIC-01076 |    |               |
| IDSPIC-01077 |    |               |
| IDSPIC-01078 |    |               |
| IDSPIC-01079 |    |               |
| IDSPIC-01080 |    |               |

IDS 00723

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01081 |    |               |
| IDSPIC-01082 |    |               |
| IDSPIC-01083 |    |               |
| IDSPIC-01084 |    |               |
| IDSPIC-01085 |    |               |
| IDSPIC-01086 |    |               |
| IDSPIC-01087 |    |               |
| IDSPIC-01088 |    |               |
| IDSPIC-01089 |    |               |
| IDSPIC-01090 |    |               |
| IDSPIC-01091 |    |               |
| IDSPIC-01092 |    |               |
| IDSPIC-01093 |    |               |
| IDSPIC-01094 |    |               |
| IDSPIC-01095 |    |               |
| IDSPIC-01096 |    |               |
| IDSPIC-01097 |    |               |
| IDSPIC-01098 |    |               |
| IDSPIC-01099 |    |               |
| IDSPIC-01100 |    |               |
| IDSPIC-01101 |    |               |
| IDSPIC-01102 |    |               |
| IDSPIC-01103 |    |               |
| IDSPIC-01104 |    |               |
| IDSPIC-01105 |    |               |
| IDSPIC-01106 |    |               |
| IDSPIC-01107 |    |               |
| IDSPIC-01108 |    |               |
| IDSPIC-01109 |    |               |
| IDSPIC-01110 |    |               |

IDS 00724

**IDS TELCOM**  
**Accounts To Pick Freeze**

|              | <b>TN</b> | <b>Customer Name</b> |
|--------------|-----------|----------------------|
| IDSPIC-01111 |           |                      |
| IDSPIC-01112 |           |                      |
| IDSPIC-01113 |           |                      |
| IDSPIC-01114 |           |                      |
| IDSPIC-01115 |           |                      |
| IDSPIC-01116 |           |                      |
| IDSPIC-01117 |           |                      |
| IDSPIC-01118 |           |                      |
| IDSPIC-01119 |           |                      |
| IDSPIC-01120 |           |                      |
| IDSPIC-01121 |           |                      |
| IDSPIC-01122 |           |                      |
| IDSPIC-01123 |           |                      |
| IDSPIC-01124 |           |                      |
| IDSPIC-01125 |           |                      |
| IDSPIC-01126 |           |                      |
| IDSPIC-01127 |           |                      |
| IDSPIC-01128 |           |                      |
| IDSPIC-01129 |           |                      |
| IDSPIC-01130 |           |                      |
| IDSPIC-01131 |           |                      |
| IDSPIC-01132 |           |                      |
| IDSPIC-01133 |           |                      |
| IDSPIC-01134 |           |                      |
| IDSPIC-01135 |           |                      |
| IDSPIC-01136 |           |                      |
| IDSPIC-01137 |           |                      |
| IDSPIC-01138 |           |                      |
| IDSPIC-01139 |           |                      |
| IDSPIC-01140 |           |                      |

IDS 00725

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01141 |    |               |
| IDSPIC-01142 |    |               |
| IDSPIC-01143 |    |               |
| IDSPIC-01144 |    |               |
| IDSPIC-01145 |    |               |
| IDSPIC-01146 |    |               |
| IDSPIC-01147 |    |               |
| IDSPIC-01148 |    |               |
| IDSPIC-01149 |    |               |
| IDSPIC-01150 |    |               |
| IDSPIC-01151 |    |               |
| IDSPIC-01152 |    |               |
| IDSPIC-01153 |    |               |
| IDSPIC-01154 |    |               |
| IDSPIC-01155 |    |               |
| IDSPIC-01156 |    |               |
| IDSPIC-01157 |    |               |
| IDSPIC-01158 |    |               |
| IDSPIC-01159 |    |               |
| IDSPIC-01160 |    |               |
| IDSPIC-01161 |    |               |
| IDSPIC-01162 |    |               |
| IDSPIC-01163 |    |               |
| IDSPIC-01164 |    |               |
| IDSPIC-01165 |    |               |
| IDSPIC-01166 |    |               |
| IDSPIC-01167 |    |               |
| IDSPIC-01168 |    |               |
| IDSPIC-01169 |    |               |
| IDSPIC-01170 |    |               |

IDS 00726

**IDS TELCOM**  
Accounts To Pick Freeze

|              | <b>TN</b> | <b>Customer Name</b> |
|--------------|-----------|----------------------|
| IDSPIC-01171 |           |                      |
| IDSPIC-01172 |           |                      |
| IDSPIC-01173 |           |                      |
| IDSPIC-01174 |           |                      |
| IDSPIC-01175 |           |                      |
| IDSPIC-01176 |           |                      |
| IDSPIC-01177 |           |                      |
| IDSPIC-01178 |           |                      |
| IDSPIC-01179 |           |                      |
| IDSPIC-01180 |           |                      |
| IDSPIC-01181 |           |                      |
| IDSPIC-01182 |           |                      |
| IDSPIC-01183 |           |                      |
| IDSPIC-01184 |           |                      |
| IDSPIC-01185 |           |                      |
| IDSPIC-01186 |           |                      |
| IDSPIC-01187 |           |                      |
| IDSPIC-01188 |           |                      |
| IDSPIC-01189 |           |                      |
| IDSPIC-01190 |           |                      |
| IDSPIC-01191 |           |                      |
| IDSPIC-01192 |           |                      |
| IDSPIC-01193 |           |                      |
| IDSPIC-01194 |           |                      |
| IDSPIC-01195 |           |                      |
| IDSPIC-01196 |           |                      |
| IDSPIC-01197 |           |                      |
| IDSPIC-01198 |           |                      |
| IDSPIC-01199 |           |                      |
| IDSPIC-01200 |           |                      |

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01201 |    |               |
| IDSPIC-01202 |    |               |
| IDSPIC-01203 |    |               |
| IDSPIC-01204 |    |               |
| IDSPIC-01205 |    |               |
| IDSPIC-01206 |    |               |
| IDSPIC-01207 |    |               |
| IDSPIC-01208 |    |               |
| IDSPIC-01209 |    |               |
| IDSPIC-01210 |    |               |
| IDSPIC-01211 |    |               |
| IDSPIC-01212 |    |               |
| IDSPIC-01213 |    |               |
| IDSPIC-01214 |    |               |
| IDSPIC-01215 |    |               |
| IDSPIC-01216 |    |               |
| IDSPIC-01217 |    |               |
| IDSPIC-01218 |    |               |
| IDSPIC-01219 |    |               |
| IDSPIC-01220 |    |               |
| IDSPIC-01221 |    |               |
| IDSPIC-01222 |    |               |
| IDSPIC-01223 |    |               |
| IDSPIC-01224 |    |               |
| IDSPIC-01225 |    |               |
| IDSPIC-01226 |    |               |
| IDSPIC-01227 |    |               |
| IDSPIC-01228 |    |               |
| IDSPIC-01229 |    |               |
| IDSPIC-01230 |    |               |

IDS 00728

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01231 |    |               |
| IDSPIC-01232 |    |               |
| IDSPIC-01233 |    |               |
| IDSPIC-01234 |    |               |
| IDSPIC-01235 |    |               |
| IDSPIC-01236 |    |               |
| IDSPIC-01237 |    |               |
| IDSPIC-01238 |    |               |
| IDSPIC-01239 |    |               |
| IDSPIC-01240 |    |               |
| IDSPIC-01241 |    |               |
| IDSPIC-01242 |    |               |
| IDSPIC-01243 |    |               |
| IDSPIC-01244 |    |               |
| IDSPIC-01245 |    |               |
| IDSPIC-01246 |    |               |
| IDSPIC-01247 |    |               |
| IDSPIC-01248 |    |               |
| IDSPIC-01249 |    |               |
| IDSPIC-01250 |    |               |
| IDSPIC-01251 |    |               |
| IDSPIC-01252 |    |               |
| IDSPIC-01253 |    |               |
| IDSPIC-01254 |    |               |
| IDSPIC-01255 |    |               |
| IDSPIC-01256 |    |               |
| IDSPIC-01257 |    |               |
| IDSPIC-01258 |    |               |
| IDSPIC-01259 |    |               |
| IDSPIC-01260 |    |               |

IDS 00729

**IDS TELCOM**  
Accounts To Pick Freeze

|              | <b>TN</b> | <b>Customer Name</b> |
|--------------|-----------|----------------------|
| IDSPIC-01261 |           |                      |
| IDSPIC-01262 |           |                      |
| IDSPIC-01263 |           |                      |
| IDSPIC-01264 |           |                      |
| IDSPIC-01265 |           |                      |
| IDSPIC-01266 |           |                      |
| IDSPIC-01267 |           |                      |
| IDSPIC-01268 |           |                      |
| IDSPIC-01269 |           |                      |
| IDSPIC-01270 |           |                      |
| IDSPIC-01271 |           |                      |
| IDSPIC-01272 |           |                      |
| IDSPIC-01273 |           |                      |
| IDSPIC-01274 |           |                      |
| IDSPIC-01275 |           |                      |
| IDSPIC-01276 |           |                      |
| IDSPIC-01277 |           |                      |
| IDSPIC-01278 |           |                      |
| IDSPIC-01279 |           |                      |
| IDSPIC-01280 |           |                      |
| IDSPIC-01281 |           |                      |
| IDSPIC-01282 |           |                      |
| IDSPIC-01283 |           |                      |
| IDSPIC-01284 |           |                      |
| IDSPIC-01285 |           |                      |
| IDSPIC-01286 |           |                      |
| IDSPIC-01287 |           |                      |
| IDSPIC-01288 |           |                      |
| IDSPIC-01289 |           |                      |
| IDSPIC-01290 |           |                      |

IDS 00730



**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01291 |    |               |
| IDSPIC-01292 |    |               |
| IDSPIC-01293 |    |               |
| IDSPIC-01294 |    |               |
| IDSPIC-01295 |    |               |
| IDSPIC-01296 |    |               |
| IDSPIC-01297 |    |               |
| IDSPIC-01298 |    |               |
| IDSPIC-01299 |    |               |
| IDSPIC-01300 |    |               |
| IDSPIC-01301 |    |               |
| IDSPIC-01302 |    |               |
| IDSPIC-01303 |    |               |
| IDSPIC-01304 |    |               |
| IDSPIC-01305 |    |               |
| IDSPIC-01306 |    |               |
| IDSPIC-01307 |    |               |
| IDSPIC-01308 |    |               |
| IDSPIC-01309 |    |               |
| IDSPIC-01310 |    |               |
| IDSPIC-01311 |    |               |
| IDSPIC-01312 |    |               |
| IDSPIC-01313 |    |               |
| IDSPIC-01314 |    |               |
| IDSPIC-01315 |    |               |
| IDSPIC-01316 |    |               |
| IDSPIC-01317 |    |               |
| IDSPIC-01318 |    |               |
| IDSPIC-01319 |    |               |
| IDSPIC-01320 |    |               |

IDS 00731

**IDS TELCOM**  
Accounts To Pick Freeze

|              | <b>TN</b> | <b>Customer Name</b> |
|--------------|-----------|----------------------|
| IDSPIC-01321 |           |                      |
| IDSPIC-01322 |           |                      |
| IDSPIC-01323 |           |                      |
| IDSPIC-01324 |           |                      |
| IDSPIC-01325 |           |                      |
| IDSPIC-01326 |           |                      |
| IDSPIC-01327 |           |                      |
| IDSPIC-01328 |           |                      |
| IDSPIC-01329 |           |                      |
| IDSPIC-01330 |           |                      |
| IDSPIC-01331 |           |                      |
| IDSPIC-01332 |           |                      |
| IDSPIC-01333 |           |                      |
| IDSPIC-01334 |           |                      |
| IDSPIC-01335 |           |                      |
| IDSPIC-01336 |           |                      |
| IDSPIC-01337 |           |                      |
| IDSPIC-01338 |           |                      |
| IDSPIC-01339 |           |                      |
| IDSPIC-01340 |           |                      |
| IDSPIC-01341 |           |                      |
| IDSPIC-01342 |           |                      |
| IDSPIC-01343 |           |                      |
| IDSPIC-01344 |           |                      |
| IDSPIC-01345 |           |                      |
| IDSPIC-01346 |           |                      |
| IDSPIC-01347 |           |                      |
| IDSPIC-01348 |           |                      |
| IDSPIC-01349 |           |                      |
| IDSPIC-01350 |           |                      |

IDS 00732

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01351 |    |               |
| IDSPIC-01352 |    |               |
| IDSPIC-01353 |    |               |
| IDSPIC-01354 |    |               |
| IDSPIC-01355 |    |               |
| IDSPIC-01356 |    |               |
| IDSPIC-01357 |    |               |
| IDSPIC-01358 |    |               |
| IDSPIC-01359 |    |               |
| IDSPIC-01360 |    |               |
| IDSPIC-01361 |    |               |
| IDSPIC-01362 |    |               |
| IDSPIC-01363 |    |               |
| IDSPIC-01364 |    |               |
| IDSPIC-01365 |    |               |
| IDSPIC-01366 |    |               |
| IDSPIC-01367 |    |               |
| IDSPIC-01368 |    |               |
| IDSPIC-01369 |    |               |
| IDSPIC-01370 |    |               |
| IDSPIC-01371 |    |               |
| IDSPIC-01372 |    |               |
| IDSPIC-01373 |    |               |
| IDSPIC-01374 |    |               |
| IDSPIC-01375 |    |               |
| IDSPIC-01376 |    |               |
| IDSPIC-01377 |    |               |
| IDSPIC-01378 |    |               |
| IDSPIC-01379 |    |               |
| IDSPIC-01380 |    |               |

IDS 00733

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01381 |    |               |
| IDSPIC-01382 |    |               |
| IDSPIC-01383 |    |               |
| IDSPIC-01384 |    |               |
| IDSPIC-01385 |    |               |
| IDSPIC-01386 |    |               |
| IDSPIC-01387 |    |               |
| IDSPIC-01388 |    |               |
| IDSPIC-01389 |    |               |
| IDSPIC-01390 |    |               |
| IDSPIC-01391 |    |               |
| IDSPIC-01392 |    |               |
| IDSPIC-01393 |    |               |
| IDSPIC-01394 |    |               |
| IDSPIC-01395 |    |               |
| IDSPIC-01396 |    |               |
| IDSPIC-01397 |    |               |
| IDSPIC-01398 |    |               |
| IDSPIC-01399 |    |               |
| IDSPIC-01400 |    |               |
| IDSPIC-01401 |    |               |
| IDSPIC-01402 |    |               |
| IDSPIC-01403 |    |               |
| IDSPIC-01404 |    |               |
| IDSPIC-01405 |    |               |
| IDSPIC-01406 |    |               |
| IDSPIC-01407 |    |               |
| IDSPIC-01408 |    |               |
| IDSPIC-01409 |    |               |
| IDSPIC-01410 |    |               |

IDS 00734

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01411 |    |               |
| IDSPIC-01412 |    |               |
| IDSPIC-01413 |    |               |
| IDSPIC-01414 |    |               |
| IDSPIC-01415 |    |               |
| IDSPIC-01416 |    |               |
| IDSPIC-01417 |    |               |
| IDSPIC-01418 |    |               |
| IDSPIC-01419 |    |               |
| IDSPIC-01420 |    |               |
| IDSPIC-01421 |    |               |
| IDSPIC-01422 |    |               |
| IDSPIC-01423 |    |               |
| IDSPIC-01424 |    |               |
| IDSPIC-01425 |    |               |
| IDSPIC-01426 |    |               |
| IDSPIC-01427 |    |               |
| IDSPIC-01428 |    |               |
| IDSPIC-01429 |    |               |
| IDSPIC-01430 |    |               |
| IDSPIC-01431 |    |               |
| IDSPIC-01432 |    |               |
| IDSPIC-01433 |    |               |
| IDSPIC-01434 |    |               |
| IDSPIC-01435 |    |               |
| IDSPIC-01436 |    |               |
| IDSPIC-01437 |    |               |
| IDSPIC-01438 |    |               |
| IDSPIC-01439 |    |               |
| IDSPIC-01440 |    |               |

IDS 00735

**IDS TELCOM**  
Accounts To Pick Freeze

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01441 |    |               |
| IDSPIC-01442 |    |               |
| IDSPIC-01443 |    |               |
| IDSPIC-01444 |    |               |
| IDSPIC-01445 |    |               |
| IDSPIC-01446 |    |               |
| IDSPIC-01447 |    |               |
| IDSPIC-01448 |    |               |
| IDSPIC-01449 |    |               |
| IDSPIC-01450 |    |               |
| IDSPIC-01451 |    |               |
| IDSPIC-01452 |    |               |
| IDSPIC-01453 |    |               |
| IDSPIC-01454 |    |               |
| IDSPIC-01455 |    |               |
| IDSPIC-01456 |    |               |
| IDSPIC-01457 |    |               |
| IDSPIC-01458 |    |               |
| IDSPIC-01459 |    |               |
| IDSPIC-01460 |    |               |
| IDSPIC-01461 |    |               |
| IDSPIC-01462 |    |               |
| IDSPIC-01463 |    |               |
| IDSPIC-01464 |    |               |
| IDSPIC-01465 |    |               |
| IDSPIC-01466 |    |               |
| IDSPIC-01467 |    |               |
| IDSPIC-01468 |    |               |
| IDSPIC-01469 |    |               |
| IDSPIC-01470 |    |               |

IDS 00736

**IDS TELCOM**  
**Accounts To Pick Freeze**

IDS 00737

|              | TN | Customer Name |
|--------------|----|---------------|
| IDSPIC-01471 |    |               |
| IDSPIC-01472 |    |               |
| IDSPIC-01473 |    |               |
| IDSPIC-01474 |    |               |
| IDSPIC-01475 |    |               |
| IDSPIC-01476 |    |               |
| IDSPIC-01477 |    |               |
| IDSPIC-01478 |    |               |
| IDSPIC-01479 |    |               |
| IDSPIC-01480 |    |               |
| IDSPIC-01481 |    |               |
| IDSPIC-01482 |    |               |
| IDSPIC-01483 |    |               |
| IDSPIC-01484 |    |               |
| IDSPIC-01485 |    |               |
| IDSPIC-01486 |    |               |
| IDSPIC-01487 |    |               |
| IDSPIC-01488 |    |               |
| IDSPIC-01489 |    |               |
| IDSPIC-01490 |    |               |
| IDSPIC-01491 |    |               |
| IDSPIC-01492 |    |               |
| IDSPIC-01493 |    |               |
| IDSPIC-01494 |    |               |
| IDSPIC-01495 |    |               |

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELL SOUTH  
TELECOMMUNICATIONS

ANSWERS TO BELL SOUTH'S INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 8

Supplemental Answer: Please see the following names and relevant information:

If IDS obtains any further names of customers in response to Interrogatory No. 8 IDS will provide this information to BellSouth's counsel.

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

ANSWERS TO BELLSOUTH'S INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 18

Supplemental Response: See documents attached hereto:

- BellSouth Missed Appointment Notifications

IDS 00774

**BellSouth Telecommunications**

**Missed Appointment Notification**

Date Sent: 2/21/01

Reply By: 3/7/01

LON Number 4415166 (For BellSouth use only)

Service Representative: Alanna M Banks

A. Competitive Local Exchange Company (CLEC)

Company Name: IDS. OCN: \_\_\_\_\_

PON: UR12133288 BellSouth Order Number: NP99G548

End User Name: [REDACTED]

End User Telephone Number: [REDACTED] Missed Due Date: 2/21/01

Missed Appointment Reason(s):

PER ENDUSER DID NOT REQUEST  
SERVICE

B. Action Requested

Send a new version (supplemental) LSR with a new due date or request to cancel order.  
Note: If a new due date is not provided within 14 calendar days, the original service order and PON will be canceled. A due date change confirmation will be sent.

Private/Proprietary: Not to be disclosed outside BellSouth without written permission

Business Unit: Interconnect Operations

Document owner: Debby Glass 404 827-2666

IDS 00775



Version: 2 Rev Date: 08/18/99, Control: A-002

**BellSouth Telecommunications****Missed Appointment Notification**Date Sent: 03/01/01Reply By: 03/15/01LON Number 4424951 (For BellSouth use only)Service Representative: Emily Files**A. Competitive Local Exchange Company (CLEC)**Company Name: IDS Telecom OCN: B348PON: WAW 216845401 BellSouth Order Number np540408End User Name: [REDACTED]End User Telephone Number: [REDACTED] Missed Due Date: 02/20/01

Missed Appointment Reason(s):

sub REQUEST CANCEL

074 746 8500

N 2 linesGruber-Burns-**B. Action Requested**fax [REDACTED]

Send a new version (supplemental) LSR with a new due date or request to cancel order.

Note: If a new due date is not provided within 14 calendar days, the original service order and PON will be canceled. A due date change confirmation will be sent.

Private/Proprietary: Not to be disclosed outside BellSouth without written permission

Business Unit: Interconnect Operations

Document owner: Danny Slep 404 627-2884

why dispatch Tech on conversion order?

IDS 00776



Version: 2 Rev Date: 09/16/99, Control #: A-002

ATTN: Elian Rivera BellSouth Telecommunications

## Missed Appointment Notification

Date Sent: 3,19,01Reply By: 4,02,01LON Number 4531576 (For BellSouth use only)Service Representative: Tracie Hammonds

## A. Competitive Local Exchange Company (CLEC)

Company Name: IDS L.D. OCN: 8368PON: VER319441PO1 BellSouth Order Number: N09VPXY8End User Name: [REDACTED]End User Telephone Number: [REDACTED] Missed Due Date: 3,20,01

Missed Appointment Reason(s):

SA: No Access

## B. Action Requested

Send a new version (supplemental) LSR with a new due date or request to cancel order.  
Note: If a new due date is not provided within 14 calendar days, the original service order and PON will be canceled. A due date change confirmation will be sent.

Private/Proprietary: Not to be disclosed outside BellSouth without written permission

Business Unit: Interconnected Operations

Document owner: Debby Stone 404 927-2668

IDS 00777

USG 051UP

CANCELED Request

BellSouth Telecomm. Solutions  
Missed Appointment NotificationFAX #: 305 913-4036ATTN: Heidy OlivaService Representative: Stacie HammondsDate Sent: 6/12/01Reply By: 6/27/01

LON Number \_\_\_\_\_ (For BellSouth use only)

## A. Competitive Local Exchange Company (CLEC)

Company Name: IDS Telecom OCN: 8368PON: VH06/2/059A01 BellSouth Order Number: NR77T029End User Name: [REDACTED]End User Telephone Number: [REDACTED] Missed Due Date: 6/13/01Missed Appointment Reason(s): SO = Subscriber other

## B. Action Requested Send a new version (supplemental) LSR with a new due date or request to cancel order.

Negotiate New Due Date: \_\_\_\_\_

Premise Access Required: \_\_\_\_\_

See Gilbert -  
06/25Hours  
Monday - Friday  
8:00 am - 6:00 pm

Note: If a new due date is not provided within 5 business days, the original service order and or PON will be canceled. FOC will be sent once processing of the supplemental order is complete.

IDS 00778

XEP795UP**BellSouth Telecommunications  
Missed Appointment Notification**

FAX #: \_\_\_\_\_

ATTN: \_\_\_\_\_

Service Representative: \_\_\_\_\_

T. LewisR. BryantDate Sent: 6/21/01Reply By: 6/28/01

LON Number \_\_\_\_\_ (For BellSouth use only)

A. Competitive Local Exchange Company (CLEC)

Company Name: \_\_\_\_\_

IDS

OCN: \_\_\_\_\_

8368PON: VNR15573PO1BellSouth Order Number: 0XB216Q2

End User Name: \_\_\_\_\_

End User Telephone Number: \_\_\_\_\_

Missed Due Date: 6/20/01

Missed Appointment Reason(s): \_\_\_\_\_

Customer canceled order.  
send sup or

B. Action Requested Send a new version (supplemental) LSR with a new due date or request to cancel order.

Negotiate New Due Date: \_\_\_\_\_

Premise Access Required: \_\_\_\_\_

Hours  
Monday - Friday  
8:00 am - 5:00 pm

Note: If a new due date is not provided within 5 business days, the original service order and or PON will be canceled. FOC will be sent once processing of the supplemental order is complete.

IDS 00779

AA/333UP

**BellSouth Telecommunications  
Missed Appointment Notification**

FAX #: \_\_\_\_\_

ATTN: D. PeeleService Representative: T. LewisDate Sent: 6/21/01Reply By: 6/28/01

LON Number \_\_\_\_\_ (For BellSouth use only)

A. \_\_\_\_\_  
Company Name: IDS TelecomOCN: 9368PON: YMR 615513PN BellSouth Order Number: NX5LQKM 6

End User Name: \_\_\_\_\_

End User Telephone Number: \_\_\_\_\_ Missed Due Date: 6/20/01

Missed Appointment Reason(s):

No access office closed.

B. Action Requested Send a new version (supplemental) LSR with a new due date or request to cancel order.

Negotiate New Due Date: \_\_\_\_\_

Premise Access Required: \_\_\_\_\_

Hours  
Monday - Friday  
8:00 am - 6:00 pm

Note: If a new due date is not provided within 5 business days, the original service order and or PON will be canceled. FOC will be sent once processing of the supplemental order is complete.

IDS 00780

AA Y 333UP

© **BELLSOUTH**IDS L.D. IDS 8368  
VMR615513P01 v 00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

| PON          | Version | Date Submitted | Due Date   | Error/<br>Clarification | Order<br>Status | LSR<br>Status |
|--------------|---------|----------------|------------|-------------------------|-----------------|---------------|
| VMR615513P01 | 01      | 2001-06-22     | 2001-06-23 | 2001-06-22              | Mt              | Jeopardy      |

|                                |                                                                          |
|--------------------------------|--------------------------------------------------------------------------|
| CC                             | 8368                                                                     |
| PON                            | VMR615513P01                                                             |
| ACCOUNT<br>TELEPHONE<br>NUMBER |                                                                          |
| EXISTING<br>ACCOUNT TN         |                                                                          |
| VER                            | 01                                                                       |
| ORD                            | NX5LQKM6                                                                 |
| ORDER<br>STATUS                | MISSED APPOINTMENT ORDER-SO-SUBSCRIBER OTHER                             |
| PROCESSING<br>STATUS           | Jeopardies - Calculated Due Date in Jeopardy Due to Limited MA Condition |
| DD                             | 2001-06-23                                                               |
| FOC TIME                       | 1615                                                                     |
| BAN1                           | E                                                                        |
| INIT                           | DAMON PEELE                                                              |
| CCNA                           | IDS                                                                      |
| BI1                            | M                                                                        |
| DSGCON                         | ERIK CALDERON                                                            |
| ORDER<br>REMARKS               | NEW DUE DATE                                                             |

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LENS Version 9.2.1

IDS0079

6/25/2001

IDS 00781



LSC 796UP

BellSouth Telecommunications  
Missed Appointment Notification

FAX #: \_\_\_\_\_

ATTN: E. ValenciaService Representative: T. LewisDate Sent: 6/20/01Reply By: 6/28/01

LON Number \_\_\_\_\_ (For BellSouth use only)

A. Central Office Local Exchange Company (COLEC)

Company Name: IDS Telecom OCN: 8368PON: VEV611300P1 BellSouth Order Number: NX89QHMGEnd User Name: [REDACTED]End User Telephone Number: [REDACTED] Missed Due Date: 6/19/01Missed Appointment Reason(s): Please correct order & resend with new due date.

B. Action Requested Send a new version (supplemental) LSR with a new due date or request to cancel order.

Negotiate New Due Date: \_\_\_\_\_

Premise Access Required: \_\_\_\_\_

Hours  
Monday - Friday  
8:00 am - 6:00 pm

Note: If a new due date is not provided within 5 business days, the original service order and or PON will be canceled. FOC will be sent once processing of the supplemental order is complete.

IDS 00782

@ **BELLSOUTH**IDS L.D. IDS 8368  
VEV611300P1 v 00

Local Exchange Navigation System

View LSR/Order Information **P O N** Details

| PON         | Version | Date Submitted | Due Date   | Order Status | LSR Status |
|-------------|---------|----------------|------------|--------------|------------|
| VEV611300P1 | 00      | 2001-06-11     | 2001-06-13 | MA           | JEOPARDY   |

LSC796UP

|                          |                                                                          |
|--------------------------|--------------------------------------------------------------------------|
| CC                       | 8368                                                                     |
| PON                      | VEV611300P1                                                              |
| ACCOUNT TELEPHONE NUMBER |                                                                          |
| EXISTING ACCOUNT TN      |                                                                          |
| VER                      | 00                                                                       |
| ORD                      | NX89QHM6                                                                 |
| ORDER STATUS             | MISSED APPOINTMENT ORDER-SO-SUBSCRIBER OTHER                             |
| PROCESSING STATUS        | Jeopardies - Calculated Due Date in Jeopardy Due to Limited MA Condition |
| DD                       | 2001-06-13                                                               |
| FOC TIME                 | 1402                                                                     |
| BAN1                     | E                                                                        |
| INIT                     | ERICA VALENCIA                                                           |
| CCNA                     | IDS                                                                      |
| BI1                      | M                                                                        |
| DSGCON                   | ERIK CALDERON                                                            |
| ORDER REMARKS            | PLEASE SERACH FOR YPH.                                                   |

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IDS0082

6/14/2001

IDS 00783

OIA 797UP

**BellSouth Telecommunications  
Missed Appointment Notification**FAX #: (305) 913-4036ATTN: Hridy OlivaService Representative: L. FosterDate Sent: 6/19/01Reply By: 6/26/01L/CN Number 4866201 (For BellSouth use only)

A. Competitive Local Exchange Company (CLEC)

Company Name: IDS OCN: 8368PIN: VHD6131226P01 BellSouth Order Number: NX16MCC37End User Name: [REDACTED]End User Telephone Number: [REDACTED] Missed Due Date: 6/18/01

Missed Appointment Reason(s):

no access

B. Action Requested Send a new version (supplemental) LSR with a new due date or request to cancel order.

Negotiate New Due Date:       Premise Access Required: ☒**Hours**  
**Monday - Friday**  
**8:00 am - 6:00 pm**

Note: If a new due date is not provided within 5 business days, the original service order and/or PON will be canceled. FOC will be sent once processing of the supplemental order is complete.

IDS 00784

@ **BELLSOUTH**IDS L.D. IDS 8368  
VHO6131226P01 v 00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

| PON           | Version | Date Submitted | Due Date   | Error/<br>Clarification | Order<br>Status | LSR<br>Status |
|---------------|---------|----------------|------------|-------------------------|-----------------|---------------|
| VHO6131226P01 | 01      | 2001-06-13     | 2001-06-18 | 2001-06-14              | MA              | JEOPARDY      |

DIA 7974P

|                                 |                                                                          |
|---------------------------------|--------------------------------------------------------------------------|
| CC                              | 8368                                                                     |
| PON                             | VHO6131226P01                                                            |
| ACCOUNT<br>TELEPHONE<br>NUMBER  | [REDACTED]                                                               |
| EXISTING<br>ACCOUNT TN          | [REDACTED]                                                               |
| VER                             | 01                                                                       |
| ORD                             | NX6MCC37                                                                 |
| ORDER<br>STATUS                 | MISSED APPOINTMENT ORDER-SO-SUBSCRIBER OTHER                             |
| PROCESSING<br>STATUS            | Jeopardies - Calculated Due Date in Jeopardy Due to Limited MA Condition |
| DD                              | 2001-06-18                                                               |
| FOC TIME                        | 1132                                                                     |
| BAN1                            | E                                                                        |
| INIT                            | HEIDY OLIVA                                                              |
| CCNA                            | IDS                                                                      |
| BI1                             | M                                                                        |
| DSGCON                          | ERIK CALDERON                                                            |
| ORDER<br>REMARKS                | PLEASE SEARCH FOR YPH THANKS CHECKING FOR REMARKS                        |
| ----- Directory<br>Detail ----- |                                                                          |
| LISTADR                         | 00 0000E R 74                                                            |

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IDS0082

IDS 00785

6/22/2001

BellSouth Telecommunications  
Missed Appointment Notification

CHRO08UP

FAX #: \_\_\_\_\_

ATTN: D. PeeleService Representative: T. LewisDate Sent: 6/25/01Reply By: 7/2/01

LON Number \_\_\_\_\_ (For BellSouth use only)

Company Name: IDSOCN: 8368PON: 1MR69419P01BellSouth Order Number: NX766WB6End User Name: [REDACTED]End User Telephone Number: [REDACTED]Missed Due Date: 6/21/01Missed Appointment Reason(s): Svc order cancelled  
per Mike. Send sup 01

B. Action Requested Send a new version (supplemental) LSR with a new due date or request to cancel order.

Negotiate New Due Date: \_\_\_\_\_

Premise Access Required: \_\_\_\_\_

Hours  
Monday - Friday  
8:00 am - 6:00 pm

Note: If a new due date is not provided within 5 business days, the original service order and or PON will be canceled. FOC will be sent once processing of the supplemental order is complete.

IDS 00786

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VMR619419P01 v 00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

| PON          | Version | Date Submitted | Due Date   | Error/<br>Clarification | Order<br>Status | LSR<br>Status |
|--------------|---------|----------------|------------|-------------------------|-----------------|---------------|
| VMR619419P01 | 01      | 2001-06-22     | 2001-06-21 | 2001-06-22              | MA              | Jeopardy      |

|                                |                                                                          |
|--------------------------------|--------------------------------------------------------------------------|
| CC                             | 8368                                                                     |
| PON                            | VMR619419P01                                                             |
| ACCOUNT<br>TELEPHONE<br>NUMBER | [REDACTED]                                                               |
| EXISTING<br>ACCOUNT TN         | [REDACTED]                                                               |
| VER                            | 01                                                                       |
| ORD                            | NX766WB6                                                                 |
| ORDER<br>STATUS                | MISSED APPOINTMENT ORDER-SO-SUBSCRIBER OTHER                             |
| PROCESSING<br>STATUS           | Jeopardies - Calculated Due Date in Jeopardy Due to Limited MA Condition |
| DD                             | 2001-06-21                                                               |
| FOC TIME                       | 1521                                                                     |
| BAN1                           | E                                                                        |
| INIT                           | DAMON PEELE                                                              |
| CCNA                           | IDS                                                                      |
| BI1                            | M                                                                        |
| DSGCON                         | ERIK CALDERON                                                            |
| ORDER<br>REMARKS               | PLEASE SEARCH FOR YPH. NEW DUE DATE                                      |

References

  
10:10 AM  
6/27 WM  
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IDS0068

6/27/2001

IDS 00787

**@ BELL SOUTH**IDS L.D. IDS 8368  
VMR619419P01 v 00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

| PON          | Version | Date Submitted | Due Date   | Error/<br>Clarification | Order<br>Status | LSR<br>Status |
|--------------|---------|----------------|------------|-------------------------|-----------------|---------------|
| VMR619419P01 | 01      | 2001-06-22     | 2001-06-27 | 2001-06-22              | PD              | Jeopardy      |

|                                |                                                                             |
|--------------------------------|-----------------------------------------------------------------------------|
| CC                             | 8368                                                                        |
| PON                            | VMR619419P01                                                                |
| ACCOUNT<br>TELEPHONE<br>NUMBER | [REDACTED] 6/30 11:57 AM                                                    |
| EXISTING<br>ACCOUNT TN         | [REDACTED]                                                                  |
| VER                            | 01                                                                          |
| ORD                            | NX766WB6                                                                    |
| ORDER<br>STATUS                | Pending Order                                                               |
| PROCESSING<br>STATUS           | Jeopardies - Calculated Due Date in Jeopardy Due to Limited MA<br>Condition |
| DD                             | 2001-06-27                                                                  |
| FOC TIME                       | 1521                                                                        |
| BAN1                           | E                                                                           |
| INIT                           | DAMON PEELE                                                                 |
| CCNA                           | IDS                                                                         |
| BI1                            | M                                                                           |
| DSGCON                         | ERIK CALDERON                                                               |
| ORDER<br>REMARKS               | PLEASE SEARCH FOR YPH. NEW DUE DATE                                         |

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IDS0068

6/28/2001

*Cancelled Request 8.*

IDS 00788

*\* 2 PONS*  
© BELL SOUTH

BKLOWUP

IDS LD. IDS 8368  
VMR625129P01 v00

Local Exchange Navigation System

View LSR/Order Information **P O N** Details

| PON          | Version | Date Submitted | Due Date   | Order Status | LSR Status |
|--------------|---------|----------------|------------|--------------|------------|
| VMR625129P01 | 00      | 2001-06-25     | 2001-06-28 | MA           | Jeopardy   |

|                          |                                                                          |
|--------------------------|--------------------------------------------------------------------------|
| CC                       | 8368                                                                     |
| PON                      | VMR625129P01                                                             |
| ACCOUNT TELEPHONE NUMBER |                                                                          |
| EXISTING ACCOUNT TN      |                                                                          |
| VER                      | 00                                                                       |
| ORD                      | NXC9NNH2                                                                 |
| ORDER STATUS             | MISSED APPOINTMENT ORDER-SO-SUBSCRIBER OTHER                             |
| PROCESSING STATUS        | Jeopardies - Calculated Due Date in Jeopardy Due to Limited MA Condition |
| DD                       | 2001-06-28                                                               |
| FOC TIME                 | 1230                                                                     |
| BAN1                     | E                                                                        |
| INIT                     | DAMON PEELE                                                              |
| CCNA                     | IDS                                                                      |
| BI1                      | M                                                                        |
| DSGCON                   | ERIK CALDERON                                                            |

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IDS0107

6/29/2001

*7/01  
1:39 P.M.  
Canceled Request.*

IDS 00789



**BellSouth Telecommunications**  
**Missed Appointment Notification**FAX #: 305-913-4036ATTN: ERIK CALDERONService Representative: LaTonya HarrisDate Sent: 07/02/01Reply By: 07/09/01LON Number 4915194 (For BellSouth use only)

A. Complete Local Exchange Company (CLEC)

Company Name: IDS Telecom OCN: 8368PON: VMR05129P01 BellSouth Order Number: NKC9NNH2End User Name: [REDACTED]End User Telephone Number: [REDACTED] Missed Due Date: 07/25/01

Missed Appointment Reason(s):

Cus stated they did not place order IN already working

B. Action Requested Send a new version (supplemental) LSR with a new due date or request to cancel order.

Negotiate New Due Date: \_\_\_\_\_

Premise Access Required: \_\_\_\_\_

Hours  
Monday - Friday  
8:00 am - 6:00 pm

Note: If a new due date is not provided within 5 business days, the original service order and or PON will be canceled. FOC will be sent once processing of the supplemental order is complete.

**@ BELL SOUTH**

Local Exchange Navigation System

View LSR/Order Information **P O N Details**IDS L.D. IDS 8368  
VMR6151016A01 v 00*MA  
STATUS*

| PON           | Version | Date Submitted | Due Date   | Order Status | LSR Status |
|---------------|---------|----------------|------------|--------------|------------|
| VMR6151016A01 | 00      | 2001-06-15     | 2001-06-22 | MA           | Jeopardy   |

*KELLYUP*

|                          |                                                                          |
|--------------------------|--------------------------------------------------------------------------|
| CC                       | 8368                                                                     |
| PON                      | VMR6151016A01                                                            |
| ACCOUNT TELEPHONE NUMBER |                                                                          |
| EXISTING ACCOUNT TN      |                                                                          |
| VER                      | 00                                                                       |
| ORD                      | N64LB8V7                                                                 |
| ORDER STATUS             | MISSED APPOINTMENT ORDER-SO-SUBSCRIBER OTHER                             |
| PROCESSING STATUS        | Jeopardies - Calculated Due Date in Jeopardy Due to Limited MA Condition |
| DD                       | 2001-06-22                                                               |
| FOC TIME                 | 0919                                                                     |
| BAN1                     | E                                                                        |
| INIT                     | DAMON PEELE                                                              |
| CCNA                     | IDS                                                                      |
| B11                      | M                                                                        |
| DSGCON                   | ERIK CALDERON                                                            |

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IDS0031

6/23/2001

IDS 00791

Service Order List with TN of '3057430912'  
Sorted by Current DD

JJ5620UP

| Position | PON           | SO       | APP<br>DATE | TN         | Status<br>(SR) | Days<br>In<br>Status | Current DD | List Name  |
|----------|---------------|----------|-------------|------------|----------------|----------------------|------------|------------|
| 1        | VCJ6211054A01 | NQ03KPB7 | 6/21/01     | [REDACTED] | CA             | 2                    | 6/22/01    | [REDACTED] |

<< < 1 > >>

criteria

1-1 of 2 service orders matching your

Download Results to Excel

IDS 00792

Damon Peele

---

Modified:

Mon 6/25/2001 10:06 AM

Chris Camp  
ID 469

> Bellsouth Tech @ Customer's Site.

 - BTN.

Customer request to cancel request, does not want our service.

D.L. Peele

*SCS 619UP*

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELL SOUTH  
TELECOMMUNICATIONS

ANSWERS TO BELL SOUTH'S INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 25

Supplemental Response: See attached document:

This document was compiled using the loss notification provided on BellSouth's website for the month of December 2000. IDS calculated the days between active date and BellSouth loss date and pulled only those lines lost with a difference of between five (5) and zero (0) days.

Additionally IDS found that several of these lines BellSouth had missed the due date for completion and/or did not update the CSR in LENS in a timely fashion (within 72 hours).

Comparatively other orders IDS submitted within the month of December 2000 that are still current customer of IDS the CSR updated on time and BST completed the order on the due date.

| Bell Loss Notifications via Web |              |           | IDS Billing System Data |     |           |            |                                 | IDS Telecom - Provisioning |                |
|---------------------------------|--------------|-----------|-------------------------|-----|-----------|------------|---------------------------------|----------------------------|----------------|
| BTN                             | Name         | Loss Date | CUST_NU                 | WTN | ACTIVE    | DISCONNECT | Days btwn<br>ACTIVE and<br>LOSS | PON Num                    | Date<br>Submit |
|                                 | Unknown Name | 11-Dec-00 | NWR600UP                |     | 6-Dec-00  | 27-Dec-00  | 5                               |                            |                |
|                                 | DANCE STUDIO | 26-Dec-00 | MDS616UP                |     | 21-Dec-00 | 26-Dec-00  | 5                               | WMC12131202P               | 12/13/00       |
|                                 | Unknown Name | 12-Dec-00 | MWA327UP                |     | 7-Dec-00  | 12-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 6-Dec-00  | KEC484UP                |     | 1-Dec-00  | 13-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 18-Dec-00 | DAN490UP                |     | 13-Dec-00 | 18-Dec-00  | 5                               |                            |                |
|                                 | CARPET CLEAN | 28-Dec-00 | ACC939UP                |     | 23-Dec-00 | 29-Dec-00  | 5                               | VRA102746                  | 01/02/01       |
|                                 | Unknown Name | 12-Dec-00 | VUF484UP                |     | 7-Dec-00  | 7-Dec-00   | 5                               |                            |                |
|                                 | Unknown Name | 6-Dec-00  | RJA494UP                |     | 1-Dec-00  | 6-Dec-00   | 5                               |                            |                |
|                                 | Unknown Name | 12-Dec-00 | MWA327UP                |     | 7-Dec-00  | 12-Dec-00  | 5                               |                            |                |
|                                 | CARPET CLEAN | 28-Dec-00 | ACC939UP                |     | 23-Dec-00 | 29-Dec-00  | 5                               | VRA102746                  | 01/02/01       |
|                                 | Unknown Name | 12-Dec-00 | VUF484UP                |     | 7-Dec-00  | 7-Dec-00   | 5                               |                            |                |
|                                 | CARS & PARTS | 26-Dec-00 | JOC700UP                |     | 21-Dec-00 | 26-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 12-Dec-00 | VUF484UP                |     | 7-Dec-00  | 7-Dec-00   | 5                               |                            |                |
|                                 | Unknown Name | 12-Dec-00 | VUF484UP                |     | 7-Dec-00  | 7-Dec-00   | 5                               |                            |                |
|                                 | Unknown Name | 12-Dec-00 | VUF484UP                |     | 7-Dec-00  | 7-Dec-00   | 5                               |                            |                |
|                                 | Unknown Name | 12-Dec-00 | VUF484UP                |     | 7-Dec-00  | 7-Dec-00   | 5                               |                            |                |
|                                 | Unknown Name | 12-Dec-00 | VUF484UP                |     | 7-Dec-00  | 7-Dec-00   | 5                               |                            |                |
|                                 | Unknown Name | 12-Dec-00 | VUF484UP                |     | 7-Dec-00  | 7-Dec-00   | 5                               |                            |                |
|                                 | Unknown Name | 19-Dec-00 | CHI458UP                |     | 14-Dec-00 | 19-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 11-Dec-00 | NWR600UP                |     | 6-Dec-00  | 27-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 11-Dec-00 | RHT222UP                |     | 6-Dec-00  | 11-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 12-Dec-00 | BET490UP                |     | 7-Dec-00  | 12-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 11-Dec-00 | ARS327UP                |     | 6-Dec-00  | 11-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 13-Dec-00 | MCC401UP                |     | 8-Dec-00  | 19-Dec-00  | 5                               | WLC1103945A                | 11/03/00       |
|                                 | Unknown Name | 12-Dec-00 | BET490UP                |     | 7-Dec-00  | 12-Dec-00  | 5                               |                            |                |
|                                 | Unknown Name | 8-Dec-00  | KNF600UP                |     | 4-Dec-00  | 2-Jan-01   | 4                               |                            |                |
|                                 | Unknown Name | 8-Dec-00  | BIE476UP                |     | 4-Dec-00  | 8-Dec-00   | 4                               |                            |                |
|                                 | Unknown Name | 15-Dec-00 | PIC458UP                |     | 11-Dec-00 | 15-Dec-00  | 4                               |                            |                |
|                                 | Unknown Name | 5-Dec-00  | COS483UP                |     | 1-Dec-00  | 5-Dec-00   | 4                               |                            |                |
|                                 | Unknown Name | 8-Dec-00  | KNF600UP                |     | 4-Dec-00  | 2-Jan-01   | 4                               |                            |                |
|                                 | Unknown Name | 8-Dec-00  | WAS328UP                |     | 4-Dec-00  | 8-Dec-00   | 4                               |                            |                |

IDS 00795

|  |              |           |          |  |           |           |   |               |          |
|--|--------------|-----------|----------|--|-----------|-----------|---|---------------|----------|
|  | Unknown Name | 5-Dec-00  | COS483UP |  | 1-Dec-00  | 5-Dec-00  | 4 |               |          |
|  | Unknown Name | 22-Dec-00 | BLB613UP |  | 18-Dec-00 | 22-Dec-00 | 4 | WBL1211438P   | 12/11/00 |
|  | Unknown Name | 15-Dec-00 | PIC458UP |  | 11-Dec-00 | 15-Dec-00 | 4 |               |          |
|  | Unknown Name | 8-Dec-00  | KNF600UP |  | 4-Dec-00  | 2-Jan-01  | 4 |               |          |
|  | Unknown Name | 8-Dec-00  | KNF600UP |  | 4-Dec-00  | 2-Jan-01  | 4 |               |          |
|  | Unknown Name | 8-Dec-00  | THT405UP |  | 4-Dec-00  | 8-Dec-00  | 4 |               |          |
|  | Unknown Name | 5-Dec-00  | BHF328UP |  | 1-Dec-00  | 5-Dec-00  | 4 |               |          |
|  | Unknown Name | 12-Dec-00 | GSE494UP |  | 8-Dec-00  | 12-Dec-00 | 4 |               |          |
|  | Unknown Name | 12-Dec-00 | TCP484UP |  | 8-Dec-00  | 12-Dec-00 | 4 |               |          |
|  | Unknown Name | 11-Dec-00 | RRG453UP |  | 7-Dec-00  | 25-Jan-01 | 4 |               |          |
|  | Unknown Name | 12-Dec-00 | TCP484UP |  | 8-Dec-00  | 12-Dec-00 | 4 |               |          |
|  | Unknown Name | 5-Dec-00  | COS483UP |  | 1-Dec-00  | 5-Dec-00  | 4 |               |          |
|  | Unknown Name | 5-Dec-00  | COS483UP |  | 1-Dec-00  | 5-Dec-00  | 4 |               |          |
|  | Unknown Name | 15-Dec-00 | BTS480UP |  | 11-Dec-00 | 15-Dec-00 | 4 |               |          |
|  | Unknown Name | 8-Dec-00  | CAR484UP |  | 4-Dec-00  | 22-Jan-01 | 4 |               |          |
|  | EQUIPMENT    | 26-Dec-00 | VOE936UP |  | 23-Dec-00 | 26-Dec-00 | 3 | WJJ1220747PH  | 12/20/00 |
|  | Unknown Name | 11-Dec-00 | BJI476UP |  | 8-Dec-00  | 11-Dec-00 | 3 |               |          |
|  | Unknown Name | 11-Dec-00 | BJI476UP |  | 8-Dec-00  | 11-Dec-00 | 3 |               |          |
|  | Unknown Name | 8-Dec-00  | PLG478UP |  | 5-Dec-00  | 8-Dec-00  | 3 |               |          |
|  | Unknown Name | 22-Dec-00 | SSN613UP |  | 19-Dec-00 | 22-Dec-00 | 3 | WAD1211132P   | 12/11/00 |
|  | Unknown Name | 11-Dec-00 | BJI476UP |  | 8-Dec-00  | 11-Dec-00 | 3 |               |          |
|  | Unknown Name | 22-Dec-00 | SSN613UP |  | 19-Dec-00 | 22-Dec-00 | 3 | WAD1211132P   | 12/11/00 |
|  | Unknown Name | 7-Dec-00  | ASA180UP |  | 4-Dec-00  | 8-Dec-00  | 3 |               |          |
|  | Unknown Name | 21-Dec-00 | EDC616UP |  | 18-Dec-00 | 25-Jan-01 | 3 |               |          |
|  | Unknown Name | 8-Dec-00  | BEI405UP |  | 5-Dec-00  | 8-Dec-00  | 3 |               |          |
|  | Unknown Name | 21-Dec-00 | TDS614UP |  | 18-Dec-00 | 21-Dec-00 | 3 |               |          |
|  | EQUIPMENT    | 26-Dec-00 | VOE936UP |  | 23-Dec-00 | 26-Dec-00 | 3 | WJJ1220747PH  | 12/20/00 |
|  | Unknown Name | 11-Dec-00 | BJI476UP |  | 8-Dec-00  | 11-Dec-00 | 3 |               |          |
|  | Unknown Name | 22-Dec-00 | HCS615UP |  | 19-Dec-00 | 22-Dec-00 | 3 | WCM121100520P | 12/11/00 |
|  | Unknown Name | 4-Dec-00  | TTF475UP |  | 1-Dec-00  | 4-Dec-00  | 3 |               |          |
|  | Unknown Name | 4-Dec-00  | TTF475UP |  | 1-Dec-00  | 4-Dec-00  | 3 |               |          |
|  | Unknown Name | 4-Dec-00  | TTF475UP |  | 1-Dec-00  | 4-Dec-00  | 3 |               |          |
|  | Unknown Name | 14-Dec-00 | NHK222UP |  | 11-Dec-00 | 14-Dec-00 | 3 | VPA11281237P  | 11/28/00 |
|  | EQUIPMENT    | 26-Dec-00 | VOE936UP |  | 23-Dec-00 | 26-Dec-00 | 3 | WJJ1220747PH  | 12/20/00 |
|  | Unknown Name | 22-Dec-00 | SSN613UP |  | 19-Dec-00 | 22-Dec-00 | 3 | WAD1211132P   | 12/11/00 |

|  |              |           |          |  |           |           |   |              |          |
|--|--------------|-----------|----------|--|-----------|-----------|---|--------------|----------|
|  | Unknown Name | 18-Dec-00 | SHN457UP |  | 15-Dec-00 | 18-Dec-00 | 3 |              |          |
|  | Unknown Name | 7-Dec-00  | ASA180UP |  | 4-Dec-00  | 8-Dec-00  | 3 |              |          |
|  | Unknown Name | 4-Dec-00  | TTF475UP |  | 1-Dec-00  | 4-Dec-00  | 3 |              |          |
|  | Unknown Name | 6-Dec-00  | AEC484UP |  | 4-Dec-00  | 6-Dec-00  | 2 |              |          |
|  | Unknown Name | 22-Dec-00 | SGB700UP |  | 20-Dec-00 | 27-Dec-00 | 2 | WJM1214852A  | 12/14/00 |
|  | Unknown Name | 13-Dec-00 | AVG481UP |  | 11-Dec-00 | 13-Dec-00 | 2 | VL1127324P   | 11/27/00 |
|  | Unknown Name | 6-Dec-00  | AEC484UP |  | 4-Dec-00  | 6-Dec-00  | 2 |              |          |
|  | Unknown Name | 6-Dec-00  | AAB476UP |  | 4-Dec-00  | 6-Dec-00  | 2 |              |          |
|  | Unknown Name | 15-Dec-00 | EMI477UP |  | 13-Dec-00 | 22-Jan-01 | 2 |              |          |
|  | Unknown Name | 15-Dec-00 | EMI477UP |  | 13-Dec-00 | 22-Jan-01 | 2 |              |          |
|  | Unknown Name | 15-Dec-00 | EMI477UP |  | 13-Dec-00 | 22-Jan-01 | 2 |              |          |
|  | Unknown Name | 13-Dec-00 | AVG481UP |  | 11-Dec-00 | 13-Dec-00 | 2 | VL1127324P   | 11/27/00 |
|  | FACTORY THE  | 28-Dec-00 | MFT700UP |  | 26-Dec-00 | 28-Dec-00 | 2 | VCJ1213833A  | 12/12/00 |
|  | Unknown Name | 13-Dec-00 | AVG481UP |  | 11-Dec-00 | 13-Dec-00 | 2 | VL1127324P   | 11/27/00 |
|  | Unknown Name | 15-Dec-00 | EMI477UP |  | 13-Dec-00 | 22-Jan-01 | 2 |              |          |
|  | Unknown Name | 20-Dec-00 | DTP618UP |  | 18-Dec-00 | 28-Dec-00 | 2 | WPL1211211A  | 12/11/00 |
|  | Unknown Name | 20-Dec-00 | DTP618UP |  | 18-Dec-00 | 28-Dec-00 | 2 | WPL1211211A  | 12/11/00 |
|  | Unknown Name | 20-Dec-00 | SEL624UP |  | 18-Dec-00 | 2-Jan-01  | 2 | WHO12111119A | 12/12/00 |
|  | Unknown Name | 15-Dec-00 | JPS490UP |  | 13-Dec-00 | 15-Dec-00 | 2 |              |          |
|  | Unknown Name | 15-Dec-00 | JPS490UP |  | 13-Dec-00 | 15-Dec-00 | 2 |              |          |
|  | Unknown Name | 13-Dec-00 | AVG481UP |  | 11-Dec-00 | 13-Dec-00 | 2 | VL1127324P   | 11/27/00 |
|  | Unknown Name | 15-Dec-00 | JPS490UP |  | 13-Dec-00 | 15-Dec-00 | 2 |              |          |
|  | Unknown Name | 13-Dec-00 | AVG481UP |  | 11-Dec-00 | 13-Dec-00 | 2 | VL1127324P   | 11/27/00 |
|  | Unknown Name | 22-Dec-00 | RMS421UP |  | 20-Dec-00 |           | 2 |              |          |
|  | Unknown Name | 22-Dec-00 | RMS421UP |  | 20-Dec-00 |           | 2 |              |          |
|  | Unknown Name | 6-Dec-00  | AAB476UP |  | 4-Dec-00  | 6-Dec-00  | 2 |              |          |
|  | Unknown Name | 6-Dec-00  | AEC484UP |  | 4-Dec-00  | 6-Dec-00  | 2 |              |          |
|  | Unknown Name | 6-Dec-00  | AEC484UP |  | 4-Dec-00  | 6-Dec-00  | 2 |              |          |
|  | Unknown Name | 13-Dec-00 | AVG481UP |  | 11-Dec-00 | 13-Dec-00 | 2 | VL1127324P   | 11/27/00 |
|  | Unknown Name | 8-Dec-00  | SWT600UP |  | 6-Dec-00  | 8-Dec-00  | 2 |              |          |
|  | JAMAICAN     | 29-Dec-00 | HPJ625UP |  | 27-Dec-00 | 29-Dec-00 | 2 | VMR1213850A  | 12/13/00 |
|  | Unknown Name | 15-Dec-00 | EMI477UP |  | 13-Dec-00 | 22-Jan-01 | 2 |              |          |
|  | Unknown Name | 22-Dec-00 | SGB700UP |  | 20-Dec-00 | 27-Dec-00 | 2 | WJM1214852A  | 12/14/00 |
|  | PROPERTIES   | 29-Dec-00 | MCI623UP |  | 27-Dec-00 | 29-Dec-00 | 2 | VMR12131011A | 12/13/00 |
|  | JAMAICAN     | 29-Dec-00 | HPJ625UP |  | 27-Dec-00 | 29-Dec-00 | 2 | VMR1213850A  | 12/13/00 |



|  |              |           |          |  |           |           |   |               |          |
|--|--------------|-----------|----------|--|-----------|-----------|---|---------------|----------|
|  | Unknown Name | 14-Dec-00 | BHC490UP |  | 12-Dec-00 | 14-Dec-00 | 2 |               |          |
|  | B; & B SALES | 29-Dec-00 | BBA936UP |  | 27-Dec-00 | 25-Jan-01 | 2 | VRV12201048A  | 12/20/00 |
|  | B; & B SALES | 29-Dec-00 | BBA936UP |  | 27-Dec-00 | 25-Jan-01 | 2 | VRV12201048A  | 12/20/00 |
|  | Unknown Name | 20-Dec-00 | DIC616UP |  | 18-Dec-00 | 20-Dec-00 | 2 | WMR1213823A   | 12/13/00 |
|  | Unknown Name | 20-Dec-00 | DIC616UP |  | 18-Dec-00 | 20-Dec-00 | 2 | WMR1213823A   | 12/13/00 |
|  | Unknown Name | 21-Dec-00 | DOC609UP |  | 19-Dec-00 | 21-Dec-00 | 2 | WRA12121115   | 12/12/00 |
|  | Unknown Name | 20-Dec-00 | SPI613UP |  | 18-Dec-00 | 20-Dec-00 | 2 | WAV1212836A   | 12/12/00 |
|  | CAB CO INC   | 29-Dec-00 | GCC484UP |  | 27-Dec-00 | 29-Dec-00 | 2 | WEV12111121A  | 12/11/00 |
|  | Unknown Name | 21-Dec-00 | PRI618UP |  | 19-Dec-00 | 21-Dec-00 | 2 | WRA1212955    | 12/12/00 |
|  | Unknown Name | 21-Dec-00 | HLC487UP |  | 19-Dec-00 | 21-Dec-00 | 2 | WRA12121008   | 12/12/00 |
|  | Unknown Name | 21-Dec-00 | HLC487UP |  | 19-Dec-00 | 21-Dec-00 | 2 | WRA12121008   | 12/12/00 |
|  | Unknown Name | 20-Dec-00 | SPI613UP |  | 18-Dec-00 | 20-Dec-00 | 2 | WAV1212836A   | 12/12/00 |
|  | Unknown Name | 21-Dec-00 | KEN625UP |  | 20-Dec-00 | 21-Dec-00 | 1 | VIT12081235   | 12/08/00 |
|  | Unknown Name | 7-Dec-00  | RBM494UP |  | 6-Dec-00  | 7-Dec-00  | 1 | WCA1191151A01 | 01/19/01 |
|  | Unknown Name | 7-Dec-00  | CCI481UP |  | 6-Dec-00  | 7-Dec-00  | 1 |               |          |
|  | Unknown Name | 7-Dec-00  | CCI481UP |  | 6-Dec-00  | 7-Dec-00  | 1 |               |          |
|  | Unknown Name | 14-Dec-00 | GBR478UP |  | 13-Dec-00 | 14-Dec-00 | 1 |               |          |
|  | Unknown Name | 5-Dec-00  | FPF478UP |  | 4-Dec-00  | 5-Dec-00  | 1 |               |          |
|  | Unknown Name | 7-Dec-00  | CCI481UP |  | 6-Dec-00  | 7-Dec-00  | 1 |               |          |
|  | Unknown Name | 21-Dec-00 | PCS624UP |  | 20-Dec-00 | 21-Dec-00 | 1 | WHO12130106P  | 12/12/00 |
|  | COMPUTER     | 29-Dec-00 | CCS623UP |  | 28-Dec-00 | 29-Dec-00 | 1 | WMC1213137P   | 12/13/00 |
|  | Unknown Name | 13-Dec-00 | EXB475UP |  | 12-Dec-00 | 13-Dec-00 | 1 |               |          |
|  | Unknown Name | 21-Dec-00 | PCM616UP |  | 20-Dec-00 | 21-Dec-00 | 1 | WMC1213226P   | 12/13/00 |
|  | Unknown Name | 15-Dec-00 | BRS480UP |  | 14-Dec-00 | 15-Dec-00 | 1 |               |          |
|  | Unknown Name | 21-Dec-00 | KEN625UP |  | 20-Dec-00 | 21-Dec-00 | 1 | VIT12081235   | 12/08/00 |
|  | COMPUTER     | 29-Dec-00 | CCS623UP |  | 28-Dec-00 | 29-Dec-00 | 1 | WMC1213137P   | 12/13/00 |
|  | Unknown Name | 13-Dec-00 | EXB475UP |  | 12-Dec-00 | 13-Dec-00 | 1 |               |          |
|  | Unknown Name | 19-Dec-00 | SPI613UP |  | 18-Dec-00 | 20-Dec-00 | 1 | WAV1212843A   | 12/12/00 |
|  | Unknown Name | 7-Dec-00  | CCI481UP |  | 6-Dec-00  | 7-Dec-00  | 1 |               |          |
|  | Unknown Name | 13-Dec-00 | EXB475UP |  | 12-Dec-00 | 13-Dec-00 | 1 |               |          |
|  | Unknown Name | 14-Dec-00 | MSW481UP |  | 13-Dec-00 | 14-Dec-00 | 1 |               |          |
|  | Unknown Name | 14-Dec-00 | MSW481UP |  | 13-Dec-00 | 14-Dec-00 | 1 |               |          |
|  | Unknown Name | 15-Dec-00 | BRS480UP |  | 14-Dec-00 | 15-Dec-00 | 1 |               |          |
|  | Unknown Name | 19-Dec-00 | SPI613UP |  | 18-Dec-00 | 20-Dec-00 | 1 | WAV1212843A   | 12/12/00 |
|  | COMPUTER     | 29-Dec-00 | CCS623UP |  | 28-Dec-00 | 29-Dec-00 | 1 | WMC1213137P   | 12/13/00 |

|  |               |           |          |  |           |           |    |              |          |
|--|---------------|-----------|----------|--|-----------|-----------|----|--------------|----------|
|  | Unknown Name  | 14-Dec-00 | MSW481UP |  | 13-Dec-00 | 14-Dec-00 | 1  |              |          |
|  | Unknown Name  | 14-Dec-00 | MSW481UP |  | 13-Dec-00 | 14-Dec-00 | 1  |              |          |
|  | Unknown Name  | 14-Dec-00 | MSW481UP |  | 13-Dec-00 | 14-Dec-00 | 1  |              |          |
|  | MANOR         | 27-Dec-00 | GMR118UP |  | 27-Dec-00 |           | 0  | VNG1101842A  | 11/01/00 |
|  | Unknown Name  | 13-Dec-00 | MTI621UP |  | 13-Dec-00 | 13-Dec-00 | 0  |              |          |
|  | Unknown Name  | 21-Dec-00 | AMH616UP |  | 21-Dec-00 | 21-Dec-00 | 0  | WHO12140844A | 12/14/00 |
|  | STERLING; INC | 29-Dec-00 | STI616UP |  | 29-Dec-00 | 26-Jan-01 | 0  | VSG1219314P  | 12/19/00 |
|  | CLEANERS &    | 29-Dec-00 | KKI326UP |  | 29-Dec-00 | 22-Jun-01 | 0  | VLC1127156P  | 11/27/00 |
|  | STERLING; INC | 29-Dec-00 | STI616UP |  | 29-Dec-00 | 26-Jan-01 | 0  | VSG1219314P  | 12/19/00 |
|  | STERLING; INC | 29-Dec-00 | STI616UP |  | 29-Dec-00 | 26-Jan-01 | 0  | VSG1219314P  | 12/19/00 |
|  | Unknown Name  | 19-Dec-00 | PBA700UP |  | 19-Dec-00 | 22-Jan-01 | 0  |              |          |
|  | Unknown Name  | 18-Dec-00 | TDI05409 |  | 18-Dec-00 | 2-Jul-01  | 0  |              |          |
|  | Unknown Name  | 18-Dec-00 | TDI05409 |  | 18-Dec-00 | 2-Jul-01  | 0  |              |          |
|  | Unknown Name  | 4-Dec-00  | LLC481UP |  | 4-Dec-00  | 23-Jan-01 | 0  |              |          |
|  | MANOR         | 27-Dec-00 | GMR118UP |  | 27-Dec-00 |           | 0  | VNG1101842A  | 11/01/00 |
|  | Unknown Name  | 19-Dec-00 | PBA700UP |  | 19-Dec-00 | 22-Jan-01 | 0  |              |          |
|  | Unknown Name  | 18-Dec-00 | TDI05409 |  | 18-Dec-00 | 2-Jul-01  | 0  |              |          |
|  | Unknown Name  | 18-Dec-00 | TDI05409 |  | 18-Dec-00 | 2-Jul-01  | 0  |              |          |
|  | Unknown Name  | 19-Dec-00 | SHC616UP |  | 19-Dec-00 | 19-Dec-00 | 0  | WCG12121110A | 12/12/00 |
|  | Unknown Name  | 18-Dec-00 | TDI05409 |  | 18-Dec-00 | 2-Jul-01  | 0  |              |          |
|  | SON SERVICE C | 29-Dec-00 | HSS616UP |  | 29-Dec-00 | 29-Dec-00 | 0  |              |          |
|  | Unknown Name  | 18-Dec-00 | TDI05409 |  | 18-Dec-00 | 2-Jul-01  | 0  |              |          |
|  | Unknown Name  | 19-Dec-00 | SHC616UP |  | 19-Dec-00 | 19-Dec-00 | 0  | WCG12121110A | 12/12/00 |
|  | Unknown Name  | 19-Dec-00 | PBA700UP |  | 19-Dec-00 | 22-Jan-01 | 0  |              |          |
|  | Unknown Name  | 19-Dec-00 | PBA700UP |  | 19-Dec-00 | 22-Jan-01 | 0  |              |          |
|  | Unknown Name  | 13-Dec-00 | MTI621UP |  | 13-Dec-00 | 13-Dec-00 | 0  |              |          |
|  | Unknown Name  | 5-Dec-00  | BBC484UP |  | 5-Dec-00  | 5-Dec-00  | 0  |              |          |
|  | Unknown Name  | 5-Dec-00  | BBC484UP |  | 5-Dec-00  | 5-Dec-00  | 0  |              |          |
|  | Unknown Name  | 13-Dec-00 | MTI621UP |  | 13-Dec-00 | 13-Dec-00 | 0  |              |          |
|  | Unknown Name  | 19-Dec-00 | BUU616UP |  | 19-Dec-00 | 19-Dec-00 | 0  | WDM12111108A | 12/11/00 |
|  | Unknown Name  | 19-Dec-00 | ROM476UP |  | 20-Dec-00 | 19-Dec-00 | -1 | WAV1120307P  | 11/20/00 |
|  | Unknown Name  | 5-Dec-00  | BCR222UP |  | 6-Dec-00  | 5-Dec-00  | -1 |              |          |
|  | Unknown Name  | 19-Dec-00 | GSL483UP |  | 20-Dec-00 | 17-Jan-01 | -1 | WMR1124750A  | 11/24/00 |
|  | Unknown Name  | 5-Dec-00  | BCR222UP |  | 6-Dec-00  | 5-Dec-00  | -1 |              |          |
|  | BAIT & TACKLE | 29-Dec-00 | RID495UP |  | 30-Dec-00 | 29-Dec-00 | -1 | WAW1220309P  | 12/20/00 |

|  |               |           |          |  |           |           |     |              |          |
|--|---------------|-----------|----------|--|-----------|-----------|-----|--------------|----------|
|  | BAIT & TACKLE | 29-Dec-00 | RID495UP |  | 30-Dec-00 | 29-Dec-00 | -1  | WAW1220309P  | 12/20/00 |
|  | Unknown Name  | 19-Dec-00 | ROM476UP |  | 20-Dec-00 | 19-Dec-00 | -1  | WAV1120307P  | 11/20/00 |
|  | Unknown Name  | 19-Dec-00 | ROM476UP |  | 20-Dec-00 | 19-Dec-00 | -1  | WAV1120307P  | 11/20/00 |
|  | Unknown Name  | 19-Dec-00 | GSL483UP |  | 20-Dec-00 | 17-Jan-01 | -1  | WMR1124750A  | 11/24/00 |
|  | BAIT & TACKLE | 29-Dec-00 | RID495UP |  | 30-Dec-00 | 29-Dec-00 | -1  | WAW1220309P  | 12/20/00 |
|  | Unknown Name  | 12-Dec-00 | ATT425UP |  | 13-Dec-00 | 22-Dec-00 | -1  |              |          |
|  | Unknown Name  | 12-Dec-00 | FSC457UP |  | 13-Dec-00 | 12-Dec-00 | -1  |              |          |
|  | Unknown Name  | 18-Dec-00 | KWS484UP |  | 19-Dec-00 | 20-Dec-00 | -1  |              |          |
|  | Unknown Name  | 12-Dec-00 | ATT425UP |  | 13-Dec-00 | 22-Dec-00 | -1  |              |          |
|  | Unknown Name  | 19-Dec-00 | LCF605UP |  | 20-Dec-00 | 19-Dec-00 | -1  | VEEV1212431P | 12/12/00 |
|  | Unknown Name  | 12-Dec-00 | ATT425UP |  | 13-Dec-00 | 22-Dec-00 | -1  |              |          |
|  | Unknown Name  | 18-Dec-00 | KWS484UP |  | 19-Dec-00 | 20-Dec-00 | -1  |              |          |
|  | Unknown Name  | 19-Dec-00 | EIH700UP |  | 20-Dec-00 | 19-Dec-00 | -1  | WCJ12121014A | 12/12/00 |
|  | Unknown Name  | 12-Dec-00 | ATT425UP |  | 13-Dec-00 | 22-Dec-00 | -1  |              |          |
|  | CLEANED &     | 26-Dec-00 | GCR615UP |  | 28-Dec-00 | 26-Dec-00 | -2  | WVT1212821A  | 12/12/00 |
|  | Unknown Name  | 18-Dec-00 | YCI616UP |  | 20-Dec-00 | 18-Dec-00 | -2  |              |          |
|  | Unknown Name  | 19-Dec-00 | EBL700UP |  | 21-Dec-00 | 19-Dec-00 | -2  | WAA1213529P  | 12/13/00 |
|  | Unknown Name  | 19-Dec-00 | EBL700UP |  | 21-Dec-00 | 19-Dec-00 | -2  | WAA1213529P  | 12/13/00 |
|  | Unknown Name  | 19-Dec-00 | EBL700UP |  | 21-Dec-00 | 19-Dec-00 | -2  | WAA1213529P  | 12/13/00 |
|  | Unknown Name  | 13-Dec-00 | FCF620UP |  | 18-Dec-00 | 18-Jan-01 | -5  |              |          |
|  | Unknown Name  | 22-Dec-00 | MCM616UP |  | 28-Dec-00 | 22-Dec-00 | -6  |              |          |
|  | Unknown Name  | 20-Dec-00 | BFC621UP |  | 26-Dec-00 | 20-Dec-00 | -6  | WMC12131128A | 12/13/00 |
|  | Unknown Name  | 6-Dec-00  | TMA327UP |  | 13-Dec-00 | 6-Dec-00  | -7  |              |          |
|  | Unknown Name  | 6-Dec-00  | TMA327UP |  | 13-Dec-00 | 6-Dec-00  | -7  |              |          |
|  | Unknown Name  | 4-Dec-00  | AIC484UP |  | 11-Dec-00 | 4-Dec-00  | -7  |              |          |
|  | Unknown Name  | 4-Dec-00  | AIC484UP |  | 11-Dec-00 | 4-Dec-00  | -7  |              |          |
|  | Unknown Name  | 6-Dec-00  | TMA327UP |  | 13-Dec-00 | 6-Dec-00  | -7  |              |          |
|  | Unknown Name  | 20-Dec-00 | RAT616UP |  | 28-Dec-00 | 20-Dec-00 | -8  | WDM12111123A | 12/11/00 |
|  | Unknown Name  | 20-Dec-00 | RAT616UP |  | 28-Dec-00 | 20-Dec-00 | -8  | WDM12111123A | 12/11/00 |
|  | Unknown Name  | 20-Dec-00 | RAT616UP |  | 28-Dec-00 | 20-Dec-00 | -8  | WDM12111123A | 12/11/00 |
|  | Unknown Name  | 18-Dec-00 | RPL618UP |  | 28-Dec-00 | 18-Dec-00 | -10 | WDM12110330P | 12/11/00 |
|  | Unknown Name  | 19-Dec-00 | AMH422UP |  | 29-Dec-00 | 29-Dec-00 | -10 |              |          |





|          |          |          |   |   |
|----------|----------|----------|---|---|
|          |          |          |   |   |
|          |          |          |   |   |
|          |          |          |   |   |
| 12/14/00 | 12/16/00 | 12/20/00 | 4 | 2 |
| 11/27/00 | 12/01/00 |          |   | 4 |
|          |          |          |   |   |
|          |          |          |   |   |
|          |          |          |   |   |
|          |          |          |   |   |
| 11/27/00 | 12/01/00 |          |   | 4 |
| 12/14/00 | 12/14/00 |          |   | 0 |
| 11/27/00 | 12/01/00 |          |   | 4 |
|          |          |          |   |   |
| 12/12/00 | 12/14/00 | 12/15/00 | 1 | 2 |
| 12/12/00 | 12/14/00 | 12/15/00 | 1 | 2 |
| 12/12/00 | 12/13/00 | 12/18/00 | 5 | 1 |
|          |          |          |   |   |
|          |          |          |   |   |
| 11/27/00 | 12/01/00 |          |   | 4 |
|          |          |          |   |   |
| 11/27/00 | 12/01/00 |          |   | 4 |
|          |          |          |   |   |
|          |          |          |   |   |
|          |          |          |   |   |
|          |          |          |   |   |
| 11/27/00 | 12/01/00 |          |   | 4 |
|          |          |          |   |   |
| 12/14/00 | 12/14/00 | 12/19/00 | 5 | 0 |
|          |          |          |   |   |
| 12/14/00 | 12/16/00 | 12/20/00 | 4 | 2 |
| 12/19/00 | 12/19/00 | 12/22/00 | 3 | 0 |
| 12/14/00 | 12/14/00 | 12/19/00 | 5 | 0 |

|          |          |          |    |    |
|----------|----------|----------|----|----|
|          |          |          |    |    |
| 12/22/00 | 12/26/00 | 12/26/00 | 0  | 4  |
| 12/22/00 | 12/26/00 | 12/26/00 | 0  | 4  |
| 12/14/00 | 12/14/00 | 12/14/00 | 0  | 0  |
| 12/14/00 | 12/14/00 | 12/14/00 | 0  | 0  |
| 12/13/00 | 12/13/00 | 12/14/00 | 1  | 0  |
| 12/13/00 | 12/13/00 | 12/15/00 | 2  | 0  |
| 12/11/00 | 12/11/00 | 12/27/00 | 16 | 0  |
| 12/13/00 | 12/13/00 | 12/21/00 | 8  | 0  |
| 12/13/00 | 12/13/00 |          |    | 0  |
| 12/13/00 | 12/13/00 |          |    | 0  |
| 12/13/00 | 12/13/00 | 12/15/00 | 2  | 0  |
| 12/08/00 | 12/18/00 | 12/19/00 | 1  | 10 |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/13/00 | 12/16/00 | 01/18/01 | 33 | 3  |
| 12/15/00 | 12/15/00 | 12/15/00 | 0  | 0  |
|          |          |          |    |    |
| 12/15/00 | 12/15/00 | 12/15/00 | 0  | 0  |
|          |          |          |    |    |
| 12/08/00 | 12/18/00 | 12/19/00 | 1  | 10 |
| 12/15/00 | 12/15/00 | 12/15/00 | 0  | 0  |
|          |          |          |    |    |
| 12/13/00 | 12/13/00 | 12/15/00 | 2  | 0  |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/13/00 | 12/13/00 | 12/15/00 | 2  | 0  |
| 12/15/00 | 12/15/00 | 12/15/00 | 0  | 0  |

|          |          |          |    |    |
|----------|----------|----------|----|----|
|          |          |          |    |    |
|          |          |          |    |    |
| 11/07/00 | 11/07/00 | 12/20/00 | 43 | 0  |
|          |          |          |    |    |
| 12/14/00 | 12/17/00 | 01/17/01 | 31 | 3  |
| 12/27/00 | 12/27/00 | 12/29/00 | 2  | 0  |
| 12/04/00 | 12/04/00 | 12/06/00 | 2  | 0  |
| 12/27/00 | 12/27/00 | 12/29/00 | 2  | 0  |
| 12/27/00 | 12/27/00 | 12/29/00 | 2  | 0  |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
| 11/07/00 | 11/07/00 | 12/20/00 | 43 | 0  |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/13/00 | 12/14/00 |          |    | 1  |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/13/00 | 12/14/00 |          |    | 1  |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/11/00 | 12/14/00 | 12/14/00 | 0  | 3  |
| 11/21/00 | 11/28/00 | 12/15/00 | 17 | 7  |
|          |          |          |    |    |
| 11/28/00 | 11/24/00 | 12/15/00 | 21 | -4 |
|          |          |          |    |    |
| 12/28/00 | 12/28/00 | 12/30/00 | 2  | 0  |



|          |          |          |    |    |
|----------|----------|----------|----|----|
| 12/28/00 | 12/28/00 | 12/30/00 | 2  | 0  |
| 11/21/00 | 11/28/00 | 12/15/00 | 17 | 7  |
| 11/21/00 | 11/28/00 | 12/15/00 | 17 | 7  |
| 11/28/00 | 11/24/00 | 12/15/00 | 21 | -4 |
| 12/28/00 | 12/28/00 | 12/30/00 | 2  | 0  |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/18/00 | 12/12/00 | 12/18/00 | 6  | -6 |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/13/00 | 12/13/00 | 12/13/00 | 0  | 0  |
|          |          |          |    |    |
| 12/13/00 | 12/13/00 | 12/13/00 | 0  | 0  |
|          |          |          |    |    |
| 12/14/00 | 12/14/00 | 12/19/00 | 5  | 0  |
| 12/14/00 | 12/14/00 | 12/19/00 | 5  | 0  |
| 12/14/00 | 12/14/00 | 12/19/00 | 5  | 0  |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/15/00 | 12/18/00 | 12/21/00 | 3  | 3  |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
|          |          |          |    |    |
| 12/11/00 | 12/11/00 | 12/14/00 | 3  | 0  |
| 12/11/00 | 12/11/00 | 12/14/00 | 3  | 0  |
| 12/11/00 | 12/11/00 | 12/14/00 | 3  | 0  |
| 12/12/00 | 12/12/00 | 12/28/00 | 16 | 0  |
|          |          |          |    |    |

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELL SOUTH  
TELECOMMUNICATIONS

ANSWERS TO BELL SOUTH'S INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 35

Supplemental Answer: Please see attached documents:

- IDS Customer Support Call Record and Customer Maintenance Notes Re: [REDACTED]
- 4/27/01 E-Mail to Angel Leiro (IDS) from Elio Santana (IDS) Re: [REDACTED] d/b/a [REDACTED]

IDS 00848

IDS CUSTOMER SUPPORT CALL RECORD

out of business  
X / missing

CS REP. Knorris DATE 0521 2001 TIME 11:15 AM

ACCT.# MBE095UP BTN [REDACTED]

Contact Name [REDACTED] Phone number 908-755-9890

Customer opening statement: Cust stated that he was  
told by Bellsouth rep that was pitching for  
business (winback) that IDS was "going bankrupt"  
Advised cust that ~~IDS~~ we were not going bankrupt.  
stated that the call was received a couple of weeks ago.

CIRCLE ONE:

BILLING: RATES INQUIRY, INCORRECT RATES, CREDITS,

GENERAL BILLING QUESTIONS

ADD: ANI, TRAVEL CARD, 800#'s, ACCOUNT CODES, LOCAL FEATURES

DELETE: ANI, TRAVEL CARD, and 800 #'s, PROJECT CODES, LOCAL FEATURES

SERVICE CHANGE: MOVE or NEW

TROUBLE TICKETS: DOMESTIC, INTERNATIONAL 800, T1, LOCAL, TRAVEL CARDS.

TROUBLE TICKETS# \_\_\_\_\_

COLLECTIONS: \_\_\_\_\_

SERVICE ISSUE: \_\_\_\_\_

ADDITIONAL COMMENTS: [REDACTED] called to get her 2 new pin  
numbers for the 2 calling cards.

April.. called 5/12/01 12:00 out back. 5/22/01,  
5/21/01 9:49 am not in to 5/23/01 Call back.

F1 Help ATS Customer Maintenance Program ENTER to edit

|            |            |         |       |            |  |          |     |
|------------|------------|---------|-------|------------|--|----------|-----|
| Customer # | MBE095UP   | Group # |       | Type B     |  | SIC Code | 0   |
| Name       | [REDACTED] |         | Phone | [REDACTED] |  | Exempt   | USF |

Memo Standard Information ENTER to edit

5/7/01- RECVD REQUEST TO ADD 2 CC.....COMPLETE.....HELEN  
052101 [REDACTED] CALLED IN REF TO GETTING CALLING CARD PIN NUMBERS FOR 2 NEW  
PIN NUM; CUST STATED THAT BELLSOUTH CONTACTED HIM AND TOLD HIM THAT IDS  
WAS GOING BANKRUPT, KMORRIS.  
5/21/01 [REDACTED] CLLD CANT MAKE CALLS W/ CC SAYING # NOT VALID CLLD SWITCH  
S/W SCOTT ACTIVATED CC .....MANNYM

Memo 2 Date 05/07/2001

F2 Add

F3 Delete

IDS 00850

*missed  
out of line*

**Angel Leiro**

---

**From:** Celia Johnson  
**Sent:** Friday, April 27, 2001 1:53 PM  
**To:** Angel Leiro  
**Cc:** Nancy Matson; Barbara Tramutola  
**Subject:** FW: bellsouth SLAMMED

Angel,

See e-mail from Elio stating BellSouth is telling our customers IDS is going out of business.

Thanks.

Celia

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

**From:** Barbara Tramutola  
**Sent:** Friday, April 27, 2001 10:57 AM  
**To:** Celia Johnson  
**Subject:** FW: bellsouth SLAMMED

Celia,

I received this from Elio and was wondering if I should send it to Nancy, Joe, Keith and Angel. This may be something they need to know what Bell South is telling our customers.

Thanks,

Barb T.

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

**From:** Elio Santana  
**Sent:** Thursday, April 26, 2001 10:04 AM  
**To:** Barbara Tramutola  
**Subject:** FW: bellsouth SLAMMED

oops i forgot the acct#TOP119UP ALSO SEE TT#26545

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

**From:** Elio Santana  
**Sent:** Wednesday, April 25, 2001 17:59  
**To:** Barbara Tramutola  
**Subject:** bellsouth SLAMMED

BARBARA;

I SPOKE TO THIS CST TODAY HE BELLSOUTH CALLED HIM SAYING THAT WE COULD NO LONGER OFFER LOCAL SERVICE AND THAT THEY HAD TO TAKE THEIR LINES BACK TO BELLSOUTH ALSO HE REQUESTED HE STAY WITH US FOR LONG DISTANCE THAT WAS ALSO TAKEN AWAY, I EXPLAINED TO HIM THAT WAS NOT TRUE CST IS CALLING BELL RIGHT NOW TO CANCEL ORDER ITS DUE FOR TDY STILL PENDING THEY MAY OR MAY NOT BE ABLE TO CANCEL IF YOU COULD FOLLOW UP IF THEY DONT CANCEL THIS COULD BE A POSSIBLE WINBACK.

THANKS

**Elio Santana**

**IDS TELCOM**  
NETWORK OPERATIONS CENTER

IDS 00851

tro\_test

Record 24440 on screen

I\*D\*S Long Distance Trouble Ticket

CSR:JUAN V

Ext:

Group:

From Dept:

To:

Tech:

Account#: TOP119UP BTN: 9047675791

Ticket#: 26545

Account Name:

Status: CLOSED

Contact:

Date: 04/25/01

Contact Tel:

Time: 17:30:41

Srv Type:

Rprtd by: BORIS

TRGC:

Traffic Type:

Problem:

Date & Time of Call: 04/25/01 17:25:00 Originating #:

Terminating Domestic: City: SAINT AUGUSTINE FL

Terminating Int'l: 011es -

700 Test: LENS: SOTS: Test#:

Trouble: CST CANT COMPLETE ANY INTRA OT D CALLS ..GAVE DIAL AROUND  
CANT COMPLETE //LENS 6437 //ADVSIED POSSIBLE AREA SPLIT  
HE TESTED DID NOT COMPLETE //I TESTED EXAMPLE DID COMPETE  
CALL...PLEASE CHECK AND CALL @ BTN BORIS

\*\*TO PULL ACC UP MUST USE 386 FOR BILLING//904 LENS\*\*

F4CMDHELP ESCEXIT F2SAVE SH-F1TABLE F3VIEWF7DEL F8MODIFY F9QBE F10MULTI >>

tro\_test

Comments: 4/25/01 SPOKE W/BORIS ADVS TO CALL BELL ,ALSO BELL TOLD HIM

WE COULD NO LONGER OFFER LOCAL SERVICE EXPLAINED TO CST NO T  
RUE ALSO EMAILED BARB T TO FOLLOWUP.....ELIO

Tech Notes:

4/25/01 CST IS GOING BACK TO BELL DUE TDY HAS NO PIC/LPIC  
.....ELIO

Current TG:

Carrier:

Ticket:

2nd TG:

Carrier:

Ticket:

Temp Route:

Resolution:

/ /

Return:

/ /

RT Guide:

Resolution:

(more)

F4CMDHELP ESCEXIT F2SAVE SH-F1TABLE F3VIEWF7DEL F8MODIFY F9QBE F10MULTI >>

IDS 00852

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELL SOUTH  
TELECOMMUNICATIONS

ANSWERS TO BELL SOUTH'S INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 49

Supplemental Answer: See attached documents:

- 3/19/01 Letter from Beverlee DeMello, Dir Div. Of Consumer Affairs FPSC to Brad Hamilton (IDS) Re: Complaint with attached BellSouth response to complaint.
- 2/27/01 E-Mail from Telocity to IDS Customer [REDACTED]
- 4/30/01 Letter from [REDACTED] to FCC with attached BellSouth Customer Authorization Form
- 7/11/01 E-Mail to Angel Leiro (IDS) from Manuel Marti (IDS) Re: [REDACTED]
- 7/17/01 E-Mail to Angel Leiro (IDS) from Marilyn Nichols (IDS) Re: [REDACTED]

STATE OF FLORIDA

Commissioners:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS  
BEVERLEE DEMELLO  
DIRECTOR  
(850) 413-6100  
TOLL FREE 1-800-342-3552

## Public Service Commission

March 19, 2001

BRADFORD I HAMILTON  
IDS TELCOM  
1525 NW 167TH STREET  
MIAMI, FL 33169  
Case #368705T

Dear MR. HAMILTON:

Thank you for contacting the Florida Public Service Commission. We will be investigating your inquiry concerning BELLSOUTH TELECOMMUNICATIONS, INC. ANGELA HASHISHO will be handling your case.

I appreciate your giving us this opportunity to assist you. If you have any questions, please feel free to contact ANGELA HASHISHO toll free at 1-800-342-3552 or by fax toll free at 1-800-511-0809. For more information on the Florida Public Service Commission, see our Home Page at <http://www.floridapsc.com>.

We will contact you again as soon as our investigation is completed.

Sincerely,

*Beverlee DeMello*

Beverlee S. DeMello, Director  
Division of Consumer Affairs

IDS 00870



**Brad Hamilton**

---

**From:** Angie Hashisho [AHashish@PSC.STATE.FL.US]  
**Sent:** Friday, June 15, 2001 12:25 PM  
**To:** 'BHAMILTON@IDSTELCOM.COM'  
**Subject:** FW: 368705T IDS TELCOM

**DATE:** April 5, 2001  
**MEMO TO:** Angela Hashisho  
Florida Public Service Commission  
**FROM:** Pat Godsill  
BellSouth Appeals Office  
**RE:** IDS Telcom

CASE NO. 368705T

This is in response to your e-mail of March 16, 2001, requesting an investigation and written explanation of the BellSouth reasons for placing IDS Telcom's requests in clarification when a BellSouth Asymmetrical Digital Subscriber Line (ADSL) service is involved in a conversion to IDS Telcom.

Following are the results of BellSouth's investigation:

On March 14, 2001, the Local Carrier Service Center (LCSC) received Purchase Order Number (PON) from IDS Telcom to convert telephone number [REDACTED] from BellSouth to IDS Telcom reseller service. The desired due date was March 15, 2001. The LCSC service representative inadvertently returned the PON for clarification, requesting that IDS Telcom call the BellSouth ADSL group.

On March 15, 2001, the LCSC received Version 01 of the PON from IDS Telcom, which contained remarks of "ADL11 is a valid USOC for conversion to resale. Check with your Supervisor." A request to change the due date to March 16, 2001 was also included. The service representative issued the necessary service order to convert the service to IDS Telcom. A Firm Order Confirmation (FOC) was sent to IDS Telcom with a March 15, 2001 due date and the service order completed on March 16, 2001.

As information, this type of Local Exchange Navigation System (LENS) request drops to the LCSC for manual processing.

BellSouth has instructed service representatives that if a CLEC is converting an existing BellSouth account with ADSL as a "Switch as is" request, then the LCSC shall issue the "switch as is" order. Contact with the BellSouth ADSL group is typically not necessary.

The service representative has been covered regarding this issue and additional training provided to avoid a situation such as this one in the future.

no one plan on having an accident  
**are you covered?**  
 plan on how to recover from one

click here

ottons73@hotmail.com

Address Book Folders Options

Messenger Calendar Help

Folder: Inbox

orders@telocity.net <bellouthorders@telocity.net> Save Address - Block Sender  
 Save Address

Subject: Telocity order status- 106774

Date: Tue, 27 Feb 2001 15:35:30 -0800

Reply Reply All Forward Delete Previous Next Close

Dear Subscriber,

We regret to inform you that we are unable to provide you DSL service for the following telephone number: [REDACTED] because you receive your telephone service through a carrier other than <BellSouth>. If you choose to change your local phone service to <BellSouth> in the future, you may place an order with Telocity at that time.

We apologize for any inconvenience this news may have caused you, and we hope to provide you our DSL service in the future.

Sincerely,

Telocity Customer Care

Reply Reply All Forward Delete Previous Next Close

Move To (Move to Selected Folder) ▾

Inbox Compose Address Book Folders Options Messenger Calendar Help

Get notified when you have new Hotmail or when your friends are online, send instant messages, listen to music and more. Try the new browsing software from Microsoft that makes it easy to get more from the Web. Get your FREE download of MSN Explorer at <http://explorer.msn.com>

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 Keep your car running longer  
 Get on your soap box  
 More...

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.../nextprev?curmbbox=F000000001&a=8d73aed9304948e80000a65aa58f6bc3&msg=MSG9802/28/2001

IDS 00873

Angel

41

800 365 7943

**Enterprises, Inc.**

**An Industrial Cleaning Equipment Manufacturer**

Boca Raton, FL 33432

[www.pressurecleaners.com](http://www.pressurecleaners.com)

APRIL 30, 2001

To FCC

[REDACTED] Enterprises, Inc. is a industrial cleaning equipment manufacturer. We conduct 75% of our business via our internet site [REDACTED]. Our existing customers and potential new customers communicate with us largely via emails, placing orders and requesting information which leads to a large part of our sales.

On Thursday, April 19<sup>th</sup>, we realized after 5:00pm that we had lost our Bellsouth DSL connection, and consequently, lost our connection to the internet, our website, and our emails. We assumed we were experiencing a problem in the telephone line or even possibly Bellsouth's DSL inhouse equipment such as the Caymen Router.

We contacted Bellsouth by telephone Friday morning for technical assistance. Bellsouth took us through their first level of technical support which is to disconnect the DSL line and the power source to the Caymen router and then reconnect the two. This we did at their request several time. Then, Bellsouth took us through their second level of technical support which included shutting down our entire computer network and isolating one computer to check the dial up connections.

IDS 00874

(Our Cayman router has four potential lights that are lit up).

1. Power source
2. Line connection
3. DSL
4. Status

We realized that the power light and line light stayed on continuously and the DSL light and status light would light up briefly, turn off (which is normal), and would remain unlit. Usually, the status light and or the DSL/status are suppose to relight and one remains lit letting us know our connection is ok.

We tried several times throughout the morning with Bellsouth technical assistance to solve the problem over the telephone by simply following their directions in disconnecting and reconnecting the router, reviewing our dial up information and so on.

We think they realized that when the router box lights were not lit properly they knew our connection was not there. However, they insisted on sending someone (a Bellsouth subcontractor) out to solve our problem on site Monday, April 23<sup>rd</sup> at 2:00pm.

At this point, we had already lost potential revenues of over \$ 3,000 for Bellsouth's efforts to interrupt our DSL connection. We did explain in detail the our business was largely dependent on our connection to the internet and email service. We did request that they come Friday afternoon and explained that we were losing a tremendous amount of our business for the day, but they said Monday at 2:00pm was the earliest they could send someone over to repair the problem.

Their subcontractor came around 2:00pm on Monday and spent about 45 minutes trying to resolve what he thought might be an equipment problem. When their subcontractor realized it was not an equipment problem, he then began to work with a Bellsouth "line" customer service agent to test our line 561-394-0091. After about an hour, Bellsouth told

him the line was fine, but that our DSL line had been cut on Thursday afternoon the week before intentionally by Bellsouth.

Why was it cut? Due to the fact that our local telephone service provider was no longer Bellsouth and had been switched to IDS months in advance. Bellsouth's method of taking our business back was to make us 100% dependent on them. They are fully aware that DSL service is primarily used by companies that depend largely on the Internet.

Rather than use these strong arm tactics, we felt Bellsouth could have simply contacted us and requested that they preferred our local service be with them and we would have complied. Instead, they simply cut our business DSL line, interrupted our internet and email service and now basically had control of our business.

We immediately made the decision that unless we complied with what ever Bellsouth wanted, we would be out of business. At this point, we did request that our 561-394-0091 number (or DSL line); local provider service be transferred immediately back to Bellsouth, so that we could then reconnect DSL service.

The transfer was initiated with Bellsouth employee Bonny O' Hare (800-625-8879 x 54211). Our conversation began with Bonny asking us how many lines we had. We told her we had a few and that we only wanted to switch our DSL line's local telephone service back to Bellsouth. She continued to try to convince us to switch each of our five telephone line's local service to Bellsouth, but we insisted that she only switch our DSL number or the 561-394-0091 number so that we could get our DSL line up and working. Again, we told her that we were losing over \$ 3000 + per day without our DSL connection. She then put us on hold for 20 minutes and came back on the line stating that she is faxing to us a "customer authorization form" to give Bellsouth permission to change our current local exchange provider from IDS to Bellsouth.

She did not realize we were also in communication with Fern Miller, our representative at IDS on another line. While we were on hold for 20 minutes with Bellsouth, IDS received

a call requesting that all of our telephone line's local exchange provider service be switched to Bellsouth. We told Ms. Miller that we only requested the one line be changed and that she is instructed to absolutely not give any other lines to Bellsouth. We then signed Bellsouth's "Customer Authorization Form" that gave them permission to take back our 561-394-0091 number.

As of Friday, April 26<sup>th</sup>, we finally had the DSL line in Bellsouth's hands. At this point, we have lost 7 days of 24/7 business via our email and the internet. We can not believe we are pleading with Bellsouth and explaining that our business relies largely on our DSL connection and that they are reacting without any concern or speak.

We contacted Bellsouth April 27<sup>th</sup> (Friday) in the morning to request that our DSL line be reconnected through a Bellsouth employee named Michelle 1-800-945-6500 x 54412. We also requested that IDS be our long distance company. Michele took our order and said we should have our DSL service by 7:00pm Friday, April 27<sup>th</sup>, 2001. Because we had lost such a tremendous amount of business at this point, we called Bellsouth's internet line again and spoke to Angie Glover 1-888-321-2375 x 54233

We shared our story with Angie hoping she would have some sympathy and speed up our DSL connection. She then put us on hold. She too came back and stated that our order would be completed today as per her computer screen and that we would have our DSL service by that evening.

We called to check on the status of our DSL line later that afternoon and spoke with a Denise who told us we would have to re register and start all over again getting our DSL connected.

We thought Denise did not know what she was doing so we called back and got Valerie Bishop 888-321-2375 in customer service in Tennessee. We told her every detail of our ordeal and she was nice enough to call the "telephone line" division of Bellsouth to

check to make sure everything was ok with regard to our 561-394-0091 DSL line and that our order to reconnect our DSL service was in order.

Valerie came back from putting us on hold and said all was ok with our telephone line and that since we already had a Cayman Router and all the equipment necessary, that our Bellsouth DSL service would be working by 7:00pm April 27, 2001.

Monday morning 11:00, April 30, 2001

We arrived at our offices on Monday ready to finally get back to business as usual. We realized immediately that we did not have our DSL connection.

We contacted Bellsouth's internet 1-888-321-2375 "Fast Action" ha ha division to understand why we still were not open for business and to inquire about the status of our order.

We are now talking with a Bellsouth employee named Chris who will not provide us with a last name, a location, or an extension.

After being on hold for 5 minutes here, 10 minutes there, 15 minutes here... Chris states that we now have to start the whole registration process all over again - and he then puts us on hold again and again.

Chris comes back on the line to let me know that Bellsouth probably set everything up on their side by Friday at 7:00 pm, April 27<sup>th</sup>. Now, Bellsouth needs to send someone to our site to reconfigure our router. Appointment is finally set for May 1, between 1:00 - 2:00 . Our DSL was up and running as of May 8<sup>th</sup>, 2001.

[REDACTED]  
Owner

[REDACTED] Enterprises, Inc.  
[REDACTED]





305 913 4036  
Bundy

## Customer Authorization Form

Date: April  
Account (561)  
Number:  
Account Name: Maur

*red cards for 76*

### Person Authorizing the Change:

Name:

Title:

*Owner*

List all telephone numbers (circuit numbers, if applicable) for which the change is requested:

| INs | Circuit<br>IDs | INs | Circuit<br>IDs |
|-----|----------------|-----|----------------|
|-----|----------------|-----|----------------|

[Redacted]

(A) I hereby request that the telephone/circuit number(s) listed above remain with **BellSouth** and to cancel any pending orders changing my local service provider to any company other than **BellSouth** effective:

Signature: \_\_\_\_\_

(B) I hereby request that the telephone/circuit number(s) listed above be changed from my current local exchange provider, \_\_\_\_\_ to **BellSouth** effective \_\_\_\_\_.

TSC

Angel Leiro

---

From: Manuel Marti  
Sent: Wednesday, July 11, 2001 2:28 PM  
To: Angel Leiro

ACCT#POC075UP  
[REDACTED]  
[REDACTED]

CUSTOMER HAS HAD ADSL WITH BELL FOR OVER A YEAR ALSO HAS HAD THE LINE WITH IDS FOR LOCAL [REDACTED] RECENTLY ADSL STOPPED OPERATING AND A BELL FAST ACCESS TECH CAME OUT AND EXPLAINED THAT THE ONLY WAY TO HAVE IT FIXED IS TO RELEASE THE LINE TO BELLSOUTH. I HAVE DONE ADSL INSTALLATION FOR BELLSOUTH AND I KNOW THAT THERE SHOULD BE NO PROBLEM WITH HAVING IDS FOR LOCAL DIAL TONE AND BELLSOUTH FOR ADSL. SEEMS TO ME THAT THEY ARE USING THAT EXCUSE TO PICK UP THIS CUSTOMER'S SERVICE. PLEASE LOOK INTO THIS , THANK YOU.

THANKS AGAIN,  
MANNY MARTE  
EXT. 4172  
CUSTOMER SERVICE

PSC ?

## Angel Leiro

**From:** Marilyn D Nichols  
**Sent:** Tuesday, July 17, 2001 10:18 AM  
**To:** Angel Leiro  
**Subject:** FW: Frank Comer wants to file a formal PSC complaint

**Importance:** High  
**Sensitivity:** Confidential

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

**From:** Marilyn D Nichols  
**Sent:** Monday, July 09, 2001 11:18 AM  
**To:** Gilberto Leon  
**Subject:** Frank Comer wants to file a formal PSC complaint  
**Importance:** High  
**Sensitivity:** Confidential

This customer has had a bad connection since he switched to IDS. He told me they took him down for three days and told him he was no longer their customer and they didn't do IDS's work. I advised customer they do the work because it is their equipment. He told me they (Bell South) admitted to that later but by then he was out of service. He told me this took his alarm system down as well and he had been robbed of over \$100,000 worth of stock. He admitted that he felt Bell did that to make him switch back. He said ever since they brought his lines back up he can't hear his customers whether it's long distance or a mile down the street and there is static and an echo on the line. He said they have had 3 or 4 Bell tech's out there and he feels "it's a bunch of hooley".

| ATSI - ATSI |                 |                                  |                | Auto        |            | - 6 X         |     |
|-------------|-----------------|----------------------------------|----------------|-------------|------------|---------------|-----|
| F1 Help     |                 | ATS Customer Maintenance Program |                |             |            | ENTER to edit |     |
| Customer #  | CRS115UP        | Group #                          |                | Type        | I          | STC Code      |     |
| Name        |                 | Phone                            |                | Fax         |            | Exempt        |     |
| Contact     |                 | Sales 1                          |                | Sales 2     |            | USF           |     |
| Street      |                 | Sales 3                          |                |             |            | FED           |     |
| City        | PALEATKA        |                                  |                |             |            | ST            |     |
| Zip code    | 32177           |                                  |                |             |            | CO            |     |
|             |                 |                                  |                |             |            | CI            |     |
|             |                 |                                  |                |             |            | REPORTS       |     |
| LEC Bill    |                 | Fixed charges                    | 0.00           | Tax Geo     | 1210753875 | ACC           | T   |
| Detail Sep  |                 | Other Charges                    | 0.00           | In Out City |            | TOD           | DOM |
| Pull        |                 | Start Finance                    | 0.00           | IPV         | 0257654    | MIL           | NPA |
| Disk #      | Type            | Discount Tbl                     | 0.00           |             |            | SOC           | TNT |
| Detail      |                 | CHG/Housg #                      | Min            |             |            |               |     |
| Late Letter |                 | Employee Disc                    | 0.00           |             |            |               |     |
| Comment #   | 2               |                                  |                |             |            | Client/Server |     |
| F2 Add      | F4 Search       | F6 Files                         | F8 Maintenance |             |            |               |     |
| F3 Delete   | F5 Change order | F7 Reports                       | F9 Exit        |             |            |               |     |

DE16M

Auto

tro test

INSERT

Record 28678 on screen

I-D-S Long Distance Trouble Ticket

CSR: UTS ARIAS Ext# Ticket# 51842

Account# CRS115JIP RTN Status:

Account Name:

Contact: Date 07/05/01

Contact Tel: Time 15:37:25

Srv Type: ANI Rptd by: JAMIAL TRGC

Traffic Type:

Trouble: CSTMR CLD REP THAT HAS TERRIBLE STATIC AND NOIC AND ECHO SOUN  
DND ON LINES AND CHKD LENS W/IDS LOCA

L.

ES

Date &amp; Time of Call: 07/05/01 09:38:00 Originating #: 3863281687

Terminating Domestic: ( ) City:

Terminating Int'l: 011

F4CMDHELP ESCEXIT F2SAVE SH-F1TABLE F3VIEW F8MODIFY F9QBE F10MULTI &gt;&gt;

DE16M

Auto

tro test

INSERT

Record 28678 updated

Record 28678 on screen

Comments: 7/5/01 SPOKE ADVS CLEARING TIME..... ELIO  
 7/9/01-SPK TO @ 10:33 ADVISED BELL TOOK HIM DWN  
 FOR 3 DAYS SAYING HE WAS NO LONGER A BELL CUS & THEY DON'T D  
 O OUR WRK ADVISED CUS THEIR EQUIP SHLD HV BEEN A SEAMLESS CH  
 NG DVR-WNTS TO FILE A FCC COMPLAINT- HE FEELS BELL DID IT TO

Tech Notes:

MAKE HIM SWITCH BACK-MON  
 7/5/01-TESTED LINES-MARGE CAL DISP OUT REPAIR TIME BY 5PM TO  
 MORROW..ELIO

Current TG: Carrier: Ticket:

2nd TG: Carrier: Ticket:

Temp Route: Resolution: / / Return: / / RT Guide:

Resolution: 7/9/01-SPK TO @ 10:13 STILL HV ECHO & HARD TO HEAR OT  
 HER PARTY-OPENED TT W/SAM @ BS REPAIR TIME BY 6PM 7/10/01-MN

F4CMDHELP ESCEXIT F2SAVE SH-F1TABLE F3VIEW F8MODIFY F9QBE F10MULTI

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

ANSWERS TO BELLSOUTH'S INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 50

Supplemental Answer: See attached document:

- 1/16/01 E-Mail to Angel Leiro (IDS) from Shenyetta Garner

**Angel Leiro**

---

**From:** Shenyetta Garner  
**Sent:** Tuesday, January 16, 2001 1:55 PM  
**To:** Angel Leiro; Elio Santana  
**Subject:** RE: : CONVERSION PROBLEMS

*Hunt/Rollover*

[REDACTED]  
DCI491UP  
[REDACTED]

Lost Hunt/Rollover service due to switch. Customer is livid because his business is seriously suffering. He said Bell advised him that if switched back to them that they can have service working within a half hour.

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

**From:** Elio Santana  
**Sent:** Monday, January 15, 2001 4:31 PM  
**To:** Customer Service  
**Cc:** Angel Leiro  
**Subject:** : CONVERSION PROBLEMS

**\*\*\*\*\*DON'T FORGET\*\*\*\*\***

**PLEASE EMAIL ANGEL AND MYSELF. IF ANY CUSTOMER GOES DOWN WHILE CONVERTING TO IDS, ALSO IF ANY CUSTOMER LOOSES FEATURES OR MEMORYCALL RESETS THIS IS VERY URGENT PLEASE INCLUDE ACCT#, MAIN BTN, AND PON # (IF AVAIL)  
THANKS FOR YOUR HELP**

Elio Santana  
IDS Telcom  
(305)612-4108  
1-888-707-6500 EXT 4108  
esantana@IDSTelcom.com

IDS 00890

Memo 1 Date 12/08/2000

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program: ENTER to edit:

Customer # DCI491UP Group # LOCAL Type B SIC Code 432  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information: ENTER to edit:

12/26/00 ANDREA A TPV 14093  
12/28/00 [REDACTED] CLLD IN STATING THT HE CANNOT USE HIS C/FRWDING FEATURE. I  
OPND UP TT 20314....DERRENF  
12/28 OPENED TT#20354,PIN IS #3474..KMORRIS  
12/29/00 USOCS BRENDA  
01/13/01---CUST CALLED AND SPOKE WITH PATRICA WAS UPSET BECAUSE SHE 'FAILED  
TO ASSIST HIM WITH ANYTHING AND WANTED SUPERVISOR TOOK THE CALL AND HELPED  
HIM WITH ISSUE WHICH WAS HIS HTG WAS NOT WORKING SUBMITTED LRF TO HAVE

Memo 1 Date 12/26/2000

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program: ENTER to edit:

Customer # DCI491UP Group # LOCAL Type B SIC Code 432  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information: ENTER to edit:

THAT FEATURE ADDED BECAUSE IT SEEMS TO HAVE BEEN DROPPED DURING SWITCH  
ALSO WANTED SERVICE ON ONE LINE CXL NO SPECIFIC DUE DATE WAS GIVEN AS HE  
IS UNAWARE THAT THE FEATURE WAS DROPPED WILL TRY TO EXPIDITE ORDER ON  
MONDAY A REP'S HELP RICHARD  
01-15-01 SUBMITTING TO ADD HUNTING SEQ PER CUS FAXED REQ.....DAWN  
1/16/01 ANTHONY CI REQ 2 SPK 2 SUPV; ADV MR SUPV ON CLL W/ANTHR CSR; OFFR  
2 ASSIST; MR ?'D WHT DS HE HV 2 DO 2 SWITCH BCK 2 BELL; ADV MR 2  
CALL BELL & NOTFY THM THT HE WNTS 2 SWITCH BCK; ASKD MR REASON 4

Memo 2 Date 01/13/2001

F2 Add

IDS 00891



F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

1/16/01 CONT'D...SWITCH BCK 2 BELL HE SD BCUZ HIS HUNT/RLLOVR SRVC WS  
DRPPD WHN HE SWITCHD 2 IDS & HIS BUSINESS HS BN SERIOUSLY AFFCTD;  
MR SD BELL ADV HIM THT IF HE SWITCHES BCK 2 THM THT THEY CLD HV  
FEATR ACTVTD WITHIN A HALF HR; MR SD IF IDS CNNT PROVIDE SM SRVC  
W/SM TURNARND TIME THT HE WLL TK HIS SRVC BCK 2 BELL; MR ALSO  
EXPRSSD ANGER & GREAT CONCERN THT HE WS SPK 2 PATRICIA & WS ADV  
THT HE WLD RCV A C/B & HE NVR HEARD FRM HER AGAIN; I APOLOGZD 2  
CSR 4 REP NT FLLWNG UP; I ALSO EDUCATED MR THT WHNEVR A CHNG IN

Memo 3 Date 01/16/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

1/16/01 CONT'D...SRVC/FEATRS IS REQ THT IT TKS ABT 7-10 BUS. DYS; MR SD  
WS ADV BY RICHARD THT IT WLD BE EXPDTD; ADV MR NO ONE CAN GUARANT  
AN EXPEDT BUT WE CAN PUSH 4 AN EARLIER DUE DT; MR SD NO ONE EVR  
ADV HIM OF CLEARING TIME; MR REQ 2 SPK 2 SUPV; TRNSFRD 2 SUPV...  
...S.GARNER  
1/16/01 PER SUPV, WLL WALK ORDR OVR 2 PROVSNG AN IN ATTMTPT 2 EXPEDT & WLL  
C/B W/DUE DT...S.GARNER/R.HODGE  
1/16/01 C/B @ 5:04PM, PER SUPV 2 ADV THT HUNT/RLLOVR ORDR WLL....

Memo 4 Date 01/16/2001

F2 Add

F3 Delete

IDS 00892

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432



Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

1/16/01 CONT'D...CMPLT 2MRRW BY 6PM; LFT MSG W/ [REDACTED]; [REDACTED] IS EMPLOYED BY CSR'S ANSWRNG SRVC (INTELLA); ALSO CLLD CSR'S CELL; WS ABLE 2 REACH HIM ON HIS CELL; RELAYED MSG 2 MR GELHOLD HE SD HE NDS IT DN AS SN AS PSSBL; ADV HIM, PER SUPV, THT EVEN THOUGH EXPEDT DT IS DUE 2MRRW, HE'S STILL WRKNG IT 2 TRY 2 GET IT CMPLTD 4 TODAY; CSR SD OK & THANKED ME 4 THE C/B...S.GARNER

1/16/01 TRN ANTHONY TO SHENYETTA'S VCML...ELIO

1/17/01 C/B ANTHONY ON CELL: (352)318-2944 2 ADV HUNT/RLOVR CMPLTD.GARNER

Memo 5 Date 01/16/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

01/18/01 ANTHONY CLD IN AND REQ TO ADD FEATURES TO ACCT, I ADVSD HIM TO FAX ME WRITTEN REQ AND HE SAID THAT HE CLD IN BEFORE AND REQ FEATURES AND NEVER HAD TO FAX IT AND HE NEEDED IT DONE TODAY. HE ALSO STATED THAT HE DID NOT HAVE TO GO THRU THIS WITH BELL AND HE WILL SWITCH HIS SERVICES BACK TO BELL. I ADVSD CUST THAT THERE IS NO WAY THAT WE WOULD BE ABLE TO ADD FEATURES TO HIS ACCT TODAY AND HE SAID WITH BELL HE COULD HAVE DONE SO AND HUNG UP.....ELAINE

1/18/01 CST WANTS TO ADD DELTE FEATURES WILL EMAIL ME REQUEST..ELIO

Memo 6 Date 01/18/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

1/18/01 SENT TO PROV TO ADDC GCE,GCU TO LINES ALSO REMOVE GCZ....ELIO

IDS 00893

Memo 7      Date 01/18/2001

F2 Add

F3 Delete

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

ANSWERS TO BELLSOUTH'S INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 59

**Angel Leiro**

---

**From:** Brad Hamilton [bhamilton@dstelcom.com]  
**Sent:** Friday, April 21, 2000 3:46 PM  
**To:** Freddie Oquendo  
**Subject:** FW: WatchAlert

Freddie:

We have 25 accounts with WatchAlert and we want to switch them to UNE-C. This is the lame response from BellSouth. Bottomline, BellSouth doesn't even know how to do it!!!

Bradford

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

**From:** Michael.Lepkowski@bridge.bellsouth.com  
[mailto:Michael.Lepkowski@bridge.bellsouth.com]  
**Sent:** Friday, April 21, 2000 9:42 AM  
**To:** bhamilton@dstelcom.com  
**Subject:** WatchAlert

Brad I have looked to find out what Watch Alert Is. We do not think it is a Vertical Service. It is more of a special Circuit.

Do you remember how much trouble it was to get this service installed. If you are planning on switching this service over to UNE, I foresee lots of trouble it might not be worth it.

I will help you in anyway I can if you choose that route but this is such an antiquated service I just know it will be a nightmare to do. Please let me know what you want to do.

If you do want to do this can we hold of for a little while. I am involved in some major issues with Keith and Bud. Once we get these issues settled it should free up some time.

Michael Lepkowski

|          |         |       |
|----------|---------|-------|
| EUR86019 | 3056387 | A6SBX |
| GRE30802 | 3058584 | A6SBX |
| HIL05569 | 3055941 | A6SBX |
| MOB32387 | 3053258 | A6SBX |
| INF02292 | 9549381 | A6SBX |
| TAC064UP | 3055737 | A6SBX |
| TRI30772 | 3058229 | A6SBX |
| ELE055NF | 3055949 | A6SBX |
| EMA046UP | 3053742 | A6SBX |
| EQC051UP | 954525  | A6SBX |
| EQC051UP | 954525  | A6SBX |
| SPA30756 | 305770  | A6SBX |
| GCC01018 | 9549698 | A6SBX |
| IND31654 | 3059480 | A6SBX |
| MOB32387 | 3056258 | A6SBX |
| MUR02755 | 9547886 | A6SBX |
| USB076UP | 3055978 | A6SBX |
| AGM069UP | 3053747 | A6SBX |
| BEE069UP | 3053772 | A6SBX |
| SUN071UP | 954763  | A6SBX |
| ACA079UP | 305640  | A6SBX |
| LBA06693 | 305294  | A6SBX |
| VUT062UP | 954983  | A6SBX |
| LBA06693 | 305294  | A6SBX |
| CYO064UP | 5615756 | A6SBX |
| MGA070UP | 3056430 | A6SBX |
| AAA92015 | 3056510 | A6SBX |
| STY31473 | 305374  | A6SBX |
| UES089UP | 3058228 | A6SBX |
| PRE02304 | 3056369 | A6SBX |
| RBG070UP | 3058545 | A6SBX |
| KMT106UP | 3053729 | A6SBX |
| CIE094UP | 5617399 | A6SBX |
| INT04041 | 3052211 | A6SBX |
| JCC084UP | 3054703 | A6SBX |
| GIN02812 | 3058282 | A6SBX |
| AFD220UP | 3058920 | A6SBX |
| BJI998UP | 5617329 | A6SBX |
| LMS210UP | 305446  | A6SBX |
| ALL039UP | 305468  | A6SBX |
| LBP488UP | 305885  | A6SBX |
| AMA079UP | 305324  | A6SBX |
| MEP691UP | 954755  | A6SBX |
| SOU64076 | 954452  | A6SBX |
| SOU64076 | 561471  | A6SBX |
| SOU64076 | 5614712 | A6SBX |
| SOU64076 | 3058251 | A6SBX |
| SOU64076 | 3056654 | A6SBX |
| SOU64076 | 561997  | A6SBX |
| SOU64076 | 954564  | A6SBX |
| SOU64076 | 904725  | A6SBX |
| GIR888UP | 305371  | A6SBX |
| SOU64076 | 9045730 | A6SBX |
| MCF033UP | 3055532 | A6SBX |

IDS 00904

| DISC NUM | STATION | ASSOC |
|----------|---------|-------|
| EUR86019 | 3056387 | A6SBX |
| GRE30802 | 3058584 | A6SBX |
| HIL05569 | 3055941 | A6SBX |
| MOB32387 | 3053258 | A6SBX |
| INF02292 | 9549381 | A6SBX |
| TAC064UP | 3055737 | A6SBX |
| TRI30772 | 3058229 | A6SBX |
| ELE055NF | 3055949 | A6SBX |
| EMA046UP | 3053742 | A6SBX |
| EQC051UP | 9545251 | A6SBX |
| EQC051UP | 9545251 | A6SBX |
| SPA30756 | 3057701 | A6SBX |
| GCC01018 | 9549698 | A6SBX |
| IND31654 | 3059480 | A6SBX |
| MOB32387 | 3056258 | A6SBX |
| MUR02755 | 9547886 | A6SBX |
| USB076UP | 3055978 | A6SBX |
| AGM069UP | 3053747 | A6SBX |
| BEE069UP | 3053772 | A6SBX |
| SUN071UP | 9547631 | A6SBX |
| ACA079UP | 3056401 | A6SBX |
| LBA06693 | 3052941 | A6SBX |
| VUT062UP | 9549831 | A6SBX |
| LBA06693 | 3052941 | A6SBX |
| CYO064UP | 5615756 | A6SBX |
| MGA070UP | 3056430 | A6SBX |
| AAA92015 | 3056510 | A6SBX |
| STY31473 | 3053741 | A6SBX |
| UES089UP | 3058228 | A6SBX |
| PRE02304 | 3056369 | A6SBX |
| RBG070UP | 3058545 | A6SBX |
| KMT106UP | 3053729 | A6SBX |
| CIE094UP | 5617399 | A6SBX |
| INT04041 | 3052211 | A6SBX |
| JCC084UP | 3054703 | A6SBX |
| GIN02812 | 3058282 | A6SBX |
| AFD220UP | 3058920 | A6SBX |
| BJI998UP | 5617326 | A6SBX |
| LMS210UP | 3054461 | A6SBX |
| ALL039UP | 3054681 | A6SBX |
| LBP488UP | 3058851 | A6SBX |
| AMA079UP | 3053241 | A6SBX |
| MEP691UP | 9547551 | A6SBX |
| SOU64076 | 9544521 | A6SBX |
| SOU64076 | 5614711 | A6SBX |
| SOU64076 | 5614712 | A6SBX |
| SOU64076 | 3058251 | A6SBX |
| SOU64076 | 3056651 | A6SBX |
| SOU64076 | 5619971 | A6SBX |
| SOU64076 | 9545641 | A6SBX |
| SOU64076 | 9047251 | A6SBX |
| GIR888UP | 3053711 | A6SBX |
| SOU64076 | 9045730 | A6SBX |
| MCF033UP | 3055532 | A6SBX |

**Angel Leiro**

---

**From:** Brad Hamilton [bhamilton@idstelcom.com]  
**Sent:** Friday, April 21, 2000 3:46 PM  
**To:** Freddie Oquendo  
**Subject:** FW: WatchAlert

Freddie:

We have 25 accounts with WatchAlert and we want to switch them to UNE-C. This is the lame response from BellSouth. Bottomline, BellSouth doesn't even know how to do it!!!

Bradford

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

From: Michael.Lepkowski@bridge.bellsouth.com  
[mailto:Michael.Lepkowski@bridge.bellsouth.com]  
Sent: Friday, April 21, 2000 9:42 AM  
To: bhamilton@idstelcom.com  
Subject: WatchAlert

Brad I have looked to find out what Watch Alert Is. We do not think it is a Vertical Service. It is more of a special Circuit.

Do you remember how much trouble it was to get this service installed.  
If  
you  
are planning on switching this service over to UNE, I foresee lots of trouble  
it  
might not be worth it.

I will help you in anyway I can if you choose that route but this is such an antiquated service I just know it will be a nightmare to do. Please let me know what you want to do.

If you do want to do this can we hold off for a little while. I am involved in some major issues with Keith and Bud. Once we get these issues settled it should free up some time.

Michael Lepkowski

|          |         |       |
|----------|---------|-------|
| EUR86019 | 3056387 | A6SBX |
| GRE30802 | 3058584 | A6SBX |
| HIL05569 | 3055941 | A6SBX |
| MOB32387 | 3053256 | A6SBX |
| INF02292 | 9549381 | A6SBX |
| TAC064UP | 3055737 | A6SBX |
| TRI30772 | 3058229 | A6SBX |
| ELE055NF | 3055949 | A6SBX |
| EMA046UP | 3053743 | A6SBX |
| EQC051UP | 954525  | A6SBX |
| EQC051UP | 954525  | A6SBX |
| SPA30756 | 305770  | A6SBX |
| GCC01018 | 9549698 | A6SBX |
| IND31654 | 3059480 | A6SBX |
| MOB32387 | 3056258 | A6SBX |
| MUR02755 | 9547886 | A6SBX |
| USB076UP | 3055978 | A6SBX |
| AGM069UP | 3053747 | A6SBX |
| BEE069UP | 3053772 | A6SBX |
| SUN071UP | 954763  | A6SBX |
| ACA079UP | 305640  | A6SBX |
| LBA06693 | 305294  | A6SBX |
| VUT062UP | 954983  | A6SBX |
| LBA06693 | 305294  | A6SBX |
| CYO064UP | 5615756 | A6SBX |
| MGA070UP | 3056430 | A6SBX |
| AAA92015 | 3056510 | A6SBX |
| STY31473 | 3053741 | A6SBX |
| UES089UP | 3058228 | A6SBX |
| PRE02304 | 3056369 | A6SBX |
| RBG070UP | 3058545 | A6SBX |
| KMT106UP | 3053729 | A6SBX |
| CIE094UP | 5617399 | A6SBX |
| INT04041 | 3052211 | A6SBX |
| JCC084UP | 3054703 | A6SBX |
| GIN02812 | 3058282 | A6SBX |
| AFD220UP | 3058920 | A6SBX |
| BJI998UP | 561732  | A6SBX |
| LMS210UP | 305448  | A6SBX |
| ALL039UP | 305468  | A6SBX |
| LBP488UP | 305885  | A6SBX |
| AMA079UP | 305324  | A6SBX |
| MEP691UP | 954755  | A6SBX |
| SOU64076 | 954452  | A6SBX |
| SOU64076 | 561471  | A6SBX |
| SOU64076 | 5614712 | A6SBX |
| SOU64076 | 3058251 | A6SBX |
| SOU64076 | 3056654 | A6SBX |
| SOU64076 | 561997  | A6SBX |
| SOU64076 | 954564  | A6SBX |
| SOU64076 | 904725  | A6SBX |
| GIR888UP | 305371  | A6SBX |
| SOU64076 | 9045730 | A6SBX |
| MCF033UP | 3055532 | A6SBX |



FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C VS. BELL SOUTH  
TELECOMMUNICATIONS

2nd SUPPLEMENTAL ANSWERS TO BELL SOUTH'S  
INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 5

1

|           |
|-----------|
| 07-Apr-98 |
| 30-Apr-99 |
| 28-Aug-00 |
| 12-Feb-00 |
| 17-Apr-01 |
| 22-Sep-98 |
| 27-Dec-99 |
| 31-May-00 |
| 24-May-00 |
| 11-Jan-00 |
| 07-Sep-99 |
| 05-Feb-00 |
| 24-May-00 |
| 24-May-00 |
| 13-Feb-01 |
| 21-Sep-00 |
| 26-Feb-01 |
| 22-May-00 |
| 16-May-00 |
| 24-May-00 |
| 04-Nov-00 |
| 31-Jul-99 |
| 23-Dec-98 |
| 11-Jan-00 |
| 11-Jan-00 |
| 24-May-00 |
| 23-Dec-98 |
| 01-Mar-01 |
| 11-Jan-00 |
| 27-Jul-00 |
| 26-May-00 |
| 15-May-00 |
| 17-Apr-01 |
| 29-Jun-99 |
| 25-Oct-99 |
| 27-Jul-00 |
| 14-Mar-01 |
| 13-Feb-00 |
| 23-May-00 |
| 24-May-00 |
| 11-Jan-00 |
| 28-Jul-00 |
| 30-Jun-00 |
| 24-May-00 |
| 11-Jan-00 |
| 22-May-00 |
| 11-Jan-00 |
| 11-Jan-00 |
| 26-Aug-00 |
| 11-Jan-00 |
| 15-Sep-00 |
| 24-May-00 |
| 30-Aug-00 |
| 10-Jun-99 |
| 21-Mar-01 |

| Bulk Order # | IN | CUSTOMER | BUSINESS | DATE | WTH | DIS | ACTIVE | DATE | DISCONNECT |
|--------------|----|----------|----------|------|-----|-----|--------|------|------------|
|--------------|----|----------|----------|------|-----|-----|--------|------|------------|

|           |
|-----------|
| 17-Apr-01 |
| 28-Jul-99 |
| 27-Jan-00 |
| 11-Jun-01 |
| 28-Aug-00 |
| 16-May-00 |
| 08-May-00 |
| 03-Feb-99 |
| 11-Jul-00 |
| 11-Sep-99 |
| 24-May-00 |
| 24-May-00 |
| 21-Sep-99 |
| 11-Jan-00 |
| 01-Oct-99 |
| 11-Aug-99 |
| 09-Jul-01 |
| 30-Jun-00 |
| 08-Jan-99 |
| 08-Jun-00 |
| 29-Sep-00 |
| 11-Jul-00 |
| 08-Jul-99 |
| 21-Mar-00 |
| 21-Aug-00 |
| 21-Aug-00 |
| 21-Aug-00 |
| 21-Aug-00 |
| 11-Jan-00 |
| 24-May-00 |
| 05-Oct-98 |
| 11-Jan-00 |
| 21-Mar-01 |
| 04-Jun-99 |
| 19-Feb-01 |
| 11-Dec-00 |
| 08-Dec-00 |
| 24-May-00 |
| 24-May-00 |
| 29-Dec-99 |
| 24-May-00 |
| 10-Mar-97 |
| 01-Oct-99 |
| 07-Aug-01 |
| 30-Mar-99 |
| 22-Mar-01 |
| 02-Nov-00 |
| 21-Aug-00 |
| 11-Jan-00 |
| 16-Feb-99 |
| 04-Aug-00 |
| 15-May-99 |
| 08-Feb-99 |
| 04-May-00 |
| 04-May-00 |



| Bulk Order TN | CUSTOMER | BUS BTN | WTN | DS ACTIVE | DISCONNECT |
|---------------|----------|---------|-----|-----------|------------|
|---------------|----------|---------|-----|-----------|------------|

13-Apr-00

23-Jul-99

11-Jan-00

24-May-00

06-Nov-00

24-May-00

15-May-00

24-May-00

31-Aug-00

22-Sep-00

24-May-00

24-May-00

16-May-00

24-May-00

12-Mar-01

22-Mar-99

11-Jun-99

02-Dec-97

22-Mar-99

23-Jul-99

24-May-00

12-May-00

11-Jan-00

30-Jun-00

25-May-00

24-May-00

11-Jan-01

11-Jan-00

23-Feb-00

02-Jul-98

23-Oct-00

13-Oct-99

02-Jul-01

12-Jan-00

26-Jun-00

16-Apr-01

29-Feb-00

02-Aug-00

11-Jan-00

24-May-00

01-Feb-99

09-Jun-99

31-Jul-99

24-May-00

24-May-00

11-Jan-00

24-Nov-97

31-Aug-00

11-Jan-00

11-Jan-00

24-May-00

29-Dec-99

11-Jan-00

24-Nov-97

11-Jan-00

| Bulk Order | TN | CUST | NUM | BLS | BTN | WINT | IDS | ACTIVE | DISCONNECT |
|------------|----|------|-----|-----|-----|------|-----|--------|------------|
|------------|----|------|-----|-----|-----|------|-----|--------|------------|

|           |
|-----------|
| 24-May-00 |
| 20-Apr-01 |
| 12-Nov-99 |
| 04-Apr-01 |
| 08-Mar-99 |
| 02-Dec-99 |
| 09-Aug-00 |
| 11-Jan-00 |
| 20-Jun-00 |
| 14-Oct-99 |
| 25-Oct-00 |
| 20-Apr-99 |
| 27-Sep-99 |
| 24-May-00 |
| 15-Jul-99 |
| 15-Apr-96 |
| 09-Apr-99 |
| 29-Apr-99 |
| 08-Oct-99 |
| 05-Jun-00 |
| 06-Apr-01 |
| 24-May-00 |
| 30-Jun-00 |
| 02-Sep-98 |
| 24-May-00 |
| 24-May-00 |
| 01-Feb-00 |
| 02-Feb-00 |
| 17-Feb-00 |
| 24-May-00 |
| 11-Jan-00 |
| 24-Feb-99 |
| 11-Jan-00 |
| 18-Oct-99 |
| 29-Sep-00 |
| 11-Jan-00 |
| 28-Dec-99 |
| 25-Sep-00 |
| 22-Sep-99 |
| 27-Oct-98 |
| 12-Jun-00 |
| 19-Jan-00 |
| 25-Jan-01 |
| 16-Feb-99 |
| 11-Jan-00 |
| 25-Apr-00 |
| 08-Jan-00 |
| 15-May-00 |
| 15-Sep-00 |
| 30-Jun-00 |
| 24-May-00 |
| 15-Feb-99 |
| 05-Apr-01 |
| 01-Oct-99 |
| 13-Jan-00 |

| Bulk Order | RTN | CUST | NUM | BLS | BTN | LA | WTN | IDS | ACTIVE | DISCONNECT |
|------------|-----|------|-----|-----|-----|----|-----|-----|--------|------------|
|------------|-----|------|-----|-----|-----|----|-----|-----|--------|------------|

|           |  |
|-----------|--|
| 24-May-00 |  |
| 15-Feb-99 |  |
| 29-Jan-00 |  |
| 25-Oct-00 |  |
| 30-Jun-00 |  |
| 07-Jan-00 |  |
| 29-Apr-99 |  |
| 16-Mar-01 |  |
| 22-Apr-99 |  |
| 01-Sep-00 |  |
| 19-Sep-00 |  |
| 11-Jan-00 |  |
| 24-May-00 |  |
| 26-Jul-99 |  |
| 11-Jan-00 |  |
| 22-Dec-98 |  |
| 01-Oct-99 |  |
| 29-Jan-01 |  |
| 26-Sep-00 |  |
| 20-Apr-00 |  |
| 24-May-00 |  |
| 29-Sep-00 |  |
| 01-Oct-99 |  |
| 13-Jun-00 |  |
| 27-Oct-99 |  |
| 24-May-00 |  |
| 21-Sep-00 |  |
| 22-May-00 |  |
| 12-Aug-99 |  |
| 23-May-00 |  |
| 02-Oct-00 |  |
| 21-Mar-01 |  |
| 25-Apr-01 |  |
| 14-Jun-99 |  |
| 06-May-99 |  |
| 14-Jan-00 |  |
| 11-Jan-00 |  |
| 23-Mar-00 |  |
| 29-Jun-00 |  |
| 30-Jun-00 |  |
| 11-Jan-00 |  |
| 20-Mar-00 |  |
| 30-May-00 |  |
| 24-May-00 |  |
| 20-Jul-99 |  |
| 20-Jul-00 |  |
|           |  |
| 16-Apr-01 |  |
| 16-Feb-00 |  |
| 25-Oct-00 |  |
| 24-May-00 |  |
| 11-Jan-00 |  |
| 20-Jan-00 |  |
| 01-Feb-01 |  |
| 26-Jun-00 |  |

| # | IDS#      | ACTIVE# | DISCONNECT# |
|---|-----------|---------|-------------|
|   | 20-May-99 |         |             |
|   | 08-Mar-00 |         |             |
|   | 24-May-00 |         |             |
|   | 11-Jan-00 |         |             |
|   | 21-Aug-00 |         |             |
|   | 21-Jun-00 |         |             |
|   | 21-Mar-01 |         |             |
|   | 24-May-00 |         |             |
|   | 31-Jan-99 |         |             |
|   | 11-Jan-00 |         |             |
|   | 16-Jul-01 |         |             |
|   | 08-Mar-00 |         |             |
|   | 24-Nov-99 |         |             |
|   | 21-Mar-01 |         |             |
|   | 24-May-00 |         |             |
|   | 11-Jan-00 |         |             |
|   | 27-Jul-00 |         |             |
|   | 04-Dec-99 |         |             |
|   | 01-Mar-01 |         |             |
|   | 11-Jan-00 |         |             |
|   | 25-Oct-99 |         |             |
|   | 01-Jul-99 |         |             |
|   | 11-Jan-00 |         |             |
|   | 11-Jan-00 |         |             |
|   | 30-Jun-00 |         |             |
|   | 20-Jul-00 |         |             |
|   | 11-Jan-00 |         |             |
|   | 20-Sep-00 |         |             |
|   | 24-May-00 |         |             |
|   | 05-May-00 |         |             |
|   | 27-Mar-01 |         |             |
|   | 24-May-99 |         |             |
|   | 18-May-99 |         |             |
|   | 11-Jan-00 |         |             |
|   | 24-May-00 |         |             |
|   | 11-Jan-00 |         |             |
|   | 11-May-00 |         |             |
|   | 11-Apr-01 |         |             |
|   | 24-May-00 |         |             |
|   | 18-May-00 |         |             |
|   | 11-Jan-00 |         |             |
|   | 11-Jan-00 |         |             |
|   | 07-Dec-99 |         |             |
|   | 24-May-00 |         |             |
|   | 24-May-00 |         |             |
|   | 24-May-00 |         |             |
|   | 07-Sep-99 |         |             |
|   | 10-May-96 |         |             |
|   | 16-Feb-00 |         |             |
|   | 4-May-00  |         |             |
|   | 5-May-00  |         |             |
|   | 4-May-00  |         |             |
|   | 10-Jun-00 |         |             |
|   | 4-Mar-99  |         |             |
|   | 3-Sep-98  |         |             |



| Bulk Order TN | CUST. NUM | BUS. BIN | W/TN | DISACTIVE | DISCONNECT |
|---------------|-----------|----------|------|-----------|------------|
|---------------|-----------|----------|------|-----------|------------|

|           |
|-----------|
| 30-Aug-99 |
| 23-Sep-98 |
| 24-May-00 |
| 24-May-00 |
| 18-May-00 |
| 01-Mar-01 |
| 11-Jan-00 |
| 04-Jun-99 |
| 24-May-00 |
| 22-May-00 |
| 24-May-00 |
| 11-Jan-00 |
| 16-Mar-00 |
| 11-Jan-00 |
| 22-Feb-00 |
| 11-Jan-00 |
| 13-Jun-00 |
| 11-Jan-00 |
| 26-Aug-98 |
| 07-Aug-00 |
| 07-Feb-01 |
| 07-Feb-01 |
| 24-May-00 |
| 16-Mar-00 |
| 24-May-00 |
| 30-Jun-00 |
| 18-Feb-00 |
| 11-Jan-00 |
| 07-Aug-00 |
| 24-May-00 |
| 24-May-00 |
| 30-Jun-00 |
| 26-Mar-99 |
| 01-Oct-99 |
| 11-Jan-00 |
| 19-Sep-00 |
| 12-Nov-99 |
| 30-Jun-00 |
| 11-Jan-00 |
| 30-Jun-00 |
| 22-Sep-99 |
| 01-Dec-98 |
| 07-Aug-00 |
| 28-Aug-00 |
| 16-Apr-01 |
| 11-Jan-00 |
| 28-Mar-00 |
| 01-Sep-00 |
| 13-Dec-99 |
| 05-Jan-00 |
| 13-Dec-99 |
| 09-Mar-99 |
| 27-Aug-99 |
| 15-Sep-00 |
| 24-May-00 |

| Bulk Order | MTN | ICUST | NUM | BLS | BTN | FWTN | IDS | ACTIVE    | PHN       | DISCONNECT |
|------------|-----|-------|-----|-----|-----|------|-----|-----------|-----------|------------|
|            |     |       |     |     |     |      |     | 19-Jul-99 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 27-Jan-99 |           |            |
|            |     |       |     |     |     |      |     | 27-Jan-99 |           |            |
|            |     |       |     |     |     |      |     | 01-Sep-00 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 16-May-00 |           |            |
|            |     |       |     |     |     |      |     | 28-Jun-00 |           |            |
|            |     |       |     |     |     |      |     | 07-Jan-99 |           |            |
|            |     |       |     |     |     |      |     | 23-Sep-98 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 21-Sep-00 |           |            |
|            |     |       |     |     |     |      |     | 20-Mar-01 |           |            |
|            |     |       |     |     |     |      |     | 18-May-99 |           |            |
|            |     |       |     |     |     |      |     | 09-Feb-01 |           |            |
|            |     |       |     |     |     |      |     | 01-Oct-99 |           |            |
|            |     |       |     |     |     |      |     | 07-Jan-99 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 31-Aug-99 |           |            |
|            |     |       |     |     |     |      |     | 17-Nov-99 |           |            |
|            |     |       |     |     |     |      |     | 29-Sep-00 |           |            |
|            |     |       |     |     |     |      |     | 21-Apr-98 |           |            |
|            |     |       |     |     |     |      |     | 11-Jan-00 |           |            |
|            |     |       |     |     |     |      |     | 23-Jun-00 |           |            |
|            |     |       |     |     |     |      |     | 19-Mar-01 |           |            |
|            |     |       |     |     |     |      |     | 30-Jun-00 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 29-Oct-96 |           |            |
|            |     |       |     |     |     |      |     | 28-Sep-98 |           |            |
|            |     |       |     |     |     |      |     | 22-May-00 |           |            |
|            |     |       |     |     |     |      |     | 30-Aug-00 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 27-Oct-98 |           |            |
|            |     |       |     |     |     |      |     | 11-Jan-00 |           |            |
|            |     |       |     |     |     |      |     | 25-May-00 |           |            |
|            |     |       |     |     |     |      |     | 10-Apr-00 |           |            |
|            |     |       |     |     |     |      |     | 30-Jun-00 |           |            |
|            |     |       |     |     |     |      |     | 08-Apr-00 |           |            |
|            |     |       |     |     |     |      |     | 23-Sep-98 |           |            |
|            |     |       |     |     |     |      |     | 30-Nov-99 |           |            |
|            |     |       |     |     |     |      |     | 24-May-00 |           |            |
|            |     |       |     |     |     |      |     | 30-Jun-00 |           |            |
|            |     |       |     |     |     |      |     | 29-Sep-00 |           |            |
|            |     |       |     |     |     |      |     | 09-Jan-01 |           |            |
|            |     |       |     |     |     |      |     | 09-Dec-98 |           |            |
|            |     |       |     |     |     |      |     | 31-May-00 |           |            |
|            |     |       |     |     |     |      |     | 29-Sep-00 | 05-Nov-98 |            |
|            |     |       |     |     |     |      |     | 01-Jan-00 | 18-Jul-00 |            |
|            |     |       |     |     |     |      |     | 07-Dec-99 | 18-Jul-00 |            |
|            |     |       |     |     |     |      |     | 01-Oct-99 | 18-Jul-00 |            |
|            |     |       |     |     |     |      |     | 10-May-00 | 18-Jul-00 |            |
|            |     |       |     |     |     |      |     | 11-Jan-00 | 18-Jul-00 |            |
|            |     |       |     |     |     |      |     | 24-May-00 | 18-Jul-00 |            |

| Bulk Order TN | CUST NU | BLSABIN | WLN | DS | ACTIVE | DISCONNECT |
|---------------|---------|---------|-----|----|--------|------------|
|---------------|---------|---------|-----|----|--------|------------|

|           |           |
|-----------|-----------|
| 24-May-00 | 19-Jul-00 |
| 24-May-00 | 19-Jul-00 |
| 25-Jun-99 | 19-Jul-00 |
| 02-Aug-99 | 19-Jul-00 |
| 11-Jan-00 | 19-Jul-00 |
| 19-Jan-00 | 19-Jul-00 |
| 27-Aug-99 | 20-Jul-00 |
| 11-Jan-00 | 20-Jul-00 |
| 11-Jan-00 | 20-Jul-00 |
| 11-Jan-00 | 21-Jul-00 |
| 11-Jan-00 | 21-Jul-00 |
| 22-Jan-99 | 24-Jul-00 |
| 16-May-00 | 24-Jul-00 |
| 05-Nov-99 | 24-Jul-00 |
| 30-Apr-99 | 24-Jul-00 |
| 15-Jun-99 | 24-Jul-00 |
| 12-Jun-99 | 24-Jul-00 |
| 11-Jan-00 | 25-Jul-00 |
| 15-Jan-00 | 25-Jul-00 |
| 23-Oct-98 | 26-Jul-00 |
| 11-Jan-00 | 26-Jul-00 |
| 24-May-00 | 26-Jul-00 |
| 11-Jan-00 | 26-Jul-00 |
| 04-Dec-98 | 26-Jul-00 |
| 11-Jan-00 | 26-Jul-00 |
| 16-Sep-99 | 27-Jul-00 |
| 16-Sep-99 | 27-Jul-00 |
| 29-Jan-00 | 27-Jul-00 |
| 09-Mar-00 | 27-Jul-00 |
| 21-Sep-99 | 27-Jul-00 |
| 24-May-00 | 27-Jul-00 |
| 24-May-00 | 31-Jul-00 |
| 31-May-00 | 31-Jul-00 |
| 24-May-00 | 31-Jul-00 |
| 16-May-00 | 01-Aug-00 |
| 29-Jun-00 | 01-Aug-00 |
| 11-Jan-00 | 01-Aug-00 |
| 11-Jan-00 | 01-Aug-00 |
| 17-May-00 | 01-Aug-00 |
| 09-Sep-99 | 02-Aug-00 |
| 28-Oct-99 | 02-Aug-00 |
| 10-May-00 | 02-Aug-00 |
| 11-Jan-00 | 02-Aug-00 |
| 11-Jun-99 | 02-Aug-00 |
| 16-May-00 | 02-Aug-00 |
| 27-Jan-00 | 02-Aug-00 |
| 09-Dec-98 | 02-Aug-00 |
| 24-May-00 | 03-Aug-00 |
| 11-Jan-00 | 03-Aug-00 |
| 21-Mar-00 | 03-Aug-00 |
| 18-Dec-99 | 03-Aug-00 |
| 28-Dec-99 | 03-Aug-00 |
| 28-Dec-99 | 03-Aug-00 |
| 24-May-00 | 03-Aug-00 |
| 11-Jan-00 | 04-Aug-00 |

|           |           |
|-----------|-----------|
| 03-Sep-99 | 04-Aug-00 |
| 15-Oct-99 | 04-Aug-00 |
| 15-May-00 | 04-Aug-00 |
| 29-Jan-00 | 04-Aug-00 |
| 29-Jan-00 | 04-Aug-00 |
| 24-May-00 | 04-Aug-00 |
| 15-Feb-00 | 04-Aug-00 |
| 24-May-00 | 04-Aug-00 |
| 01-Oct-99 | 04-Aug-00 |
| 08-Dec-99 | 07-Aug-00 |
| 10-Dec-99 | 07-Aug-00 |
| 16-Dec-99 | 07-Aug-00 |
| 22-Feb-00 | 07-Aug-00 |
| 08-Feb-00 | 07-Aug-00 |
| 08-Sep-99 | 07-Aug-00 |
| 24-May-00 | 07-Aug-00 |
| 11-Jan-00 | 07-Aug-00 |
| 02-Sep-99 | 07-Aug-00 |
| 24-Nov-99 | 07-Aug-00 |
| 29-Mar-00 | 07-Aug-00 |
| 09-Dec-99 | 07-Aug-00 |
| 26-Oct-99 | 07-Aug-00 |
| 29-Nov-99 | 07-Aug-00 |
| 08-Sep-99 | 07-Aug-00 |
| 05-Apr-00 | 07-Aug-00 |
| 09-Sep-99 | 08-Aug-00 |
| 16-May-00 | 08-Aug-00 |
| 27-May-99 | 09-Aug-00 |
| 01-Oct-99 | 09-Aug-00 |
| 12-Feb-00 | 10-Aug-00 |
| 24-Sep-99 | 10-Aug-00 |
| 11-Jan-00 | 10-Aug-00 |
| 31-May-00 | 10-Aug-00 |
| 11-Jan-00 | 10-Aug-00 |
| 24-May-00 | 10-Aug-00 |
| 01-Jan-00 | 10-Aug-00 |
| 25-Feb-00 | 10-Aug-00 |
| 25-Feb-00 | 10-Aug-00 |
| 11-Jan-00 | 10-Aug-00 |
| 12-Apr-00 | 10-Aug-00 |
| 11-Jan-00 | 10-Aug-00 |
| 08-Sep-99 | 11-Aug-00 |
| 09-Dec-99 | 11-Aug-00 |
| 28-Apr-99 | 11-Aug-00 |
| 22-May-99 | 11-Aug-00 |
| 08-Dec-99 | 11-Aug-00 |
| 08-Sep-99 | 11-Aug-00 |
| 29-Dec-99 | 11-Aug-00 |
| 08-Sep-99 | 11-Aug-00 |
| 08-Sep-99 | 11-Aug-00 |
| 30-Dec-99 | 11-Aug-00 |
| 07-Sep-99 | 11-Aug-00 |
| 09-Sep-99 | 11-Aug-00 |
| 13-Sep-99 | 11-Aug-00 |
| 07-Sep-99 | 11-Aug-00 |

| Bulk Order TN | CUST NO | BUS BTN | WTR | DS ACTIVE | DISCONNECT |
|---------------|---------|---------|-----|-----------|------------|
|               |         |         |     | 09-Sep-99 | 11-Aug-00  |
|               |         |         |     | 07-Dec-99 | 11-Aug-00  |
|               |         |         |     | 29-Jan-00 | 11-Aug-00  |
|               |         |         |     | 29-Mar-99 | 11-Aug-00  |
|               |         |         |     | 07-Sep-99 | 11-Aug-00  |
|               |         |         |     | 15-Dec-99 | 11-Aug-00  |
|               |         |         |     | 04-Jan-00 | 11-Aug-00  |
|               |         |         |     | 29-Jan-00 | 11-Aug-00  |
|               |         |         |     | 07-Sep-99 | 11-Aug-00  |
|               |         |         |     | 29-Jan-00 | 11-Aug-00  |
|               |         |         |     | 29-Jan-00 | 11-Aug-00  |
|               |         |         |     | 29-Jan-00 | 11-Aug-00  |
|               |         |         |     | 13-Sep-99 | 11-Aug-00  |
|               |         |         |     | 18-Oct-99 | 11-Aug-00  |
|               |         |         |     | 07-Sep-99 | 11-Aug-00  |
|               |         |         |     | 09-Sep-99 | 11-Aug-00  |
|               |         |         |     | 07-Oct-98 | 11-Aug-00  |
|               |         |         |     | 27-Aug-97 | 11-Aug-00  |
|               |         |         |     | 07-Sep-99 | 11-Aug-00  |
|               |         |         |     | 27-Aug-97 | 11-Aug-00  |
|               |         |         |     | 08-Sep-99 | 11-Aug-00  |
|               |         |         |     | 24-Sep-99 | 14-Aug-00  |
|               |         |         |     | 24-Feb-00 | 14-Aug-00  |
|               |         |         |     | 17-Jun-99 | 15-Aug-00  |
|               |         |         |     | 01-Feb-99 | 15-Aug-00  |
|               |         |         |     | 25-Feb-00 | 15-Aug-00  |
|               |         |         |     | 25-Feb-00 | 15-Aug-00  |
|               |         |         |     | 11-Jan-00 | 16-Aug-00  |
|               |         |         |     | 16-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 11-Mar-00 | 16-Aug-00  |
|               |         |         |     | 14-Apr-99 | 16-Aug-00  |
|               |         |         |     | 11-Jan-00 | 16-Aug-00  |
|               |         |         |     | 07-Apr-99 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 15-Mar-00 | 16-Aug-00  |
|               |         |         |     | 24-May-00 | 16-Aug-00  |
|               |         |         |     | 01-Mar-00 | 17-Aug-00  |
|               |         |         |     | 17-Feb-00 | 17-Aug-00  |
|               |         |         |     | 29-Sep-99 | 17-Aug-00  |
|               |         |         |     | 23-Nov-99 | 17-Aug-00  |
|               |         |         |     | 11-Jan-00 | 17-Aug-00  |
|               |         |         |     | 11-Jan-00 | 17-Aug-00  |

| Bulk Order # | CUST. NUM. | HBL'S B. IN | W. IN | IDS ACTIVE | IDS DISCONNECT |
|--------------|------------|-------------|-------|------------|----------------|
|              |            |             |       | 20-Mar-99  | 17-Aug-00      |
|              |            |             |       | 25-May-00  | 17-Aug-00      |
|              |            |             |       | 01-Apr-99  | 18-Aug-00      |
|              |            |             |       | 24-May-00  | 18-Aug-00      |
|              |            |             |       | 15-May-00  | 18-Aug-00      |
|              |            |             |       | 24-May-00  | 18-Aug-00      |
|              |            |             |       | 11-Jan-00  | 18-Aug-00      |
|              |            |             |       | 29-Jan-00  | 18-Aug-00      |
|              |            |             |       | 01-Oct-99  | 19-Aug-00      |
|              |            |             |       | 01-May-00  | 19-Aug-00      |
|              |            |             |       | 11-Jan-00  | 19-Aug-00      |
|              |            |             |       | 01-Jan-00  | 19-Aug-00      |
|              |            |             |       | 11-Jan-00  | 19-Aug-00      |
|              |            |             |       | 01-Jan-00  | 19-Aug-00      |
|              |            |             |       | 11-Jan-00  | 19-Aug-00      |
|              |            |             |       | 13-Jul-99  | 19-Aug-00      |
|              |            |             |       | 07-Dec-99  | 19-Aug-00      |
|              |            |             |       | 13-May-99  | 21-Aug-00      |
|              |            |             |       | 24-Mar-99  | 21-Aug-00      |
|              |            |             |       | 24-Mar-99  | 21-Aug-00      |
|              |            |             |       | 24-May-00  | 21-Aug-00      |
|              |            |             |       | 31-May-00  | 21-Aug-00      |
|              |            |             |       | 11-Jan-00  | 21-Aug-00      |
|              |            |             |       | 11-Jan-00  | 21-Aug-00      |
|              |            |             |       | 02-Mar-00  | 21-Aug-00      |
|              |            |             |       | 10-Mar-00  | 22-Aug-00      |
|              |            |             |       | 04-Aug-98  | 23-Aug-00      |
|              |            |             |       | 09-Nov-98  | 23-Aug-00      |
|              |            |             |       | 11-Jan-00  | 23-Aug-00      |
|              |            |             |       | 29-Sep-98  | 23-Aug-00      |
|              |            |             |       | 11-Jan-00  | 23-Aug-00      |
|              |            |             |       | 24-May-00  | 23-Aug-00      |
|              |            |             |       | 11-Jan-00  | 24-Aug-00      |
|              |            |             |       | 16-May-00  | 24-Aug-00      |
|              |            |             |       | 09-Dec-99  | 24-Aug-00      |
|              |            |             |       | 24-May-00  | 24-Aug-00      |
|              |            |             |       | 24-May-00  | 24-Aug-00      |
|              |            |             |       | 17-May-00  | 24-Aug-00      |
|              |            |             |       | 21-Mar-00  | 24-Aug-00      |
|              |            |             |       | 01-Oct-99  | 24-Aug-00      |
|              |            |             |       | 26-Aug-99  | 24-Aug-00      |
|              |            |             |       | 11-Jan-00  | 24-Aug-00      |
|              |            |             |       | 30-Jun-00  | 24-Aug-00      |
|              |            |             |       | 29-Jan-00  | 24-Aug-00      |
|              |            |             |       | 08-Sep-99  | 24-Aug-00      |
|              |            |             |       | 21-Oct-99  | 24-Aug-00      |
|              |            |             |       | 13-Mar-00  | 24-Aug-00      |
|              |            |             |       |            | 24-Aug-00      |
|              |            |             |       | 29-Jan-00  | 24-Aug-00      |
|              |            |             |       | 15-Jun-99  | 24-Aug-00      |
|              |            |             |       | 11-Jan-00  | 24-Aug-00      |
|              |            |             |       | 02-Mar-00  | 24-Aug-00      |
|              |            |             |       | 01-Mar-00  | 25-Aug-00      |
|              |            |             |       | 29-Jan-00  | 25-Aug-00      |
|              |            |             |       | 08-Sep-99  | 25-Aug-00      |



| DIS       | ACTIVE | DISCONNECT |
|-----------|--------|------------|
| 07-Jun-99 |        | 04-Dec-00  |
| 22-Feb-00 |        | 04-Dec-00  |
| 01-Sep-00 |        | 05-Dec-00  |
| 16-Dec-99 |        | 05-Dec-00  |
| 11-Jan-00 |        | 06-Dec-00  |
| 10-May-00 |        | 07-Dec-00  |
| 10-Nov-99 |        | 07-Dec-00  |
| 13-Jul-99 |        | 07-Dec-00  |
| 24-May-00 |        | 08-Dec-00  |
| 30-Sep-00 |        | 08-Dec-00  |
| 30-Jul-99 |        | 08-Dec-00  |
| 15-Sep-99 |        | 08-Dec-00  |
| 10-Aug-98 |        | 08-Dec-00  |
| 26-Sep-00 |        | 08-Dec-00  |
| 15-May-00 |        | 11-Dec-00  |
| 10-Mar-00 |        | 13-Dec-00  |
| 01-Sep-99 |        | 13-Dec-00  |
| 04-May-00 |        | 13-Dec-00  |
| 24-Aug-99 |        | 13-Dec-00  |
| 11-Jan-00 |        | 14-Dec-00  |
| 24-May-00 |        | 14-Dec-00  |
| 30-Aug-99 |        | 14-Dec-00  |
| 02-Oct-98 |        | 15-Dec-00  |
| 05-Oct-98 |        | 15-Dec-00  |
| 10-May-00 |        | 15-Dec-00  |
| 27-Jun-00 |        | 15-Dec-00  |
| 25-Aug-99 |        | 19-Dec-00  |
| 16-Dec-99 |        | 19-Dec-00  |
| 18-Nov-98 |        | 20-Dec-00  |
| 20-Oct-00 |        | 20-Dec-00  |
| 20-Jul-00 |        | 20-Dec-00  |
| 31-Aug-99 |        | 20-Dec-00  |
| 04-Aug-99 |        | 20-Dec-00  |
| 21-Jan-99 |        | 20-Dec-00  |
| 03-May-99 |        | 21-Dec-00  |
| 06-Dec-99 |        | 21-Dec-00  |
| 01-Jul-99 |        | 21-Dec-00  |
| 24-May-00 |        | 26-Dec-00  |
| 01-Sep-00 |        | 26-Dec-00  |
| 24-May-00 |        | 26-Dec-00  |
| 01-May-00 |        | 26-Dec-00  |
| 24-May-00 |        | 26-Dec-00  |
| 30-Jun-00 |        | 26-Dec-00  |
| 12-May-00 |        | 26-Dec-00  |
| 28-Aug-00 |        | 26-Dec-00  |
| 24-May-00 |        | 26-Dec-00  |
| 24-May-00 |        | 28-Dec-00  |
| 13-Jun-00 |        | 29-Dec-00  |
| 10-Dec-99 |        | 30-Dec-00  |
| 24-Aug-99 |        | 02-Jan-01  |
| 29-Dec-99 |        | 02-Jan-01  |
| 20-Jan-00 |        | 03-Jan-01  |
| 05-Dec-98 |        | 03-Jan-01  |
| 24-May-00 |        | 04-Jan-01  |
| 30-Jun-00 |        | 04-Jan-01  |

|           |           |
|-----------|-----------|
| 24-May-00 | 04-Jan-01 |
| 24-May-00 | 04-Jan-01 |
| 19-Sep-00 | 05-Jan-01 |
| 11-Aug-99 | 08-Jan-01 |
| 23-Oct-00 | 08-Jan-01 |
| 24-May-00 | 09-Jan-01 |
| 24-May-00 | 09-Jan-01 |
| 27-Sep-00 | 10-Jan-01 |
| 27-Sep-00 | 10-Jan-01 |
| 23-Oct-00 | 10-Jan-01 |
| 27-Sep-00 | 10-Jan-01 |
| 27-Sep-00 | 11-Jan-01 |
| 23-Sep-98 | 11-Jan-01 |
| 10-May-99 | 11-Jan-01 |
| 06-May-99 | 11-Jan-01 |
| 08-Jan-00 | 11-Jan-01 |
| 15-Jul-99 | 12-Jan-01 |
| 06-Aug-99 | 12-Jan-01 |
| 20-Oct-00 | 15-Jan-01 |
| 11-Jan-00 | 15-Jan-01 |
| 16-Jun-99 | 15-Jan-01 |
| 03-Dec-99 | 16-Jan-01 |
| 30-Jun-00 | 16-Jan-01 |
| 30-Jun-00 | 16-Jan-01 |
| 18-Sep-00 | 17-Jan-01 |
| 16-Jul-93 | 17-Jan-01 |
| 26-Jul-99 | 17-Jan-01 |
| 30-Dec-00 | 17-Jan-01 |
| 26-Jul-99 | 17-Jan-01 |
| 02-Nov-99 | 18-Jan-01 |
| 19-Nov-99 | 18-Jan-01 |
| 02-Nov-99 | 18-Jan-01 |
| 08-Nov-99 | 18-Jan-01 |
| 02-Sep-99 | 18-Jan-01 |
| 02-Nov-99 | 18-Jan-01 |
| 08-Nov-99 | 18-Jan-01 |
| 30-Jul-99 | 18-Jan-01 |
| 03-Aug-99 | 18-Jan-01 |
| 08-Nov-99 | 18-Jan-01 |
| 11-Jan-00 | 18-Jan-01 |
| 15-Nov-99 | 18-Jan-01 |
| 07-Aug-00 | 19-Jan-01 |
| 09-Jun-99 | 19-Jan-01 |
| 05-Jan-01 | 22-Jan-01 |
| 09-Dec-99 | 22-Jan-01 |
| 04-Aug-99 | 22-Jan-01 |
| 11-Jan-00 | 23-Jan-01 |
| 11-Jan-00 | 23-Jan-01 |
| 30-Oct-00 | 23-Jan-01 |
| 12-May-99 | 23-Jan-01 |
| 02-Oct-00 | 25-Jan-01 |
| 07-Sep-00 | 25-Jan-01 |
| 29-Sep-00 | 29-Jan-01 |
| 24-Oct-00 | 29-Jan-01 |
| 29-Sep-00 | 29-Jan-01 |



| Bulk Order | CTN | CUST | NUM | BLS | BTN | WTN | IDS | ACTIVE    | DISCONNECT |
|------------|-----|------|-----|-----|-----|-----|-----|-----------|------------|
|            |     |      |     |     |     |     |     | 29-Sep-00 | 29-Jan-01  |
|            |     |      |     |     |     |     |     | 24-Nov-98 | 30-Jan-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 30-Jan-01  |
|            |     |      |     |     |     |     |     | 16-Jul-98 | 30-Jan-01  |
|            |     |      |     |     |     |     |     | 22-Jan-00 | 30-Jan-01  |
|            |     |      |     |     |     |     |     | 06-Sep-00 | 30-Jan-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 31-Jan-01  |
|            |     |      |     |     |     |     |     | 21-Aug-00 | 01-Feb-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 01-Feb-01  |
|            |     |      |     |     |     |     |     | 30-Jun-00 | 01-Feb-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 02-Feb-01  |
|            |     |      |     |     |     |     |     | 22-May-00 | 02-Feb-01  |
|            |     |      |     |     |     |     |     | 24-Oct-00 | 04-Feb-01  |
|            |     |      |     |     |     |     |     | 11-Jan-00 | 05-Feb-01  |
|            |     |      |     |     |     |     |     | 31-Aug-00 | 05-Feb-01  |
|            |     |      |     |     |     |     |     | 13-Jun-00 | 05-Feb-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 06-Feb-01  |
|            |     |      |     |     |     |     |     | 30-Jun-00 | 07-Feb-01  |
|            |     |      |     |     |     |     |     | 29-Sep-00 | 08-Feb-01  |
|            |     |      |     |     |     |     |     | 09-Feb-01 | 08-Feb-01  |
|            |     |      |     |     |     |     |     | 11-Jan-00 | 09-Feb-01  |
|            |     |      |     |     |     |     |     | 08-Mar-99 | 09-Feb-01  |
|            |     |      |     |     |     |     |     | 31-Mar-99 | 09-Feb-01  |
|            |     |      |     |     |     |     |     | 11-Jan-00 | 12-Feb-01  |
|            |     |      |     |     |     |     |     | 11-Jan-00 | 12-Feb-01  |
|            |     |      |     |     |     |     |     | 09-Oct-98 | 13-Feb-01  |
|            |     |      |     |     |     |     |     | 30-Jun-00 | 13-Feb-01  |
|            |     |      |     |     |     |     |     | 30-Jun-00 | 13-Feb-01  |
|            |     |      |     |     |     |     |     | 30-Jun-00 | 13-Feb-01  |
|            |     |      |     |     |     |     |     | 11-May-00 | 14-Feb-01  |
|            |     |      |     |     |     |     |     | 16-May-00 | 15-Feb-01  |
|            |     |      |     |     |     |     |     | 30-Jun-00 | 15-Feb-01  |
|            |     |      |     |     |     |     |     | 02-Feb-01 | 15-Feb-01  |
|            |     |      |     |     |     |     |     | 26-Jan-00 | 16-Feb-01  |
|            |     |      |     |     |     |     |     | 18-Sep-00 | 16-Feb-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 16-Feb-01  |
|            |     |      |     |     |     |     |     | 02-Feb-00 | 16-Feb-01  |
|            |     |      |     |     |     |     |     | 12-May-00 | 17-Feb-01  |
|            |     |      |     |     |     |     |     | 08-May-00 | 17-Feb-01  |
|            |     |      |     |     |     |     |     | 15-May-00 | 17-Feb-01  |
|            |     |      |     |     |     |     |     | 13-Dec-99 | 20-Feb-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 21-Feb-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 22-Feb-01  |
|            |     |      |     |     |     |     |     | 31-Aug-00 | 22-Feb-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 22-Feb-01  |
|            |     |      |     |     |     |     |     | 09-Feb-01 | 22-Feb-01  |
|            |     |      |     |     |     |     |     | 23-May-00 | 23-Feb-01  |
|            |     |      |     |     |     |     |     | 29-Aug-00 | 23-Feb-01  |
|            |     |      |     |     |     |     |     | 17-Dec-99 | 23-Feb-01  |
|            |     |      |     |     |     |     |     | 21-Sep-00 | 23-Feb-01  |
|            |     |      |     |     |     |     |     | 09-Sep-00 | 23-Feb-01  |
|            |     |      |     |     |     |     |     | 11-Jan-00 | 26-Feb-01  |
|            |     |      |     |     |     |     |     | 29-Sep-00 | 26-Feb-01  |
|            |     |      |     |     |     |     |     | 29-Sep-00 | 26-Feb-01  |
|            |     |      |     |     |     |     |     | 24-May-00 | 26-Feb-01  |

| IDS       | ACTIVE | DISCONNECT |
|-----------|--------|------------|
| 08-Mar-00 |        | 27-Feb-01  |
| 12-Oct-98 |        | 27-Feb-01  |
| 04-Oct-99 |        | 27-Feb-01  |
| 25-Jan-00 |        | 28-Feb-01  |
| 11-Apr-00 |        | 01-Mar-01  |
| 30-Sep-99 |        | 01-Mar-01  |
| 15-Feb-99 |        | 01-Mar-01  |
| 11-Jan-00 |        | 02-Mar-01  |
| 24-May-00 |        | 02-Mar-01  |
| 16-Sep-99 |        | 02-Mar-01  |
| 23-Dec-99 |        | 05-Mar-01  |
| 23-Oct-00 |        | 05-Mar-01  |
| 11-Jan-00 |        | 05-Mar-01  |
| 11-Jan-00 |        | 05-Mar-01  |
| 05-May-00 |        | 06-Mar-01  |
| 15-May-00 |        | 06-Mar-01  |
| 24-May-00 |        | 07-Mar-01  |
| 19-May-00 |        | 08-Mar-01  |
| 09-Jun-99 |        | 08-Mar-01  |
| 12-Feb-00 |        | 08-Mar-01  |
| 24-May-00 |        | 09-Mar-01  |
| 14-Sep-00 |        | 09-Mar-01  |
| 24-May-00 |        | 09-Mar-01  |
| 24-May-00 |        | 09-Mar-01  |
| 11-Jan-00 |        | 12-Mar-01  |
| 30-Jun-00 |        | 12-Mar-01  |
| 11-Jan-00 |        | 12-Mar-01  |
| 30-Jun-00 |        | 12-Mar-01  |
| 06-Mar-01 |        | 12-Mar-01  |
| 07-Jan-00 |        | 13-Mar-01  |
| 01-Dec-99 |        | 13-Mar-01  |
| 01-Dec-99 |        | 13-Mar-01  |
| 04-Nov-00 |        | 13-Mar-01  |
| 16-Mar-00 |        | 13-Mar-01  |
| 02-Sep-99 |        | 13-Mar-01  |
| 01-Dec-99 |        | 13-Mar-01  |
| 02-Oct-00 |        | 13-Mar-01  |
| 11-Jan-00 |        | 13-Mar-01  |
| 30-Dec-98 |        | 13-Mar-01  |
| 11-Jan-00 |        | 13-Mar-01  |
| 11-Jan-00 |        | 13-Mar-01  |
| 11-Sep-00 |        | 13-Mar-01  |
| 05-Dec-98 |        | 13-Mar-01  |
| 21-Aug-00 |        | 13-Mar-01  |
| 02-Apr-99 |        | 13-Mar-01  |
| 07-Nov-97 |        | 13-Mar-01  |
| 12-May-00 |        | 13-Mar-01  |
| 20-Aug-99 |        | 13-Mar-01  |
| 11-Jan-00 |        | 13-Mar-01  |
| 17-Feb-99 |        | 13-Mar-01  |
| 06-Apr-95 |        | 13-Mar-01  |
| 20-Aug-99 |        | 14-Mar-01  |
| 11-Jan-00 |        | 14-Mar-01  |
| 21-Aug-00 |        | 14-Mar-01  |
| 24-May-00 |        | 14-Mar-01  |

| Bulk Order TN | CUST NUN | BLS BTN | WTN | DS ACTIVE | DISCONNECT |
|---------------|----------|---------|-----|-----------|------------|
|               |          |         |     | 27-Jul-00 | 16-Mar-01  |
|               |          |         |     | 02-Dec-00 | 16-Mar-01  |
|               |          |         |     | 01-Feb-01 | 19-Mar-01  |
|               |          |         |     | 26-Aug-99 | 20-Mar-01  |
|               |          |         |     | 24-May-00 | 21-Mar-01  |
|               |          |         |     | 11-Jan-00 | 21-Mar-01  |
|               |          |         |     | 24-May-00 | 21-Mar-01  |
|               |          |         |     | 08-Feb-99 | 21-Mar-01  |
|               |          |         |     | 24-May-00 | 23-Mar-01  |
|               |          |         |     | 15-Mar-00 | 23-Mar-01  |
|               |          |         |     | 24-May-00 | 26-Mar-01  |
|               |          |         |     | 19-Jun-98 | 27-Mar-01  |
|               |          |         |     | 21-Sep-00 | 28-Mar-01  |
|               |          |         |     | 21-Jul-00 | 28-Mar-01  |
|               |          |         |     | 24-May-00 | 29-Mar-01  |
|               |          |         |     | 24-May-00 | 30-Mar-01  |
|               |          |         |     | 11-Jan-00 | 30-Mar-01  |
|               |          |         |     | 27-Oct-99 | 02-Apr-01  |
|               |          |         |     | 25-Sep-00 | 02-Apr-01  |
|               |          |         |     | 05-Oct-98 | 02-Apr-01  |
|               |          |         |     | 02-Oct-00 | 02-Apr-01  |
|               |          |         |     | 29-Sep-00 | 02-Apr-01  |
|               |          |         |     | 24-May-00 | 03-Apr-01  |
|               |          |         |     | 01-Sep-00 | 05-Apr-01  |
|               |          |         |     | 06-Nov-00 | 06-Apr-01  |
|               |          |         |     | 29-Sep-00 | 06-Apr-01  |
|               |          |         |     | 30-Apr-99 | 09-Apr-01  |
|               |          |         |     | 05-Jan-01 | 10-Apr-01  |
|               |          |         |     | 23-May-00 | 11-Apr-01  |
|               |          |         |     | 25-Aug-00 | 12-Apr-01  |
|               |          |         |     | 11-Jan-00 | 12-Apr-01  |
|               |          |         |     | 22-May-00 | 13-Apr-01  |
|               |          |         |     | 22-Apr-99 | 16-Apr-01  |
|               |          |         |     | 25-Feb-97 | 16-Apr-01  |
|               |          |         |     | 22-Feb-00 | 16-Apr-01  |
|               |          |         |     | 29-Jan-00 | 17-Apr-01  |
|               |          |         |     | 16-Nov-99 | 17-Apr-01  |
|               |          |         |     | 24-May-00 | 17-Apr-01  |
|               |          |         |     | 24-May-00 | 17-Apr-01  |
|               |          |         |     | 24-Jun-99 | 17-Apr-01  |
|               |          |         |     | 08-Jun-99 | 17-Apr-01  |
|               |          |         |     | 24-May-00 | 17-Apr-01  |
|               |          |         |     | 02-Sep-98 | 17-Apr-01  |
|               |          |         |     | 13-Jul-99 | 17-Apr-01  |
|               |          |         |     | 12-Feb-01 | 18-Apr-01  |
|               |          |         |     | 10-Jun-00 | 19-Apr-01  |
|               |          |         |     | 13-Mar-01 | 19-Apr-01  |
|               |          |         |     | 24-Feb-00 | 20-Apr-01  |
|               |          |         |     | 22-May-00 | 20-Apr-01  |
|               |          |         |     | 23-May-00 | 20-Apr-01  |
|               |          |         |     | 12-Jan-97 | 23-Apr-01  |
|               |          |         |     | 07-May-98 | 23-Apr-01  |
|               |          |         |     | 22-May-00 | 23-Apr-01  |
|               |          |         |     | 09-Mar-01 | 24-Apr-01  |
|               |          |         |     | 08-Mar-00 | 27-Apr-01  |

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| 31-Aug-00 | 28-Apr-01 |
| 12-Jan-97 | 30-Apr-01 |
| 20-Jan-00 | 30-Apr-01 |
| 24-May-00 | 30-Apr-01 |
| 20-Sep-99 | 30-Apr-01 |
| 25-May-84 | 30-Apr-01 |
| 31-Jul-99 | 30-Apr-01 |
| 05-Jan-00 | 30-Apr-01 |
| 24-May-00 | 01-May-01 |
| 24-May-00 | 01-May-01 |
| 24-May-00 | 01-May-01 |
| 30-Aug-00 | 03-May-01 |
| 24-May-00 | 04-May-01 |
| 16-Apr-01 | 04-May-01 |
| 24-May-00 | 07-May-01 |
| 30-Jun-00 | 07-May-01 |
| 24-May-00 | 07-May-01 |
| 12-Feb-01 | 08-May-01 |
| 11-Jan-00 | 09-May-01 |
| 02-Dec-99 | 10-May-01 |
| 26-Nov-99 | 10-May-01 |
| 29-Apr-99 | 10-May-01 |
| 11-Mar-00 | 10-May-01 |
| 13-Jan-00 | 11-May-01 |
| 24-May-00 | 14-May-01 |
| 13-Aug-98 | 14-May-01 |
| 29-Aug-00 | 14-May-01 |
| 14-Jun-99 | 15-May-01 |
| 12-Dec-98 | 16-May-01 |
| 01-Sep-00 | 18-May-01 |
| 31-Jul-00 | 18-May-01 |
| 11-Jan-00 | 18-May-01 |
| 18-Oct-99 | 18-May-01 |
| 23-May-00 | 19-May-01 |
| 24-May-00 | 21-May-01 |
| 10-Nov-99 | 21-May-01 |
| 10-Nov-98 | 21-May-01 |
| 15-Sep-00 | 22-May-01 |
| 15-Sep-00 | 22-May-01 |
| 06-Dec-99 | 22-May-01 |
| 02-Dec-98 | 23-May-01 |
| 08-Mar-99 | 24-May-01 |
| 24-May-00 | 24-May-01 |
| 20-Jan-00 | 25-May-01 |
| 16-Jun-00 | 25-May-01 |
| 24-May-00 | 25-May-01 |
| 27-Jul-99 | 30-May-01 |
| 28-Dec-00 | 30-May-01 |
| 08-Jan-01 | 30-May-01 |
| 11-Jan-00 | 30-May-01 |
| 08-Jan-01 | 30-May-01 |
| 27-Nov-00 | 30-May-01 |
| 27-Nov-00 | 30-May-01 |
| 27-Nov-00 | 30-May-01 |
| 26-Sep-00 | 30-May-01 |

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| 03-Jul-99 | 30-May-01 |
| 24-May-00 | 31-May-01 |
| 11-Jan-00 | 31-May-01 |
| 18-May-00 | 01-Jun-01 |
| 31-Jul-00 | 01-Jun-01 |
| 24-May-00 | 01-Jun-01 |
| 11-Jan-00 | 02-Jun-01 |
| 11-Jan-00 | 02-Jun-01 |
| 24-May-00 | 04-Jun-01 |
| 11-Jan-00 | 04-Jun-01 |
| 31-Aug-00 | 05-Jun-01 |
| 03-Sep-98 | 05-Jun-01 |
| 10-Mar-98 | 05-Jun-01 |
| 23-May-00 | 05-Jun-01 |
| 16-May-00 | 05-Jun-01 |
| 11-Jan-00 | 06-Jun-01 |
| 09-Mar-01 | 06-Jun-01 |
| 11-Jan-00 | 06-Jun-01 |
| 16-May-00 | 07-Jun-01 |
| 16-Jun-99 | 07-Jun-01 |
| 30-Jun-99 | 08-Jun-01 |
| 24-May-00 | 11-Jun-01 |
| 22-Jul-99 | 11-Jun-01 |
| 30-Jun-00 | 12-Jun-01 |
| 27-Mar-00 | 12-Jun-01 |
| 24-May-00 | 13-Jun-01 |
| 22-May-00 | 14-Jun-01 |
| 27-Jul-00 | 14-Jun-01 |
| 27-Jul-00 | 14-Jun-01 |
| 27-Jul-00 | 14-Jun-01 |
| 24-May-00 | 15-Jun-01 |
| 24-May-00 | 15-Jun-01 |
| 29-Oct-99 | 18-Jun-01 |
| 30-Oct-00 | 18-Jun-01 |
| 28-Aug-00 | 18-Jun-01 |
| 11-Jan-00 | 19-Jun-01 |
| 11-Jan-00 | 19-Jun-01 |
| 21-Mar-96 | 20-Jun-01 |
| 26-Apr-00 | 20-Jun-01 |
| 18-Sep-00 | 20-Jun-01 |
| 24-May-00 | 20-Jun-01 |
| 23-Oct-97 | 21-Jun-01 |
| 01-Oct-98 | 21-Jun-01 |
| 03-Mar-00 | 25-Jun-01 |
| 11-Nov-98 | 26-Jun-01 |
| 11-Apr-00 | 26-Jun-01 |
| 11-Jan-00 | 27-Jun-01 |
| 11-Jan-00 | 27-Jun-01 |
| 24-May-00 | 27-Jun-01 |
| 17-Sep-99 | 27-Jun-01 |
| 21-Sep-00 | 27-Jun-01 |
| 04-Jan-00 | 28-Jun-01 |
| 22-May-00 | 28-Jun-01 |
| 08-Jun-98 | 28-Jun-01 |
| 11-Jan-00 | 29-Jun-01 |

| IDS#      | ACTIVE | DISCONNECT |
|-----------|--------|------------|
| 12-May-99 |        | 30-Jun-01  |
| 19-Sep-00 |        | 02-Jul-01  |
| 30-Jun-00 |        | 03-Jul-01  |
| 30-Jun-00 |        | 03-Jul-01  |
| 30-Jun-00 |        | 03-Jul-01  |
| 30-Jun-00 |        | 03-Jul-01  |
| 24-May-00 |        | 03-Jul-01  |
| 28-Sep-00 |        | 03-Jul-01  |
| 15-May-00 |        | 03-Jul-01  |
| 18-May-00 |        | 05-Jul-01  |
| 04-Sep-99 |        | 06-Jul-01  |
| 20-Oct-00 |        | 06-Jul-01  |
| 02-Jun-98 |        | 06-Jul-01  |
| 29-Sep-98 |        | 06-Jul-01  |
| 22-Nov-97 |        | 09-Jul-01  |
| 07-Dec-98 |        | 09-Jul-01  |
| 01-Oct-99 |        | 09-Jul-01  |
| 11-Jan-00 |        | 10-Jul-01  |
| 17-May-00 |        | 10-Jul-01  |
| 24-May-00 |        | 10-Jul-01  |
| 24-May-00 |        | 10-Jul-01  |
| 12-Oct-99 | 1      | 10-Jul-01  |
| 11-Jan-00 |        | 10-Jul-01  |
| 02-Nov-99 |        | 11-Jul-01  |
| 24-May-00 |        | 11-Jul-01  |
| 30-Jun-00 |        | 11-Jul-01  |
| 30-Nov-99 |        | 11-Jul-01  |
| 30-Mar-01 |        | 12-Jul-01  |
| 19-May-00 |        | 12-Jul-01  |
| 01-Sep-00 |        | 16-Jul-01  |
| 24-May-00 |        | 20-Jul-01  |
| 24-May-00 |        | 20-Jul-01  |
| 30-Jun-99 |        | 25-Jul-01  |
| 24-May-00 |        | 26-Jul-01  |
| 22-Feb-01 |        | 26-Jul-01  |
| 31-Oct-00 |        | 27-Jul-01  |
| 29-Sep-00 |        | 27-Jul-01  |
| 01-Mar-00 |        | 27-Jul-01  |
| 29-Sep-00 |        | 27-Jul-01  |
| 05-Aug-99 |        | 27-Jul-01  |
| 24-May-00 |        | 27-Jul-01  |
| 12-May-00 |        | 27-Jul-01  |
| 05-Aug-99 |        | 27-Jul-01  |
| 30-Jun-00 |        | 28-Jul-01  |
| 30-Jun-00 |        | 28-Jul-01  |
| 22-Feb-01 |        | 30-Jul-01  |
| 02-Apr-01 |        | 30-Jul-01  |
| 05-Oct-99 |        | 30-Jul-01  |
| 13-Mar-00 |        | 30-Jul-01  |
| 11-Jan-00 |        | 31-Jul-01  |
| 24-May-00 |        | 31-Jul-01  |
| 01-Sep-00 |        | 01-Aug-01  |
| 03-Mar-99 |        | 08-Aug-01  |
| 30-Sep-99 |        | 08-Aug-01  |
| 11-Jan-00 |        | 10-Aug-01  |



| Bulk Order ATN | CUST NUM | BLS BTN | WLN | IDS ACTIVE | DISCONNECT |
|----------------|----------|---------|-----|------------|------------|
|                |          |         |     | 09-Apr-99  | 13-Aug-01  |
|                |          |         |     | 28-Feb-01  | 14-Aug-01  |

|                         |     |
|-------------------------|-----|
| Prior to Sep00 only 267 | 11% |
|-------------------------|-----|

15%  
36%  
49%

11%

| Bulk Order # | TN P.CUS# | NUTRIBS | SUBLINE | RACW | TNRG | IDIS | ACTIVE    | LINCD | DSCONNECT |
|--------------|-----------|---------|---------|------|------|------|-----------|-------|-----------|
|              |           |         |         |      |      |      | 24-May-00 |       |           |
|              |           |         |         |      |      |      | 30-Aug-00 |       |           |
|              |           |         |         |      |      |      | 29-Jan-00 |       |           |
|              |           |         |         |      |      |      | 17-Feb-00 |       |           |
|              |           |         |         |      |      |      | 23-Feb-00 |       |           |
|              |           |         |         |      |      |      | 24-May-00 |       |           |
|              |           |         |         |      |      |      | 24-May-00 |       |           |
|              |           |         |         |      |      |      | 19-Feb-00 |       |           |
|              |           |         |         |      |      |      | 05-Jul-01 |       |           |
|              |           |         |         |      |      |      | 25-Aug-97 |       |           |
|              |           |         |         |      |      |      | 19-Jun-98 |       |           |
|              |           |         |         |      |      |      | 24-May-00 |       |           |
|              |           |         |         |      |      |      | 24-May-00 |       |           |
|              |           |         |         |      |      |      | 29-Jan-00 |       |           |
|              |           |         |         |      |      |      | 29-Jan-00 |       |           |
|              |           |         |         |      |      |      | 08-Mar-00 |       |           |
|              |           |         |         |      |      |      | 31-May-00 |       |           |
|              |           |         |         |      |      |      | 29-Jan-00 |       |           |
|              |           |         |         |      |      |      | 07-May-00 |       |           |
|              |           |         |         |      |      |      | 22-Mar-01 |       |           |
|              |           |         |         |      |      |      | 23-Mar-98 |       |           |
|              |           |         |         |      |      |      | 16-Apr-99 |       |           |
|              |           |         |         |      |      |      | 29-Jan-00 |       |           |
|              |           |         |         |      |      |      | 13-Oct-99 |       |           |
|              |           |         |         |      |      |      | 23-May-00 |       |           |
|              |           |         |         |      |      |      | 24-May-00 |       |           |
|              |           |         |         |      |      |      | 29-Jan-00 |       |           |
|              |           |         |         |      |      |      | 26-Jan-00 |       |           |
|              |           |         |         |      |      |      | 29-Sep-00 |       |           |
|              |           |         |         |      |      |      | 11-Jan-00 |       |           |
|              |           |         |         |      |      |      | 22-Mar-01 |       |           |
|              |           |         |         |      |      |      | 31-Aug-99 |       |           |
|              |           |         |         |      |      |      | 10-Jun-00 |       |           |
|              |           |         |         |      |      |      | 18-Jul-00 |       |           |
|              |           |         |         |      |      |      | 29-Sep-00 |       |           |
|              |           |         |         |      |      |      | 29-Sep-00 |       |           |
|              |           |         |         |      |      |      | 18-Jul-00 |       |           |
|              |           |         |         |      |      |      | 18-Jul-00 |       |           |
|              |           |         |         |      |      |      | 08-Jun-98 |       |           |
|              |           |         |         |      |      |      | 26-Feb-00 |       |           |
|              |           |         |         |      |      |      | 21-Mar-01 |       |           |
|              |           |         |         |      |      |      | 28-Sep-00 |       |           |
|              |           |         |         |      |      |      | 11-Jan-00 |       |           |
|              |           |         |         |      |      |      | 27-Jun-00 |       |           |
|              |           |         |         |      |      |      | 24-May-00 |       |           |
|              |           |         |         |      |      |      | 21-Mar-01 |       |           |
|              |           |         |         |      |      |      | 11-Jan-00 |       |           |
|              |           |         |         |      |      |      | 04-Jan-99 |       |           |
|              |           |         |         |      |      |      | 20-Apr-00 |       |           |
|              |           |         |         |      |      |      | 24-May-00 |       |           |
|              |           |         |         |      |      |      | 30-Jan-01 |       |           |



| DS        | ACTIVE | DISCONNECT |
|-----------|--------|------------|
| 11-Jan-00 |        |            |
| 01-Jul-98 |        |            |
| 24-May-00 |        |            |
| 11-May-00 |        |            |
| 21-Mar-01 |        |            |
| 28-Mar-01 |        |            |
| 30-Jun-00 |        |            |
| 24-May-00 |        |            |
| 24-May-00 |        |            |
| 16-May-00 |        |            |
| 29-Jan-00 |        |            |
| 20-Oct-00 |        |            |
| 29-Jan-00 |        |            |
| 30-Jun-00 |        |            |
| 24-May-00 |        |            |
| 24-May-00 |        |            |
| 27-Sep-99 |        |            |
| 27-Sep-00 |        |            |
| 29-Jan-00 |        |            |
| 23-Apr-99 |        |            |
| 04-Feb-99 |        |            |
| 28-Aug-00 |        |            |
| 29-Dec-98 |        |            |
| 29-Dec-98 |        |            |
| 14-Apr-99 |        |            |
| 24-May-00 |        |            |
| 14-Dec-98 |        |            |
| 30-Aug-00 |        |            |
| 24-May-00 |        |            |
| 24-May-00 |        |            |
| 29-Sep-98 |        |            |
| 11-Jan-00 |        |            |
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| 24-May-00 |        |            |
| 11-Jan-00 |        |            |
| 26-Oct-98 |        |            |
| 29-Sep-00 |        |            |
| 24-May-00 |        |            |
| 23-May-00 |        |            |
| 01-Oct-99 |        |            |
| 27-May-99 |        |            |
| 04-Apr-01 |        |            |
| 21-Aug-00 |        |            |
| 29-Jan-00 |        |            |
| 24-May-00 |        |            |
| 11-Jan-00 |        |            |
| 07-May-97 |        |            |
| 06-May-00 |        |            |
| 21-Aug-00 |        |            |
| 01-Sep-00 |        |            |
| 20-Oct-99 |        |            |
| 22-Aug-00 |        |            |
| 16-Nov-00 |        |            |
| 01-May-01 |        |            |
| 11-Jan-00 |        |            |

| BUK | Order | TN | CUST | NUM | BLSE | BNN | MLWTN | IDS | ACTIVE | DIS | DISCONNECT |
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| 05-Jun-01 |
| 02-Dec-99 |
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| 24-May-00 |
| 06-Oct-99 |
| 24-May-00 |
| 04-Oct-99 |
| 10-Sep-98 |
| 17-May-00 |
| 24-May-00 |
| 23-Jun-99 |
| 31-Aug-00 |
| 02-Dec-98 |
| 22-Jan-00 |
| 31-Jul-99 |
| 02-Oct-00 |
| 24-May-00 |
| 24-May-00 |
| 11-Jan-00 |
| 27-May-99 |
| 24-May-00 |
| 24-May-00 |
| 20-May-00 |
| 20-May-00 |
| 30-Jun-00 |
| 09-Mar-01 |
| 24-May-00 |
| 24-May-00 |
| 30-Jun-00 |
| 13-May-00 |
| 21-Nov-98 |
| 11-Mar-00 |
| 21-Sep-99 |
| 21-Mar-01 |
| 24-May-00 |
| 09-Sep-99 |
| 16-Jan-00 |
| 24-May-00 |
| 18-Sep-98 |
| 20-Apr-00 |
| 29-Dec-98 |
| 02-Apr-99 |
| 11-Jan-00 |
| 24-May-00 |
| 13-Oct-99 |
| 16-May-00 |
| 01-Feb-00 |
| 30-Jun-00 |
| 15-Jan-99 |
| 10-Feb-00 |
| 16-Apr-99 |
| 26-Apr-99 |
| 18-Nov-98 |
| 16-Aug-99 |

| Bulk Order | TN | CUST ID | NUM | BES | BEN | W | WTN | DS | ACTIVE | DISCONNECT |
|------------|----|---------|-----|-----|-----|---|-----|----|--------|------------|
|------------|----|---------|-----|-----|-----|---|-----|----|--------|------------|

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| 26-Apr-99 |
| 09-May-00 |
| 22-Oct-98 |
| 02-Jun-99 |
| 05-Dec-98 |
| 31-May-00 |
| 02-Oct-00 |
| 24-May-00 |
| 02-Dec-97 |
| 02-Dec-97 |
| 28-Dec-99 |
| 27-Nov-00 |
| 24-May-00 |
| 01-Oct-99 |
| 24-May-00 |
| 04-Mar-99 |
| 05-Feb-01 |
| 23-Oct-00 |
| 24-May-00 |
| 21-Mar-01 |
| 20-Jul-99 |
| 26-Apr-00 |
| 05-Mar-99 |
| 25-Sep-00 |
| 21-Sep-00 |
| 18-Aug-00 |
| 24-May-00 |
| 24-Jul-99 |
| 22-Apr-00 |
| 29-Jan-00 |
| 30-Oct-00 |
| 24-May-00 |
| 29-Jan-00 |
| 24-May-00 |
| 29-Jan-00 |
| 21-Sep-00 |
| 04-Apr-00 |
| 24-May-00 |
| 11-Jan-00 |
| 24-May-00 |
| 24-May-00 |
| 12-Apr-01 |
| 15-Oct-98 |
| 24-May-00 |
| 16-Aug-00 |
| 10-Aug-99 |
| 24-May-00 |
| 24-May-00 |
| 24-May-00 |
| 14-Feb-01 |
| 01-Sep-00 |
| 03-Sep-97 |
| 11-Apr-01 |
| 28-Mar-01 |
| 11-Jan-00 |

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| 15-May-00 |
| 11-Jan-00 |
| 11-Jan-00 |
| 11-May-00 |
| 26-May-00 |
| 01-Sep-00 |
| 22-Mar-01 |
| 06-Sep-00 |
| 02-Sep-98 |
| 28-Sep-99 |
| 23-May-00 |
| 24-May-00 |
| 29-Sep-00 |
| 24-May-00 |
| 24-Oct-00 |
| 24-Oct-00 |
| 20-Sep-00 |
| 21-Aug-00 |
| 24-Oct-00 |
| 09-Apr-01 |
| 15-Jan-97 |
| 30-Jun-00 |
| 15-Jun-99 |
| 05-Aug-99 |
| 17-Jun-98 |
| 09-Oct-98 |
| 11-Oct-99 |
| 11-Jan-00 |
| 30-Apr-99 |
| 30-Apr-99 |
| 10-Jan-97 |
| 24-May-00 |
| 12-Apr-01 |
| 14-Sep-00 |
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| 24-May-00 |
| 27-Mar-00 |
| 24-May-00 |
| 25-May-00 |
| 22-Mar-01 |
| 07-Sep-00 |
| 04-Feb-00 |
| 02-Nov-99 |
| 16-May-00 |
| 16-May-00 |
| 16-May-00 |
| 24-May-00 |

| Bank Order LN | ECUSTANUM | LIBS | BTN | MTN | DS        | ACTIVE | DISCONNECT |
|---------------|-----------|------|-----|-----|-----------|--------|------------|
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 07-Mar-00 |        |            |
|               |           |      |     |     | 18-Jun-98 |        |            |
|               |           |      |     |     | 02-Nov-99 |        |            |
|               |           |      |     |     | 23-Oct-00 |        |            |
|               |           |      |     |     | 03-May-99 |        |            |
|               |           |      |     |     | 29-Feb-96 |        |            |
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 27-Jan-99 |        |            |
|               |           |      |     |     | 22-Jan-00 |        |            |
|               |           |      |     |     | 30-Jun-00 |        |            |
|               |           |      |     |     | 16-May-00 |        |            |
|               |           |      |     |     | 02-Nov-99 |        |            |
|               |           |      |     |     | 23-Feb-01 |        |            |
|               |           |      |     |     | 31-Dec-99 |        |            |
|               |           |      |     |     | 17-May-99 |        |            |
|               |           |      |     |     | 28-Mar-01 |        |            |
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 15-Feb-99 |        |            |
|               |           |      |     |     | 19-Aug-00 |        |            |
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 17-Dec-99 |        |            |
|               |           |      |     |     | 30-Mar-01 |        |            |
|               |           |      |     |     | 08-Oct-98 |        |            |
|               |           |      |     |     | 29-Aug-00 |        |            |
|               |           |      |     |     | 05-May-00 |        |            |
|               |           |      |     |     | 19-Aug-00 |        |            |
|               |           |      |     |     | 15-Mar-99 |        |            |
|               |           |      |     |     | 27-Jul-00 |        |            |
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 27-May-99 |        |            |
|               |           |      |     |     | 27-Jul-00 |        |            |
|               |           |      |     |     | 02-Apr-99 |        |            |
|               |           |      |     |     | 16-May-00 |        |            |
|               |           |      |     |     | 16-Aug-99 |        |            |
|               |           |      |     |     | 02-Jul-99 |        |            |
|               |           |      |     |     | 02-Feb-01 |        |            |
|               |           |      |     |     | 22-Mar-01 |        |            |
|               |           |      |     |     | 22-Jan-00 |        |            |
|               |           |      |     |     | 29-Aug-00 |        |            |
|               |           |      |     |     | 19-Mar-01 |        |            |
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 03-Feb-99 |        |            |
|               |           |      |     |     | 17-May-99 |        |            |
|               |           |      |     |     | 16-May-00 |        |            |
|               |           |      |     |     | 04-Aug-00 |        |            |
|               |           |      |     |     | 21-Mar-96 |        |            |
|               |           |      |     |     | 14-Aug-00 |        |            |
|               |           |      |     |     | 24-May-00 |        |            |
|               |           |      |     |     | 24-Mar-01 |        |            |
|               |           |      |     |     | 01-Dec-98 |        |            |
|               |           |      |     |     | 11-Jan-00 |        |            |
|               |           |      |     |     | 01-Sep-00 |        |            |



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| 24-May-00 |  |
| 22-Jan-00 |  |
| 22-Jan-00 |  |
| 22-Jan-00 |  |
| 24-May-00 |  |
| 15-Mar-00 |  |
| 16-Aug-00 |  |
| 24-May-00 |  |
| 28-Jan-00 |  |
| 23-Feb-00 |  |
| 24-May-00 |  |
| 26-Jan-00 |  |
| 24-May-00 |  |
| 25-Jan-00 |  |
| 09-Feb-00 |  |
| 28-Jan-00 |  |
| 29-Sep-00 |  |
| 24-May-00 |  |
| 27-Mar-99 |  |
| 28-Jul-99 |  |
| 28-Sep-00 |  |
| 11-Jan-00 |  |
| 26-Jun-00 |  |
| 11-Jan-00 |  |
| 29-Jul-99 |  |
| 11-Apr-01 |  |
| 24-May-00 |  |
| 24-May-00 |  |
| 15-Jul-99 |  |
| 24-May-00 |  |
| 06-Nov-00 |  |
| 11-May-00 |  |
| 24-May-00 |  |
| 24-May-00 |  |
| 21-Jul-00 |  |
| 18-Nov-99 |  |
| 26-Oct-98 |  |
| 04-Aug-00 |  |
| 27-Jul-00 |  |
| 18-Sep-00 |  |
| 11-Jan-00 |  |
| 11-Jan-00 |  |
| 30-Jun-00 |  |
| 12-Mar-99 |  |
| 04-Oct-99 |  |
| 24-May-00 |  |
| 12-Feb-99 |  |
| 11-Jan-00 |  |
| 29-Sep-98 |  |
| 11-Jan-00 |  |
| 13-May-00 |  |
| 28-Mar-01 |  |
| 30-Jun-00 |  |
| 21-Feb-01 |  |
| 12-Mar-99 |  |

|            |    |       |     |     |     |    |     |    |        |            |
|------------|----|-------|-----|-----|-----|----|-----|----|--------|------------|
| Bulk Order | TN | ICUST | NUT | BLS | BTN | FW | WTN | DS | ACTIVE | DISCONNECT |
|------------|----|-------|-----|-----|-----|----|-----|----|--------|------------|

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|-----------|
| 06-Oct-00 |
| 29-Mar-01 |
| 29-Mar-01 |
| 14-Feb-01 |
| 14-Feb-01 |
| 01-Feb-01 |
| 18-Feb-99 |
| 29-Sep-00 |
| 02-Dec-98 |
| 24-May-00 |
| 14-Mar-00 |
| 04-Mar-99 |
| 24-May-00 |
| 30-Jan-01 |
| 31-Dec-98 |
| 24-May-00 |
| 02-Nov-99 |
| 24-May-00 |
| 02-Aug-00 |
| 24-May-00 |
| 13-Mar-00 |
| 11-Dec-98 |
| 29-Mar-01 |
| 02-Mar-00 |
| 08-Nov-99 |
| 04-Aug-99 |
| 01-Oct-99 |
| 24-May-00 |
| 22-Aug-00 |
| 06-Dec-97 |
| 24-May-00 |
| 09-Dec-98 |
| 24-May-00 |
| 23-May-00 |
| 18-Feb-99 |
| 24-May-00 |
| 18-Feb-99 |
| 21-Jul-00 |
| 13-May-00 |
| 11-Jan-00 |
| 13-May-00 |
| 11-Oct-99 |
| 24-May-00 |
| 24-May-00 |
| 12-Jun-98 |
| 22-Mar-01 |
| 30-Aug-00 |
| 11-Jan-00 |
| 15-May-00 |
| 26-Apr-00 |
| 21-Mar-00 |
| 15-Sep-99 |
| 24-May-00 |
| 09-Dec-99 |
| 09-Dec-98 |



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| 30-Jun-00 |
| 11-Jan-00 |
| 24-May-00 |
|           |
| 04-Aug-99 |
| 30-Nov-98 |
| 24-May-00 |
| 13-Sep-99 |
| 24-May-00 |
| 14-Nov-00 |
| 18-May-00 |
| 29-Sep-00 |
| 23-Sep-99 |
| 25-Oct-00 |
| 03-Mar-00 |
| 06-Mar-01 |
| 25-Jan-00 |
| 26-Oct-98 |
| 31-May-00 |
| 24-May-00 |
| 22-May-00 |
| 20-Apr-00 |
| 26-Jul-00 |
| 19-May-00 |
| 30-Jul-99 |
| 04-Apr-01 |
| 02-Oct-00 |
| 14-Sep-98 |
| 24-May-00 |
| 19-May-00 |
| 24-May-00 |
| 05-Jul-01 |
| 24-May-00 |
| 06-Jul-99 |
| 11-Jan-00 |
| 16-May-00 |
| 06-Mar-01 |
| 29-Aug-00 |
| 24-May-00 |
| 31-Jul-00 |
| 24-May-00 |
| 22-Mar-01 |
| 29-Sep-00 |
| 02-May-98 |
| 12-Mar-99 |
| 25-Oct-00 |
| 29-Oct-99 |
| 12-May-00 |
| 26-Aug-99 |
| 30-Jan-01 |
| 24-May-00 |
| 29-Sep-00 |
| 25-May-00 |
| 29-Sep-00 |
| 12-Sep-98 |

IDS ACTIVE DISCONNECT

|           |
|-----------|
| 30-Jun-00 |
| 24-May-00 |
| 24-May-00 |
| 04-Oct-99 |
| 24-May-00 |
| 23-May-00 |
| 24-May-00 |
| 12-Oct-99 |
| 01-Mar-01 |
| 30-Aug-00 |
| 16-Mar-99 |
| 11-Jan-00 |
| 24-May-00 |
| 24-May-00 |
| 22-May-00 |
| 24-May-00 |
| 15-May-00 |
| 24-May-00 |
| 08-May-01 |
| 28-Sep-99 |
| 01-Feb-01 |
| 12-Jul-99 |
| 31-Aug-99 |
| 26-Jul-99 |
| 27-Oct-97 |
| 01-Feb-01 |
| 29-Sep-00 |
| 21-Jun-00 |
| 11-Jan-00 |
| 25-Oct-00 |
| 19-Sep-00 |
| 19-Sep-00 |
| 11-Jan-00 |
| 27-Oct-98 |
| 25-Oct-00 |
| 19-Sep-00 |
| 24-May-00 |
| 04-Oct-99 |
| 22-May-00 |
| 20-Sep-00 |
| 16-May-00 |
| 16-Sep-99 |
| 24-May-00 |
| 27-Jul-00 |
| 01-Feb-01 |
| 11-Jan-00 |
| 01-Mar-00 |
| 05-Feb-01 |
| 24-May-00 |
| 11-Jan-00 |
| 30-Jun-00 |
| 24-May-00 |
| 24-May-00 |
| 04-Aug-00 |
| 20-Sep-99 |

| DATE      | TIME | LOCATION | STATUS | REMARKS |
|-----------|------|----------|--------|---------|
| 29-Sep-00 |      |          |        |         |
| 14-Mar-00 |      |          |        |         |
| 30-Jun-00 |      |          |        |         |
| 10-May-99 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 23-May-00 |      |          |        |         |
| 20-Jan-00 |      |          |        |         |
| 12-Jan-00 |      |          |        |         |
| 05-Jan-00 |      |          |        |         |
| 05-Aug-99 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 04-Apr-00 |      |          |        |         |
| 30-Nov-99 |      |          |        |         |
| 26-Jul-00 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 28-Jan-01 |      |          |        |         |
| 12-Jan-00 |      |          |        |         |
| 15-May-00 |      |          |        |         |
| 25-Oct-00 |      |          |        |         |
| 10-Jun-00 |      |          |        |         |
| 16-Nov-99 |      |          |        |         |
| 23-May-00 |      |          |        |         |
| 29-Oct-99 |      |          |        |         |
| 06-Mar-00 |      |          |        |         |
| 11-Aug-99 |      |          |        |         |
| 20-Sep-99 |      |          |        |         |
| 05-Sep-00 |      |          |        |         |
| 28-Aug-00 |      |          |        |         |
| 12-Aug-99 |      |          |        |         |
| 16-Feb-00 |      |          |        |         |
| 16-Oct-98 |      |          |        |         |
| 26-Jan-00 |      |          |        |         |
| 31-Aug-00 |      |          |        |         |
| 16-Apr-99 |      |          |        |         |
| 06-Mar-01 |      |          |        |         |
| 12-May-00 |      |          |        |         |
| 30-Jun-00 |      |          |        |         |
| 03-May-99 |      |          |        |         |
| 15-Jan-00 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 18-Mar-99 |      |          |        |         |
| 21-Dec-99 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 20-Jul-99 |      |          |        |         |
| 31-Jul-00 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 15-May-00 |      |          |        |         |
| 30-Jun-00 |      |          |        |         |
| 24-May-00 |      |          |        |         |
| 03-Dec-99 |      |          |        |         |
| 01-Feb-01 |      |          |        |         |

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| 01-Feb-01 |
| 11-Jan-00 |
| 14-Dec-98 |
| 24-May-00 |
| 06-Sep-99 |
| 28-Aug-98 |
| 24-May-00 |
| 24-May-00 |
| 24-May-00 |
| 01-Mar-01 |
| 11-Jan-00 |
| 24-May-00 |
| 11-Jan-00 |
| 18-May-00 |
| 11-Jan-00 |
| 08-Mar-00 |
| 18-Sep-00 |
| 20-Oct-00 |
| 30-Jun-00 |
| 28-Oct-99 |
| 11-Jan-00 |
| 24-May-00 |
| 04-Apr-01 |
| 21-Sep-00 |
| 15-Dec-98 |
| 30-Jun-00 |
| 26-Jan-01 |
| 29-Oct-98 |
| 15-Oct-98 |
| 15-May-00 |
| 05-Dec-98 |
| 16-May-00 |
| 24-May-00 |
| 01-Sep-00 |
| 29-Jan-00 |
| 19-Jan-00 |
| 27-Sep-99 |
| 11-Jan-00 |
| 22-Oct-98 |
| 12-May-00 |
| 09-May-00 |
| 27-Apr-99 |
| 23-Feb-99 |
| 24-May-00 |
| 07-Oct-99 |
| 21-May-99 |
| 31-May-00 |
| 11-Jan-00 |
| 01-Aug-00 |
| 01-May-00 |
| 14-Sep-99 |
| 17-Jul-00 |
| 11-Jan-00 |
| 24-May-00 |
| 24-May-00 |

| DATE      | DESCRIPTION | STATUS | DATE      | DESCRIPTION | STATUS     |
|-----------|-------------|--------|-----------|-------------|------------|
| 24-May-00 |             | DS     | 25-Aug-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 25-Aug-00 |             | DISCONNECT |
| 05-Feb-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 15-Feb-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 10-Aug-99 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 10-Aug-99 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 19-Aug-99 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 24-Nov-99 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 15-May-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 16-Aug-99 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 29-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 26-Aug-99 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 28-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 29-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 27-Sep-99 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 04-Nov-99 |             | DS     | 26-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 19-Mar-99 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 29-Apr-99 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 22-May-00 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 29-Apr-99 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 03-Feb-00 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 28-Aug-00 |             | DISCONNECT |
| 18-Aug-99 |             | DS     | 31-Aug-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 31-Aug-00 |             | DISCONNECT |
| 29-Sep-99 |             | DS     | 31-Aug-00 |             | DISCONNECT |
| 09-Dec-98 |             | DS     | 01-Sep-00 |             | DISCONNECT |
| 23-Feb-00 |             | DS     | 01-Sep-00 |             | DISCONNECT |
| 11-Jan-00 |             | DS     | 01-Sep-00 |             | DISCONNECT |
| 15-Aug-00 |             | DS     | 01-Sep-00 |             | DISCONNECT |
| 29-Jan-00 |             | DS     | 01-Sep-00 |             | DISCONNECT |
| 06-Aug-99 |             | DS     | 05-Sep-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 06-Sep-00 |             | DISCONNECT |
| 02-Feb-99 |             | DS     | 06-Sep-00 |             | DISCONNECT |
| 20-Jul-99 |             | DS     | 07-Sep-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 07-Sep-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 07-Sep-00 |             | DISCONNECT |
| 29-Jan-00 |             | DS     | 07-Sep-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 08-Sep-00 |             | DISCONNECT |
| 18-Apr-00 |             | DS     | 12-Sep-00 |             | DISCONNECT |
| 24-May-00 |             | DS     | 13-Sep-00 |             | DISCONNECT |

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| 24-May-00 | 25-Aug-00 |
| 24-May-00 | 25-Aug-00 |
| 05-Feb-00 | 26-Aug-00 |
| 15-Feb-00 | 26-Aug-00 |
| 10-Aug-99 | 26-Aug-00 |
| 10-Aug-99 | 26-Aug-00 |
| 11-Jan-00 | 26-Aug-00 |
| 19-Aug-99 | 26-Aug-00 |
| 11-Jan-00 | 26-Aug-00 |
| 24-Nov-99 | 26-Aug-00 |
| 15-May-00 | 26-Aug-00 |
| 16-Aug-99 | 26-Aug-00 |
| 29-Jan-00 | 26-Aug-00 |
| 24-May-00 | 26-Aug-00 |
| 26-Aug-99 | 26-Aug-00 |
| 11-Jan-00 | 26-Aug-00 |
| 11-Jan-00 | 26-Aug-00 |
| 11-Jan-00 | 26-Aug-00 |
| 28-Jan-00 | 26-Aug-00 |
| 24-May-00 | 26-Aug-00 |
| 29-Jan-00 | 26-Aug-00 |
| 27-Sep-99 | 26-Aug-00 |
| 11-Jan-00 | 26-Aug-00 |
| 11-Jan-00 | 26-Aug-00 |
| 24-May-00 | 26-Aug-00 |
| 04-Nov-99 | 26-Aug-00 |
| 11-Jan-00 | 28-Aug-00 |
| 11-Jan-00 | 28-Aug-00 |
| 19-Mar-99 | 28-Aug-00 |
| 29-Apr-99 | 28-Aug-00 |
| 22-May-00 | 28-Aug-00 |
| 11-Jan-00 | 28-Aug-00 |
| 11-Jan-00 | 28-Aug-00 |
| 29-Apr-99 | 28-Aug-00 |
| 11-Jan-00 | 28-Aug-00 |
| 03-Feb-00 | 28-Aug-00 |
| 11-Jan-00 | 28-Aug-00 |
| 18-Aug-99 | 31-Aug-00 |
| 24-May-00 | 31-Aug-00 |
| 29-Sep-99 | 31-Aug-00 |
| 09-Dec-98 | 01-Sep-00 |
| 23-Feb-00 | 01-Sep-00 |
| 11-Jan-00 | 01-Sep-00 |
| 15-Aug-00 | 01-Sep-00 |
| 29-Jan-00 | 01-Sep-00 |
| 06-Aug-99 | 05-Sep-00 |
| 24-May-00 | 06-Sep-00 |
| 02-Feb-99 | 06-Sep-00 |
| 20-Jul-99 | 07-Sep-00 |
| 24-May-00 | 07-Sep-00 |
| 24-May-00 | 07-Sep-00 |
| 29-Jan-00 | 07-Sep-00 |
| 24-May-00 | 08-Sep-00 |
| 18-Apr-00 | 12-Sep-00 |
| 24-May-00 | 13-Sep-00 |

| Bulk Order # | TN | CUST. NU. | BLS B.T.N. | AWTNN | DSZ ACTIVE | DISCONNECT |
|--------------|----|-----------|------------|-------|------------|------------|
|--------------|----|-----------|------------|-------|------------|------------|

|           |           |
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| 06-Apr-00 | 13-Sep-00 |
| 22-Mar-00 | 14-Sep-00 |
| 27-Aug-99 | 14-Sep-00 |
| 11-Jan-00 | 14-Sep-00 |
| 15-Sep-98 | 15-Sep-00 |
| 18-Jun-99 | 15-Sep-00 |
| 27-Mar-00 | 15-Sep-00 |
| 26-Oct-99 | 15-Sep-00 |
| 13-Mar-00 | 16-Sep-00 |
| 28-Aug-00 | 18-Sep-00 |
| 04-Jun-99 | 18-Sep-00 |
| 30-Jun-00 | 18-Sep-00 |
| 14-Jan-00 | 18-Sep-00 |
| 04-Jun-99 | 18-Sep-00 |
| 24-Sep-99 | 19-Sep-00 |
| 30-Apr-99 | 20-Sep-00 |
| 11-Jan-00 | 21-Sep-00 |
| 25-May-00 | 21-Sep-00 |
| 22-Sep-00 | 22-Sep-00 |
| 23-Nov-99 | 22-Sep-00 |
| 11-Jan-00 | 22-Sep-00 |
| 24-May-00 | 22-Sep-00 |
| 14-Mar-00 | 22-Sep-00 |
| 21-Sep-00 | 25-Sep-00 |
| 24-May-00 | 25-Sep-00 |
| 21-Sep-00 | 27-Sep-00 |
| 02-Aug-96 | 28-Sep-00 |
| 09-May-00 | 28-Sep-00 |
| 11-Jan-00 | 28-Sep-00 |
| 24-May-00 | 28-Sep-00 |
| 29-Jan-99 | 28-Sep-00 |
| 11-Jan-00 | 28-Sep-00 |
| 10-Jun-00 | 28-Sep-00 |
| 30-Jun-99 | 28-Sep-00 |
| 11-Jan-00 | 28-Sep-00 |
| 29-Jan-00 | 28-Sep-00 |
| 14-Sep-99 | 28-Sep-00 |
| 24-May-00 | 28-Sep-00 |
| 24-May-00 | 28-Sep-00 |
| 16-May-00 | 28-Sep-00 |
| 24-May-00 | 28-Sep-00 |
| 24-May-00 | 28-Sep-00 |
| 10-Jun-00 | 28-Sep-00 |
| 11-Jan-00 | 28-Sep-00 |
| 15-May-00 | 28-Sep-00 |
| 29-Aug-00 | 28-Sep-00 |
| 24-May-00 | 28-Sep-00 |
| 24-May-00 | 28-Sep-00 |
| 11-Jan-00 | 28-Sep-00 |
| 11-Jan-00 | 28-Sep-00 |
| 12-Jun-00 | 28-Sep-00 |
| 06-Jan-00 | 28-Sep-00 |
| 24-May-00 | 29-Sep-00 |
| 24-May-00 | 02-Oct-00 |
| 24-May-00 | 03-Oct-00 |



| Bulk Order TN | CUST NU | BLS BTN | WTN | DS ACTIVE | DISCONNECT |
|---------------|---------|---------|-----|-----------|------------|
|---------------|---------|---------|-----|-----------|------------|

|           |           |
|-----------|-----------|
| 25-Sep-00 | 03-Oct-00 |
| 21-Aug-00 | 09-Oct-00 |
| 24-May-00 | 10-Oct-00 |
| 18-Sep-00 | 10-Oct-00 |
| 17-May-00 | 10-Oct-00 |
| 11-Dec-97 | 11-Oct-00 |
| 16-Feb-98 | 11-Oct-00 |
| 18-Sep-00 | 12-Oct-00 |
| 30-Jun-00 | 13-Oct-00 |
| 22-Nov-99 | 16-Oct-00 |
| 05-Nov-99 | 16-Oct-00 |
| 30-Jun-00 | 17-Oct-00 |
| 01-Sep-99 | 17-Oct-00 |
| 24-May-00 | 17-Oct-00 |
| 04-Apr-00 | 18-Oct-00 |
| 30-Jun-00 | 18-Oct-00 |
| 21-Aug-00 | 20-Oct-00 |
| 24-May-00 | 23-Oct-00 |
| 29-Sep-00 | 23-Oct-00 |
| 24-May-00 | 24-Oct-00 |
| 02-Jun-99 | 25-Oct-00 |
| 02-Jun-99 | 25-Oct-00 |
| 11-Jan-00 | 25-Oct-00 |
| 24-May-00 | 25-Oct-00 |
| 29-Jun-00 | 26-Oct-00 |
| 24-May-00 | 28-Oct-00 |
| 24-May-00 | 28-Oct-00 |
| 24-May-00 | 28-Oct-00 |
| 29-Jan-00 | 28-Oct-00 |
| 10-Nov-98 | 28-Oct-00 |
| 22-Jan-00 | 28-Oct-00 |
| 11-Jan-00 | 31-Oct-00 |
| 24-May-00 | 31-Oct-00 |
| 21-Aug-00 | 31-Oct-00 |
| 16-Mar-00 | 01-Nov-00 |
| 01-Oct-99 | 01-Nov-00 |
| 24-May-00 | 01-Nov-00 |
| 16-Aug-99 | 01-Nov-00 |
| 06-Mar-00 | 01-Nov-00 |
| 24-May-00 | 01-Nov-00 |
| 18-Sep-00 | 01-Nov-00 |
| 24-May-00 | 02-Nov-00 |
| 24-May-00 | 03-Nov-00 |
| 02-Nov-00 | 03-Nov-00 |
| 24-May-00 | 04-Nov-00 |
| 16-May-00 | 04-Nov-00 |
| 24-May-00 | 04-Nov-00 |
| 09-Mar-00 | 06-Nov-00 |
| 28-Sep-00 | 06-Nov-00 |
| 29-Oct-98 | 06-Nov-00 |
| 10-Jun-99 | 06-Nov-00 |
| 29-Sep-98 | 06-Nov-00 |
| 22-Sep-99 | 07-Nov-00 |
| 25-Sep-00 | 07-Nov-00 |
| 07-Jun-99 | 07-Nov-00 |

| Bulk Order | TN | CUST | NUM | BUS | BTN | WIN | DS | ACTIVE    | DISCONNECT |
|------------|----|------|-----|-----|-----|-----|----|-----------|------------|
|            |    |      |     |     |     |     |    | 21-Jan-00 | 07-Nov-00  |
|            |    |      |     |     |     |     |    | 07-Jun-99 | 07-Nov-00  |
|            |    |      |     |     |     |     |    | 04-Dec-98 | 07-Nov-00  |
|            |    |      |     |     |     |     |    | 23-May-00 | 07-Nov-00  |
|            |    |      |     |     |     |     |    | 22-May-00 | 07-Nov-00  |
|            |    |      |     |     |     |     |    | 09-Feb-99 | 09-Nov-00  |
|            |    |      |     |     |     |     |    | 01-Feb-00 | 09-Nov-00  |
|            |    |      |     |     |     |     |    | 11-Jan-00 | 09-Nov-00  |
|            |    |      |     |     |     |     |    | 18-Nov-98 | 09-Nov-00  |
|            |    |      |     |     |     |     |    | 07-May-99 | 13-Nov-00  |
|            |    |      |     |     |     |     |    | 17-May-00 | 14-Nov-00  |
|            |    |      |     |     |     |     |    | 16-Jun-99 | 14-Nov-00  |
|            |    |      |     |     |     |     |    | 12-Jul-00 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 11-Jan-00 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 12-Jul-00 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 05-Jan-99 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 12-Feb-99 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 12-Jul-00 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 12-Jul-00 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 12-Jul-00 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 21-Jul-00 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 11-Jan-00 | 15-Nov-00  |
|            |    |      |     |     |     |     |    | 16-Jun-00 | 16-Nov-00  |
|            |    |      |     |     |     |     |    | 29-Sep-00 | 16-Nov-00  |
|            |    |      |     |     |     |     |    | 11-Jan-00 | 16-Nov-00  |
|            |    |      |     |     |     |     |    | 22-Feb-00 | 16-Nov-00  |
|            |    |      |     |     |     |     |    | 29-Sep-00 | 16-Nov-00  |
|            |    |      |     |     |     |     |    | 15-Dec-98 | 17-Nov-00  |
|            |    |      |     |     |     |     |    | 30-Oct-00 | 20-Nov-00  |
|            |    |      |     |     |     |     |    | 19-Nov-98 | 20-Nov-00  |
|            |    |      |     |     |     |     |    | 21-Jun-99 | 24-Nov-00  |
|            |    |      |     |     |     |     |    | 11-Jan-00 | 24-Nov-00  |
|            |    |      |     |     |     |     |    | 30-Apr-99 | 27-Nov-00  |
|            |    |      |     |     |     |     |    | 21-Apr-00 | 28-Nov-00  |
|            |    |      |     |     |     |     |    | 11-Nov-99 | 28-Nov-00  |
|            |    |      |     |     |     |     |    | 22-May-00 | 29-Nov-00  |
|            |    |      |     |     |     |     |    | 24-May-00 | 29-Nov-00  |
|            |    |      |     |     |     |     |    | 23-May-00 | 29-Nov-00  |
|            |    |      |     |     |     |     |    | 24-May-00 | 29-Nov-00  |
|            |    |      |     |     |     |     |    | 11-Jan-00 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 24-May-00 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 06-Sep-00 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 26-Aug-98 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 24-May-00 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 15-Oct-98 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 01-Oct-99 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 13-Dec-99 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 22-Sep-00 | 30-Nov-00  |
|            |    |      |     |     |     |     |    | 24-May-00 | 01-Dec-00  |
|            |    |      |     |     |     |     |    | 29-Jan-00 | 01-Dec-00  |
|            |    |      |     |     |     |     |    | 24-May-00 | 01-Dec-00  |
|            |    |      |     |     |     |     |    | 11-Sep-99 | 04-Dec-00  |
|            |    |      |     |     |     |     |    | 24-May-00 | 04-Dec-00  |
|            |    |      |     |     |     |     |    | 17-Dec-98 | 04-Dec-00  |



7. **REQUEST:** Please set forth all facts supporting the assertion on page 20, lines 7-10, of Mr. Kramer's prefiled direct testimony that "BellSouth blamed IDS for the service outages" and that "customers were told that if they returned to BellSouth, their service would be restored within an hour."

8. REQUEST: With regard to the assertions on page 20, lines 7-10, of Mr. Kramer's prefiled direct testimony, please identify each and every customer IDS contends was told by BellSouth that IDS was the cause of the service outages, and identify each and every customer IDS contends was told that if they returned to BellSouth, their service would be restored within an hour.

[illegible]

- 3

Second Supplemental Answer: IDS has no additional information pertaining to this Interrogatory.

33. REQUEST: Please explain in detail how IDS went about determining that BellSouth purportedly had backdated conversions as alleged on page 54, lines 10-12 of Mr. Kramer's prefiled direct testimony.

Second Supplemental Answer:

IDS has no additional information pertaining to this Interrogatory.

34. REQUEST: Without limiting the scope of any other request, and given that lines 21-23 of page 56 of Mr. Kramer's prefiled direct testimony are set forth in quotation marks, please state whether this portion of Mr. Kramer's testimony is based, in whole or in part, on any recordings, notes, or other documents purporting to set forth or summarize any such statements made by any BellSouth representative. If it is, please identify and describe each such recording, set of notes, or other document.

Second Supplemental Answer: Please refer to documents pertaining to the Full Circle Program and Full Circle 2001 previously produced in IDS' First Supplemental Response to BellSouth's Request for Production of Documents.

35. REQUEST: Aside from the customers identified in the affidavits attached to Mr. Leiro's prefiled direct testimony, please identify all IDS customers who purportedly were told by "BellSouth" that IDS was going out of business or was bankrupt as alleged on page 58, line 22 through page 59, line 1 of Mr. Kramer's prefiled direct testimony.

Second Supplemental Answer: Please see attached documents produced in IDS' First Supplemental Answer.

- IDS Customer Support Call Record and Customer [REDACTED]
- 4/27/01 E-Mail to Angel Leiro (IDS) from Elio Santana [REDACTED]

36. REQUEST: Please explain in detail all facts supporting the statement, set forth on page 59, lines 16-17, of Mr. Kramer's prefiled direct testimony, that "BellSouth telemarketed every single

MARCH at that particular time, it will get put into error status until those errors are corrected, then it will create the order in MARCH. Okay. So, if that order has to have any updates to it or it has to be for some reason sent back for error correction, or whatever happens, then, you know, it will be processed at the same time and whenever it goes through that completion process it will be completed.

Q. Okay, let's see. Are you aware of a UNE-P user group meeting that took place in July of 2001?

A. Yes, I referenced that earlier when we were talking about -- gosh. When we first started we were talking about --

48. REQUEST: Please set forth all facts supporting the contention set forth on page 65, lines 21-22, of Mr. Kramer's prefiled direct testimony.

Second Supplemental Answer: IDS has no additional information pertaining to this Interrogatory.

49. REQUEST: Please set forth all facts supporting the contention set forth on page 67, lines 3-4, of Mr. Kramer's prefiled direct testimony.

Second Supplemental Answer: See attached documents produced in First Supplemental Answer:

- 3/19/01 Letter from Beverlee DeMello, Director, Division of Consumer Affairs FPSC to Brad Hamilton (IDS) Re: Complaint with attached BellSouth response to complaint.
- [REDACTED]
- 4/30/01 Letter from [REDACTED] to FCC with attached BellSouth Customer Authorization Form
- 7/11/01 E-Mail to Angel Leiro (IDS) from Manuel Marti [REDACTED]
- 7/17/01 E-Mail to Angel Leiro (IDS) from Marilyn Nichols [REDACTED]

50. REQUEST: Please set forth all facts supporting the contention set forth on page 67, lines 5-6 of Mr. Kramer's prefiled direct testimony.

Second Supplemental Answer: See attached documents:

- 5/10/00 E-Mail from Bud Hidgon to Petra Pryor
- 1/16/01 E-Mail to Angel Leiro (IDS) from Shenyetta Garner

customers responded to the poll, and how many of those customers that responded to the poll provided responses consistent with lines 12-14 of Mr. Hamilton's prefiled testimony.

Second Supplemental Answer: No additional information pertaining to this Interrogatory.

57. REQUEST: Please explain in detail all facts supporting the assertions set forth on page 11, lines 11-15 of Mr. Hamilton's pre-filed testimony.

Second Supplemental Answer: See documents produced within IDS' First Supplemental Answer to BellSouth's Interrogatory No. 18.

58. REQUEST: Please identify each and every IDS customer that has questioned a BellSouth technician as to "why they are there" and that has had the BellSouth technician explain that they have an order from IDS to "disconnect their phones" as alleged on page 11, lines 11-15 of Mr. Hamilton's pre-filed testimony.

Second Supplemental Answer: See documents produced within IDS' First Supplemental Answer to BellSouth's Interrogatory No. 18.

59. REQUEST: Please identify each customer and each telephone line (by telephone number) whose Watch Alert has stopped functioning when IDS converted lines with Watch Alert to UNE-P as alleged at page 13, lined 9-19 of Mr. Hamilton's prefiled testimony.

Second Supplemental Answer: Please see attached documents:

- 4/21/00 E-Mail from Brad Hamilton to Freddie Oquendo
- 7/17/01 e-mail (Bad Acts) [REDACTED]

60. REQUEST: With regard to each affidavit attached to his prefiled direct testimony please explain in detail how Mr. Leiro "personally obtained" these affidavits as set forth on page 2, lines 17-19 of his testimony.

Second Supplemental Answer: No additional information pertaining to this Interrogatory.

61. REQUEST: Please identify IDS customer that have received communications from BellSouth telemarketers to the effect that

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

2<sup>nd</sup> SUPPLEMENTAL ANSWERS TO BELLSOUTH'S  
INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 50

Angel Leiro

---

From: Shenyetta Garner  
Sent: Tuesday, January 16, 2001 1:55 PM  
To: Angel Leiro; Elio Santana  
Subject: RE: : CONVERSION PROBLEMS

DCI491UP  
(352) 264- [REDACTED]

Lost Hunt/Rollover service due to switch. Customer is livid because his business is seriously suffering. He said Bell advised him that if switched back to them that they can have service working within a half hour.

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

From: Elio Santana  
Sent: Monday, January 15, 2001 4:31 PM  
To: Customer Service  
Cc: Angel Leiro  
Subject: : CONVERSION PROBLEMS

**\*\*\*\*\*DON'T FORGET\*\*\*\*\***

**PLEASE EMAIL ANGEL AND MYSELF. IF ANY CUSTOMER GOES DOWN WHILE CONVERTING TO IDS, ALSO IF ANY CUSTOMER LOOSES FEATURES OR MEMORYCALL RESETS THIS IS VERY URGENT PLEASE INCLUDE ACCT#, MAIN BTN, AND PON # (IF AVAIL)  
THANKS FOR YOUR HELP**

Elio Santana  
IDS Telcom  
(305)612-4108  
1-888-707-6500 EXT 4108  
esantana@IDSTelcom.com

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

2<sup>nd</sup> SUPPLEMENTAL ANSWERS TO BELLSOUTH'S  
INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 59

## Angel Leiro

**From:** Marilyn D Nichols  
**Sent:** Tuesday, July 17, 2001 10:18 AM  
**To:** Angel Leiro  
**Subject:** FW: Frank [REDACTED] wants to file a formal PSC complaint

**Importance:** High  
**Sensitivity:** Confidential

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

**From:** Marilyn D Nichols  
**Sent:** Monday, July 09, 2001 11:18 AM  
**To:** Gilberto Leon  
**Subject:** Frank [REDACTED] wants to file a formal PSC complaint  
**Importance:** High  
**Sensitivity:** Confidential

This customer has had a bad connection since he switched to IDS. He told me they took him down for three days and told him he was no longer their customer and they didn't do IDS's work. I advised customer they do the work because it is their equipment. He told me they (Bell South) admitted to that later but by then he was out of service. He told me this took his alarm system down as well and he had been robbed of over \$100,000 worth of stock. He admitted that he felt Bell did that to make him switch back. He said ever since they brought his lines back up he can't hear his customers whether it's long distance or a mile down the street and there is static and an echo on the line. He said they have had 3 or 4 Bell tech's out there and he feels "it's a bunch of hooley".

ATS1 - AIS1

Auto

F1 Help ATS Customer Maintenance Program ENTER to edit

|             |               |               |      |             |            |          |   |
|-------------|---------------|---------------|------|-------------|------------|----------|---|
| Customer #  | CRS115UP      | Group #       |      | Type        |            | SIC Code | 0 |
| Name        | REFRIGERATION |               |      | Phone       | 386-328    | Exempt   |   |
| Contact     | JANIAL        |               |      | Fax         |            | USF      |   |
| Street      |               |               |      | Sales 1     | 9999       | FED      |   |
| City        | PALATKA       | State         | FL   | Sales 2     |            | ST       |   |
| Zip code    | 32177         |               |      | Sales 3     |            | CO       |   |
|             |               |               |      |             |            | CI       |   |
|             |               |               |      |             |            | REPORTS  |   |
| LEC Bill    |               | Fixed charges | 0.00 | Tax Geo     | 1210753875 | ACC      | Y |
| Detail Sep  |               | Other Charges | 0    | In Out City |            | TOD      | Y |
| Pull        |               | Start Finance | 0    | TPV         | 0257654    | MIL      | Y |
| Disk Type   |               | Discount Tbl  | 0    |             |            | SOC      | Y |
| Detail      |               | CHG/Neusg Min | 0.00 |             |            |          |   |
| Late Letter |               | Employee Disc | 0.00 |             |            |          |   |
| Comment #   | 2             |               |      |             |            |          |   |

Client/Server

|           |                 |            |                |
|-----------|-----------------|------------|----------------|
| F2 Add    | F4 Search       | F6 Files   | F8 Maintenance |
| F3 Delete | F5 Change order | F7 Reports | ESC Exit       |



DE16M

Auto

tro test INSERT

Record 28678 on screen

I-D-S Long Distance Trouble Ticket

CSR: LUIS ARTAS Ext#: Ticket#: 51842

Account#: CRS115UP BTN: 386328 Status: PENDING

Account Name: REFRIGERATION

Contact: JANIAL Date: 07/05/01

Contact Tel: (386)-328- Time: 15:37:25

Srv Type: ANT Rptd by: TRCC:

Traffic Type:

Trouble : CSTMR C/D REP THAT HAS TERRIBLE STATIC AND NOIC AND ECHO SOU  
NDS ON LINES 386328 AND 386328. CHKD LENS W/TDS LOCA  
L.  
ES

Date & Time of Call: 07/05/01 03:38:00 Originating #: 386328

Terminating Domestic: ( )- City:

Terminating Int'l: 011

F4ENDHELP ESCEXIT F2SAVE SH-F1TABLE F3VIEW F8MODIFY F9OBE F10MULTI >>

DE16M

Auto

tro test INSERT Record 28678 updated

Record 28678 on screen

Comments: 7/5/01 SPOKE W/ ADVS CLEARING TIME ELIO  
7/9/01-SPK TO FRANK @ 10:33 ADVISED BELL TOOK HIM DWN  
FOR 3 DAYS SAYING HE WAS NO LONGER A BELL CUS & THEY DON'T D  
O OUR WRK ADVISED CUS THEIR EQUIP SHLD HV BEEN A SEAMLESS CH  
NG OVR-WNTS TO FILE A FCC COMPLAINT- HE FEELS BELL DID IT TO

Tech Notes: MAKE HIM SWITCH BACK-MDN  
7/5/01-TESTED LINES-MARGE CAL DISP OUT REPAIR TIME BY 5PM TO  
MORROW ELIO

Current TG: Carrier: Ticket:

2nd TG: Carrier: Ticket:

Temp Route: Resolution: / / Return: / / RT Guide:

Resolution: 7/9/01-SPK TO JANIAL @ 10:13 STILL HV ECHO & HARD TO HEAR OT  
HER PARTY-OPENED IT W/SAM @ BS REPAIR TIME BY 6PM 7/10/01-MN  
(m)

F4ENDHELP ESCEXIT F2SAVE SH-F1TABLE F3VIEW F8MODIFY F9OBE F10MULTI

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

2<sup>nd</sup> SUPPLEMENTAL ANSWERS TO BELLSOUTH'S  
INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 83

MIS pp.

## Angel Leiro

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**From:** Gilberto Leon  
**Sent:** Friday, August 03, 2001 11:32 AM  
**To:** Angel Leiro  
**Subject:** FW:

Gilberto L. Leon  
Regulatory Affairs  
IDS Telcom, LLC  
gleon@idstelcom.com  
(305)913-4120

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

**From:** Mercedes Oteiza  
**Sent:** Thursday, August 02, 2001 1:29 PM  
**To:** Gilberto Leon  
**Cc:** Celia Johnson; Anjanette Duncan; Nancy Matson  
**Subject:**

Gilberto:

As per your request the purpose of this email is to inform you of an situation I ran into yesterday were Bellsouth misrepresented IDS. I received a call from Steve on 8/1/01 advising me that his lines were disconnected and Bellsouth advised him IDS had processed the order. I spoke with Beverly at the LCSC and she did advise me that this was there error the order was placed by All Tell. I then got back on with the customer and advised him that there was another CLEC who processed the order to convert. Again I asked Steve who advised him that IDS disconnected his service. The reason I am sending you this via email and not on a regulatory log is because this business is not in billing or dataease he is not even a potential customer.

[REDACTED]  
[REDACTED]  
[REDACTED]  
Contact: Steve  
Cellular No. 7 [REDACTED]

Please let me know if I can further assist you.

Mercedes Oteiza  
Customer Service Supervisor  
305-612-4202  
moteiza@idstelcom.com

Subject: OnLine Complaint

Date: Thu, 12 Jul 2001 00:17:54 (GMT)

From: Rhonda Horton <innonchurch@innspiredinns.com>

To: "complaints@westpalm.bbb.org" <complaints@westpalm.bbb.org>

The following complaint was submitted on 7/11/2001 7:17:48 PM:

CUSTOMER INFORMATION:

[REDACTED]  
Hendersonville, NC United States 28739  
innonchurch@innspiredinns.com  
Daytime Phone [REDACTED]  
Evening Phone [REDACTED]  
Fax [REDACTED]

TCS 0384P  
The INN ON  
CHECK ST

COMPANY OR ORGANIZATION INFORMATION:

IDS Telcom  
1525 NW 167th Street, Ste. 200  
Miami, FL United States 33169  
(305)913-4000  
idstelcom.com

COMPLAINT INFORMATION:

Complaint #: 352958  
Complaint Type: Company (other than automobile)  
Date Received: 7/11/2001  
Primary Complaint Classification: Service Issues  
Secondary Complaint Classification:  
Complaint:

My inn manager, [REDACTED] was contacting BellSouth about an unrelated issue when Jill Messer informed us that she could not help because our service was being transferred to a new phone carrier by the name of IDS Telcom. My husband, Mike and I (who own the inn) knew nothing of this transaction and when we contacted an IDS employee by the name of Rosco, he immediately said, "We have a third party verification on the acceptance of our service, would you like to hear it?". I said 'yes' and listened to an automated recording act as the "third party", while my husband's voice was cut and pasted into the conversation. I verified with Mike again that he did not approve this new company's service and, in fact, he remembered the three phone conversations in which IDS made to him trying to convince him to accept. During one of five conversations we have had with them since, trying to cancel their service, a new sales representative began the routine of questions they ask in order to record certain pieces of information. This time I refused to answer any personal or business questions and repeatedly asked to speak with Rosco. Finally, I was connected with him and had to argue and be placed on hold for a total of one hour before I got them to fax a release form allowing BellSouth to reinstate our service. They proceeded to hold our service that they had stolen and nearly refused to correct the problem. It has taken several days, plus hours on the phone trying to reverse this nuisance. Had it not been caught in time, our company phone bill would have been astronomical due to long distance charges and getting reinstated with BellSouth would have been very difficult. Jill Messer with BellSouth had also informed my inn manager that this was only one of many instances that she had heard of where a customer's service was cancelled by IDS and they knew nothing of it.

Thank you, Rhonda Horton

Desired Settlement: Other (requires explanation)

Settlement Explanation:

A letter of apology would be nice, however improbable. Mostly, we would just like to document this incident and help stop it from continuing to happen. A company could pull this with something more important than a phone service. We would like

**Gilberto Leon**

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To: [REDACTED]  
Subject: [REDACTED]

Contacts: BETTER BUSINESS BUREAU

DEAR MS. RACHEL [REDACTED]

KINDLY ALLOW THIS EMAIL TO SERVE AS A FORMAL RESPONSE TO THE COMPLAINT ABOVE IN SUBJECT. IDS APOLOGIZES FOR THE DELAY IN RESPONDING TO THIS COMPLAINT.

I HAVE REVIEWED THE ACCOUNT AND THE RECORDS INDICATE THAT AUTHORIZATION FOR SERVICE WAS OBTAINED VIA ELECTRONICALLY RECORDED AUTHORIZATION, WHICH MAY BE ACCESSED BY DIALING 240-663-2318, ENTER CODE 50408, THEN ENTER OPTION 1 AND ENTER TPV# 0196225.

BASED ON THE AFOREMENTIONED IDS TELCOM HAD PROPER AUTHORIZATION FOR CONVERSION OF SERVICES FOR THIS NUMBER. LENS STATES THAT THE CUSTOMER IS BACK WITH BELLSOUTH AS OF 07/16/01. THEREFORE BASED ON THE AFOREMENTIONED I HAVE SUBMITTED FOR THE ACCOUNT TO BE CANCELED AND CREDITED IN THE AMOUNT OF \$31.87 TO BRING IT TO A ZERO BALANCE.

IDS APOLOGIZES TO THE COMPLAINANT AND TO THE COMMISSION FOR ANY INCONVENIENCE THIS MATTER MAY HAVE CAUSED. IF THE COMPLAINANT OR THE COMMISSION HAVE ANY FURTHER CONCERNS REGARDING THIS MATTER, I MAY BE REACHED AT (305)612-4120.

THEREFORE, BASED ON THE FORGOING, IDS TELCOM RESPECTFULLY REQUESTS THAT THIS CASE BE CLOSED AS SOON AS CONVENIENTLY POSSIBLE AND CATEGORIZED AS A NON-INFRACTION AGAINST IDS.

THANK YOU,

RESPECTFULLY SUBMITTED,

Gilberto L. Leon  
Regulatory Affairs  
IDS Telcom, LLC  
gleon@idstelcom.com  
(305)913-4120

MSH  
#1. LNP

**Angel Leiro**

---

**From:** David Drew Allen [dallen@equalaccessinc.com]  
**Sent:** Friday, June 22, 2001 11:24 AM  
**To:** aleiro@idstelcom.com  
**Cc:** fgaloppi@idstelcom.com  
**Subject:** Bell Being Anti-Competitive

Angel,

We spoke with [REDACTED], the owner of [REDACTED].  
Btm  
of [REDACTED] on 06-20-2001 and acquired him as a new IDS customer by  
way  
of voice TPV.  
During a routine call back the next day to the customer, Steve said that  
since we spoke with him last, he had called Bell South and was told by a  
Bell South Representative that if he switched to IDS, he would not be  
able  
to keep his same telephone numbers. Steve was pretty disturbed by this  
because all of his promotional material, including his yellow page  
listing,  
have his phone numbers on them. In light of this, Steve asked me to  
cancel  
his IDS order immediately, which I did.

Thanks,

Dion W. Delauder  
Director Of Operations  
Equal Access Inc.  
407-831-6101

*No act open.*

missed Savings  
FL

## Angel Leiro

---

**From:** Brad Hamilton  
**Sent:** Friday, June 08, 2001 2:32 PM  
**To:** Fabio Galoppi  
**Cc:** Angel Leiro  
**Subject:** ~~XXXXXXXXXX~~

Fabio:

I spoke to Jay ~~XXXXXXXXXX~~ 9 this afternoon about their service switching back to BellSouth. He said that he did sign up for our service, but after the telemarketing contact he called Lynn Robinson at BellSouth retail and she told him we could not give him the savings under their Key Customer Promotion discount. I explained to him that BellSouth raised their prices on January 19th to negate the savings under this plan (he was surprised to hear this). ~~XXXXXXXXXX~~ said that after his call with BellSouth, he called our Customer Service and spoke to Ron Curry to cancel his order. Mr. ~~XXXXXXXXXX~~ said that Ron told him the Linda Johnson the Marketing Director (he put this in his notes!) would cancel the order. He called again later in the afternoon to confirm the order was cancelled, and again he was told the Marketing Director, Linda Johnson had been notified to cancel the order. He also told me he spends \$2000 a month on Sprint Long Distance and is unhappy with their rates. He said he would be interested in talking to us in August. Also, he said he would talk to our Legal Department about what Lynn Robinson at BellSouth told him about IDS.

Bradford Hamilton  
Product Manager - Local Services  
IDS Telecom LLC  
1525 NW 167th Street  
Suite 200  
Miami, FL 33169  
305-612-4154  
305-913-4107 FAX  
www.idstelcom.com

MB Representation

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # AGC795UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information      ENTER to edit

05/29/01 RICHARD TPV0285777

06\*04\*01 USOC'S ENTERED AND QA'D BY VERONICA....

6/8/01 - REC E-MAIL FROM FABIO V-P SALES/MKTG RE CUST WAS TOLD BY LYNN ROBINSON AT BELLSOUTH RETAIL THAT IDS COULD NOT GIVE CUST THE SAVINGS UNDER THEIR KEY CUST PROMO DISC. CUST CALLED IDS AFTER TELECON WITH BST AND CANCELLED SERVICE. LENS SHOW CUST BACK WITH BST AS OF 6/7/01. CUST WILL CONSIDER USING IDS FOR LD IN AUGUST. EXPRESSED WILLINGNESS TO SPEAK TO REGULATORY AFFAIRS ABOUT TELECON WITH BST.

Memo 1      Date 05/29/2001

F2 Add

F3 Delete



missed.  
beating

## Angel Leiro

---

**From:** Mercedes Oteiza  
**Sent:** Friday, May 11, 2001 7:38 AM  
**To:** Angel Leiro  
**Subject:** LAP888UP

FI

F.Y.I.

Hi Angel:

I thought I would let you know we lost a customer to bell this customer was requesting DPA (Dual Premise Address) I did an address validation and it was available customer was upset because of the time frame it was taking to get this done for him and he contacted bell he spoke with Shannon @ Bellsouth business office and she advised him this was not available in his area and now the customer has an order to got back to bell. Our order clarified because there was a pending service order to got back to bell. If you need further information in reference to this please let me know.

Mercedes Oteiza  
Customer Service Supervisor  
Operations  
305-612-4202  
moteiza@dstelcom.com

```

=====
F1 Help          ATS Customer Maintenance Program          ENTER to edit
=====
Customer # LAP888UP          Group #          Type B          SIC Code          0
Name [REDACTED]          Phone [REDACTED]          USF
=====
Memo Standard Information          ENTER to edit
=====
03/20/01 CASSANDRA TPV-0602033
03/27/01 TOM CI HTG NOT WORKING [REDACTED] SOUNDS BUSY WHEN SOMEONE IS
ON LINE INSTEAD OF ROLLING OVER TO [REDACTED] AND THEN TO [REDACTED]
CLLD BELL S/W GAIL GAVE COMMIT TIME OF NO LATER THAN 5 PM TODAY
ADVSD CST OF TIME.....TERESA
3/27/01 PASTY (BELL REPAIR) VERIFIED THE INFORMATION RON C.
3/27/01 PATSY (BELL) CALLED TO ADVS THEY REPROGRAMD CUSTOMERS SERVICE AND
IT SHOULD BE WORKING PROPERLY.....SHION
Memo 1          Date 03/20/2001
=====
F2 Add
=====
F3 Delete
=====

```

```

=====
F1 Help          ATS Customer Maintenance Program          ENTER to edit
=====
Customer # LAP888UP          Group #          Type B          SIC Code          0
Name [REDACTED]          Phone [REDACTED]          USF
=====
Memo Standard Information          ENTER to edit
=====
5/3/01 RESPORG: RCVD RESPORG TO PORT TFN 800 933 [REDACTED] TO ILDO1/IDS FROM
AT&T. FAXED RESPORG TO LOSING CARRIER FOR RELEASE.....PAOLA
05/08/01 TOM CLD REP THAT HAS NO DIAL TON ON ANY OF HIS LINES, CLD BELL
SPK TO GAIL GAVE ME COMIT OF 5PM TODAY.LARIAS
5/8/01 RESPORG: SPOKE TO ATT REP INQ ABOUT STATUS ON TFN 800 933 [REDACTED]
WILL RESEND RESPORG TO LOSING CARRIER....PAOLA
05/08/01 MR ALLEN CLD BCS HE NEEDS DUAL PREMISE SERVICE UNTIL HE IS DONE
MOVING SUBMITTED ORDER TROUGH MERCY SANDORJ.....
Memo 3          Date 05/03/2001
=====
F2 Add
=====
F3 Delete
=====

```

```

=====
F1 Help          ATS Customer Maintenance Program          ENTER to edit
=====
Customer # LAP888UP          Group #          Type B          SIC Code          0
Name [REDACTED]          Phone [REDACTED]          USF
=====

```

Memo Standard Information ENTER to edit  
05/09/01 TOM CLLD IN B/C HS ORDR WS NT CMPLTD..ADVSD THT ORDR WS SBMTTD..  
YSTRDY..CSMTR IS VERY UPSET & WNTS TO SPK WTH A SPRVSR..EMAILED  
THE SPRVSR..TO C/B WITHIN 1 HOUR..DERRENF 9:32AM  
5/9/01 TOOK ORDER TO PROVING FOR MERCY @10:20 AM TL RON C.  
05/09/01 TOM CLLD BACK TO SPK WTH MERCY..TRNSFRD CLL..DERRENF  
5/9/01 S/W TOM ..WANTED TO SPEAK WITH MERCY..I ADVISED THAT SHE HAD STEP  
OUT AND WAS UPSET..I ADVISED THAT HIS ORDER WAS SENT UP AND WE HAD NO  
FURTHER INFO.....JUAN V  
Memo 4 Date 05/09/2001  
F2 Add  
F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit  
Customer # LAP888UP Group # Type B SIC Code 0  
Name LA PORTE Phone USF  
Memo Standard Information ENTER to edit  
05/10/01 SPOKE WITH TOM I ADVISED HIM I WAS STILL WORKING ON HIS DPA  
I ADVISED HIM I WOULD CLL HIM ONCE I SPOKE WITH THE LCSC AND  
PROV THEY ARE HAVING A PROBLEM WITH THE DPA. ALSO CUST WAS VERY  
UPSET BECAUSE HE WAS NEVER ADVISED OF WHEN HIS MOVE WAS GOING TO  
TAKE PLACE SO HIS NEW LOCATION IS NOT READY THIS IS WHY THE CUST  
IS REQUESTING DPA.....MERCEDES  
05-10-01 MOVE ODER CMPLT 100% IN BILLING & LENS, FACE PAGE CHANGED ADDRES  
...MONICA V.  
Memo 5 Date 05/10/2001  
F2 Add  
F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit  
Customer # LAP888UP Group # Type B SIC Code 0  
Name Phone USF  
Memo Standard Information ENTER to edit  
5/10/1 PRCD ORD TO ADD DPA PON#CRA51011139A\*\*\*\*ROSA  
5/10/01 TOM CALLED TO SPEAK W/MERCY..I TOOK A CALL BACK.....AWILDA  
05/10/01 CHECKED ORDER FOR DPA PON # CRA51011139A ORDER WENT INTO  
CORRIFICATION CLLD THE LCSC SHOKE WITH ANGELA CUST IS GOING

□ BACK TO BELL....MERCEDES □  
□ 05/10/01 SPOKE WITH TOM ADVISED HIM THE ORDER FOR DPA HAD BEEN □  
□ CLARRIFIED BECAUSE HE WAS GOING BACK TO BELL HE ALSO STATED THAT □  
□ SHANNON @ BELL BUSINESS ADVISED HIM DPA WAS NOT AVAIALBLE IN HIS □  
□ Memo 6 Date 05/10/2001 □  
□=====□  
□ F2 Add □  
□  
□ F3 Delete □  
à=====¥

RECEIVED

FEB 13 2001

PBC Consumer Services

Ms. Jenny Smith,  
Public Service Commission,  
PO Box 615,  
Frankfort, KY 40602.

~~435 [redacted] Road,~~  
~~Marysville, WA 98040.~~

February 12th. 2001.

Dear Ms. Smith,

Re: IDS Telcom

I enclose some more offerings from the above for your kind attention.

~~I telephoned BellSouth about them and they informed me that~~  
~~they'd never heard of them.~~ They also confirmed that our account was up to date. I also telephoned our long distance provider and they, too, confirmed our account was up to date and that they'd received no notification of our switching to someone else. I wrote to IDS of this, following their letter of the 26th. ult., (enclosed). However, they still keep churning the bills out.

I'm really not concerned for ourselves. These people don't frighten us, since we have nothing to be frightened about. The point is, though, that if an elderly person were to receive such correspondence, they'd probably be very seriously alarmed and would pay, thinking they'd done something wrong. I know perfectly well that my mother-in-law would do this, if left to her own devices!

I feel strongly, though, that their methods now border on extortion and they should be stopped. I do hope that you can do something about this, or pass my correspondence along to an appropriate body,

Sincerely,

*Mike Brown*  
~~Mike Brown~~

Encls.

*John Newton*

~~506 [redacted]~~

Misrep.  
other CLEC.

## Angel Leiro

---

**From:** Gilberto Leon  
**Sent:** Friday, August 03, 2001 11:32 AM  
**To:** Angel Leiro  
**Subject:** FW:

Gilberto L. Leon  
Regulatory Affairs  
IDS Telcom, LLC  
gleon@idstelcom.com  
(305)913-4120

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

**From:** Mercedes Oteiza  
**Sent:** Thursday, August 02, 2001 1:29 PM  
**To:** Gilberto Leon  
**Cc:** Celia Johnson; Anjanette Duncan; Nancy Matson  
**Subject:**

Gilberto:

As per your request the purpose of this email is to inform you of an situation I ran into yesterday were Bellsouth misrepresented IDS. I received a call from Steve on 8/1/01 advising me that his lines were disconnected and Bellsouth advised him IDS had processed the order. I spoke with Beverly at the LCSC and she did advise me that this was there error the order was placed by All Tell. I then got back on with the customer and advised him that there was another CLEC who processed the order to convert. Again I asked Steve who advised him that IDS disconnected his service. The reason I am sending you this via email and not on a regulatory log is because this business is not in billing or dataease he is not even a potential customer.

[REDACTED]  
Unit F  
[REDACTED]  
704- [REDACTED]  
Contact: Steve  
Cellular No. 704- [REDACTED]

Please let me know if I can further assist you.

Mercedes Oteiza  
Customer Service Supervisor  
305-612-4202  
moteiza@idstelcom.com

*Emergency  
out of business*

**Angel Leiro**

---

**From:** Celia Johnson  
**Sent:** Friday, April 27, 2001 1:53 PM  
**To:** Angel Leiro  
**Cc:** Nancy Matson; Barbara Tramutola  
**Subject:** FW: bellsouth SLAMMED

Angel,

See e-mail from Elio stating BellSouth is telling our customers IDS is going out of business.

Thanks.

Celia

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

**From:** Barbara Tramutola  
**Sent:** Friday, April 27, 2001 10:57 AM  
**To:** Celia Johnson  
**Subject:** FW: bellsouth SLAMMED

Celia,

I received this from Elio and was wondering if I should send it to Nancy, Joe, Keith and Angel. This may be something they need to know what Bell South is telling our customers.

Thanks,

Barb T.

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

**From:** Elio Santana  
**Sent:** Thursday, April 26, 2001 10:04 AM  
**To:** Barbara Tramutola  
**Subject:** FW: bellsouth SLAMMED

oops i forgot the acct#TOP119UP ALSO SEE TT#26545

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

**From:** Elio Santana  
**Sent:** Wednesday, April 25, 2001 17:59  
**To:** Barbara Tramutola  
**Subject:** bellsouth SLAMMED

BARBARA;

I SPOKE TO THIS CST TODAY HE BELLSOUTH CALLED HIM SAYING THAT WE COULD NO LONGER OFFER LOCAL SERVICE AND THAT THEY HAD TO TAKE THEIR LINES BACK TO BELLSOUTH ALSO HE REQUESTED HE STAY WITH US FOR LONG DISTANCE THAT WAS ALSO TAKEN AWAY, I EXPLAINED TO HIM THAT WAS NOT TRUE CST IS CALLING BELL RIGHT NOW TO CANCEL ORDER ITS DUE FOR TDY STILL PENDING THEY MAY OR MAY NOT BE ABLE TO CANCEL IF YOU COULD FOLLOW UP IF THEY DONT CANCEL THIS COULD BE A POSSIBLE WINBACK.

THANKS

**Elio Santana**

**IDS TELCOM**

NETWORK OPERATIONS CENTER

tro\_test

Record 24440 on screen

I\*D\*S Long Distance Trouble Ticket

CSR: JUAN V Ext: Group: From Dept: To:  
Tech:

Account#: TOP119UP BTN: Ticket#: 26545  
Account Name: Status: CLOSED  
Contact: Date: 04/25/01  
Contact Tel: Time: 17:30:41

Srv Type: Rprtd by: BORIS TRGC:  
Traffic Type: Problem:

Date & Time of Call: 04/25/01 17:25:00 Originating #  
Terminating Domestic: City: SAINT AUGUSTINE FL  
Terminating Int'l: 01les -

700 Test: LENS: SOTS: Test#:

Trouble: CST CANT COMPLETE ANY INTRA OT D CALLS ..GAVE DIAL AROUND  
CANT COMPLETE //LENS 6437 //ADVSIED POSSIBLE AREA SPLIT  
HE TESTED DID NOT COMPLETE //I TESTED EXAMPLE DID COMPETE  
CALL...PLEASE CHECK AND CALL @ BTN BORIS

\*\*TO PULL ACC UP MUST USE 386 FOR BILLING//904 LENS\*\*

F4CMDHELP ESCEXIT F2SAVE SH-F1TABLE F3VIEWF7DEL F8MODIFY F9QBE F10MULTI >>

tro\_test

Comments: 4/25/01 SPOKE W/BORIS ADVS TO CALL BELL ,ALSO BELL TOLD HIM  
X WE COULD NO LONGER OFFER LOCAL SERVICE EXPLAINED TO CST NO T  
RUE ALSO EMAILED BARB T TO FOLLOWUP.....ELIO

Tech Notes:

4/25/01 CST IS GOING BACK TO BELL DUE TDY HAS NO PIC/LPIC  
.....ELIO

Current TG: Carrier: Ticket:  
2nd TG: Carrier: Ticket:  
Temp Route: Resolution: / / Return: / / RT Guide:

Resolution:

(more)

F4CMDHELP ESCEXIT F2SAVE SH-F1TABLE F3VIEWF7DEL F8MODIFY F9QBE F10MULTI >>



IDS CUSTOMER SUPPORT CALL RECORD

Out of Order  
mshay  
X

CS REP. Knorris DATE 0521 2001 TIME 11:15 AM

ACCT.# MBE0954P BTN [REDACTED]

Contact Name [REDACTED] Phone number 904-755-9890

Customer opening statement: Cust stated that he was  
told by Bellsouth rep that was pitching for  
business (winback) that IDS was "going bankrupt"  
Advised cust that ~~IDS~~ we were not going bankrupt.  
Stated that the call was received a couple of weeks ago.

CIRCLE ONE:

BILLING: RATES INQUIRY, INCORRECT RATES, CREDITS,

GENERAL BILLING QUESTIONS

ADD: ANI, TRAVEL CARD, 800#'s, ACCOUNT CODES, LOCAL FEATURES

DELETE: ANI, TRAVEL CARD, and 800 #'s, PROJECT CODES, LOCAL FEATURES

SERVICE CHANGE: MOVE or NEW

TROUBLE TICKETS: DOMESTIC, INTERNATIONAL 800, T1, LOCAL, TRAVEL CARDS.

TROUBLE TICKETS#

COLLECTIONS:

SERVICE ISSUE:

ADDITIONAL COMMENTS: Jerry called to get his 2 new pin  
numbers for the 2 calling cards.

And... Called 5/21/01 12:00 out back. 5/22/01  
5/21/01 9:49 am out to 5/23/01 Call back.

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MBE095UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

5/7/01- RECVD REQUEST TO ADD 2 CC.....COMPLETE.....HELEN  
052101 JERRY CALLED IN REF TO GETTING CALLING CARD PIN NUMBERS FOR 2 NEW  
PIN NUM; CUST STATED THAT BELLSOUTH CONTACTED HIM AND TOLD HIM THAT IDS  
WAS GOING BANKRUPT, KMORRIS.  
5/21/01 JERRY CLLD CANT MAKE CALLS W/ CC    SAYING # NOT VALID CLLD SWITCH  
S/W SCOTT ACTIVATED CC .....MANNYM

Memo    2      Date    05/07/2001

F2    Add

F3    Delete

Angel Leiro

---

To: rmoses@psc.state.fl.us  
Subject: [REDACTED]

Rick:

Recap: The customer was on UNE-P for voice and DSL. BST informed us that we had to convert all ADSL lines currently on UNE-P to 1FB status. We did this for this line [REDACTED] on Thursday 8/9/01. The order went through fine however the customer was left without the ADSL service.

---

This is an update regarding the ADSL issue for the above customer account [REDACTED] may be contacted at (321) 723-4113 for a first hand account regarding what has occurred.

I received a call from Mr. Hank Chow this morning he is with BST's ADSL group. He called to inform me that the customer's ADSL had been restored on Wednesday 8/15/01. I told Mr. Chow that IDS called the customer on 8/15/01 and the service was still down.

So, I called [REDACTED] immediately (around 10:30 AM) and he said that not only was he still down but that the BST technician (Paul) was at the customer premise working on the issue at that time. I again apologized to the customer for the trouble and re-iterated that while the problem has absolutely nothing to do with IDS, we would continue to monitor the situation and assist in any way.

Mr. Nelson then stated that the technicians had said and continued to imply that IDS was the cause of the problem and that he was only in the middle and wanted the issue resolved ASAP.

I contacted Mr. Chow and placed him on a conference call with the customer at approximately 10:45 AM today. By now the technician (Paul) had left without restoring the service. According to Mr. Nelson, the technician was not experienced with the type of router he has (Cayman router) and he had been in contact with his account manager Layne and Shawna Grovel at BST in hopes of getting yet another technician out today.

Mr. Nelson also stated that at first the issue was No Signal to the Router. When Paul left the problem was a (User Password Identification problem). No solution was provided.

Mr. Chow was kind enough to tell the customer that this was in fact a BST problem and IDS had nothing to do with it.

I will continue to monitor the issue through resolution.

Thank you for your assistance.

Regards,

Angel M. Leiro  
Regulatory Affairs  
IDS Telcom, LLC  
aleiro@idstelcom.com  
(305) 612-4311

## Angel Leiro

---

From: Brad Hamilton  
Sent: Wednesday, August 15, 2001 12:26 PM  
To: 'rmoses@psc.state.fl.us'  
Cc: Angel Leiro  
Subject: Customer Complaint

Rick:

Pursuant to your conversation today with Angel Leiro:

I spent two hours on the phone yesterday with the BellSouth DSL office regarding ADSL on line number [REDACTED]. The rep reported that the BellSouth test center was receiving a weak signal on the customer's DSL and would dispatch a tech on 8/15/2001.

Today, a BellSouth tech named Larry arrived at our customer's premise [REDACTED] and told our customer that he could not fix the DSL line because he used IDS Telcom for his local service. We are having this problem with BellSouth on a daily basis.

Thanks,  
Brad

Bradford Hamilton  
Product Manager - Local Services  
IDS Telcom LLC  
1525 NW 167th Street  
Suite 200  
Miami, FL 33169  
305-612-4154  
305-913-4107 FAX  
www.idstelcom.com

[REDACTED]

[REDACTED]

[REDACTED]

## Angel Leiro

---

From: Damon Peele  
Sent: Wednesday, August 15, 2001 11:34 AM  
To: Angel Leiro  
Subject: FW: ADSL Disconnected

Importance: High  
Sensitivity: Confidential

FYI

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

From: James Mallon  
Sent: Wednesday, August 15, 2001 11:32 AM  
To: Damon Peele  
Cc: James Mallon; Fabio Galoppi  
Subject: ADSL Disconnected

[REDACTED] migrated to UNE-P on 7/20/01 and their ADSL line [REDACTED] placed on resell. On 8/9/01, their ADSL line was disconnected by Bell. Exhaustive efforts to restore the DSL line when dealing with Bell, has been to no avail. A Bell technician was dispatched to the location to diagnose and the Bell technician did not perform and left the prem. because the line belonged to IDS. I believe the dispatch confirmation # is 2232687.

Line had UNE-P (ADSL) BST says it was an error.  
So assessment went to 1FB status - 8/15/01.

DBCO -

Doing Conversion

F1 Help:ATS Customer Maintenance ProgramENTER to edit

Customer # CTM011UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard InformationENTER to edit

07-23-01 S/W JIM AND GREG IN TAMPA SALES WHO ADVISED CST IS INTERMITTLY  
GETTING WLCM TO IDS REC WHEN CLNG LD- I CHECK ALL LINES IN LENS AND  
ON ANI REPORT TO MAKE SURE LINES NOT TRANSPOSED- RESUBMIT TO NOC TO BE  
ADDED- HOWEVER THAT HAS ALREADY BEEN DONE= ADV AGNT ND CALL EXAMPLE SO  
WE CAN SEE WHERE HE IS CALLING OUT FROM.....AMANDAL  
7/30/1 USOCS & QA'D....SENT TO PROV. PIC-LPIC....TN# 3216761973.CAROLINA  
8/1/1 CHHECKD PIC'D FOR TN#3216761973...100% COMPLETE...CAROLINA  
8/13/01 GREG LABANCE (AGNT) CLLD TO HAVE BELL SOUTH TECH DISPATCH TODAY  
DUE TO TROUBLE WITH THE DSL SRVC; THIS IS HUGE ACCT FOR IDS AND THE CUST  
Memo 2 Date 07/23/2001

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance ProgramENTER to edit

Customer # CTM011UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard InformationENTER to edit

8/13/01 CONT.... HAS THREATENED TO LEAVE IDS, AND GREG IS TRYING TO  
RETAIN THE ACCT; ADV GREG IN ORDER TO REPORT TROUBLE I WILL NEED ADDTL  
INFO FROM THE CUST; UNABLE TO LOCATE ANI IN THE CSR WITH THE DSL SRVC;  
GREG CLLD THE CUST WHILE I WAS ON THE LINE, BUT THE CUST WAS UNSURE AND  
WILL CALL AGNT BACK WITH INFO; ADV AGNT TO CLL ME DIRECTLY ONCE HE GETS  
THE INFO, SO I CAN COMPLETE TCKT //// ASIMON /// 11:06AM  
8/13/01..GREG CLL TO REPORT ADL NT WRKG CONCT BELL/S REPR ..WS ADV THIS  
LINE NT W/ BELL/S FR INTRNC SRVC..ADV AGNT TO HV CST CLL SRVC PRV TO REPR  
THE PRBLM..GREG CNTC CST WS TOLD LINE W/ BELL/S..CST CLL TO REPRT LINE...  
Memo 3 Date 08/13/2001

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance ProgramENTER to edit

Customer # CTM011UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

.....Memo Standard Information.....ENTER to edit.....

..DOWN A REQ A INSTLR..TO BE DISPCH OUT TO...GLORIA...

Memo 4      Date 08/13/2001

F2 Add

F3 Delete

## Angel Leiro

---

To: Rick Moses  
Subject: RE: ADSL Disconnected

Sensitivity: Confidential

Thank you. I have also placed a call to Greg Follensbee at BellSouth. He is the gentleman who notified IDS that it must convert its UNE-P (DSL) customers to LFB status by 7/31/01.

I have not heard back from him, but I will let you know what he reports to keep you apprised of the progress for your records.

Thank you again for all your assistance.

Regards.

Angel Leiro

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

From: Rick Moses (mailto:RMoses@PSC.STATE.FL.US)  
Sent: Thursday, August 16, 2001 1:16 PM  
To: 'Angel Leiro'  
Subject: RE: ADSL Disconnected  
Sensitivity: Confidential

They are looking into it this morning.

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

From: Angel Leiro (mailto:aleiro@IDSTELCOM.com)  
Sent: Thursday, August 16, 2001 12:00 PM  
To: 'rmoses@psc.state.fl.us'  
Subject: FW: ADSL Disconnected  
Importance: High  
Sensitivity: Confidential

Rick:

Were you able to get a response from BellSouth on this issue?

Below is some more information that may be usefull.

Thank you for your assistance.

Angel Leiro

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

From: Damon Peele  
Sent: Wednesday, August 15, 2001 11:34 AM  
To: Angel Leiro  
Subject: FW: ADSL Disconnected  
Importance: High  
Sensitivity: Confidential

FYI



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

From: James Mallon

Sent: Wednesday, August 15, 2001 11:32 AM

To: Damon Peele

Cc: James Mallon; Fabio Galoppi

Subject: ADSL Disconnected

[REDACTED] migrated to UNE-P on 7/20/01 and their ADSL line, [REDACTED] placed on resell. On 8/9/01, their ADSL line was disconnected by Bell. Exhaustive efforts to restore the DSL line when dealing with Bell, has been to no avail. A Bell technician was dispatched to the location to diagnose and the Bell technician did not perform and left the prem. because the line belonged to IDS. I believe the dispatch confirmation # is 2232687.

## Angel Leiro

---

**From:** Bud Higdon [bhigdon@idstelcom.com]  
**Sent:** Wednesday, May 10, 2000 9:03 AM  
**To:** petra.pryor@bridge.bellsouth.com  
**Cc:** Joe Millstone  
**Subject:** False information

Petra,

I would like to let you know that a few of our customers have called BS regarding their Hunt Feature problem and in each case they have been told that it is NOT a BS problem, it is an IDS problem. We both know this is NOT an IDS problem and your reps should not be telling our customers it is. One BS supervisor even told our customer that all we had to do is "flip a switch" and their problem is fixed. This supervisor told our customer to call 1-800-773-4967 for resolution.

Please tell your staff to stop telling our customers that this is an IDS problem. Also, we would like some kind of a statement from BS that we can give to our customers to prove that this was not an IDS caused problem.

Thank you,

Bud Higdon

February 20, 2001

Via E-Mail

Cheryl Vinson, Asst. to Commissioner  
Bobby Baker  
C/O Joyce Lewis  
Georgia Public Service Commission  
47 Trinity Avenue  
Atlanta, GA 30334

Re: Complaint 100034525 - [REDACTED]

Dear Ms. Vinson/Ms. Lewis:

Kindly allow this letter to serve as IDS Telecom's formal response to Complaint No. 100034525 filed 1/24/01 by [REDACTED] on behalf of [REDACTED].

I apologize for not having provided a timely response to this complaint. I normally enter each complaint onto a spreadsheet upon receipt and attempt to contact the customer immediately or within 24 hours of a complaint being received. This complaint was inadvertently overlooked or otherwise not received through my e-mail as usual.

I have reviewed the account file and contacted [REDACTED] the Complainant's husband. [REDACTED] is ill and was not available for comment. [REDACTED] was kind enough to offer an explanation regarding the complaint and stated that it [REDACTED] position that she never authorized the switching of the local services. Furthermore, The complaint states that BellSouth informed her that IDS Telecom does not provide long distance service, which she understood was the reason for the solicitation she received from IDS' telemarketing company GMS.

Yet again, a customer has been misinformed about the facts by BellSouth. IDS Telecom is a full service telecommunications provider and has been providing long distance services since 1989. I explained to [REDACTED] that IDS obtained a tape authorization from [REDACTED] local services only not long distance. He indicated that she would never have authorized such a conversion. Apparently, there is some confusion as to what in fact was authorized and what [REDACTED] understood she was authorizing.

The tape authorization may be obtained by calling (240) 683-2316 enter security code 58438# select option 1 and enter tape no. 0391084#.

LENS indicates that the customer has switched back to BellSouth effective 1/29/01. Based on the aforementioned circumstances I have issued a credit of the account totaling \$151.26. The account will be cancelled accordingly and the Complainant is instructed to



disregard the 1/31/01 invoice. Additionally, the Complainant should receive no further invoices.

[REDACTED] also stated that the business experienced a loss of service upon being converted and was informed by BellSouth that the disconnection was due to the conversion to IDS. This is also untrue. BellSouth has been consistently disconnecting customers without the new connections being applied to "as is" conversions which has caused significant disruptions and the ensuing complaints. IDS has brought the matter up with the Florida Public Service Commission and will be addressing the issue with this Commission in the very near future through its attorney.

IDS Telecom sincerely apologizes to the Complainant for any misunderstanding or inconvenience this matter may have caused. Should the Commission or the Complainant have any further questions in this regard, I may be contacted directly at (305) 612-4311.

Therefore, based on the foregoing, IDS Telcom respectfully requests that this case be closed as soon as conveniently possible and categorized as a non-infraction against IDS. Furthermore, IDS requests that special circumstances be noted regarding the timeliness of the response in this case and not penalize IDS as a result.

Thank you,

Respectfully submitted,

  
Angel M. Leiro  
Regulatory Affairs.

C [REDACTED]

Georgia Public Service Commission  
47 Trinity Avenue, Atlanta, GA 30334  
(404) 463-4501, 1-800-202-5813 (Georgia Only)  
(404) 463-6683 (fax), gapsc@psc.state.ga.us

## Contact Detail

Contact Number: 100034525

Friday, February 16, 2001 1:30:01 PM

Contact Number: 100034525

Contact Date: 1/24/01

Contact Status: Open

Contact Type: Complaint

Contact Issue: Slamming

Contact Urgent? ☒

Received By:

Joyce

Referred From:

Utility:

IDS Telecom, Inc.

Industry:

Telecom

Type:

ILLEC

Customer Notified ☐

Rule Violation? ☐

Customer Savings:

Caller Name:

Caller Number:

Contact Method: Phone

Utility Contacted? ☐

Whom Did They Speak With?

Customer:

Address:

City:

County:

State:

Zip:

Phone:

Fax:

Email:

### Ticket Detail Information

| Date    | Rep    | Status       | Detail                                                                                                                                                                                                             |
|---------|--------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1/24/01 | Joyce  | Open         | Cust. said that she received a call from IDS regarding her long distance service. She later found out that IDS switched her local service. She found out from RS that IDS does not have long distance, just local. |
| 1/24/01 | Joyce  | Refer        | Referred to Angel Micro                                                                                                                                                                                            |
| 2/16/01 | Cheryl | Other Detail | Customer called Commissioner Baker's office today because she has not received a response to this complaint.                                                                                                       |
| 2/16/01 | Cheryl | Refer        | Referred to Angel Micro                                                                                                                                                                                            |

LD only?  
local  
sw. bill.

Friday 1/23/01

No Coa - Verbal Switch  
Back

Page 1 of 1

August 8, 2001

**Via Facsimile and U.S. Mail**

Dan Flores  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: [REDACTED]

Dear Mr. Flores:

Pursuant to our conversation, kindly allow this letter to serve as a detailed account of what has transpired with the telephone service for the above captioned customer.

According to IDS' records and information gathered from various contacts with BellSouth's LCSC and Trouble Ticket Center, this customer contacted IDS this morning reporting that there was no dial tone on any one of the company's 13 lines and that there was a recording on the lines stating "this number is no longer in service".

The customer contacted BellSouth because a technician had been out to the customer premise on 8/7/01 connecting the customer's DSL service. The customer was told that she needed to contact IDS regarding the dial tone issue because this was an IDS account.

The customer proceeded to contact IDS to report the trouble. IDS immediately entered a Trouble Ticket No. 86362. By now the customer's only available telephone was a cellular phone.

Our NOC viewed TAFI which indicated that there was a disconnect order (No. DRBNG5V3) submitted on 8/1/01. IDS checked in SOTS and Billing and verified that IDS did not submit any such disconnect order. In fact there is no indication in IDS' records of any communication or issue regarding this account since 5/31/01 when the customer also contacted IDS with no dial tone on one or more lines.

IDS proceeded to contact the LCSC and spoke with (Stacey) who indicated that the disconnect order was in fact placed by **BellSouth** on 8/1/01. IDS then contacted the Trouble Ticket Center (888-864-0612) at BellSouth and spoke with (Pat) who indicated that **IDS** had submitted the disconnect order. Due to this conflicting information, IDS again contacted the Trouble Ticket Center and spoke with (Angela) who verified that **BellSouth** had submitted the disconnection order not **IDS**. Angela assured IDS that a cancellation order had been submitted on 8/8/01 in order to restore service.

Initially IDS was given a completion time of 4:00 PM. It was subsequently pushed up to 3:00 PM. Both times were un-acceptable to the customer and IDS. As a

result of this delay, IDS requested that the recording be changed to reflect that the lines are being "checked for trouble" instead of "lines no longer on service". After discussing the matter with a supervisor, Angela indicated that BellSouth could not (would not) do this for the customer despite having complete control over the issue and the disconnection order.

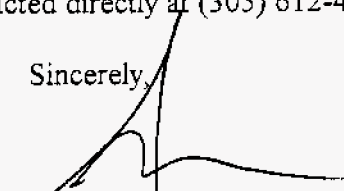
I contacted [REDACTED] inc. to inform her of our findings and that I had just spoken to you about this matter. I explained that I would be writing a detailed explanation based on our findings. [REDACTED] was very understanding but considerably disturbed by the turn of events. During our conversation [REDACTED] indicated that some lines were ringing but could not be answered; some were ringing busy; other miscellaneous lines could not dial out and that the fax appeared to be operational.

IDS will monitor this account's services until all lines have been completely restored.

I have attached for your records a copy of the customer ANI list as well as a copy of IDS' trouble ticket report, which indicates the initial activity regarding the issues outlined herein.

If you have any questions or if I may of further assistance in this regard, I may be contacted directly at (305) 612-4311.

Sincerely,

  
Angel M. Leiro  
Director of Regulatory Affairs

Cc [REDACTED]

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

2<sup>nd</sup> SUPPLEMENTAL ANSWERS TO BELLSOUTH'S  
INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 92



## Kimone Hall

---

**From:** Becky Wellman  
**To:** Joyce.Martin@bridge.bellsouth.com  
**Subject:** FW: Torn Down Mailboxes

Joyce,

As we discussed, here's a copy of the original memo I sent to Pattie recapping the mailbox problem. Please let me know when the LCSC has been recovered on the proper procedure.

Thanks!

Becky

> -----Original Message-----

> From: Becky Wellman

> Sent: Thursday, August 03, 2000 12:50 PM

> To: 'Pattie.N.Knight@bridge.bellsouth.com'

> Cc: 'Sandra.S.Davis@bridge.bellsouth.com'

> Subject: Torn Down Mailboxes

> Importance: High

>

> Pattie,

>

> IDS has received a PSC complaint from [REDACTED]. Their  
> complaint states that when their service, [REDACTED] Cus 157, was  
> converted from BellSouth 1FB service to an IDS UNE Combo around July  
18,

> 2000, their mailbox was torn down and all stored calls were lost.

Because

> they experienced this problem, Absolute migrated back to BellSouth.

They

> again experienced a torn down mailbox.

>

> Please investigate the D and N orders BellSouth issued to migrate this  
> customer to IDS to determine why this loss of service occurred (no  
DNTD on

> the D?). I need a response from you by the end of the day on Monday,

> August 7, 2000.

>

> If you have any questions, please call me at 678 641-1453.

>

> Thanks,

>

> Becky Wellman

>

## Becky Wellman

---

**From:** Becky Wellman  
**Date:** Monday, August 14, 2000 12:05 PM  
**To:** 'joyce.martin@bridge.bellsouth.com'  
**Subject:** FW: Torn Down Mailboxes  
  
**Importance:** High

Joyce,

As we discussed, here's a copy of the original memo I sent to Pattie recapping the mailbox problem. Please let me know when the LCSC has been recovered on the proper procedure.

Thanks!  
Becky

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

**From:** Becky Wellman  
**Sent:** Thursday, August 03, 2000 12:50 PM  
**To:** 'Pattie.N.Knight@bridge.bellsouth.com'  
**Cc:** 'Sandra.S.Davis@bridge.bellsouth.com'  
**Subject:** Torn Down Mailboxes  
**Importance:** High

Pattie,

IDS has received a PSC complaint from [REDACTED]. Their complaint states that when their service, [REDACTED] Cus 157, was converted from BellSouth 1FB service to an IDS UNE Combo around July 18, 2000, their mailbox was torn down and all stored calls were lost. Because they experienced this problem, Absolute migrated back to BellSouth. [REDACTED] y again experienced a torn down mailbox.

Please investigate the D and N orders BellSouth issued to migrate this customer to IDS to determine why this loss of service occurred (no DNTD on the D?). I need a response from you by the end of the day on Monday, August 7, 2000.

If you have any questions, please call me at 678 641-1453.

Thanks,

Becky Wellman

## Becky Wellman

---

From: Joyce.Martin@bridge.bellsouth.com  
Sent: Monday, August 14, 2000 3:27 PM  
To: bwellman@idstelcom.com  
Subject: FW: Torn Down Mailboxes



FW: Torn Down  
Mailboxes

Becky,

Attached is the email I sent to Berlene to cover the reps in her center with the issue regarding mailboxes being torn down. I hope we can keep emphasizing the consequences of what happens when the DNDT fid is not floated on the disconnect.

I look forward to working with you and IDS.

Thanks for your input.

Joyce Martin

## Kimone Hall

---

**From:** Becky Wellman  
**Sent:** Monday, August 14, 2000 3:38 PM  
**To:** Brad Hamilton  
**Cc:** Michael Noshay  
**Subject:** FW: Torn Down Mailboxes



FW: Torn Down  
Mailboxes

Brad,

Here's some correspondence Joyce Martin (new CSM) and I have had regarding lost mailboxes.

Becky

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

From: Joyce.Martin@bridge.bellsouth.com  
[mailto:Joyce.Martin@bridge.bellsouth.com]  
Sent: Monday, August 14, 2000 3:27 PM  
To: bwellman@idstelcom.com  
Subject: FW: Torn Down Mailboxes

Becky,

Attached is the email I sent to Berlene to cover the reps in her center with the issue regarding mailboxes being torn down. I hope we can keep emphasizing the consequences of what happens when the DNDT fid is not floated on the disconnect.

I look forward to working with you and IDS.

Thanks for your input.

Joyce Martin

FPSC DOCKET NO. 010740-TP

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

2<sup>ND</sup> SUPPLEMENTAL ANSWERS TO  
BELLSOUTH'S INTERROGATORIES  
TO IDS TELCOM, L.L.C.

INTERROGATORY NO. 101

IDS

February 8, 2001

VIA FACSIMILE & U.S. Mail

Rick Moses, Bureau Chief  
Florida Public Service Commission  
Capital Circle Office Circle  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: BellSouth Telecommunications, Inc.

Dear Mr. Moses:

Pursuant to your previous conversations with Mr. Keith Kramer, Sr. V-P, attached hereto is documentation related to the incident with BellSouth yesterday regarding a relatively large customer that IDS Telecom intended to begin conversions to our services.

As Mr. Kramer discussed with you, this is only one example of an ongoing and pervasive problem caused by BellSouth when converting customers to IDS. BellSouth uses these instances to win back customers with total disregard for IDS efforts and to the detriment of IDS and the unsuspecting telephone subscribers. This type of problem has occurred a significant number of times which examples I have been monitoring and compiling for a couple of months now.

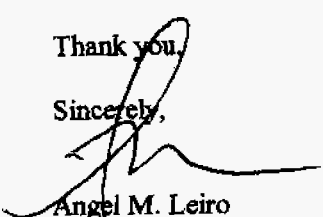
Whenever a problem occurs with a conversion, the customer calls BellSouth, which in turn uses the opportunity to win the customer back by using any number of misrepresentations. BellSouth will inform the customer that if they switch back to BellSouth, they could have service restored in one (1) hour or that the problem was caused because of the switch to IDS. Additionally, customers experience disruption of voicemail or the remote call forwarding is disabled causing the customer to call BellSouth and they attempt a win back at that time. More times than not, the customer simply finds it easier to switch back to BellSouth and disregard our services and charges altogether while causing irreparable harm to IDS' goodwill.

The problem is so prevalent that in January alone we lost over 300 customers, some long standing IDS subscribers. This has become a matter of public concern because of BellSouth's flagrant misconduct and anticompetitive behavior that causes a great deal of businesses to lose dial tone during very busy hours of the day in turn causing great hardship on IDS by way of multiple complaints for slamming or misrepresentation among other issues.

I have been instructed to prepare copies of the examples provided to our attorney for issues with the FCC. I will provide you with those examples upon Mr. Kramer's request.

Thank you,

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

Attachments

CC: Keith Kramer, Sr. V-P


 IDS L.D. IDS 8368  
 VLE207711A01 v00

## Local Exchange Navigation System

View LSR/Order Information **P O N** Details

| PON          | Version | Date Submitted | Due Date   | FOC        | Order Status | LSR Status |
|--------------|---------|----------------|------------|------------|--------------|------------|
| VLE207711A01 | 00      | 2001-02-07     | 2001-02-09 | 2001-02-07 | AO           | FOC        |

|                            |                         |
|----------------------------|-------------------------|
| CC                         | 8368                    |
| PON                        | VLE207711A01            |
| ACCOUNT TELEPHONE NUMBER   |                         |
| EXISTING ACCOUNT TN        |                         |
| VER                        | 00                      |
| ORD                        | NY6YKTM6                |
| ORDER STATUS               | Assignable Order        |
| PROCESSING STATUS          | Firm Order Confirmation |
| DD                         | 2001-02-09              |
| FOC DATE                   | 2001-02-07              |
| FOC TIME                   | 0928                    |
| BAN1                       | E                       |
| INIT                       | LUISA ESCUDERO          |
| CCNA                       | IDS                     |
| TEL NO-INIT                | 3059134000              |
| REP                        | LCSC                    |
| TEL NO-REP                 | 1-800-773-4967          |
| BI1                        | M                       |
| DSGCON                     |                         |
| ----- Service Detail ----- |                         |
| LOCNUM                     | 000                     |
| LNUM                       | 00001                   |
| TNS                        | 9044392777              |
| ----- Service Detail ----- |                         |
| LOCNUM                     | 000                     |
| LNUM                       | 00002                   |
| TNS                        | 9044396338              |
| ----- Service Detail ----- |                         |
| LOCNUM                     | 000                     |

TO: ANGEL LEIRO, REGULATORY AFFAIRS  
FROM: ERIC CALDERON  
DATE: February 8, 2001

RE: [REDACTED]

This is a summary of my discussions with BellSouth around 11:12 am 2/7/01 and ended around 11:40 pm. The main BTN is [REDACTED]

Today I was advised that one of our new customers [REDACTED] that we where trying to convert over to IDS under UNEP was out of service this morning.

[REDACTED] of [REDACTED] came in to work this morning and found his phone lines down. [REDACTED] then placed a call to Bellsouth who advised the customer that due to [REDACTED] order to switch to IDS there is a pending service order in the system and this is why they are out of service.

We submitted PON VLE207711A01 at 7:17 am this morning and received an FOC for 2/9 in less then two hours. Nancy Matson, Director of Provisioning advised me of the situation and I proceeded to call Bellsouth. The first representative I spoke to was Reka who after sometime advised me that the service order was cancelled and this is what caused the customer to be disconnected, she then advised us to call the repair department to correct problem. When I asked to know who cancelled our service order, we where put on hold and a supervisor took over the call.

The supervisor, Ms. Richardson, explained that the LSR due date shows 2/17 as a completion date, but we have an FOC due date of 2/9. At this time Nancy advised she would contact Bob Hobe at BellSouth to discuss the due date discrepancies. What had occurred per Ms. Richardson was that a Bellsouth rep. saw due date of 2/17 even though it was for 2/7 and started to work the order. When the representative realized the mistake they cancelled the order, but at that time, the disconnect order DYVRF799 was already completed so she reissued another new order NY6YKPM6 due 2/9. Ms. Richardson said regardless of the due date issues involving the dates 2/9 or 2/17 that representative was still in error for making the due date 2/7. The customer is back up with BellSouth at this time and will be converted over to IDS on 2/9.



MEMO

TO: KEITH KRAMER, SR. V-P  
FROM: ANGEL LEIRO, REGULATORY AFFAIRS  
DATE: February 8, 2001  
RE: [REDACTED]

This is a summary of the conversation Nancy Matson had with Bob Hobe on 2/7/01 regarding the incident with [REDACTED] and the lines being disconnected on the first of over 100 conversions which are scheduled to take place in the coming days.

Mr. Hobe stated that BST issued a disconnect order which was caused to complete the same day as the order was placed. Because the disconnect order was processed, it allowed BST to issue a service or assigning the same day due date.

BellSouth processed the order and should not have assigned a due date at that time and because it was assigned, it caused the customer's service to be disconnected. When the order was cancelled, BST issued a remote D (Disconnect) order for a completion date of 2/9/01.

## Service Order List with PON of 'VLE207711A01'

No orders found matching this criteria!!!

**Service Order List with TN of [REDACTED]**

No orders found matching this criteria!!!



PISC

February 6, 2001  
Re: IC No. 00-N37164

IDS Long Distance, Inc. k/a IDS Telcom, LLC  
Angel M. Leiro  
Regulatory Affairs  
1525 NW 167<sup>th</sup> Street  
Suite 200  
Miami, Florida 33169-5131  
[aleiro@idstelcom.com](mailto:aleiro@idstelcom.com)  
(305) 612-4311 (Direct)  
Fax: (305) 606-1983

To Whom It may Concern:

Kindly allow this letter to serve as IDS Telcom's formal response to the Informal Complaint listed above filed with this Commission on 12/8/00 and served on 1/3/01 by [REDACTED] on behalf of [REDACTED]. IDS Telcom apologizes for the delay in providing a response to this Informal Complaint.

I have reviewed the file and correspondence and spoke with the Complainant. This complaint was filed for alleged unauthorized switching of the Complainant's local telephone service. I informed [REDACTED] that IDS obtained a tape authorization from [REDACTED] of his office.

The tape authorization may be obtained by calling [REDACTED], enter account code 400225, select option 1 and enter tape code no. 11354#. [REDACTED] listened to the tape however, he stated that [REDACTED] was told that if they were not satisfied with the services, they could be switched back to BellSouth within seconds and that they only requested that information be sent for a decision to be made later.

[REDACTED] further indicated that they were without service for 2 days. I have verified that the Complainant was switched back to BellSouth on 10/30/00.

IDS Telcom does not dispute that [REDACTED] may have misunderstood what she was authorizing as is clear on the tape however, IDS telemarketers utilize scripts which follow specific commission guidelines as they relate to 3<sup>rd</sup> party verifications. With regard to the immediate switch back ability, IDS has no control over how long it takes for BellSouth to convert customers back however this generally takes approximately 2-3 working days. Our record indicate that the order was placed 10/27/00 and as stated above, the customer went back to BellSouth 10/30/00.

Regarding the matter of loss of service, this is a BellSouth function, at no time did IDS request a disconnection of service for this customer nor would it have been appropriate. However, BellSouth has consistently caused disruption of customer's service over the last several months including disconnections, loss of voicemail and other services which issues are being currently brought up with the FCC via our attorneys.

These conversions are "as is" and no disruption of services should ever occur in this regard. This account will be used as evidence of these issues against BellSouth. Further more, Florida rules specify that a customer's services must be turned up within 24 hours of disconnection by the ILEC, (BellSouth) this did not occur according to [REDACTED]



Notwithstanding the aforementioned tape authorization and the explanation of [REDACTED] I have submitted a Refund request to cover [REDACTED] costs to convert back to BellSouth in the amount of \$19.00. There has been a delay in getting this refund to [REDACTED] and I have left him a message in that regard so that I may clarify the delay and get he refund expedited.

IDS Telcom sincerely apologizes to the Complainant for any inconvenience this matter may have caused Complainant. I may be reached directly at (305) 612-4311.

Therefore, IDS Telcom respectfully requests that this Commission accept the aforementioned explanation to the Complaint as brought forth and categorize it as a non-infraction.

Thank you.

Respectfully submitted,

Angel M. Leiro  
Regulatory Affairs

Aml

Cc: [REDACTED]

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # WCO500U0      Group # BOTH      Type C      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information      ENTER to edit

12-18-00 ALSO SENT DEACT TO KANIESHA AS LOCAL & LD WITH BELL..AMANDA  
12\*20\*00 PER CUST. CANCEL ACCOUNT CANNOT GET IN USOC'S OR ANIS..  
    <<CSR>>AMANDA..REFE.TO NOC...ELIZABETH\*\*\*\*\*  
1/02/01 SUBMITTED A CREDIT OF \$19.00 FOR SWITCHING FEES (BELL)...SILVIA  
\*\*\*\*\*CUST NEEDS REFUND CK\*\*\*\*\*NO FURTHER ENTRIES\*\*\*\*\*  
1/3/01 - CUST FILED COMPLT WITH FCC STATES HE WAS SLAMMED - SEE TPV -  
FURTHER CLAIMS THAT HE LOST SERVICE FOR A COUPLE OF DAYS AND COST 19.00  
TO SWITCH BACK.

Memo 2      Date 12/18/2000

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # WCO500U0      Group # BOTH      Type C      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information      ENTER to edit

2/6/01 - RESP TO FCC COMPLT FILED VIA E-MAIL - ANGEL  
2/12/01 - REFUND CHK \$19 MAILED TODAY.  
\*\*\*\*\*NO FURTHER ENTRY ON THIS ACCOUNT \*\*\*\*\*ANGEL L.

Memo 3      Date 02/12/2001

F2 Add

F3 Delete

DISC

January 31, 2001

Complaint No. 358407

Filed by [REDACTED] on behalf of [REDACTED]

Associates Customer [REDACTED] (WSI128UP)

[REDACTED] filed complaint with FPSC on 1/26/01 (See Attached)

This customer's lines were switched inadvertently due to the switch of [REDACTED] services. Complainant and Customer are located at the same address [REDACTED] in the same bldg and upon doing a blind switch [REDACTED] was inadvertently switched along with [REDACTED] due to internal error and lack of follow-up when different names appeared on the LENS reports.

[REDACTED] placed an order with BST to convert back to BST on 1/29/01. On 1/31/01, [REDACTED] called (irate) Angel Leiro, Regulatory Affairs for IDS and stated his fax line was disconnected and that BST business office (Nicole) had told him that IDS Telcom caused the disconnection.

Angel got Mercy to contact the LCSC (Tavares). Tavares indicated that BST had caused the disconnection. Angel told Tavares that we should get [REDACTED] on a conference call so that the LCSC could explain that BST business office misinformed Open Access as to the cause of the disconnect.

At approximately 11:10 AM 1/31/01, Angel, Tavares (LCSC) and [REDACTED] had a 3 way conference call and Tavares explained that BST caused the disconnection when attempting to convert the customer back to BST which order was due to complete 1/31/01. Tavares further explained that while the conversion should be seem-less and without interruption, interruptions do occur and [REDACTED] should simply call the BST Business office again and speak with a supervisor.

The customer then questioned Tavares about how this could happen if when IDS switched the lines, there was no interruption of services. He also wanted to know why BST Business office told him that IDS caused the problem.

It is obvious that when the Business Office (Nicole) looked at the LENS report, the customer had a pending service order and it was interpreted as IDS order when in fact the customer had already converted to IDS and LENS simply was not updated accordingly.

Request No. 358407T

Name IRVING, STEVE MR.

Business Name OPEN ACCESS VASCULAR ACCESS CTR

| Consumer Information        |                   | Florida Public Service<br>Commission - Consumer Request<br>2540 Shumard Oak Boulevard<br>Tallahassee, Florida 32399<br>850-413-6100 | PSC Information             |
|-----------------------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Name: [REDACTED]            |                   |                                                                                                                                     | Assigned To: TARRAH GORDON  |
| Business Name: [REDACTED]   |                   |                                                                                                                                     | Entered By: RGHAND          |
| Svc Address: [REDACTED]     |                   |                                                                                                                                     | Date: 01/26/2001            |
| County: [REDACTED]          | Phone: [REDACTED] |                                                                                                                                     | Time: 15:56                 |
| City/Zip: Miami / 33169     |                   | Utility Information                                                                                                                 | Via: PHONE                  |
| Account Number: [REDACTED]  |                   | Company: IDS LONG DISTANCE, INC.                                                                                                    | Prelim Type: SLAMMING       |
| Caller's Name: [REDACTED]   |                   | Attn. Mr. Keith Kramer/3584071                                                                                                      | PO:                         |
| Mailing Address: [REDACTED] |                   | Response Needed From Company? <input checked="" type="checkbox"/>                                                                   | Suppmtl Rpt Req'd: / /      |
| City/Zip: [REDACTED]        |                   | Date Due: 02/16/2001                                                                                                                | Certified Letter Sent: / /  |
| Can Be Reached: [REDACTED]  |                   | Interid Report Received: / /                                                                                                        | Certified Letter Rec'd: / / |
|                             |                   | Reply Received: / /                                                                                                                 | Closed by:                  |
|                             |                   | Reply Received Timely/Late:                                                                                                         | Date: / /                   |
|                             |                   | Informal Conf.: N                                                                                                                   | Closeout Type:              |
|                             |                   |                                                                                                                                     | Apparent Rule Violation:    |

Customer states that the company was switched from MCI and Bell South to IDS Long Distance without authorization or request. Customer states the company has returned to its carrier of choice. Please investigate this matter, contact the customer and provide the FL Public Service Commission with a detailed written report including LOA/Tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

Case Taken By: RGHANDLER  
Fax: 850/413-6362  
Email: pscreply@psc.state.fl.us

(780 2800)  
Nichele

- Friday. Spoke to Tracy 1/26/01 regarding  
- can't find cost on CSR to aut setp  
- Try to answer to Complaint to a Customer.  
- 1/26/01 - did not a cost - order South  
1/26/01.

Request No. 358407T

Name IRVING, STEVE MR.

Business Name OPEN ACCESS VASCULAR ACCESS CTR

PAGE

1

FPSC To: Mr. Keith Kramer/358407T

From: TARRAH GORDON

1-26-01 4:06pm P. 2 of 2



## STATE OF FLORIDA



## PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850

---

**TO:** Mr. Keith Kramer358407T  
**Fax #:** 6W4,305-913-4011

**FROM:** TARRAH GORDON

**RE:**

**Note:**

"Please contact Consumer Affairs at (850) 413-6100 if you have any fax problems. If you have any questions regarding complaints, please contact the assigned analyst. If you have received this fax in error, please contact Consumer Affairs as soon as possible. Thank you."

☐

angel Leiro

---

From: Patricia Burton-Mainor  
Sent: Tuesday, January 30, 2001 11:48 AM  
To: Angel Leiro  
Subject: PPC302UP

ANGEL,

THIS CUSTOMER HAS BEEN DOWN FOR MORE THAN 3 HRS FOR THE  
CONVERSION.....PON#VEV1221020A01.....  
IS THERE ANYTHING WE CAN DO? THIS CUSTOMER I VERY IRRATE.....

PATRICIA

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # PPC302UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

01.22.01 HEIDY TPV# 16298.  
1/30/01 [REDACTED] WAS CUT OFF IN MIDDLE OF CONVERSATION..THIS HAPPEND ABOUT  
9:00 DOES NOT HAVE DIAL TONE.....OPE TT#.....ANAP  
1-30-01 CUS CALLED HAS BEEN WITHOUT TAILTONE FOR 2 HRS WILL GIVE TO SUPER  
TO CALL LCSC ON PON#VEV1221020A01.....DAWN  
01-30-01 CUST [REDACTED] CI REGARDING ORDER TO CONVERT TO IDS I ADV CUST THAT  
I WLD LOOK INTO THIS AND GIVE HER A CLL BCK.....PMAINOR

Memo 1      Date 01/22/2001

F2 Add  
F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # PPC302UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

01/30/01 PER REP CALLED LCSC,SPOKE/W RITA SAID THAT CUST SHOULD BE UP IN  
1/2 HOUR.CALLED MICHAEL COX AT LCSC,LEFT A MESS FOR HIM TO CALL BACK IN  
REF TO PON. LEFT MESS AT 1:06PM.....RH  
01\*30\*01 CUST [REDACTED] CALLEDBACK STATED THT SHE STILL HAS NO DIAL TONE ON  
ANI 770\*489\*8892, SHE STATED THT SOMEONE TOLD HER THT LINES WLD  
BE UP BY 2PM,AND LINES ARE STILL DOWN, ADV CUST THT MANAGER HAS  
NOT HEARD FROM ORDERS DEPT AS YET, ADV RH THT CUST LINES ARE STL  
DOWN HE SAID HE WLD CALL LCSC AND GET STATUS,ADV CUST THT I WLD

Memo 2      Date 01/30/2001

F2 Add  
F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # PPC302UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

CONT....CALL HER ONCE I HAVE STATUS @678\*665\*5171.....NATASHA..  
01/30/01 2:30PM/CLL CUST TO TEST LINES & [REDACTED] ANSWERED.ADVISED CUST THAT  
I WAS JUST DOING A TEST ON LINES [REDACTED] IS VERY HAPPY TO BE UP.....RH  
01\*30\*01 CALLED CUST TO CONFIRM SERVICE RUNNING BECAUSE I SAID I WLD.TASH  
01/31/01 PER GARY,HANDLE CALLBACKS FOR PATM,CUST HAS BEEN CONTACTED.KMORR  
IS

Memo 3      Date 01/30/2001

F2 Add

F3 Delete



January 19, 2001

Via U.S. Mail

Ms. Kristina Rhodes  
Dispute Resolution Specialist  
Better Business Bureau  
2924 N. Austratlian Avenue  
West Palm Beach, FL 33407

Re: [REDACTED]

Dear Ms. Rhodes:

Kindly allow this letter serve as a formal response to your letter dated January 4, 2001 concerning the complaint filed on behalf of [REDACTED] against IDS Telcom.

I have reviewed the customer file and contacted [REDACTED] concerning the issues in his complaint. [REDACTED] indicated that during conversion to IDS on 12/27/00, his lines went down causing numerous problems as the line is for business purposes. His services were out for approximately 7 or 8 days before BellSouth corrected the problem.

While IDS is ultimately responsible to the customer to make certain that services are handled appropriately, the problem experienced by [REDACTED] is similar to others IDS has been encountering for the last several weeks when converting customers to IDS from BellSouth.

IDS is currently working closely with BellSouth to eliminate these service outages caused when BellSouth technicians do not relate a disconnect order with a new connect order in effect causing the customers services to be disconnected. All the times given to the customer for repair tickets are those provided by BellSouth during each of our status requests.

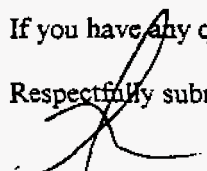
When I spoke with [REDACTED] on 1/15/01 he indicated that his services were operational and back to normal. I have confirmed that the customer has switched back to BellSouth on 1/12/01.

Due to the circumstances, IDS will apply a full credit toward [REDACTED] account in the amount of \$79.02. Complainant is directed to disregard the invoice dated 12/31/01 and any subsequent invoices should any be received.

IDS sincerely apologizes for any inconvenience this matter may have caused Complainant.

If you have any questions, I may be contacted directly at (305) 612-4311.

Respectfully submitted,

  
Angel Leiro  
Regulatory Affairs

Cc: Brad and Jennifer Mercer, Complainants

BETTER BUSINESS BUREAU.

SERVING SOUTHEAST FLORIDA

2924 N AUSTRALIAN AVE.

WEST PALM BEACH, FL 33407

(561) 842-1918 (800) 834-1267

FAX (561) 845-7234

WESTPALM@GTE.NET

9 SE Port St. Lucie  
Blvd., Suite 211  
Port St. Lucie, FL 34952  
(561) 878-2010  
FAX (561) 815-0488

9050 PINES BLVD., SUITE 358  
PEMBROKE PINES, FL 33024  
(954) 431-4900  
FAX (954) 431-7509

January 4, 2001

*12/17/00 K/DH/TBW*

Mr. Anthony Petrona  
I.D.S. Telcom, Inc.  
1525 NW 167th St #200  
Miami, FL 33169

RE: [REDACTED]

Dear Business Owner:

Your customer has contacted our office with a problem. We urge you to consider this matter and take whatever action you believe is necessary.

If this complaint is legitimate, you will want to take steps to correct it. If it is not, you will want your file to reflect your position. In either case, we will need your written response within ten business days. Please provide us with two copies of your response. One will remain in our files while the other is sent to your customer.

You are welcome to call our office with any questions or comments, however all complaints need to be responded to in writing to avoid any misunderstandings. You may mail, fax or e-mail your reply.

Your prompt response to this matter is greatly appreciated.

Sincerely

*KR*

Kristina Rhodes  
Dispute Resolution Specialist

*Open Credit 1 hr.  
2 lines*

*+ Cell Chgs  
per 150 minutes*

*Spec'd to Cust. 1/15/01  
B. of  
minutes*

Subject: ONLINE COMPLAINT FORM

Date: Sat, 30 Dec 2000 17:29:36 (GMT)

From: [REDACTED]

To: "complaints@westpalm.bbb.org" <complaints@westpalm.bbb.org>

The following complaint was submitted on 12/30/2000 11:29:30 AM:

CUSTOMER INFORMATION:

[REDACTED]

COMPANY OR ORGANIZATION INFORMATION:

IDS telecommunications  
1525 N.W. 167th Street  
2nd Floor  
Miami, FL United States 33169  
(888) 707-6500

COMPLAINT INFORMATION:

Complaint #: 167810  
Complaint Type: Company (other than automobile)  
Date Received: 12/30/2000  
Primary Complaint Classification: Delivery Issues  
Secondary Complaint Classification: Complaint:  
Ids contacted my husband by phone, & stated they could give cheaper prices on phone services. [REDACTED] said ok & phones to be changed over on Wed. 12-27-2000 from Bellsouth to IDS. Today is SAT Dec. 30, 2000 & the line is still dead. When customers call his business, the line rings ~~as if no one is~~ there. We have been on the phone with IDS numerous times every day. IDS gives us a time that the problem will be corrected at each call. The times that they give us always changes to a later day/time. This line is a business. My husband can not use his computer or fax machine to order parts. He can not use the credit card machine for his customers. The burglar alarm also works off of the phone lines. IDS solicited my husbands business and they can not provide the service. This is a BIG inconvenience for [REDACTED]!!!!

Some people we spoke to:

We have names of other people we spoke to written down at the shop.  
12-29-2000 Anna who spoke to her supervisor Mercy, Alberta, Anna, Natasha, Ken, Norma, & finally a supervisor Barbara.

12-30-2000 Richard

Desired Settlement: Other (requires explanation)

Settlement Explanation:

Our desired outcome is to have the phone lines back working. I pray that no one has to go through the headaches and frustrations that we have been through with this problem. If this company can not provide the services in a timely manner, then they should not promise something that they can not deliver.

Customer Service Rep: Barbara & numerous others Cust. supervisor

Product or Service: Local & long distance services

Model Number:

Account Number:

Order Number:

Salesperson:

Payment Made:  
 Purchase Price:  
 Disputed Amount:  
 Payment Method:  
 Purchase Date:  
 Problem Date:  
 Complaint Dates: 12/27/2000, 12/28/2000, 12/29/2000

Hgt.  
 1/12/01 Called 1/12/01 - PLS call back 15 mins.

➔ Switched from BellSouth  
 I was  
 out for 7-8 Bus. days.  
 4 times a day  
 no credit Card machine.

---

Called BST =  
 called FDS -



D.5C

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # JCS999UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/26/00 EVELYN P TPV 420417  
12/27/00 CUST CALLED HAS NO DIAL TONE OPENED TT#20276...JUAN V  
12\*27\*00 CUST CALLED TO CHECK STATUS ON TT#20276,CHECKED TECH NOTES STATE  
THAT CUST OS NOT W/IDS. CHECKED LENS STATES THAT CUST IS STILL W/BELL,BUT  
THERE IS A PSO{DD509J} IN PLACE.ADV CUST THAT I WLD CALL REPAIR AND CB @  
706\*468\*8458.....NATASHA.....  
12\*27\*00 CALLED BELL REPAIR SPKE W/TANDRA GAVE COMMITMENT OF 1PM 12\*28\*00  
CALLED CUST AND ADV HIM OF THE COMMITMENT TIME.....NATASHA

Memo 1      Date 12/26/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # JCS999UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/28 SPOKE TO CUST AND ADVISED HIM THAT I WILL CHECK ON STAUS..CB AT  
7064760816 CELL...KMORRIS  
12/28/00 CUST CLLD AGAIN TO FLLW UP ON TT#20276; TT WAS CLOSED PER TECH  
NOTES: CUSTOMER IS NOT W/IDS; CHCKD IN LENS CUST IS W/IDS; CLLD RAFFIE  
AND INFRMD HER ON THIS MISTAKE; RAFFIE OPENED TT WITH BELL AND SRVC SHLD  
WORK BY THE END OF BUSINESS TODAY; ADV CUST THT TECH IS WORKNG ON IT, AND  
WLL CONTCT HIM ONCE MATTER IS RESOLVED; CUST WLL C/B. ALBERTA SIMON  
12/28 SPOKE TO ALBERTA REGARDING THIS ACCNT,STATED THAT SHE CONTACTED

Memo 2      Date 12/28/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # JCS999UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information ENTER to edit

12/28 SPOKE TO CUST AND ADVISED HIM THAT I WILL CHECK ON STAUS..CB AT 7064760816 CELL...KMORRIS

12/28/00 CUST CLLD AGAIN TO FLLW UP ON TT#20276; TT WAS CLOSED PER TECH NOTES: CUSTOMER IS NOT W/IDS; CHCKD IN LENS CUST IS W/IDS; CLLD RAFFIE AND INFRMD HER ON THIS MISTAKE; RAFFIE OPENED TT WITH BELL AND SRVC SHLD WORK BY THE END OF BUSINESS TODAY; ADV CUST THT TECH IS WORKNG ON IT, AND WLL CONTCT HIM ONCE MATTER IS RESOLVED; CUST WLL C/B. ALBERTA SIMON  
12/28 SPOKE TC ALBERTA REGARDING THIS ACCNT,STATED THAT SHE CONTACTED

Memo 2 Date 12/28/2000

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # JCS999UP Group # LOCAL Type B SIC Code 288  
Name Phone Exempt  
USF

Memo Standard Information ENTER to edit

12/28 CONT..CONTACTED RAFFIE AND TT HAS BEEN OPENED...KMORRIS  
12/28/00 CUST CALLED FOR STATUS ON ACCOUNT INFORMED THAT WE ARE STILL WORKING ON THE MATTER INFORMED THAT IT SHOULD BE UP BY 7PM TODAY..JUAN V  
12/29/00..CUST. CLD STILL NOT UP WANTS TO TALK TO A SUPERVISOR. GAVE IT TO MERCY....ANAP  
12/29/00 CUST REQUESTED TO SPEAK WITH SUP STILL HAS NO DIAL TONE NO ONE AVAILABLE AT THE NOC CALLED BELL REPAIR AND SPOKE WITH CORRINE SHE ADVISED THEY WERE WORKING ON IT AND SHOULD BE UP BY 12.MERCY

Memo 3 Date 12/28/2000

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # JCS999UP Group # LOCAL Type B SIC Code 288  
Name Phone Exempt  
USF

Memo Standard Information ENTER to edit

12/29/00 CUST'S WIFE CLLD TO COMPLNT ABOUT LINES BEIND DOWN, CUST IS VRY UPSET AND DEMANDS TO SPK TO MERCEDES;  
12/29/00 USOC'S ENTERED QA BY VERONICA.....  
12\*29\*00 CUST CALLED LINES STILL DOWN,ADV CUST THAT LINES SHLD BE UP BY NOON TODAY.ALSO ADV CUST THAT IF THE LINE IS STILL DOWN TO CB.....NATASHA

12/29/00 SPOKE W/ MINNIE AT BELL SHE ADVISED ME THEY WERE STILL WORKING  
ON THIS AND WILL HAVE PROBLEM CORRECTED TODAY....MERCEDES  
12/29/00 COMMITMENT OF 12/30/00 @1:00 P.M....NORMA SANCHEZ

Memo 4 Date 12/29/2000

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # JCS999UP Group # LOCAL Type B SIC Code 288  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information:ENTER to edit:

12/30/00---CUST CALLED IN REFERENCE TO HER ISSUE BEING FIXED CHECKED  
NOTES AND SAW THAT THE REPAIR TICKET WAS IN THE PROCESS OF BEING FIXED  
AND HAD A COMMIT OF 1PM TODAY WILL CALL CUST AT THAT TIME FOR AN UPDATE  
RICHARD  
12/30/00---ATTEMPTED TO REACH CUST BUT COULD NOT REACH HER AT THE MAIN  
BTN AND I DO NOT HAVE ANOTHER CONTACT NUMBER FOR HER RICHARD  
12-30-00 CUST CI ALL IRRATE REGARDING HVG NO SERV FR 4DYS....XFERD TO  
RICHARD.....PMAINOR

Memo 5 Date 12/30/2000

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # JCS999UP Group # LOCAL Type B SIC Code 288  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information:ENTER to edit:

12/30/00---SPOKE WITH CUST IN REFERENCE TO THE PROBLEM SHE WAS HAVING  
CONTACTED BELL AGAIN AND WAS TOLD THAT THE TICKET HAD BEEN DISPATCHED  
ALREADY BUT WAS NOT WORKED ON YET NO NEW COMMIT TIME WAS GIVEN ADVISED  
CUST WHO WAS NOT HAPPY CALLED BELL AGAIN AND REQUEST MORE ASSISTANCE THAN  
WHAT WAS GIVEN TO ME LAST CALL SPOKE WITH SUSAN WHO TOLD ME SHE WOULD  
CALL ME BACK WITH A COMMIT TIME TOLD CUST AND SHE WAS NOT HAPPY WITH THAT  
WILL CALL HER BACK AS SOON AS BELL REP (SUSAN) GIVES ME A CALL BACK  
RICHARD

Memo 6 Date 12/30/2000

F2 Add



||F3 Delete||

||F1 Help||ATS Customer Maintenance Program||ENTER to edit||

Customer # JCS999UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

||Memo Standard Information||ENTER to edit||

12/30/00---SPOKE WITH CUST IN REFERENCE TO THE PROBLEM SHE WAS HAVING  
CONTACTED BELL AGAIN AND WAS TOLD THAT THE TICKET HAD BEEN DISPATCHED  
ALREADY BUT WAS NOT WORKED ON YET NO NEW COMMIT TIME WAS GIVEN ADVISED  
CUST WHO WAS NOT HAPPY CALLED BELL AGAIN AND REQUEST MORE ASSISTANCE THAN  
WHAT WAS GIVEN TO ME LAST CALL SPOKE WITH SUSAN WHO TOLD ME SHE WOULD  
CALL ME BACK WITH A COMMIT TIME TOLD CUST AND SHE WAS NOT HAPPY WITH THAT  
WILL CALL HER BACK AS SOON AS BELL REP (SUSAN) GIVES ME A CALL BACK  
RICHARD

Memo 6      Date 12/30/2000

||F2 Add||  
||F3 Delete||

||F1 Help||ATS Customer Maintenance Program||ENTER to edit||

Customer # JCS999UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

||Memo Standard Information||ENTER to edit||

12/30/00---CALLED BELL AGAIN IN REFERENCE TO THE SAME PROBLEM AND WAS  
TOLD THAT THE SUPERVISOR (RANDY) WAS CURRENTLY ON THE PHONE WORKING ON  
MY ISSUE AND TRYING TO GET SOMEONE OUT TO THE SIGHT TODAY STILL DID NOT  
GET A NEW COMMIT TIME      RICHARD  
12/30/00---RECEIVED CALL FROM BELL (RANDY) AND WAS TOLD THAT SHE IS  
WORKING ON GETTING SOMEONE OUT THERE AND WOULD HAVE TO CALL ME BACK WILL  
CALL CUST AS SOON AS I HAVE THE TIME      RICHARD

Memo 7      Date 12/30/2000

||F2 Add||  
||F3 Delete||

||F1 Help||ATS Customer Maintenance Program||ENTER to edit||

Customer # JCS999UP      Group # LOCAL      Type B      SIC Code 288

Name JASPER COUNTY SMALL ENGINE Phone 706-468-8463 Exempt  
USF

Memo Standard Information ENTER to edit

12/30/00---COULD NOT MAKE LAST CALL TO CUST BECAUSE THE PHONE SYSTEMS  
WERE TAKEN DOWN AT 3PM AND I WAS UNABLE TO GIVE HER A CALL WILL CALL HER  
ON TUESDAY AND CHECK TO SEE WHAT IS GOING ON RICHARD  
01/02/01---ATTEMPTED TO REACH IN REFERENCE TO THE ISSUE SHE WAS HAVING  
ON SATURDAY LEFT MESSAGE FOR HER TO CALL ME IN REGARDS TO THE NO DIALTONE  
PROBLEM CALLED THE NUMBER WHICH WAS NOT WORKING AND IT WAS WORKING FINE  
ISSUE SEEMS TO BE RESOLVED AND I WILL WAIT FOR CUST TO CALL ME IF THERE  
ARE ANY MORE PROBLEMS RICHARD

Memo 8 Date 12/30/2000

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # JCS999UP Group # LOCAL Type B SIC Code 288  
Name Exempt  
Phone USF

Memo Standard Information ENTER to edit

01/02/01 CLLD TO RPRT THT THERE IS NO DIAL TONE ON HIS SECONDARY  
LINE# 7064688698; ADV CUST THT I WLL OPEN A TT; TEST LINE AND IT JUST  
RINGS FOR AWHILE AND THEN GIVES A FAST BUSY SIGNAL; TT#20457; CUST ADV  
THT IF HE DOES NOT GET A C/B FROM THE TECH IN RGDS TO THE PROBLEM BEING  
RECTIFY, HE WILL FILE A SUIT AGAINST IDS. THIS HAS BEEN CONSISTENT FOR  
A WEEK NOW; ADV CUST THT I WLL NOTE THE ACCT WITH HIS COMMENT; ALSO ADV  
CUST THT TURNAROUND TIME IS APPROXMTLY 2 HRS. ALBERTA SIMON

Memo 9 Date 08/24/1997

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # JCS999UP Group # LOCAL Type B SIC Code 288  
Name Exempt  
Phone USF

Memo Standard Information ENTER to edit

1/4/01 BRAD MERCA CI SD HSN'T HD DIAL TONE FOR PAST 2 WKS; PREV TT'S WERE  
WRKD & CLOSED BUT PRBLM STLL EXISTS ON CSR'S LN; NEW TT#20623; CSR  
DSN'T HV DIAL TONE ON SECNDRY LN: (706) 468-8698...S.GARNER

01/04/01 CUST CALLED TO ? SECOND LINE NOT WORKING CALLED BELL SPK W/ CONS  
TANCE GAVE COMMIT FOR TODAY BY 6PM.....SHION  
01-05-01 CUS CALLED 706-468-8698 IS STILL DOWN SPOKE TO MARTHA AT BELL  
REPAIR SEE SAYS IT IS A CENTRAL OFFICE PROBLEM AND IS STILL  
OPEN SHE SAID SHE WILL PRIORTIZE IT SO IT CAN GET DONE QUICKER

Memo 9 Date 08/24/1997

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

|                     |               |        |              |        |
|---------------------|---------------|--------|--------------|--------|
| Customer # JCS999UP | Group # LOCAL | Type B | SIC Code 288 | Exempt |
| Name                |               | Phone  |              | USF    |

:Memo Standard Information:ENTER to edit:

01-05-01 CON.....IT WAS SHCDULED FOR 6PM TODAY...DAWN

Memo 10 Date 08/27/1997

F2 Add  
F3 Delete

IDS L.D. IDS 8368  
v 00

Local Exchange Navigation System

## Inquiry Customer Service Record

Return to Inquiry ►View Product and Services

[REDACTED] SR\*

PSO D17Q5T MNTI UEPBX

1

AECN 8368, UEPBX

CENT SOY

LN [REDACTED]

LA [REDACTED]

SA [REDACTED]

YPH 999001 NONE

SIC 3524

FL [REDACTED]

---DIR

DDA [REDACTED]

DEL [REDACTED]

---BILL

BN1 I D S TELECOM LLC

706 468 8463 126 \*CSR\*

PSO D17Q5T MNTI UEPBX

2

BA2 1525 N W 167TH ST

BA3 SUITE 200

PO MIAMI FL 33169

MAN C8368

RTX 001111

TAX ONNO

TAR 328,879

PACI XXXX

BTN [REDACTED]

SS 000-00-0000;N

ZPTX Y

BIR BSBD

BIR BSBOL

---S&amp;E

(CHARGEABLE LISTINGS)

1 FAL Foreign directory listing

99

12270

████████████████████ PSO D17Q5T MNTI UEPBX 3

| QTY                | USOC  | S&E                                                                                                                                                   | J | REV  | IDENT NUMBER | BTC | EFF    | DT  | TAX |
|--------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---|------|--------------|-----|--------|-----|-----|
|                    |       | /REF A/AECN 8368/SED 12-27-00                                                                                                                         |   |      |              |     |        |     |     |
|                    |       | /ZSER 3C10000001                                                                                                                                      |   |      |              |     |        |     |     |
| (LINES & STATIONS) |       |                                                                                                                                                       |   |      |              |     |        |     |     |
| 1                  | UEPBL | Unbundled Exchange Port, +<br>/TN ██████████/PIC 0288<br>/LPIC 0288/PCA CM, 12-06-00<br>/LPCA CM, 12-06-00/AECN 8368<br>/SED 12-27-00/ZSER 4310000002 |   | 179  | ██████████   |     | 122700 | 200 |     |
| 1                  | LNPCX | FCC Local Number Portabil+<br>/TN ██████████/AECN 8368<br>/SED 12-27-00/ZSER 4A10000003                                                               |   | 35   | ██████████   |     | 122700 | 200 |     |
| 1                  | UEPLX | Unbundled Loop Voice Grad+<br>/TN ██████████/AECN 8368<br>/SED 12-27-00/ZSER 5110000004                                                               |   | 1080 | ██████████   |     | 122700 | 200 |     |
| 1                  | UNECN | CLEC Contact Name and Num+<br>/TN ██████████<br>/ZRCI I D S TELECOM LLC,<br>JERMAINE JOHN, 305 913-4000                                               |   | NR   | ██████████   |     | 122700 | 000 |     |

706 468 8463 126 \*CSR\* PSO D17Q5T MNTI UEPBX 4

| QTY | USOC  | S&E                                                                                                                                                    | J | REV  | IDENT NUMBER | BTC | EFF    | DT  | TAX |
|-----|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---|------|--------------|-----|--------|-----|-----|
|     |       | /AECN 8368/SED 12-27-00                                                                                                                                |   |      |              |     |        |     |     |
|     |       | /ZSER 5810000005                                                                                                                                       |   |      |              |     |        |     |     |
| 1   | UEPBL | Unbundled Exchange Port, +<br>/TN ██████████/PIC 0288<br>/LPIC 0288/PCA CM, 12-06-00<br>/LPCA CM, 12-06-00/AECN 8368<br>/SED 12-27-00/ZSER 5F10000006  |   | 179  | ██████████   |     | 122700 | 200 |     |
| 1   | LNPCX | FCC Local Number Portabil+<br>/TN ██████████/AECN 8368<br>/SED 12-27-00/ZSER 6610000007                                                                |   | 35   | ██████████   |     | 122700 | 200 |     |
| 1   | UEPLX | Unbundled Loop Voice Grad+<br>/TN ██████████/AECN 8368<br>/SED 12-27-00/ZSER 6D10000008                                                                |   | 1080 | ██████████   |     | 122700 | 200 |     |
| 1   | UNECN | CLEC Contact Name and Num+<br>/TN ██████████<br>/ZRCI I D S TELECOM LLC,<br>JERMAINE JOHN, 305 913-4000<br>/AECN 8368/SED 12-27-00<br>/ZSER 7410000009 |   | NR   | ██████████   |     | 122700 | 000 |     |

706 468 8463 126 \*CSR\* PSO D17Q5T MNTI UEPBX 5

## ---COMPLETED ACTIVITY

| ORDER NO                 | COMPLETED | SERIAL NO    | DATE     | POSTED<br>CYCLE | ADDITIONAL INFO |
|--------------------------|-----------|--------------|----------|-----------------|-----------------|
| ZPEN530549               | 07-01-00  | 012551ZBN530 | 01-04-01 | 2551            |                 |
| ZPC74201MS               | 12-29-00  | 012550ZC7420 | 01-03-01 | 2550            |                 |
| ZPC74191MS               | 12-27-00  | 012550ZC7419 | 01-03-01 | 2550            |                 |
| NPD5G5R8                 | 12-27-00  | 002547ND5G5R | 12-28-00 | 2547            |                 |
| LOC SER BILLED ELSEWHERE |           |              |          | 2687            |                 |



|                      |   |
|----------------------|---|
| ATTCOM LOCAL SVC     | 0 |
| BELLSOUTH LOCAL SVC  | 0 |
| BILLED LOCAL SERVICE | 0 |

[References](#) | [Cancel](#)[View Product and Services](#)[Return to Inquiry](#) ►

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LENS Version 9.0

IDS0012

1/12/2001

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # JCS999UP      Group # LOCAL      Type B      SIC Code 0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

\*\*1/19/01 BBB COMPLAINT FILED 1/4/01. ANGEL HAS CASE. CONTACTED CUSTOMER  
ON 1/15/01. I WILL SUBMIT FOR A ONE MONTH CREDIT FOR THE TWO LINES THAT  
WERE DISRUPTED. CUST WILL SEND CELL CHARGES OVER 150 MINUTE MIN. TO COST  
FOR PHONE CHARGES WHILE DOWN.\*\*\*\*\*

Memo 11      Date 01/19/2001

F2 Add

F3 Delete

DIS c

**Angel Leiro**

---

**From:** Darshion Daniels  
**Sent:** Monday, January 15, 2001 3:59 PM  
**To:** Elio Santana  
**Cc:** Angel Leiro  
**Subject:** LMH202UP

This customer has no service. He switch from his previous carrier to ids and got disconnected in the conversion. Just as information I'm sending this to you guys. Maybe you can use it to help find a resolution for other customers

Have a great day :)  
Shion\*4153

## Angel Leiro

---

**From:** Elio Santana  
**Sent:** Tuesday, January 16, 2001 10:12 AM  
**To:** Angel Leiro  
**Subject:** RE: LMH202UP

WENT DOWN

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

**From:** Angel Leiro  
**Sent:** Tuesday, January 16, 2001 9:37 AM  
**To:** Elio Santana  
**Subject:** RE: LMH202UP

What happened here?

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

**From:** Elio Santana  
**Sent:** Monday, January 15, 2001 2:24 PM  
**To:** Angel Leiro  
**Subject:** FW: LMH202UP

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

**From:** Jennifer Reguero  
**Sent:** Monday, January 15, 2001 2:22 PM  
**To:** Elio Santana  
**Subject:** LMH202UP

THE ACCNT #LMH202UP [REDACTED], PON#VSP0109906A....FOC FOR 1/15/01...

JENNIFER

```

#F1 Help#####ATS Customer Maintenance Program#####ENTER to edit:###

```

Group # LOCAL

SIC Code 288

Phone

USF

```

.....Memo Standard Information.....ENTER to edit.....

```

01/15/01 CUST CALLED NO DIALTONE SPK W/BLAKE ADVSD COMMITT BY 6PM TODAY A  
DVSD CUST.....SHION

Memo 2 Date 01/08/2001

```
F2  Add
F3  Delete
```

## Service Order NPBJP3K8

Last Pass Received: 1/14/01 6:02:21 PM

Days in Current Status: 6

DPD 002 NBJP3K 770646 BM - - Y N  
131 - - BUCH 01- 09-01 0812 01-09  
NPBJP3K8 UEPBX YAXQA97 01- 15- 01 W

Number of times in this status: 002

ZRTI S, QS, 800 773-4967, DP, 205321  
IAECN 8368, UEPBX  
ITTRA 770 646  
ICENT SOY  
RRSO DPBHHVP7  
SEQ (A) DPBHHVP7

## ---LIST

ILN [REDACTED]  
ILA [REDACTED]  
ISA [REDACTED]  
IDZIP 30110  
IYPH 999001\NONE  
ISIC 5271  
IFCTN [REDACTED]

## ---DIR

IDDA [REDACTED]  
IZDDE  
IDEL A1

## ---BILL

IBN1 I D S TELECOM LLC  
IBA2 1525 N W 167TH ST  
IBA3 SUITE 200  
IPO MIAMI FL 33169  
ITAX ONNO  
IRTX F S  
IZPTX Y  
ITAR 000,871  
ICI CLEC  
ICC B  
ISS 000-00-0000;N  
IBIR BSBD  
IBIR BSBOL  
IMAN C8368  
IBTN 706 Q97-1090-090  
IPON VSP0109906A

## ---S&amp;E

I1 UNECN/TN [REDACTED] ZRCI I D S TELECOM LLC, ISSAM  
/SAYEGH, 305 913-4000  
I1 UEPBL/TN [REDACTED] PIC 0288/LPIC 5124/PN /PCA BO, 01-09-01  
/LPCA BO, 01-09-01/RMCR (A) TERM ON EXIST JKS/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 DRS/TN [REDACTED] PN 770 646-3544/RNP B

Lines  
Down  
While  
Converting  
Etc

I1 LNPCX/TN [REDACTED]  
I1 USACC/TN [REDACTED]  
I1 SOME C

IDS L.D. IDS 8368  
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT [REDACTED]

EXCH BUCH

BCS 1FB

STAT OPEN

TYPE BUSINESS

SVCC 21

EQIND1 9

LASTZSER 268435465

MULTLINE 1

HTGHMLCT 0

JOINTIND

JAZZIND

BREFIND

DENYIND 0

BMIHTIND

SENSACCT

TTRA 770 646

CENT S50

---LIST

LN [REDACTED]

LA [REDACTED]

SA [REDACTED]

LOC [REDACTED]

[REDACTED]

[REDACTED]

YPH 071960

[REDACTED]

SIC 7519

---DIR

DDA [REDACTED]

[REDACTED]

[REDACTED]

DEL A1

---BILL

BN1 [REDACTED]

BN2 [REDACTED]

BN3 [REDACTED]

BA4 [REDACTED]

PO [REDACTED]



---S&amp;E

## (LINES &amp; STATIONS)

1 lFB Business Line  
/TN [REDACTED] PIC 0288  
/LPIC 5124/PN  
/PCA BO, 03-27-01  
/LPCA BO, 03-27-01  
/TTRA [REDACTED] EXK 770 646  
/LRN [REDACTED] SED 03-27-01  
/ZSER 3C10000001  
/RATE 48.30

1 TTB Touch-Tone  
/TN [REDACTED] SED 03-27-01  
/ZSER 4310000002  
/RATE NR

1 AH8 Telecommunications Relay Service  
/TN [REDACTED] SED 03-27-01  
/ZSER 4A10000003  
/RATE .05

1 FUJ1X Federal Universal Service Charge  
/TN [REDACTED] SED 03-27-01  
/ZSER 5110000004  
/RATE .55

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN [REDACTED] SED 03-27-01  
/ZSER 5810000005  
/RATE .35

1 RJ11C Jack-2 wire modular baseboard type  
/TN [REDACTED] NIJ  
/SED 03-27-01/ZSER 5F10000006  
/RATE NR

1 SEQ1X Inside Wire Maintenance Service Plan  
/TN [REDACTED] SED 03-27-01  
/ZSER 6610000007  
/RATE 5.00

1 9LM FCC Charge for Network Access  
/TN [REDACTED] SED 03-27-01  
/ZSER 6D10000008  
/RATE 5.00

1 DRS RingMaster I - One RingMaster Number with Distinctive Ringing  
/TN [REDACTED]  
/PN [REDACTED] RNP B  
/TTRA [REDACTED] EXK 770 646  
/LRN [REDACTED] SED 03-27-01  
/ZSER 7410000009  
/RATE 9.50

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LENS Version 9.4

Z836866

8/20/2001

<http://194.1.93.13/NASApp/lens/LensDispatchServlet?source=lkAuthOK&>

8/20/01

DSL

Angel Leiro

---

From: Dawn Reynolds  
Sent: Friday, January 19, 2001 10:23 AM  
To: Angel Leiro  
Cc: Dawn Reynolds  
Subject: CUSTOMER CONVERTING GETTING DISCONNCET MESSAGE

[REDACTED] THEY HAVE NO DAILTONE AND WHEN LINE IS CALLED YOU  
GET DISCONNECTED MESSAGE. MARIO CALLED LCSC TO EXPIDITE IN GETTING THE  
LINES UP BY 10:34 HE PLACED THE CALL AT 9:34AM. WILL CALL CUSTOMER BACK TO  
CHECEK IF THE DAILTONE CAME UP.

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # TLF229UP      Group #      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/12/01 TPV-0680513  
1-19-01 CALLED THEIR ONLY LINE IS GIVING DISC MESSAGE I CHECKED  
SOCS GOT PON#WJV1121105P DUE 1-19-01 GOT MARIO TO CALL LCSC THEY  
SAID LINE WILL BE UP AT 10:34 LCSC SAW CALLED AT 9:34AM I TOLD  
CUS IF IT IS NOT UP TO CALL BACK AND WE WILL CALL LCSC BACK..DAWN  
011901 CLLD VERY UPSET DUE TO NDT, CLLD LCSC AGAIN THEY ADV ORDER  
SHOULD COMPT AS PER PREV NOTES..ADV CUSTOMER.....DCOOPER  
01/19/01 LISA CLD BACK AND SAID HER LINES ARE STILL NOT UP, I ADVSD HER

Memo 1      Date 01/12/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # TLF229UP      Group #      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/19/01 CONT THAT I WILL CONTACT LCSC AND CALL HER BACK...ELAINE  
01/19/01 CLD LCSC AND SPK TO REGINA AND LINES ARE CURRENTLY UP AND RUNNIN  
G NOW. I TESTED LINE AND IT RANG, I ALSO CLD BACK AND ADVSD HER THAT  
THE LINES ARE UP AND SHE SAID OK...ELAINE

Memo 2      Date 01/19/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # TLF229UP      Group #      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information: ENTER to edit

\*\*\*\*\*CUST FILED APSC COMPLT 1/18/01 BECAUSE LINES WERE DOWN. ANGEL SPOKE  
WITH [REDACTED] 1/19/01. SHE STATED LINES WERE BACK UP. SHE SAID SHE WAS NOT  
AWARE OF THE SWITCH. DID NOT WANT TO TALK ABOUT IT ANYMORE AND SHE HAS  
PLACED ORDER TO SWITCH BACK TO BELL.\*\*\*\*\*

Memo 3 Date 01/19/2001

F2 Add

F3 Delete



January 19, 2001

Via Facsimile and U.S. Mail

Ms. Debra Jackson,  
Alabama Public Service Commission  
P.O. Box 991  
Montgomery, AL 36101-0991

Re: Complaint filed by [REDACTED]

Dear Ms. Jackson:

Kindly allow this letter to serve as a formal response to the complaint filed by [REDACTED] on behalf of [REDACTED] on 1/18/01 against IDS Telcom.

I have reviewed the customer record and contacted the Complainant this afternoon. [REDACTED] indicated that she did not contact IDS for an explanation regarding her services being switched. I explained to her that IDS had obtained an electronic verification from her on 1/3/01.

That tape verification may be heard by dialing (240) 683-2316, enter security code 58438#, select option 1 and enter transaction no. 0680513#.

[REDACTED] indicated that her lines were operational as of 1/19/01 and this was verified through BellSouth. [REDACTED] indicated that she wanted to drop the issue because the services were up and there was nothing further to talk about and hung up the phone.

The Complaint indicates that there was a disruption of services when converting to IDS. While IDS is ultimately responsible for the customer's services, this problem has been occurring with some regularity when BellSouth performs conversions of IDS customers. IDS has been working with BellSouth to eliminate these problems caused by BellSouth upon conversions taking place and hopes to obtain a resolution very soon.

As is evident by the aforementioned tape verification, this customer was not switched without authorization.

Based on the foregoing, it is the position of IDS Telcom that service authorization was properly obtained as evidenced by the aforementioned tape verification.

IDS Telcom sincerely apologizes to the Complainant for any inconvenience this matter may have caused and I urge the Complainant or this Commission to contact me directly at (305) 612-4311 should you require any further assistance in this regard.



Therefore, IDS Telecom respectfully requests that this Commission close this case and categorize it as a non-infraction against IDS Telecom as soon as conveniently possible.

Sincerely,

Angel M. Leiro  
Regulatory Affairs

  
C. [Redacted]

01 Needs Service  
02 High Bills  
03 Deposit  
04 Service Problems

05 Payment Arrangements  
06 Denied Toll  
07 Slamming  
08 Billing Problems

09 Non-Pay Disconnect  
10 900/Pay Per Call  
11 No Jurisdiction  
12 Other

13 Inquiry

## COMPLAINT REPORT

DATE RECEIVED

1/18/01

COMPLAINT CODE

07

DATE CLOSED

COMMISSIONER

COMPLAINANT

TEL. #

ADDRESS

CONT. #

Street or Route

Zip Code

ADDITIONAL INFORMATION

NAME OF COMPANY

IDS Telcom (Local)

ACCT. #

METHOD RECEIVED:

PHONE (✓)

OFFICE VISIT ( )

LETTER ( )

OTHER ( )

DETAILS

Unauthorized Conversion. Need serv restored immediately - ~~the~~ Business depends on phone.

1/19/01 Closing 1/19/01 → (CPU-0680513) (GMS)?  
Wants to keep the matter - Problem's solved.  
Spoke to USA. no back to BST yet.

REFERRED TO

DATE

ACTION TAKEN

1 live. 8/4 - Dob.

1/19/01 - hshl to tape

COMPLAINT HANDLED BY

KG Jack

REFERENCE #

Disc.

**Angel Leiro**

---

**From:** Andrea Villarreal  
**Sent:** Thursday, January 18, 2001 6:03 PM  
**To:** Angel Leiro  
**Subject:** MEU066UP

HELLO ANGEL, THE NAME OF THE ACCOUNT THAT'S DOWN IS [REDACTED] CUST MOVED FROM ONE LOCATION TO ANOTHER ON DECEMBER 7 2000. THE LINE HAS GONE DOWN TWICE. I CALLED GREG BASHIERS IN THE LCSC HE ADVISED ME THAT THERE WERE TWO N ORDERS GOING THRU AND THAT BELL WOULD HAVE TO DPO TO NEW LOCATION. I THEN TOLD HIM CUST ALREADY HAD SVC ON AT THE NEW LOCATION FOR A MONTH, THEN ASKED IF HE COULD PLEASE RESTORE THE CUSTOMER'S SVC BACK ON AND HE SAID THE ORDER WAS DUE FOR TOMORROW AND THAT HE WOULD TRY BUT IF HE COULDN'T DO IT NOT TO WORRY THE DUE DATE WAS FOR 01/19/01. THE CUSTOMER ONLY HAS ONE LINE WHICH IS 3219513555, BUT IT IS A BUSINESS LINE. WHEN CALLING THE LINE THE RECORDING SAYS "THE NUMBER HAS BEEN DISCONNECTED AND NO FURTHER INFORMATION IS AVAILABLE ON THIS #". CUSTOMER IS VERY IRATE. UNFORTUNATELY IT'S OUT OF MY HANDS...ANDREA



|          |            |         |      |     |
|----------|------------|---------|------|-----|
| Contact  | [REDACTED] | Fax     | -    | FED |
| Street   | [REDACTED] | Sales 1 | 3100 | ST  |
| City     | [REDACTED] | Sales 2 |      | CO  |
| Zip code | [REDACTED] | Sales 3 | 1380 | CI  |

REPORTS

|             |               |      |                    |               |
|-------------|---------------|------|--------------------|---------------|
| LEC Bill    | Fixed charges | 0.00 | Tax Geo 1200943975 | ACC Y ANI     |
| Detail Sep  | Other Charges | 0    | In Out City        | TOD DOM Y     |
| Pull        | Start Finance | 0    | TPV                | MIL NPA Y     |
| Disk Type   | Discount Tbl  | 0    |                    | SOC Y INT Y   |
| Detail      | CHG/Nousg Min | 0.00 |                    |               |
| Late Letter | Employee Disc | 0.00 |                    |               |
| Comment #   | 1             |      |                    | Client/Server |

|           |                 |            |                |
|-----------|-----------------|------------|----------------|
| F2 Add    | F4 Search       | F6 Files   | F8 Maintenance |
| F3 Delete | F5 Change order | F7 Reports | ESC Exit       |

F1 Help: ATS Customer Maintenance Program ENTER to edit:

|            |            |         |            |        |  |          |   |
|------------|------------|---------|------------|--------|--|----------|---|
| Customer # | SON902UP   | Group # |            | Type B |  | SIC Code | 0 |
| Name       | [REDACTED] | Phone   | [REDACTED] |        |  | Exempt   | 0 |
| Contact    | [REDACTED] | Fax     | -          |        |  | USF      |   |
| Street     | [REDACTED] | Sales 1 |            | 1255   |  | FED      |   |
| City       | [REDACTED] | Sales 2 |            |        |  | ST       |   |
| Zip code   | [REDACTED] | Sales 3 |            | 1380   |  | CO       |   |
|            |            |         |            |        |  | CI       |   |

REPORTS

|             |               |      |                    |               |
|-------------|---------------|------|--------------------|---------------|
| LEC Bill    | Fixed charges | 0.00 | Tax Geo 1202514250 | ACC Y ANI     |
| Detail Sep  | Other Charges | 0    | In Out City        | TOD DOM Y     |
| Pull        | Start Finance | 0    | TPV                | MIL NPA Y     |
| Disk Type   | Discount Tbl  | 0    |                    | SOC Y INT Y   |
| Detail      | CHG/Nousg Min | 0.00 |                    |               |
| Late Letter | Employee Disc | 0.00 |                    |               |
| Comment #   | 1             |      |                    | Client/Server |

|           |                 |            |                |
|-----------|-----------------|------------|----------------|
| F2 Add    | F4 Search       | F6 Files   | F8 Maintenance |
| F3 Delete | F5 Change order | F7 Reports | ESC Exit       |

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

|             |          |               |      |             |            |          |   |        |               |  |
|-------------|----------|---------------|------|-------------|------------|----------|---|--------|---------------|--|
| Customer #  | MEU066UP | Group #       |      | Type B      |            | SIC Code | 0 | Exempt |               |  |
| Name        |          |               |      | Phone       |            |          |   | USF    |               |  |
| Contact     |          |               |      | Fax         | -          | -        |   | FED    |               |  |
| Street      |          |               |      | Sales 1     |            | 3100     |   | ST     |               |  |
| City        |          | State         |      | Sales 2     |            |          |   | CO     |               |  |
| Zip code    |          |               |      | Sales 3     |            | 1380     |   | CI     |               |  |
|             |          |               |      |             |            |          |   |        | REPORTS       |  |
| LEC Bill    |          | Fixed charges | 0.00 | Tax Geo     | 1200943975 | ACC      | Y | ANI    |               |  |
| Detail Sep  |          | Other Charges | 0    | In Out City |            | TOD      |   | DOM    | Y             |  |
| Pull        |          | Start Finance | 0    | TPV         |            | MIL      |   | NPA    | Y             |  |
| Disk Type   |          | Discount Tbl  | 0    |             |            | SOC      | Y | INT    | Y             |  |
| Detail      |          | CHG/Nousg Min | 0.00 |             |            |          |   |        |               |  |
| Late Letter |          | Employee Disc | 0.00 |             |            |          |   |        |               |  |
| Comment #   | 1        |               |      |             |            |          |   |        | Client/Server |  |

F2 Add:F4 Search:F6 Files:F8 Maintenance:  
F3 Delete:F5 Change order:F7 Reports:ESC Exit:

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

|             |          |               |      |             |            |          |   |        |               |  |
|-------------|----------|---------------|------|-------------|------------|----------|---|--------|---------------|--|
| Customer #  | MEU066UP | Group #       |      | Type B      |            | SIC Code | 0 | Exempt |               |  |
| Name        |          |               |      | Phone       |            |          |   | USF    |               |  |
| Contact     |          |               |      | Fax         | -          | -        |   | FED    |               |  |
| Street      |          |               |      | Sales 1     |            | 3100     |   | ST     |               |  |
| City        |          | State         |      | Sales 2     |            |          |   | CO     |               |  |
| Zip code    |          |               |      | Sales 3     |            | 1380     |   | CI     |               |  |
|             |          |               |      |             |            |          |   |        | REPORTS       |  |
| LEC Bill    |          | Fixed charges | 0.00 | Tax Geo     | 1200943975 | ACC      | Y | ANI    |               |  |
| Detail Sep  |          | Other Charges | 0    | In Out City |            | TOD      |   | DOM    | Y             |  |
| Pull        |          | Start Finance | 0    | TPV         |            | MIL      |   | NPA    | Y             |  |
| Disk Type   |          | Discount Tbl  | 0    |             |            | SOC      | Y | INT    | Y             |  |
| Detail      |          | CHG/Nousg Min | 0.00 |             |            |          |   |        |               |  |
| Late Letter |          | Employee Disc | 0.00 |             |            |          |   |        |               |  |
| Comment #   | 1        |               |      |             |            |          |   |        | Client/Server |  |

F2 Add:F4 Search:F6 Files:F8 Maintenance:  
F3 Delete:F5 Change order:F7 Reports:ESC Exit:

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

|            |          |         |  |        |  |          |   |        |  |
|------------|----------|---------|--|--------|--|----------|---|--------|--|
| Customer # | MEU066UP | Group # |  | Type B |  | SIC Code | 0 | Exempt |  |
| Name       |          |         |  | Phone  |  |          |   | USF    |  |

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MEU066UP      Group # BOTH      Type B      SIC Code      0  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

05/09/00 SET UP BY ROSY C.  
NOTE REFERENCED ACCTS:#CRE89006/#MON061LT/#MER02456/#MER024LT/#MER90050  
ALSO NOTE: CONTACT ANI #561 8646000//////////CR  
07/12/00 NOTE: OPEN BAL DUE AT THIS TIME #CRE89006=\$519.22/#MER024LT=ZERO  
MON-061LT\$1,936.42/#MER90050=\$159.55/#MER02456=\$2,531.50/#MEU066UP=\$48.83  
12-08 JEFF BEL TECH CANT GET IN BUSINESS HAS CALLED CONTACT NUMBER NO ANW  
I CALLED GOT NO ANSWER JEFF WILL BE LEAVING WILL GO BACK LATER TO CHECK  
ON IT WILL CALLBACK IF NO ONE IS THERE OR ANSWERS .....DAWN

Memo 1      Date 05/09/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MEU066UP      Group # BOTH      Type B      SIC Code      0  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/22/00 FERN CLL TO PLACE A CONFERENCE CALL W/CUST, TO FIX ISSUED ON HIS  
BILLING ...NORMA SANCHEZ...  
01-12-01 AGNT CLD- CST IS TOTALLY OUT OF SERVICE- PER BELL REPAIR THERE  
WAS AN ORDER FROM 12-7-00 (NEW CONNECT) THAT NEVER COMPLETED- CALLD  
LCSC-SYS WENT INTO MISSED APPOINTMENT STATUS- WAS NEVER TAKEN CARE OF-  
THE ORDER PURGED- THAT'S WHY THE CUSTOMER IS OUT OF SERVICE- I AM CHECKIN  
WITH PRVSNG (PON# AJB1201200P),.....AMANDAL  
01-12-01 ROSA IS CHECKING IN PRVSNG.....AMANDAL

Memo 2      Date 12/22/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MEU066UP      Group # BOTH      Type B      SIC Code      0  
Name      Phone      Exempt  
USF

Memo Standard Information ENTER to edit

1/13/01 FERN CALLED STATING MERCI WAS CALLED LAST NIGHT AND SHE DID NOT CALL BACK AND FERN WANTS THIS DOCUMENTED SPOKE WITH MERCI SHE STATED THE LCSC DIDN'T CALL BACK THERE WAS NOTHING ELSE SHE COULD DO AT THAT TIME. I WILL FOLLOW UP WITH LCSC TODAY AND CALL BACK FERN ...BARBT  
011501 SPOKE WITH RICHARD AND ADVISED HIM SOMEONE WOULD BE OUT TO CONNECT HIS LINE TODAY BY 5PM///DREA  
01/15 FRANK, TECH FROM BELL' CALLED TO DO ORDER TO ADD TWO NEW JACKS & NO ONE WAS AVAILABLE TO LET HIM IN, 11:42AM, TRIED TO FIND ANOTHER CONTACT

Memo 3 Date 01/13/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # MEU066UP Group # BOTH Type B SIC Code 0  
Name Phone Exempt  
USF

Memo Standard Information ENTER to edit

01/15..CONT FOR RICHARD, SPOKE TO BARBRT AND NO LUCK, TRIED TO FIND ANDREA AND SHE WAS ON BREAK,, KMORRIS  
01/15 ADVISED BARBARA T OF THE FACT THAT TECH WAS ON PREMISE NOT ABLE TO ENETER PREMISE 2 INSTALL 2 JACKS, SHEN THEN SALES SUPPORT(CSR'S) THAT THE THIS WAS THE SITUATION, RECD CONTACT # AFTER THE TECH DISC CALL,, KMORRIS  
011601 CUST HAD CF ON LINE BEFR TRANSFERED AND NOW THAT LINE MOVED IT DOESNT HAVE FEATURE WILL SUBMIT TO PROVISIONING///DREA

Memo 4 Date 01/15/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # MEU066UP Group # BOTH Type B SIC Code 0  
Name Phone Exempt  
USF

Memo Standard Information ENTER to edit

01-18-01 CST IS OUT OF SERVICE AGAIN- LINES ARE GETTING A DISC MESSAGE- I CALLED BELL REPAIR THEY SAY IT'S DUE TO A NEW SERVICE ORDER THAT HAS NOT COMPLETED- I'M CHECKING WITH LCSC.....AMANDAL  
(PER LENS THERE IS A NEW CONNECT- PON#NRA1121327P- DUE 1-19-01)..AMANDAL  
011801 SPOKE TO GREG BASHIERS IN LCSC WHO WILL EXPEDITE ORDER FOR NEW

CONNECT, BUT SAYS THE DUE DATE IS FOR TOMMORROW BUT WILL TRY SEE IF HE  
CAN GET LINE BCK UP WILL CL ME WITH STATUS. I WILL NOTIFY CUST///DREA

Memo 6      Date 01/18/2001

F2 Add  
F3 Delete

Angel Leiro

---

DBC

From: Dawn Reynolds  
Sent: Tuesday, January 16, 2001 9:02 AM  
To: Angel Leiro  
Cc: Dawn Reynolds  
Subject: CUSTOMER IRATE 2 LINES DOWN

[REDACTED] IN CUS#WGA999UP HAS NO DAILOTNE ON 2 FO HER 3LINES WE WERE TO  
CONVERT OVER . VCHCEKED IN SOCS SAW NO CRITERIA ON THESE 2 NUMBERS WHICH ARE [REDACTED] &  
[REDACTED] PER CUS THESE LINES ARE  
GIVING A DISCONNECTED MESSAGE.



01/08/01 A DENIS TVP-15169

01-16-01 [REDACTED] CALLED TO INFORM ME THAT HER LINES OF [REDACTED] &  
[REDACTED] HAVE NO DAILTONE AND ARE GIVING A DISCONNED  
RECORDING NOTHING IN SOCS NEED TO CALL LCSC ON THIS SPEAKING WIT  
STAN I CHECKED MAIN LINE IT IS IN AO STATUS FOR 8DAYS PER SOCS  
PON#VAD0108953A STAN IS STILL CHECKING IT TO SEE WHAT'S WRONG  
STAN GAVE TO SUPERVISOR HE TOOK MY CALLBACK NUMBER AND I GAVE  
RYDELL'S EXT TO CALLBACK.....DAWN

Memo 1 Date 01/08/2001

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # WGA999UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

1/16/01 CLD AGAIN ABOUT HER LINES NOT HAVING DIALTONE. CUST.  
VERY IRATE WANTS HER LINES BACK TO THE WAY THERE WERE BEFORE. ASK HER TO  
SEND ME FAX SHE SAID HER FAX DONT WORK....ANAP  
1/16/01 CUST. WANTED TO HEAR TPV.  
1/16/01 PER LCSC CST LINES WILL BE UP TDY...ELIO  
1/16/01 RHONDA WANTS TALK TO ASUPERVISOR.....ANAP  
1/16/01 MRS CLLD IN TO SAY THAT SHE WOULD LIKE TO SWITCH HER SERV. BACK  
TO BELL I ADVISED HER TO CALL THEM, THEN CALL US TO DEACT.\*\*\*\* MAURICIO\*\*\*

Memo 2      Date 01/16/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # WGA999UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/08/01 A DENIS TVP-15169  
01-16-01 CALLED TO INFORM ME THAT HER LINES OF 770-537-1206 &  
770-537-4710 HAVE NO DAILTONE AND ARE GIVING A DISCONNED  
RECORDING NOTHING IN SOCS NEED TO CALL LCSC ON THIS SPEAKING WIT  
STAN I CHECKED MAIN LINE IT IS IN AO STATUS FOR 8DAYS PER SOCS  
PON#VAD0108953A STAN IS STILL CHECKING IT TO SEE WHAT'S WRONG  
STAN GAVE TO SUPERVISOR HE TOOK MY CALLBACK NUMBER AND I GAVE  
RYDELL'S EXT TO CALLBACK.....DAWN

Memo 1      Date 01/08/2001

F2 Add  
F3 Delete



F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # TRI03728      Group # UNEP      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

ANGEL L. - CUST FILED COMPLT W/FPSC FOR DELAY IN CONNECTION ON 11/27/00.  
01/17/01 CST CALLED TO GET CREDIT FROM TWO ANIS THAT DONT BELONG TO THIS  
I SUBMITTED CREDIT REQUEST...JUAN V

Memo 12      Date 01/16/2001

F2 Add

F3 Delete



DSC

January 16, 2001

**Via U.S. Mail**

Ms. Sue Hicks  
Alabama Public Service Commission  
P.O. Box 991  
Montgomery, AL 36101-0991

Re: **Complaint filed by** [REDACTED]

Dear Ms. Hicks:

Kindly allow this letter to serve as a formal response to the complaint filed by [REDACTED] on behalf of [REDACTED] on 1/8/01 against IDS Telcom.

I have reviewed the customer record and contacted the Complainant on 1/8/01. The Complainant stated to the APSC that he was SLAMMED and requested that his services be switched back to his preferred carrier. The customer was without service for many business lines and need immediate attention.

I contacted you (Ms. Hicks) on 1/8/01 to inform you that we had obtained authorization to switch properly (see tape verification information below) and that would immediately I contact the customer and resolve the problem.

I spoke with [REDACTED] and explained how his services came to be switched to IDS. [REDACTED] was very understanding and stated that the person who gave the authorization was a temporary worker and was no longer with the company. He did not intend for his services to be switched and requested that he switched back to BellSouth.

The tape verification can be obtained by dialing 407-327-9008, enter account no 400225 select option 1 and enter code no. 14116.

Regarding the customers line being down. [REDACTED] indicated that began having problems with 11 lines on 1/5/01 and he contacted BellSouth for repair on the lines. BellSouth verified that the lines were converted to IDS on 1/6/01 (Saturday). On Monday 1/8/01, [REDACTED] was still having problems with several lines. When he contacted BellSouth, the repair personnel indicated informed him that the conversion had taken place and he needed to contact IDS for repair. When [REDACTED] contacted IDS CSR, he was told that there was a pending order to convert his service to IDS. (LENS was not updated).



BellSouth informed IDS that due to the Pending Service Order (PSO) they would not open a trouble ticket for the customer. IDS CSR proceeded to escalate the problem within BellSouth.

On 1/9/01 at approximately 8:30 AM, customer called undersigned stating that 15 lines were now down, the fax line was on his telephone system and there was static on another line. BellSouth repair arrived at 11:30 AM on 1/9/01 to perform service on the lines.

I contacted customer today to check the status of his service because BellSouth indicated that the order was dropped and not completed.

Based on the foregoing, it is the position of IDS Telcom that service authorization was properly obtained as evidenced by the aforementioned tape verification. The line problem experienced by [REDACTED] existed prior to the conversion and BellSouth indicated that it was a customer premise problem.

Notwithstanding the above, IDS will credit any applicable charges and cancel said account. Verification through LENS indicates that the Complainant's services have been switched back to the customer's preferred carrier on [REDACTED].

IDS Telcom sincerely apologizes to the Complainant for any inconvenience this matter may have caused and I urge the Complainant or this Commission to contact me directly at (305) 612-4311 should you require any further assistance in this regard.

Therefore, IDS Telcom respectfully requests that this Commission close this case and categorize it as a non-infracton against IDS Telcom as soon as conveniently possible.

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

Cc: [REDACTED]

C:/states/Alabama/complaintresponses/12600 stoudemireplumbing

DISL

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # RCS491UP      Group #      Type B      SIC Code 71  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01.02.01 ROOHI TPV14116  
01/06/01---SPOKE WITH CUST IN REFERENCE TO THE SWITCH WAS TAKING PLACE  
FROM BELL TO US HE DID NOT WANT THIS TO HAPPEN WILL ATTEMPT TO CXL ORDER  
AS SOON AS I GET A CHANCE TO CONTACT THE LCSC ADVISED HIM TO CALL BELL  
AND HAVE THEM TAKE THE LINES BACK      RICHARD  
01-08-01 CUS CALLED WANTED US TO RELEASE ALL HIS LINES BECAUSE ALL ASKED  
HIMTO FAX REQ SO WE CAN PROCESS.....DAWN

Memo 1      Date 01/02/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # RCS491UP      Group #      Type B      SIC Code 71  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

1/8/01 CLD LCSC ORDER TO CONVERT COMPLETED AS OF 1-6 PON#WRA1221642  
CLD REPAIR COMIT TIME BY TOMMOROW NOON...ELIO  
010801 BELL REPAIR CLL STATE LINE TEST CAME BACK BUSY SPEECH MEANING LINE  
IS IN USE, SUSAN STATES WILL CLOSE TICKET....DCOOPER  
01/09/01 CSTMR CLD REP NO DIAL TONE ON 2058240004,5206,2817,0672,0735,  
0668,0669,0673,0664,5059,3720,0654,0439 AND 0408.CLD BELL SPOKE TO ANGELA  
SHE REP THAT THESE ARE TERMINAL #S AND WOULD HAVE TO GIVE ME A CALL BACK.  
LARIAS

Memo 2      Date 01/08/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # RCS491UP      Group #      Type B      SIC Code 71  
Name      Phone      Exempt  
USF

Memo Standard Information ENTER to edit

1/8/01 CLD LCSC ORDER TO CONVERT COMPLETED AS OF 1-6 PON#WRA1221642  
CLD REPAIR COMIT TIME BY TOMMOROW NOON...ELIO  
010801 BELL REPAIR CLL STATE LINE TEST CAME BACK BUSY SPEECH MEANING LINE  
IS IN USE, SUSAN STATES WILL CLOSE TICKET....DCCOOPER  
01/09/01 CSTMR CLD REP NO DIAL TONE ON [REDACTED]  
[REDACTED] CLD BELL SPOKE TO ANGELA  
SHE REP THAT THESE ARE TERMINAL #S AND WOULD HAVE TO GIVE ME A CALL BACK.  
LARIAS

Memo 2 Date 01/08/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

|            |            |         |            |          |     |
|------------|------------|---------|------------|----------|-----|
| Customer # | RCS491UP   | Group # | Type B     | SIC Code | 71  |
| Name       | [REDACTED] | Phone   | [REDACTED] | Exempt   | USF |

Memo Standard Information ENTER to edit

1/9/01 CUST CALLED AND SPOKE WITH ANGEL (REGULATORY) AND ADVISED HIM HE  
WAS STILL HAVING TROUBLE WITH SEVERAL OF HIS LINES I SPOKE WITH  
MARK @ BELL AND HE ADVISED ME THAT SEVERAL LINES ALREADY HAVE  
A DISPATCH OUT TO SITE THEY HAVE A CLEARANCE TIME OF TODAY BY  
5PM.....MERCEDES

01/12/01 QA & USOCS BY IVETTE (ALOT OF USOCS WERE NOT ENTERED BECAUSE  
THEY ARE TERMINALS ON THE CSR)

Memo 3 Date 01/09/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

|            |            |         |            |          |     |
|------------|------------|---------|------------|----------|-----|
| Customer # | RCS491UP   | Group # | Type B     | SIC Code | 71  |
| Name       | [REDACTED] | Phone   | [REDACTED] | Exempt   | USF |

Memo Standard Information ENTER to edit

CUST FILED COMPLT W/APSC 1/8/01. ANGEL SPOKE WITH PSC. CUST HAD TOTAL OF  
18 LINES 1/5/01 LOST 11 LINES (CONVERSION EFF 1/6/01 PER BST) CUST CALLED  
BST REPAIR ON 1/8/01. REPAIT TOLD HIM HE WAS IDS. CUST CALLED IDS. BST  
TELLS IDS THEY CAN'T OPEN TT CAUSE OF PSO. SOCS SHOWS CUST WITH IDS. IDS  
GETS TT FOR 1/9/01 12PM. 1/9/01 CUST CALLS SAYS 15 LINES DOWN; FAX ON

NETWORK; STATIC ON ONE LINE. BST REPAIR GET TO CUST PREM 1/9/01 AT 11:30 AM. 1/10/01 BST REPAIR (DONNA/CRAIG) STATE THAT REPAIR WAS NOT DONE.

Memo 4 Date 01/16/2001

F2 Add  
F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

|            |            |         |  |        |            |          |               |
|------------|------------|---------|--|--------|------------|----------|---------------|
| Customer # | RCS491UP   | Group # |  | Type B |            | SIC Code | 71            |
| Name       | [REDACTED] |         |  | Phone  | [REDACTED] |          | Exempt<br>USF |

Memo Standard Information ENTER to edit

BASHNER BST PROV. MGR.

Memo 6 Date 01/16/2001

F2 Add  
F3 Delete

**Service Order List with TN of [REDACTED]**  
Sorted by Current DD

| Position | PON        | SO       | APP DATE | TN         | Status (SR) | Days In Status | Current DD | List Name  |
|----------|------------|----------|----------|------------|-------------|----------------|------------|------------|
| 1        | WRA1221642 | N12KCQC0 | 12/23/00 | [REDACTED] | CP          | 2              | 1/6/01     | [REDACTED] |

<< < 30 > >> 1-1 of 1 service orders matching your criteria

Download results to Excel

1 PM 1/10

DONNA (Bell Repair)  
craig

→ Repair was not done  
this order was due to  
order-conversion.

---

## Service Order N12KCQC0

Last Pass Received: 1/8/01 6:04:59 PM

Days in Current Status: 2

CPX007 N2KCQC 205824 BO - - N N  
 205 824-0004F 170 01-06- 01 BHMS 12- 23-00 1105 12-23  
 N12KCQC0F UEPBK YAXOBLW 01- 02- 01 WSL

Number of times in this status: 007

ZRTI N, QS, 800 773-4967, SAS, 205321  
 ICENT SOY  
 RRSO D1MVQ759  
 SEQ (A) D1MVQ759  
 IAE CN 8368, UEPBK  
 SD 01-06-01

## ---LIST

ILN [REDACTED]  
 ILA [REDACTED]  
 ISA [REDACTED]  
 IDZIP [REDACTED]  
 IYPH 999001\NONE  
 ISIC 3613  
 IFCTN [REDACTED]

## ---DIR

IZDDE  
 IDEL A0, B0

## ---BILL

IBN1 I D S TELECOM LLC  
 IBA2 1525 N W 167TH ST  
 IBA3 SUITE 200  
 IPO MIAMI FL 33169  
 ITAR 094,714  
 IBTN 205 992-1090-090  
 IMAN C8368  
 ISS 000-00-0000;N  
 IZPTX Y  
 ITAX ONNO  
 IRTX F S  
 IPON WRA1221642  
 IBIR BSBD  
 IBIR BSBD

## ---S&amp;E

IHML /TL [REDACTED] 4/HTY CIR/RMCR (A) W [REDACTED]  
 I1 UNECN/ZRCI IDS TELECOM305 913-4000, / [REDACTED]  
 I1 / [REDACTED]  
 I1 UNECN/ZRCI IDS TELECOM305 913-4000, / [REDACTED]  
 I1 / [REDACTED]  
 I1 UNECN/ZRCI IDS TELECOM305 913-4000, / [REDACTED]  
 I1 / [REDACTED]  
 I1 UNECN/ZRCI IDS TELECOM305 913-4000, / [REDACTED]  
 I1 / [REDACTED]  
 I1 UNECN/ZRCI IDS TELECOM305 913-4000, / [REDACTED]  
 I1 / [REDACTED]

Complaint w/ APSC.

See case record, in file

Cust has 18 lines on 1/5/01 lost 11 lines.  
 BST shows conversion date 1/6/01 (SAT)

On 1/8/01 cust called BST again.

Repore tells him this w/ IDS.

(TPV - 14116). Cust calls FDS CSR.

CSR tells cust - can't TT request

Because cust w/ BST. (So as) drafts

cust w/ FDS

Cust calls APSC

Cust counts "5/Ammed"

Switch Bank

FDS gets TT for 1/12/01

1/19/01 Cust calls 1/19/01

8:30 - 15 lines down

FDS on detach.

Status re on attach.

BST goes out 1/9 - 11:30



I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
[REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
[REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
[REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 UNECN/ZRCI IDS TELECOM305 913-4000, [REDACTED]  
/TN [REDACTED]  
I1 HTG/TN [REDACTED]  
I1 UEPBL/[REDACTED]/TER 1/TN [REDACTED]/PIC 0071  
/LPIC 0071/HML 237/ZNB /PCA FR, 12-23-00/PSM .ARDT  
/LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TLI [REDACTED] BI WIC/TER 1/[REDACTED]  
/HML 237  
I1 USAC2/TLI [REDACTED]/TER 1/TN [REDACTED]/HML 237  
I1 CREX4/TLI [REDACTED] TER 1/TN [REDACTED] HML 237  
/CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TLI [REDACTED] TER 1/TN [REDACTED] HML 237  
I1 UEPBL/TLI [REDACTED] TER 2/TN [REDACTED] PIC 0071  
/LPIC 0071/HML 237/ZNB /PCA FR, 12-23-00/LPCA FR, 12-23-00  
/BI WIC  
I1 UEPLX/TLI [REDACTED] BI WIC/TER 2/[REDACTED]  
/HML 237  
I1 USAC2/TLI [REDACTED] BI ALC/TER 2/TN [REDACTED]  
/HML 237  
I1 CREX4/TLI [REDACTED] TER 2/TN [REDACTED] HML 237  
/RMCR (A) 12-23-00/CBK B  
I1 LNPCX/TLI [REDACTED] TER 2/TN [REDACTED] HML 237  
I1 UEPBL/TLI [REDACTED] TER 3/[REDACTED] PIC 0071  
/LPIC 0071/HML 237/ZNB /PCA FR, 12-23-00/LPCA FR, 12-23-00  
/BI WIC  
I1 UEPLX/TLI [REDACTED] BI WIC/TER 3/TN [REDACTED]  
/HML 237  
I1 USAC2/TLI [REDACTED] BI ALC/TER 3/TN [REDACTED]  
/HML 237  
I1 CREX4/TLI [REDACTED] TER 3/TN [REDACTED] HML 237  
/CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TLI [REDACTED] TER 3/TN [REDACTED] HML 237  
I1 UEPBL/TLI [REDACTED] TER 4/TN [REDACTED] PIC 0071  
/LPIC 0071/HML 237/ZNB /PCA FR, 12-23-00/LPCA FR, 12-23-00  
/BI WIC  
I1 UEPLX/TLI [REDACTED] BI WIC/TER 4/[REDACTED]  
/HML 237  
I1 USAC2/TLI [REDACTED] BI ALC/TER 4/TN [REDACTED]

/HML 237  
I1 CREX4/TLI [REDACTED] TER 4/TN [REDACTED] HML 237  
/CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TLI [REDACTED] TER 4/TN [REDACTED] HML 237  
I1 UEPBL/TLI [REDACTED] TER 5/TN [REDACTED] PIC 0071  
/LPIC 0071/HML 237/ZNB /PCA FR, 12-23-00/LPCA FR, 12-23-00  
/BI WIC  
I1 UEPLX/TLI [REDACTED] BI WIC/TER 5/TN [REDACTED]  
/HML 237  
I1 USAC2/TLI [REDACTED] BI ALC/TER 5/TN [REDACTED]  
/HML 237  
I1 CREX4/TLI [REDACTED] TER 5/TN [REDACTED] HML 237  
/CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TLI [REDACTED] TER 5/TN [REDACTED] HML 237  
I1 UEPBL/TLI [REDACTED] TER 6/TN [REDACTED] PIC 0071  
/LPIC 0071/HML 237/ZNB /PCA FR, 12-23-00/LPCA FR, 12-23-00  
/BI WIC  
I1 UEPLX/TLI [REDACTED] BI WIC/TER 6/TN [REDACTED]  
/HML 237  
I1 USAC2/TLI [REDACTED] BI ALC/TER 6/TN [REDACTED]  
/HML 237  
I1 CREX4/TLI [REDACTED] TER 6/TN [REDACTED] /CBK B  
/HML 237/RMCR (A) 12-23-00  
I1 LNPCX/TLI [REDACTED] TER 6/TN [REDACTED] HML 237  
I1 UEPBL/TLI [REDACTED] TER 7/TN [REDACTED] PIC 0071  
/LPIC 0071/HML 237/ZNB /PCA FR, 12-23-00/LPCA FR, 12-23-00  
/BI WIC  
I1 UEPLX/TLI [REDACTED] BI WIC/TER 7/TN [REDACTED]  
/HML 237  
I1 USAC2/TLI [REDACTED] BI ALC/TER 7/TN [REDACTED]  
/HML 237  
I1 CREX4/TLI [REDACTED] TER 7/TN [REDACTED] HML 237  
/CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TLI [REDACTED] TER 7/TN [REDACTED] HML 237  
I1 UEPBL/TLI [REDACTED] TER 10/TN [REDACTED] PIC 0071  
/LPIC 0071/HML 237/ZNB /PCA FR, 12-23-00/LPCA FR, 12-23-00  
/BI WIC  
I1 UEPLX/TLI [REDACTED] BI WIC/TER 1 [REDACTED]  
/HML 237  
I1 USAC2/TLI [REDACTED] BI ALC/TER 10/TN [REDACTED]  
/HML 237  
I1 CREX4/TLI [REDACTED] TER 10/TN [REDACTED] HML 237  
/CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TLI [REDACTED] TER 10/TN [REDACTED] HML 237  
I1 UEPBL/TN [REDACTED] PIC 0071/LPIC 0071/ZNB /PCA FR, 12-23-00  
/LPCA FR, 12-23-00/BI WIC/RMCR (A) FAX  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 CREX4/TN [REDACTED] /CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] /PIC 0071/LPIC 0071/PCA FR, 12-23-00  
/ZNB /LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 LNPCX/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] /PIC 0071/LPIC 0071/ZNB /PCA FR, 12-23-00  
/LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 CREX4/TN [REDACTED] /CBK B/RMCR (A) 12-23-00

I1 LNPCX/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] PIC 0071/LPIC 0071/ZNB /PCA FR, 12-23-00  
/LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 CREX4/TN [REDACTED] CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] PIC 0071/LPIC 0071/ZNB /PCA FR, 12-23-00  
/LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 CREX4/TN [REDACTED] CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] PIC 0071/LPIC 0071/ZNB /PCA FR, 12-23-00  
/LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 CREX4/TN [REDACTED] CBK B/RMCR (A) 12-23-00  
I1 LNPCX/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] PIC 0071/LPIC 0071/PKA FR, 12-23-00  
/ZNB /LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 LNPCX/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] PIC 0071/LPIC 0071/PKA FR, 12-23-00  
/ZNB /LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 LNPCX/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] PIC 0071/LPIC 0071/PKA FR, 12-23-00  
/ZNB /LPCA FR, 12-23-00/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 LNPCX/TN [REDACTED]  
I1 SOME C

---STAT

SWO NF1

Disc.

Angel Leiro

---

From: Ronald Curry  
Sent: Tuesday, January 16, 2001 4:43 PM  
To: Elio Santana  
Cc: Angel Leiro  
Subject: CUSTOMER OUT OF SERVICE

EILO,

THIS CUSTOMER WENT BACK TO BELL BECAUSE: DUE TO THE CONVERSION THE CUSTOMER WAS  
WITHOUT SERVICE  
FOR 1 AND A HALF DAYS

ACCT#MBF976UP

THANKS  
RON CURRY  
CUST SERV.  
EXT 4324

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |            |                                  |            |               |               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------|------------|---------------|---------------|
| F1 Help                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |            | ATS Customer Maintenance Program |            | ENTER to edit |               |
| Customer #                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | MBF976UP   | Group #                          |            | Type C        | SIC Code 0    |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | [REDACTED] | Phone                            | [REDACTED] | Exempt        | USF           |
| Memo Standard Information                                                                                                                                                                                                                                                                                                                                                                                                                                                       |            |                                  |            |               | ENTER to edit |
| <p>12/23/00 S GOMEZ TPV 3480</p> <p>01/02/01 AMANADA REQ. INF FROM CUST IN ORDER TO CONVERT HIM. FRANCISCO</p> <p>01/13 CUST IS REQ THAT THE ACCNT BE CANCELLED BECAUSE LINES ARE NOT UP AND RUNNING..KMORRIS</p> <p>01/13 SENDING DEACT FORM..KMORRIS</p> <p>1/16/01 S/W [REDACTED] &amp; SHE STATED THAT SHE GAVE A VERBAL CONSENT TO TO HAVE HER SERV. CANCELLED WITH IDS ON 1/13/00. SHE ALSO STATED THAT SHE IS A SMALL BUS. &amp; DID NOT HAVE A FAX MACH./I ADV CUST</p> |            |                                  |            |               |               |
| Memo 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |            | Date 12/23/2000                  |            |               |               |
| F2 Add                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |            |                                  |            |               |               |
| F3 Delete                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |            |                                  |            |               |               |

|                                                                                                                                                                                                                                                                                                                                                                                                                                              |            |                                  |            |               |               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------|------------|---------------|---------------|
| F1 Help                                                                                                                                                                                                                                                                                                                                                                                                                                      |            | ATS Customer Maintenance Program |            | ENTER to edit |               |
| Customer #                                                                                                                                                                                                                                                                                                                                                                                                                                   | MBF976UP   | Group #                          |            | Type C        | SIC Code 0    |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                         | [REDACTED] | Phone                            | [REDACTED] | Exempt        | USF           |
| Memo Standard Information                                                                                                                                                                                                                                                                                                                                                                                                                    |            |                                  |            |               | ENTER to edit |
| <p>PER PON#VSG12231136A SO#D1FC6C46 HER ACCT WITH IDS IS CANCELL/CUST STATED SHE WAS DEPENDING ON IDS TO GIVE HER SERV., HOWEVER HER SER. WENT DOWN FOR A DAY &amp; A HALF...IS WHY SHE SWITCH BACK TO BELL RON C</p> <p>011/18/01 USOCS ENTERED BY ANDREA A, &amp; QA TELEMARKETING APP..</p> <p>01*18*01 PER CUST.AND&lt;&lt;CSR&gt;&gt;KENNETH,CANCEL ACCOUNT,DISC.USOCS.THERE IS NO LINE CHARGES...REFF TO THE FILE ROOM...ELIZABETH</p> |            |                                  |            |               |               |
| Memo 2                                                                                                                                                                                                                                                                                                                                                                                                                                       |            | Date 01/16/2001                  |            |               |               |
| F2 Add                                                                                                                                                                                                                                                                                                                                                                                                                                       |            |                                  |            |               |               |
| F3 Delete                                                                                                                                                                                                                                                                                                                                                                                                                                    |            |                                  |            |               |               |

DISC

**Angel Leiro**

---

**From:** Elio Santana  
**Sent:** Tuesday, January 16, 2001 11:27 AM  
**To:** Angel Leiro  
**Subject:** FW: MTB491UP

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

**From:** Jennifer Reguero  
**Sent:** Tuesday, January 16, 2001 11:27 AM  
**To:** Elio Santana  
**Subject:** MTB491UP

[REDACTED] PON#VEP110139P, FOC 1/16/01..CUSTOMER  
SWITCHING TO IDS FROM BELL...HE IS TOTALLY DOWN...DOES NOT WANT TO SWITCH WANTS TO GO BACK  
TO BELL.....ALSO I NEED A TPV FOR HIM...NO NOTATIONS ON HIS ACCNT.

JENNIFER

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MTB491UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

01/16/01 TPV 14197/CUSTOMER CALLED TO FIND OUT WHO AUTHORIZED THE SWITCH /ADVISED THAT A DONNA WILLIS AUTHORIZED THE SWITCH/CUSTOMER WANTS TO HEAR RECORDING /ADVISED HER I WOULD CALL HIM BACK TO LET HER HEAR TPV...JR  
01/16/01 CUS CALLED SAID THAT HE NEVER AUTH THE SWITCH OF HIS SVC & THAT WE DO NOT HAVE A TPV PER THE LAST REP.ADVISED CUST THAT WE DO HAVE ONE PULLED TAPE & LISTENED TO WITH CUST.CUST WIFE AUTH SWITCH OF SVC.CUST UNDERSTANDS.CUST TTHEN SAID THAT HE HAS NO DIAL TONE & WANTS TO KNOW WHY. ADVISED CUST,PER ANGELA @ LCSC THAT OUR ORDER COMPLETED,BUT CUST CALLED

Memo 1      Date 01/16/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MTB491UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

01/16/01 CONT'BELL TO SWITCH HIS SVC BACK.CUST SAID THAT HE CALLED BELL TO SWITCH BACK.TOLD CUST THAT OUR ORDER COMPLETED AND THE ORDER WITH BELL WENT IN AND NOW WE ARE WAITING ON BELLS ORDER TO COMPLETE.....RH

Memo 2      Date 01/16/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MTB491UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Disc.

## Angel Leiro

---

**From:** Elio Santana  
**Sent:** Monday, January 15, 2001 10:21 AM  
**To:** Angel Leiro  
**Subject:** FW: customer out of service due to conversion to ids

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

**From:** Darlene Cooper  
**Sent:** Friday, January 12, 2001 5:14 PM  
**To:** Elio Santana  
**Subject:** FW: customer out of service due to conversion to ids

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

**From:** Darlene Cooper  
**Sent:** Friday, January 12, 2001 5:05 PM  
**To:** Angel Leiro  
**Subject:** customer out of service due to conversion to ids

Hello Angel this customer is out of service converting to IDS, the customer is [REDACTED]  
#RDA216UP, and the telephone number is 770-258-1400.....Thanks.



F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # RDA216UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

01/11/01 ERICA

011201 DAN CLLD IN HAS NDT, PON#WEEV01111224P PER SOTS DUE TO COMPLT TODA  
CUS IS VERY UPSET BECAUSE HE STATES HE'S LOSING BUSINESS AND WAS ADV THAT  
HE WOULD NOT BE OUT OF SERV....I EMAIL ANGEL LEIRO IN REGARDS TO THIS MTR  
AND WILL CLL THE LCSC TO SEE IF ORDER WILL COMPLT TODAY....DCOOPER

01/17/01 ENTERED USOCS & QA'D FOR 7702581400 DEBORAH MCKINZY

Memo 3

Date 01/11/2001

F2 Add

F3 Delete

1/15/01

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # AFG207UP      Group #      Type B      SIC Code 222  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/10/01 JEFF R TPV 0660404  
1/15/01 LINDA GARRISON CI SD NO DL TN SINCE 1/10/01; MS JUST RECENTLY  
SWITCHD 2 IDS; TT#20983; E-MLD ANGEL LEIRO, BRAD HAMILTON & ELIO  
SANTANA IN REGARDS 2 ISSUE...S.GARNER

Memo 1      Date 01/10/2001

F2 Add  
F3 Delete

2/0  
1/17, CSR still  
not updated. The  
shows final.

Angel Leiro

DBC.

**From:** Brad Hamilton  
**Sent:** Monday, January 15, 2001 9:40 AM  
**To:** Shenyetta Garner; Angel Leiro; Elio Santana  
**Cc:** [REDACTED]  
**Subject:** RE: Customer Conversion Problem

Shenyetta:

I called the customer's number and it seems to be working now.

Brad

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

**From:** Shenyetta Garner  
**Sent:** Monday, January 15, 2001 9:35 AM  
**To:** Brad Hamilton; Angel Leiro; Elio Santana  
**Cc:** Rydell Hodge  
**Subject:** RE: Customer Conversion Problem

Yes, the customer has been without service since Wed (1/10/01). The PON number is: WRA0109129 and the SO number is: NP39PG04. Per SOTS, it's showing the new order completed on 1/11/01 and per LENS, it's still showing FINAL (csr hasn't been updated yet).

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

**From:** Brad Hamilton  
**Sent:** Monday, January 15, 2001 9:24 AM  
**To:** Shenyetta Garner; Angel Leiro; Elio Santana  
**Cc:** Rydell Hodge  
**Subject:** RE: Customer Conversion Problem

Shenyetta:

We need exact dates. Are they still without service?

Brad

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

**From:** Shenyetta Garner  
**Sent:** Monday, January 15, 2001 9:22 AM  
**To:** Angel Leiro; Brad Hamilton; Elio Santana  
**Cc:** Rydell Hodge  
**Subject:** Customer Conversion Problem

The following information is being provided per an e-mail request from Elio Santana on 1/12/01:

[REDACTED]  
AFG207UP  
[REDACTED]

(The customer referenced above was left without a dial tone due to recent switch to IDS).

*Handwritten notes:*  
Nard ~~at~~ flight  
was ~~at~~ patched  
had RR50 -  
possible date  
DP 37 DHV9

1/13/01 DTC

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # BDI222UP      Group #      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/11/01 ERICA..TPV 0650555  
01-12-01 CUS CALLED ON LINES GOING COMPLETELY DOWN AND GIVING DISCONNECT  
MESSAGE WHEN CALLED INTO HE IS CONVERTING TODAY GAVE ISSUE TO  
MERCY TO CHECK WHAT IS GOING ON I DONT SEE ANYTHING IN SOCS SO  
MERCY WILL GET WITH LCSC TO SEE WHAT'S GOING ON....DAWN  
1/12/01 REC INFORMATION FROM DAWN CALLED THE LCSC SPOKE WITH GAIL @ THE  
LCSC SHE ADVISED ME SHE COULD NOT HELP ME BECAUSE THE ORDER TO  
CONVERT WAS DUE TO COMP TODAY I REQUESTED TO SPEAK W/ A SUP AND

Memo 1      Date 01/11/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # BDI222UP      Group #      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

1/12/01 CONT...SPOKE WITH KAREN AT 1:45PM VERIFIED W/CUST LINES WERE  
WORKING....MERCEDES

Memo 2      Date 01/12/2001

F2 Add  
F3 Delete

N CPid 1-12  
posted 1-13

flow thru  
w/RSO

See notes on  
next page -  
DGP  
Nastep


 IDS L.D. IDS 8368  
 WEEV0111315P v00

Local Exchange Navigation System

View LSR/Order Information **P O N** Details

| PON          | Version | Date Submitted | Due Date   | FOC        | Order Status | LSR Status |
|--------------|---------|----------------|------------|------------|--------------|------------|
| WEEV0111315P | 00      | 2001-01-11     | 2001-01-12 | 2001-01-11 | PD           | FOC        |

3/1/01

new connect

|                          |                         |
|--------------------------|-------------------------|
| CC                       | 8368                    |
| PON                      | WEEV0111315P            |
| ACCOUNT TELEPHONE NUMBER |                         |
| EXISTING ACCOUNT TN      |                         |
| VER                      | 00                      |
| ORD                      | NO2R5F25                |
| ORDER STATUS             | Pending Order           |
| PROCESSING STATUS        | Firm Order Confirmation |
| DD                       | 2001-01-12              |
| FOC DATE                 | 2001-01-11              |
| FOC TIME                 | 1805                    |
| BAN1                     | E                       |
| INIT                     | ERICA VALENCIA          |
| CCNA                     | IDS                     |
| TEL NO-INIT              | 3059134000              |
| REP                      | LCSC                    |
| TEL NO-REP               | 1-800-773-4967          |
| BI1                      | M                       |
| DSGCON                   | ERIK CALDERON           |

11:34 AM  
 D complete  
 N not complete  
 D. last relate  
 orders.

Do Not Show Next Time

[References](#)[Main Menu](#)[Return to LSR/Order Info](#)[Main](#) ►
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 LENS Version 9.0

IDS0033

1/12/2001

HTTP://194.193.13/NASAP\_/LENSHVIEWLSRORDERINFO?SOURCE=LKRETRIEVEPONS 1/12/01

Angel Leiro

---

DSC

From: Mercedes Oteiza  
Sent: Friday, January 12, 2001 9:42 AM  
To: Angel Leiro  
Subject: DOWN DURING CONVERSION

GOOD MORNING ANGEL

I HAVE AN EXAMPLE OF A CUSTOMER WHO CALLED IN YESTERDAY AND REQUESTED TO SPEAK WITH A SUPERVISOR. THIS CUSTOMER BASICALLY JUST WANTED TO TELL ME THAT SHE HAS SWITCHED BACK TO BELL AS OF 1/04/01 AND THE REASON FOR THIS WAS THAT WHEN HER SERVICE WAS SWITCHED TO IDS SHE WAS DOWN FOR THREE DAY. CUSTOMER NUMBER CJD850UP [REDACTED]  
[REDACTED]

THANK YOU

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # CJD850UP

Group # LOCLD

Type B

SIC Code 833

Exempt

USF

Name

Phone

Memo Standard Information ENTER to edit

12/18 TPV CODE 2632

1/5/01-ENTERED USOCS FOR .LORI

Memo 1 Date 12/18/2000

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # CJD850UP

Group # LOCLD

Type B

SIC Code 833

Exempt

USF

Name

Phone

Memo Standard Information ENTER to edit

ANGEL L. 1/12/01 REC. E-MAIL FROM MERCY, CUST SWITCHING BACK TO BELL  
CAUSE DURING CONVERSION TO IDS CUST WAS DOWN FOR 3 DAYS.

Memo 2 Date 01/16/2001

F2 Add

F3 Delete

*BSI cancelled  
N ord which  
due*

*on 12/18/01  
to convert  
cust. Did  
we submit the  
CA req?*

1/10/01 DISC

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # ICS997UP      Group #      Type B      SIC Code 222  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/23/00 JAVIER P TPV0630118  
01/10/01 CSUTOMER CALLED STATING WE TOOK THEIR LINES W/O HER AUTHORIZATIO  
N/SEE TPV ABOVE CAN'T PULL UP/ADVISED CUSTOMER TO CALL BELL TO SWITCH HER  
LINES AND CALL US BCAK TO REQ CXL///JR THERE IS A PSO THAT RYDELL IS CHKO  
ON DUE TO IS IN CLARIFICATION///JR  
\* CUSTOMER HAS NO DIALTONE...JR  
01/10/01 CUST WNTS 2 CXL SERV, W/ IDS GOING 2 FX REQ. ....JORGE M  
01/15/01 UNE AND QA SONIA C

Memo 1      Date 12/23/2000

F2 Add  
F3 Delete



**Service Order List with TN of '2054911185'**  
Sorted by Current DD

| Position | PON          | SO       | APP<br>DATE | TN | Status<br>(SR) | Days In<br>Status | Current DD | List Name |
|----------|--------------|----------|-------------|----|----------------|-------------------|------------|-----------|
| 1        | VJP12281149A | N1D9L2N6 | 1/9/01      |    | AO             | 1                 | 1/9/01     |           |

<< < 30 > >> 1-1 of 1 service orders matching  
your criteria

Download results to Excel

## Service Order N1D9L2N6

Last Pass Received: 1/9/01 6:03:58 PM

Days in Current Status: 1

AO 003 ND9L2N 205491 BO - - N N  
284 - - BESM 01 - 09-01 1531 01-09  
N1D9L2N6 UEPBK YAXQBD 01- 09- 01 X

Number of times in this status: 003

ZRTI N, QS, 205 321-4967, AAB, 205321  
SPO N3Y1  
IAECN 8368, UEPBK  
ICENT SOY  
RRSO D11VP5H0  
SEQ (A) D11VP5H0

## ---LIST

ILN  
ILA 134  
ISA 134  
IYPH 010990\Q  
ISIC 3553  
IFCTN ;NNA

## ---DIR

IDDA  
IDEL

## ---BILL

IBN1 I D S TELCOM LLC  
IBA2 1525 NW 167TH ST  
IBA3 SUITE 200  
IPO MIAMI FL 33169  
ITAR 000,714  
IZPTX Y  
IBIR BSBD  
IBIR BSBOL  
IPON VJPI2281149A  
IBTN  
ISS 000-00-0000;N  
IMAN C8368  
ITAX ONNO  
ICI CLEC  
ICC B

## ---S&amp;E

I1 SOMEK  
I1 NW1  
I1 UEPBL/TN PIC 0222/LPIC 5124/PCA BO, 01-09-01  
/LPCA BO, 01-09-01/WIC  
I1 UEPLX/TN /BI WIC  
I1 USACC/TN  
I1 CREX4/TN BK B/RMCR (A) 01-09-01  
I1 ESX/TN ED 12-31-99/ZSER 4210000011  
I1 UEPVF/TN  
I1 LNPCX/TN  
G1 DPA 1-3299  
I1 1SESX/LSO 205 491/TAR 098,714/SSP

**Angel Leiro**

---

**From:** Mario Olivares  
**Sent:** Wednesday, January 10, 2001 3:07 PM  
**To:** Angel Leiro  
**Subject:** [REDACTED]

Angel,

On Friday January 5th 800am received a call from the Miami Sales Manager reporting customer's lines down. At that time the New connect order that was bringing the customer over to IDS was still "PENDING", causing the repair wincenter for CLEC's not to open trouble tickets until that "N" order completes. Customer had called us because Bellsouth's Business Repair group referred him back to us. They refused to assist him and referred him back to us, telling him that it was IDS' problem because he had a Disconnect order, still PENDING, to leave Bell....

As far as I know if a Disconnect order to leave Bell is still in PENDING status, that customer is a Bell customer until the order completes....

INVERT THESE TWO LINES TO IDS CALLED AND LEFT MESSAGE FOR CUSTOMR  
TO CALL BACK.....SHION  
01/10/01 CUST TN 756-9000 AND 756-3245 WILL BE PICD TO IDS TODAY...THE OT

Memo 5 Date 01/09/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

|            |          |         |        |          |     |
|------------|----------|---------|--------|----------|-----|
| Customer # | CBR00948 | Group # | Type B | SIC Code | 0   |
| Name       |          |         |        | Exempt   | USF |

Memo Standard Information ENTER to edit

CONT.....HER TWO ANIS 756-9094 AND 767-1450 ARE BEING CONVERTED  
I'M EXPEDITE IT AND IT SHOULD BE ABOUT 5 BUS DAYS.....SHION  
01/22/01 QA DONE FOR 9047569000 BY PATTY M (NO APPLICATION)  
02-08-01 ORDER TO CONVERT ANIS CMPLT 100% IN BILLING & LENS...MONICA V.

Memo 6 Date 01/10/2001

F2 Add

F3 Delete

Disc

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # CBR00948

Group # LOCLD

Type B

SIC Code 6437

Name

Phone

Exempt  
USF

Memo Standard Information:ENTER to edit:

8/23/99-ACCT SET UP BY LORI J.  
8/24/99 ADDED 35.00 NASC FEE FOR TOLL FREE,MR\*  
07/20/00 CUST STATES THAT HIS CARRIER IS ATLANTIC COMMUNICATIONS IN ORMON  
BEACH AND THAT HE WAS SUPPOSE TO PIC TO IDS HOWEVER HE HAVE NO LONG DIST  
REP COULD NOT FIND CUST LOCAL # 904-756-9000 ONLY THE CUST 800#. REP ADV  
CUST THAT HE IS PIC TO 0223 WHICH IS CABLE & WIRELESS COMM. REP CALLED  
JOHN GIBSON AND LEFT MESS ON VM TO HV HIM CALL REP BACK TO SEE IF HE COUD  
FAX FORM TO HV CUST ADDED FOR LD.....SYREETA

Memo 1 Date 08/23/1999

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # CBR00948

Group # LOCLD

Type B

SIC Code 6437

Name

Phone

Exempt  
USF

Memo Standard Information:ENTER to edit:

7/31/00 MINA KELLY IS THE AGENT THAT HANDLES ALL OF ATLANTIC COMM TEAM AC  
CTS.SHE IS THE 1 TO BE NOTIFIED ABT ANYTHNG CNCRNING THEIR ACCTS,NOT THE  
INDIVIDUAL SALESPERSONS.SHE FXD OVER TO ADD ANI'S FOR 1+.IDS TO PIC.I CHC  
K IN DATAEASE & CUST WAS APPRVD FOR 1+ AS WELL AS TLLFREE SERV.SET THE AN  
I'S UP IN BLLGN & SWTCH.GV PUT PPRWRK FOR GLORIA TO PIC INTRA/INTER IN PR  
OV "IN" BIN.  
7/31/00 REC'D PAPERWORK FOR GLORIA TO PIC INTER / INTRA....PATTI

Memo 2 Date 07/31/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # CBR00948

Group # LOCLD

Type B

SIC Code 6437

Name

Phone

Exempt  
USF

.....Memo Standard Information.....ENTER to edit.....

01/05/01 [REDACTED] LOST DIAL TONE, PER BELL  
LAURA, THIS IS STILL BELL SOUTH'S CUST AND MUST CONTACT THEM  
DIRECTLY. PSO TO CONVERT TO IDS IS NOT DUE FOR COMPLETION UNTIL  
LATER ON TODAY...MARIO  
01/05/01 CUST REQ TEMP CHANGE THE RTN TO [REDACTED] SINCE MAIN TN  
IS DOWN.....MARIO  
1/5/01 CUST. STILL DOWN. WHILE CHECKING HE HUNG UP.....ANAP  
1/5/01 TEMP CHG RTN ON TOLL FREE TO [REDACTED]...ELIO

Memo 3 Date 01/05/2001

F2 Add  
F3 Delete

F1 Help.....ATS Customer Maintenance Program.....ENTER to edit.....

Customer # CBR00948 Group # LOCLD Type B SIC Code 6437  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

.....Memo Standard Information.....ENTER to edit.....

01/05/01 S/W LCSC TRAVIS 600PM, N ORDER TO COMPLETE, WE CAN NOW OPEN  
TICKET W/BELL REPAIR, PER ROD, COMMT TIME 800AM 01/06..  
SENT E-MAIL TO ALEXANDRA TO GIVE UPDATE...MARIO  
1/8/01 CUST. CLD HAS NO DIAL TONE ON [REDACTED] CLD BELL....ANAP  
010901 CUS CLLD STATES NOT GETTING WELCOME TO IDS...SENT NUMBER TO SWITCH  
TO ADD.....DCOOPER  
01/09/01 SPK W BILL @ CORNERSTONE STATES THAT 4 OF THE NUMBERS REPRTD THS  
MORNING STILL NOT WORKING CALLED NOC SPK W PAUL HE ADVSD NUMBERS

Memo 4 Date 01/05/2001

F2 Add  
F3 Delete

F1 Help.....ATS Customer Maintenance Program.....ENTER to edit.....

Customer # CBR00948 Group # LOCLD Type B SIC Code 6437  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

.....Memo Standard Information.....ENTER to edit.....

CONT.....TN: [REDACTED] ARE ALL IN SWIT  
CH....I THEN CHECKED LENS ALL FOUR NUMBERS ARE WITH US FOR LPIC  
NOT PIC SENT TO PROVSNG TO GET PIC TO IDS AND WILL FOLLOWUP AND  
CALL BILL (CUSTOMER) WITH RESOLUTION.....AND TN [REDACTED]  
[REDACTED] BOTH ARE WITH BELL...NEED TO KNOW IF CUSTOMER WANTS TO CO

## Service Order NY0BT752

Last Pass Received: 1/5/01 6:05:46 PM

Days in Current Status: 5

(CP)001 NOBT75 904756 BM - - - Y N  
 010 01-05- 01 DAYB 01- 03-01 0902 01-03  
 NY0BT752A UEPBX YAXQBZ0 01- 05- 01 W

Number of times in this status: 001

ZRTI S, QS, 800 773-4967, DP, 205321  
 IAECN 8368, UEPBX  
 ICENT SOY  
 RRSO DY07T8F4  
 SEQ (A) DY07T8F4

## ---LIST

ILN [REDACTED]  
 ILA [REDACTED]  
 ISA [REDACTED]  
 IYPH [REDACTED]  
 ISIC 4832  
 IFCTN ;NNA

## ---DIR

IDDA [REDACTED]  
 IZDDE  
 IDEL A1

## ---BILL

IBN1 I D S TELECOM LLC  
 IBA2 1525 N W 167TH ST  
 IBA3 SUITE 200  
 IPO MIAMI FL 33169  
 ITAX 0000  
 IRTX F S C T G  
 IZPTX Y  
 ITAR 041,721  
 ICI CLEC  
 ICC B  
 ISS 000-00-0000;N  
 IBIR BSBD  
 IBIR BSBOL  
 IMAN C8368  
 IBTN 904 997-1090-090  
 IPON WDLF01031001A

## ---S&amp;E

IHTG /HTC  
 I1 : UNECN/[REDACTED]/ZRCI I D S TELECOM LLC, DAMON #  
 /PEELE, 305 913-4000  
 I1 UEPBL/[REDACTED] PIC 6437/LPIC 6437/ZLCP U/PCA EB, 08-02-00  
 /LPCA EB, 08-02-00/HTG A/BI WIC  
 I1 UEPLX/TN [REDACTED] BI WIC  
 I1 LNPCK/TN [REDACTED]  
 I1 USAC2/TN [REDACTED]  
 I1 UNECN/TN [REDACTED]/ZRCI I D S TELECOM LLC, DAMON  
 /PEELE, 305 913-4000  
 I1 UEPBL/TN [REDACTED] PIC 0223/LPIC 6437/PCA FR, 06-01-95  
 /HTG A/ZNB /ZLCP U/LPCA EB, 08-02-00/BI WIC

was  
 down  
 on 1/5 -  
 till 1/9  
 Converting

Down  
 while converting  
 1/5 to 1/9

I1 UEPLX/TN [REDACTED] BI WIC  
I1 LNPCX/TN [REDACTED]  
I1 USAC2/TN [REDACTED] BI ALC  
I1 UNECN/TN [REDACTED] ZRCI I D S TELECOM LLC, DAMON  
/PEELE, 305 913-4000  
I1 UEPBL/TN [REDACTED] PIC 6437/LPIC 6437/ZLCP U/PCA EB, 08-02-00  
/LPCA EB, 08-02-00/HTG A/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 LNPCX/TN [REDACTED]  
I1 USAC2/TN [REDACTED] BI ALC  
I1 UNECN/TN [REDACTED] ZRCI I D S TELECOM LLC, DAMON  
/PEELE, 305 913-4000  
I1 UEPBL/TN [REDACTED] PIC 0223/LPIC 6437/PCA FR, 06-01-95  
/HTG A/ZNB /ZLCP U/LPCA EB, 08-02-00/BI WIC  
I1 UEPLX/TN [REDACTED] /BI WIC  
I1 LNPCX/TN [REDACTED]  
I1 USAC2/TN [REDACTED] BI ALC  
I1 UNECN/TN [REDACTED] ZRCI I D S TELECOM LLC, DAMON  
/PEELE, 305 913-4000  
I1 UEPBL/TN [REDACTED] /PIC 6437/LPIC 6437/PCA EB, 08-02-00  
/ZNB /ZLCP U/LPCA EB, 08-02-00/RMCR (A) PLEASE TAG LINE  
/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 LNPCX/TN [REDACTED]  
I1 USAC2/TN [REDACTED] BI ALC  
I6 HTG/HTG A/ZSER 5010000013  
I1 SOME C

## ---STAT

SWO NF1  
RAML 1  
NFE 1



1/9/01 P13c

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MAK962UP Group # LOCAL Type B SIC Code 288  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information:ENTER to edit:

12.26.00 HEIDY TPV# 3043.  
1/9/01 CST CLD LINES DOWN ON CONVERSION DUE DATE FOR 1/11 BUT LINES DOWN  
CALLING LCSC TO GET LINES UP PON#OHO12271030A....ELIO  
1/9/01 PER REGINA LCSC LINES WILL BE UP TDY BY 6PM CONVERSION IS DUE FOR  
TDY IN PROCESS....ELIO  
1/10/01 CUST. STILLWITHOUT SERVICE VERY UPSET, LOOSING MONEY..ANAP  
1/10/01 PROMISED CUST. A CALL BACK TODAY...ANAP.  
1/10/01 SPOKE W/DON IN REF:...NO PHONE SERVICE/CUST REQST TO SPEAK SUPERV

Memo 1 Date 12/26/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MAK962UP Group # LOCAL Type B SIC Code 288  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information:ENTER to edit:

GAVE TO MERCY RON C.  
01/10/01 CUST. CLLD TO ADVISED HIS LINES HAVE NO DIAL TONE.  
CLLD LCSC AND SPOKE W/ERROL AND WAS ADVISED THE LINES SHOULD BE WORKING  
IN THE NEXT 15 MINUTES...NORMA SANCHEZ  
1/10/01 SPOKE WITH TANIA AT THE LCSC SHE STATED THIS ORDER IS SET TO  
COMPLETE TODAY I ADVISED HER THAT THIS WAS PROMISED YESTERDAY AS  
WELL I STATED TO THE CUSTOMER I WOULD CHECK WITH HIM AT 3:00PM  
.....MERCEDES

Memo 2 Date 01/10/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MAK962UP Group # LOCAL Type B SIC Code 288  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # MAK962UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

1/10/01 CLD CUST. BACK WAS NOT THERE HIS SON ANSWERED. I ASKED IF HIS  
SVC. WAS BACK SON DID NOT KNOW AND HUNG UP....ANAP

1/10/01 CUST CALLED SERVICE IS STILL NOT UP NOW CUST HAS NO DIAL TONE  
WHEN YOU CALL CUST YOU GET VOICEMAIL I SPOKE WITH SUSAN @ BELL  
SHE STATES THEY TESTED THE LINE AND THEY REQUIRE A DISPATCH OUT  
CUST STATES THAT AS SOON AS LINES ARE UP HE IS SWITCHING BACK TO  
BELL.....MERCEDES

01/12/01 DONALD CLLD AGAIN IN RGDS TO LINE# [REDACTED], DEDICATED LINE FR

Memo 3 Date 01/10/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # MAK962UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

01/12/01 (CONT) COMPUTER, AND ALSO ONE OF THE THREE HNTNG LINE IS NT  
AVAILABLE PER CUST;CHECKD ALL ANIS, LINE# 9874989 IS NT HUNT TO AN AVLB  
LINE, IT RINGS TO VCML, LINE# 9874715 RINGS ONLY; CUST STATES THT HE IS  
UNABLE TO ACCESS HIS VCML # [REDACTED] FROM HIS OFFICE, HOWEVER WHEN I  
DIAL #, I GET THRU, ASLO CAN'T SEEN TO LOCATE THT # IN ANI OR LENS; CUST  
STATES THT LINE IS W/IDS PER BELLSTH; CUST IS IRATE BECAUSE HE HAS BEEN  
DEALING W/MERCY ON THIS FOR A FEW DAYS NOW; ADV CUST TT#20926. ALBERTA S

Memo 4 Date 01/12/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # MAK962UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

01/18/01 USOCS ENTERED BY ANDREA A, & QA TELEMARKETING APP.

02/13/01 CLLD BY [REDACTED] HAS SWITCHED BACK TO BELL AS OF 1/15.  
DEACT FORWD WITH LENS AND ANI.....JANICEC

Memo 6 Date 01/18/2001

F2 Add

F3 Delete

## Service Order N17DMQT1

Last Pass Received: 1/9/01 6:04:44 PM

Days in Current Status: 2

AO 003 N7DMQT 205733 BO - - N N  
 388 - - BHMS 01 - 08-01 1031 01-08  
 N17DMQT1B UEPBX YAXOBLW 01- 11- 01 WSP

Number of times in this status: 003

ZRTI N, QS, 800 773-4967, SAS, 205321  
 ICENT SOY  
 IAEEN 8368, UEPBX  
 IDSA VMS  
 SEQ (A) C19JNBJS  
 SD 01-09-01

## ---LIST

ILN  
 ILA  
 ISA  
 IDZIP  
 IYPH  
 ISIC 8721  
 IFCTN  
 IXL (A)  
 IXL  
 IXL

## ---DIR

IZDDE  
 IDDA  
 IDEL / 35244

## ---BILL

IBN1 I D S TELECOM LLC  
 IBA2 1525 N W 167TH ST  
 IBA3 SUITE 200  
 IPO MIAMI FL 33169  
 ITAR 000,736  
 IBTN 205 992-1090-090  
 ISS 000-00-0000;N  
 IMAN C8368  
 IZPTX Y  
 ITAX ONNO  
 IRTX F S  
 IPON OHO12271030A  
 IBIR BSBD  
 IBIR BSBOL

## ---S&amp;E

IHTG  
 I2 FLT  
 I1 FLT/REF C  
 I1 UEPBC/TN PIC 0288/LPIC 5124/HTG A/ZNB

Issue:

Cov. to IDS

BST Dis. from BST  
 NC - TO IDS.

BST Failed to RASO

The order causing cost  
 to lose Dist Tone.

order still in AO

155:40  
 08/01

Return  
 Price

BST same as for 01/9/01

RASO  
 Issue

Costs Does not reflect  
 cost w/ FDS.

BST Sap As Pot w/ BST.

Cost Technically  
Verified above until  
 order completes.

FDS CSR calls CESC (AL)

to Hunt adn.

Push through.

/PCA BO, 01-08-01/LPCA BO, 01-08-01/BI WIC  
I1 MPMXX/TN [REDACTED] /MBTN [REDACTED] DLNM [REDACTED]  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 ESCWT/TN [REDACTED]  
I1 GCJRC/TN [REDACTED] CFND 205 987-0098  
I1 LNPCX/TN [REDACTED]  
I1 MWW/TN [REDACTED]  
I1 USACC/SED 07-01-00  
I4 HTG  
I1 RJ21X/R10  
I1 UEPBL/TN [REDACTED] PIC 0288/LPIC 5124/PCA BO, 01-08-01  
/BI WIC/LPCA BO, 01-08-01/ZNB  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USACC/TN [REDACTED] BI ALC  
I1 LNPCX/TN [REDACTED]  
I1 UEPBC/TN [REDACTED] PIC 0288/LPIC 5124/ZNB /HTG A  
/PCA BO, 01-08-01/LPCA BO, 01-08-01/BI WIC  
I1 VMSAX/TN [REDACTED] MBTN 205 987-4942/TTMB 205 987-4705  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 ESCWT/TN [REDACTED]  
I1 USACC/TN [REDACTED] BI ALC  
I1 GCJRC/TN [REDACTED] CFND 205 987-0098  
I1 LNPCX/TN [REDACTED]  
I1 UEPBC/TN [REDACTED] PIC 0288/LPIC 5124/ZNB /HTG A  
/PCA BO, 01-08-01/LPCA BO, 01-08-01/BI WIC  
I1 VMSAX/TN [REDACTED] MBTN 205 987-4982/TTMB 205 987-4705  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 ESCWT/TN [REDACTED]  
I1 USACC/TN [REDACTED] BI ALC  
I1 GCJRC/TN [REDACTED] CFND 205 987-0098  
I1 LNPCX/TN [REDACTED]  
I1 UEPBC/TN [REDACTED] PIC 0288/LPIC 5124/ZNB /HTG A  
/PCA BO, 01-08-01/LPCA BO, 01-08-01/BI WIC  
I1 VMSAX/TN [REDACTED] MBTN 205 987-4989/TTMB 205 987-4705  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 ESCWT/TN [REDACTED]  
I1 USACC/TN [REDACTED] BI ALC  
I1 GCE/TN [REDACTED] CFNB 205 987-0098  
I1 GCJRC/TN [REDACTED] CFND 205 987-0098  
I1 LNPCX/TN [REDACTED]  
I1 SOME C

Service Order List with TN of '2059874705'  
Sorted by Current DD

| Position | PON          | SO       | APP<br>DATE | TN         | Status<br>(SR) | Days<br>In<br>Status | Current DD | List Name  |
|----------|--------------|----------|-------------|------------|----------------|----------------------|------------|------------|
| 1        | OHO12271030A | N17DMQT1 | 1/8/01      | [REDACTED] | AO             | 2                    | 1/9/01     | [REDACTED] |
| 2        | OHO12271030A | N1DN58M1 | 1/8/01      | [REDACTED] | CA             | 2                    | 1/11/01    | [REDACTED] |

<< < 30 > >>

1-2 of 2 service orders matching your  
criteria

Download results to Excel



January 5, 2001

Via Facsimile and U.S. Mail

Mr. Lee Provo  
Alabama Public Service Commission  
P.O. Box 991  
Montgomery, AL 36101-0991

Re: Complaint filed by [REDACTED]

Dear Mr. Provo:

Kindly allow this letter to serve as a formal response to the complaint filed by [REDACTED] on behalf of [REDACTED] dated 1/2/01 against IDS Telcom.

I have reviewed the customer record and contacted the Complainant on 1/3/01 and again on 1/4/01. The complaint is regarding two lines that, when converted from BellSouth to IDS, would not ring and the calls were going directly to voice mail. IDS entered a trouble ticket on 1/2/01 and was told that repair would be out to the customer premise on 1/3/01 by 2:00 PM to resolve the problem. I personally contacted BellSouth repair and spoke with David Smith a Supervisor and he indicate that he would expedite the order for 1:00 PM on 1/3/01.

I again contacted the customer on 1/4/01 to determine if the problem was corrected. [REDACTED] indicated that only one of the lines was repaired. By now the customer had already placed an order to switch back to BellSouth. When the IDS CSR contacted BellSouth repair again to find out why both lines were not fixed, Ann the BellSouth CSR indicated that because there was a pending new connect order to switch the customer they would not open a new trouble ticket and further stated that the previous trouble ticket did not exist in their system. This still did not explain why BellSouth did not repair the problem the first time thereby causing further delay for the customer and despite the fact that the customer did have service performed on 1/3/01. When we further explained that the new connect order was to switch the customer back to BellSouth, not only did BellSouth now say that it would be fixed by 4:00 P.M. but they were out by 11:34 AM but did not complete repair until 2:30 PM. [REDACTED] also experienced a loss of his voice messages; a constant problem experienced with conversions to and from BellSouth and one that BellSouth has consistently stated has been corrected. This is also not the case.





██████████ indicated that when he contacted BellSouth's business office himself, the repair personnel told him that the reason he was having the problem is that he was with IDS and that if he switched back to BellSouth the problem would be resolved. ██████████

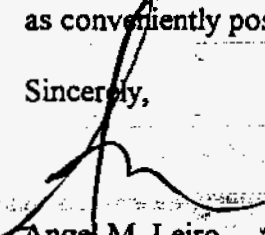
██████████ was kind enough to offer a written explanation of the discussion with BellSouth concerning IDS.

I spoke with ██████████ today and he indicated that the lines have in fact been switched back to BellSouth and he again was dealing with some services problems as I spoke with him on the phone.

IDS Telcom sincerely apologizes to the Complainant for the inconvenience caused by this matter.

Therefore, IDS Telcom respectfully requests that this Commission close this case as soon as conveniently possible.

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

Cc ██████████

C:/states/Alabama/complaintresponses/010501 future electric



# IDS FAX

Date January 5, 2001

Number of pages including cover sheet 3

TO: Lee Provo  
Alabama PSC

FROM: *Angel M. Leiro*  
Regulatory Affairs  
IDS Telcom

Address: 1525 NW 167 STREET  
MIAMI, FL 33169

Phone (334)242-5211

Fax Phone (334) 242-0727

Web site: [www.idstelcom.com](http://www.idstelcom.com)

Phone (305) 612-4311

Fax Phone (888) 343-6437

CC:

REMARKS: ☐ Urgent ☒ For your review ☐ Reply ASAP ☐ Please Comment

Dear Mr. Provo:

Kindly allow this letter to serve as a formal response to the Complaint filed by [REDACTED] on behalf of [REDACTED]

Thank you.

Angel Leiro

Regulatory Affairs

01 Needs Service  
02 High Bills  
03 Deposit  
04 Service Problems

05 Payment Arrangements  
06 Denied Toll  
07 Slamming  
08 Billing Problems

09 Non-Pay Disconnect  
10 900/Pay Per Call  
11 No Jurisdiction  
12 Other

13 Inquiry

## COMPLAINT REPORT

DATE RECEIVED 01-02-01

COMPLAINT CODE 12

DATE CLOSED \_\_\_\_\_

COMMISSIONER \_\_\_\_\_

COMPLAINANT [REDACTED]

TEL. [REDACTED]

ADDRESS [REDACTED]

CONT. # [REDACTED]

Street or Route

City

Zip Code

ADDITIONAL INFORMATION \_\_\_\_\_

NAME OF COMPANY IDS

ACCT. # [REDACTED]

METHOD RECEIVED: ☒ PHONE ☐ OFFICE VISIT ☐ LETTER ☐ OTHER ☐

DETAILS \_\_\_\_\_

*Customer switched from BellSouth to IDS. Supposed to be a change w/o any disconnection. Had 2 lines that are disconnected.*

*(Lines are going straight to [REDACTED] and the phone won't ring)*

REFERRED TO Angel

DATE 11-22-01

ACTION TAKEN \_\_\_\_\_

*Call 3 Central bill. They said (Has a fat)*

*Angel Called 9:26 Am 1/03/01*

*Spoke to [REDACTED] 9:36 Am 1/03/01*

*Arr at 1:00pm and have corrected by 4:00 PM.*

COMPLAINT HANDLED BY Lee

REFERENCE # \_\_\_\_\_

Customer place a Commission order Bkbt to

BST 1/3/60

Because there is a pending Commission  
Order, BST repair will not take a credit.

↳ However, ~~the~~ ~~repair~~ the problem was ~~not~~ fixed  
1/2 - 1/3. one car was repaired 10:30-11:00  
1/3 but the second car was not repaired.

LENS indicates that the Cust is w/IDS  
there is a pending <sup>back</sup> Commission to BST

---

BST will contact the Bkbt w/2/3  
So Cust may get a bill from BST & IDS.

---

DSU

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/21/00 CHERLINE TPV 14885  
01/02/01 CUST CLLD HAS PROBLEM W/ NEW LINES ..HE HUNG UP.....JORGE M  
01/02/01 SPOKE WITH CUSTOMER TWICE TODAY CONCERNING NOT HAVING DIAL TONE  
I CHECKED WITH BS AND THEY SAID THEIR IS A PSO ON THIS ACCT. I CALLED  
THE LCSC AND THEY SAID THAT OUR CONVERSION WAS COMPLETED BUT THEIR IS  
ANOTHER PSO ON ACCT. REP ADVISED ME TO QUESTION CUSTOMER ABOUT THIS NEW  
PSO CAUSE IT IS ALSO A CONVERSION ORDER. SARAH FROM THE LCSC CALLED  
BS AND HAD A RFEPAIR ORDER PUT IN FOR ME WITH COMMITMENT TIME OF 1/3/01

Memo 1      Date 12/21/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

1/3/01 SPOKE WITH DAVE SMITH AT REPAIR WILL EXPIDITE TICKET FROM 2PM TDY  
TO 1PM TDY....ELIO  
1/3/01 SPOKE WITH CUSTOMER AND ADVISED HIM I WOULD CALL BACK IN 1 HOUR TO  
SEE HOW LINES ARE...BARBT  
1/4/01 SPOKE WITH KATHY AT BELL REPAIR CUST IS STILL HAVING TROUBLE ON  
205-425-3567 WHEN YOU CALL THIS NUMBER IT IS GOING STRAIGHT TO  
VOICE MAIL KATHY STATED TO ME SHE WAS UNABLE TO OPEN A TICKET  
BECAUSE THERE IS A PSO TO CONVERT TO BELL DUE TODAY...MERCEDES

Memo 2      Date 01/02/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information ENTER to edit

1/4/01 I SPOKE WITH ANN AT BELL REPAIR AND SPOKE WITH ANN SHE WAS ABLE TO  
OPEN A TICKET TO FOR ME AND PROBLEM WILL BE CORRECTED BEFORE 4PM  
TODAY.....MERCEDES  
01/08/01 UNI DONE CARI A

Memo 3 Date 01/04/2001

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

ANGEL L. - COMPLT FILED W/APSC 1/2/01 COMPLAINING THAT BOTH LINES WERE VM

Memo 4      Date 01/16/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

GOING INTO VM. TT FOR 1/3/01 AT 2:00PM; REQUESTED EXPEDITE AND WAS GIVEN  
1 PM. CALLED CUST 1/4/01 TO GET STATUS. CUST REQUESTED SWITCH BACK TO BS  
AND STILL HAD ONE LINE DOWN. IDS CONTACTED BS REPAIR AND ANN INDICATED TO  
PENDING NC, THEY WOULD NOT OPEN TT AND FURTHER STATED THAT PREVIOUS TT  
THAT WAS WORKED DID NOT APPEAR IN THE SCREEN. WHEN WE EXPLAINED THAT CUS  
WANTED TO SWITCH BACK TO BS, BS REPAIR GAVE A 4:00 PM REPAIR AND WERE AT  
CUST PREM AT 11:34AM 1/4/01. CUST LOST VM. CUST INDICATD THAT WHEN HE  
SPOKE WITH BST REPAIR, THEY TOLD HIM THE PROBLEMS HE WAS EXPERIENCING

Memo 5      Date 01/16/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information ENTER to edit

WERE DUE TO HIS SWITCHING TO IDS. CUST SAID HE WOULD SEND A SUMMARY OF  
EVENTS.

\*\*\*\*\*ACCOUNT CLOSED CUST SWITCHED BACK TO BELL DO NOT ENTER) \*\*\*\*\*

Memo 6 Date 01/16/2001

F2 Add

F3 Delete

## Service Order N13V1D95

Last Pass Received: 12/29/00 6:04:52 PM

Days in Current Status: 12

CPX004 N3V1D9 205425 BM - - - Y N  
 106 12-27- 00 BESM 12- 26-00 1357 12-26  
 N13V1D95A UEPBX YAXQBN 12- 27- 00 W

Number of times in this status: 004

ZRTI N, QS, 800 773-4967, ALM, 205321  
 SPO M3Y1  
 IAECN 8368, UEPBX  
 ICENT SOY  
 RRSO D14BJ836  
 SEQ (A) D14BJ836  
 IDSA VMS

## ---LIST

ILN  
 ILA  
 ISA  
 IDZIP 35020  
 IYPH 026960  
 ISIC 1731  
 IFCTN

## ---DIR

IDDA  
 IDEL AI  
 IZDDE

## ---BILL

IBN1 I D S TELECOM LLC  
 IBA2 1525 N W 167TH ST  
 IBA3 SUITE 200  
 IPO MIAMI FL 33169  
 ITAR 019,714  
 ITAX ONNO  
 ISS 000-00-0000;N  
 IPON VERV12231232P  
 IZPTX Y  
 IBIR BSBD  
 IBIR BSBOL  
 IMAN C8368  
 IBTN

## ---S&amp;E

## IHTG

I1 UNECN/ZRCI I D S TELECOM LLC, 305/ 913-4000, FRANCISCO COR  
 /T  
 I1 UEPBL/TN BI WIC/PIC 0432/LPIC 0432/PCA BO, 12-26-00  
 /HTG A/LPCA BO, 12-26-00  
 I1 UEPLX/TN BI WIC  
 I1 MBB/TN BI WIC/MBTN 205 425-3532/VMO P, 01  
 /VMAN/DLNM 2-FUTURE ELECTRIC  
 I1 USACC/TN  
 I1 ESM/TN  
 I1 UEPVF/TN  
 I1 GCE/TN/CFNB 205 424-9456

*This was  
 followed  
 order*

*When  
 converted  
 425-3532  
 369-7381  
 went into voice mail  
 did not ring.*

*Repair was dispatched  
 2 times. they failed to connect  
 when the first day (one of 2 times)  
 was still down  
 after initial repair was IT.*



I1 GCJ/TN [REDACTED] RCYC 3/CFND 205 424-9456  
I1 LNPCX/TN [REDACTED]  
I1 MWW/TN [REDACTED]  
I2 HTG  
I1 UNECN/ZRCI IDS TELECOM, 305 913-4000, / FRANCISCO CO  
I1 [REDACTED] TN 205 425-3567  
I1 UEPBL/TN [REDACTED] BI WIC/PIC 0432/LPIC 0432/PCA BO, 12-26-00  
/HTG A/LPCA BO, 12-26-00  
I1 UEPLX/TN [REDACTED] I WIC  
I1 VMSAX/TN [REDACTED] WIC/MBTN [REDACTED] TTMB 205 425-3532  
I1 USACC/TN [REDACTED] BI ALC  
I1 UEPVF/TN [REDACTED]  
I1 GCJ/TN [REDACTED] RCYC 3/CFND [REDACTED]  
I1 LNPCX/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELECOM LLC, 305/ 913-4000, FRANCISCO CO  
/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] BI WIC/PIC 0432/LPIC 0432/PCA BO, 12-26-00  
/LPCA BO, 12-26-00  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USACC/TN [REDACTED] BI ALC  
I1 CREX4/TN [REDACTED] CBK B  
I1 LNPCX/TN [REDACTED]  
G1 DPA 1-115 [REDACTED] SO 205 424/TAR 000,714  
I1 EXT/TN [REDACTED]  
I1 1SESX/TN [REDACTED] SP  
G1  
I1 SOME C

---STAT

SWO NA1



December 19, 2000

Mr. Ronald S. Held, Esq.  
Sides, Ogelsby, Held & Dick  
Attorneys at Law  
1310 Leighton Avenue  
Anniston, Alabama 36202

Re: [REDACTED]

Dear Mr. Held:

Kindly allow this letter to serve as a formal response to your letter dated December 18, 2000 and a furtherance of our telephone conversation of the same date.

As we discussed, your client's telephone services were switched pursuant to an electronically recorded authorization given [REDACTED] on October 19, 2000 for the number [REDACTED] and the two associated lines. I played that recording for you and you may also access that record by dialing [REDACTED] enter account no. 400225, enter option 1 and then enter 10858 (Tape Code).

Your client [REDACTED], who was apparently not aware of this switch, requested that you contact us to determine how this occurred and to have the services switched back immediately. Upon concluding our conversation, I verified that there was an order pending to switch [REDACTED] back to his preferred carrier. However, it appears that during the original switch, the lines or wire pairs were crossed by the technician. This caused the fax to appear as the main line and vice-versa.

I had one of our CSRs submit a trouble ticket and I have been given a 2:00 PM (12/19/00) 8:00 order commitment for that correction to be implemented. [REDACTED] called me and I answered his questions and provided an update regarding the trouble ticket upon being informed of the time.

Should your client experience any further complications, or receive a bill from us, kindly have him contact me directly at (305) 612-4311 and I will personally see to it that it is resolved immediately.

IDS Telcom sincerely apologizes for any inconvenience this matter may have caused your client.

Thank you for your patience. [REDACTED]

Sincerely,

Angel Leiro  
Regulatory Affairs

CC [REDACTED]

Rec. Ltr. from  
IDS  
12/5/00  
11/20/

SIDES, OGLESBY, HELD & DICK  
ATTORNEYS AT LAW

J.M. SIDES, RETURNED

JERRY B. OGLESBY  
RONALD S. HELD  
THOMAS E. DICK

1310 LEIGHTON AVENUE  
POST OFFICE BOX 1849  
ANNISTON, ALABAMA 36202  
PHONE (256) 237-6611  
FAX (256) 237-1015  
E-MAIL sand@ntl.net

December 18, 2000

SENT VIA FACSIMILE TO 1-888-343-6437

IDS  
1525 N.W. 167<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Miami, Florida 33169

Re: Our Client: [REDACTED]

Previous Telephone Number [REDACTED]  
Previous Fax Number [REDACTED]

To Whom It May Concern:

This office represents [REDACTED]. [REDACTED] has informed me that his telephone service through Bell South was disconnected on Friday, December 15, 2000. He has, not yet, been successful in obtaining new service from Bell South. As a result, he has lost business and will be permanently damaged.

Our investigation reveals that [REDACTED] was switched to your company's long-distance service in November, 2000 without any authorization whatsoever. Upon notice of the switch, [REDACTED] caused a letter to be forwarded on December 5, 2000 explaining the situation and requesting that you discontinue service. For some unknown reason, you have failed to abide by this request. As a result, Bell South now informs [REDACTED] that he can have his telephone service restored only upon receiving a release from your company. You are hereby **DEMANDED** to provide such a release immediately.

This office will be back in touch with IDS when [REDACTED] damages sustained as a result of your company's illegal activities have been determined. In the meantime, your prompt response to this emergency situation could eliminate the need for additional and extensive litigation. Please feel free to contact me immediately if you care to discuss this situation.

Sincerely,



Ronald S. Held

Consent to IDS Complete 12/18/00  
order please 11/24/00

Alvin R. B. King  
EXT. 19506

10/19/00 TPV 1058

DOB 1/2 ✓

✓  
[REDACTED]  
Anastasia Alabama

→ Rep# King Jackson

5296 256-236-4711

2 Lines

Authorized Person

#3 was satisfied

8378  
256-236-4711  
B. King  
12/15/00

WNR 1124750A

Mr. Casey called

Trouble ticket submitted 12/18/00. by Etc

DISC

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # GSL483UP      Group #      Type C      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

11/24/00 MARTHA R TPV 10858  
12/05/00 CSTMR CLD SAID THAT DIDNT AUTHORIZE TO HAVE LINES SWITCHD TO  
IDS. EXPLAINED WE HAD A RECORDING SAYING SHE DID. CSTMR STILL WANTD TO  
CXL ACCOUNT WITH IDS LET HER KNOW NEEDS TO CALL BELL TO HAVE LINES SWITCHD  
AND TO FAX A REQ TO CXL.LARIAS  
12/06/00 FAX RECEIVED., CANCEL ACCT ISSUE...GIVEN TO LUIS..TAKEN BY.VONIE  
12/06/00 AS PER CSTMRS FAX REQ SENT IN DEACT FORM.LARIAS  
12/11/00 DISC. L/D BILLING PER CUSTOMER/CSR'S REQUEST TO CXL.....REF. TO

Memo 1      Date 11/24/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # GSL483UP      Group #      Type C      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/11/00...CONTINUED...THE NOC TO CXL...KANEISHA  
12/13/00 BILLING UPDATED BY EDUARDO M.  
12\*15\*00 CUST CALLED STATED THAT SHE SWITCHED SERVICES AND NOW HAS NO PHO  
NE SERVICE. CUST STATED THAT SHE HAS BEEN WITHOUT SERVICES FOR 4HRS. ADV  
THAT I WLD OPEN A TT AND HAVE TECHS LOOK AT LINES. TT#19783.NATASHA  
12\*19\*00 CUST CALLED LINES STILL DOW, BELL SOUTH CANNOT SET SERVICES BACK  
UP UNTIL IDS RELEASES DISCONNECT ORDER.ADV CUST THAT I WLD CHECK ORDER AND  
CB @256\*310\*0966...NATASHA

Memo 2      Date 12/11/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # GSL483UP      Group #      Type C      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information ENTER to edit

12/18/00 TL S/W LCSC AND PER REP STATED THAT THERE ARE TWO ORDERS IN SYS  
TEM AND HE CLEARED OUT BOTH ORDERS AND CUST WILL HAVE DTONE IN A FEW  
MINUTES AND THAT THEY WERE PROGRAMMING THE ORDER #WNR1124750A. REP ADV  
NATASHA THAT WHEN THE CUST REGAIN DTONE SHE WILL BE UP WITH IDS AND THAT  
SHE NEEDS TO ADV CUST TO CALL BELL WINBACK TO HAVE SERV SWITCHED BACK  
ASAP.....SYREETA

Memo 3 Date 12/18/2000

① FPS Binding ne  
② Cust key & Switch  
Back to 35

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

|            |            |         |        |          |            |
|------------|------------|---------|--------|----------|------------|
| Customer # | GSL483UP   | Group # | Type C | SIC Code | 0          |
| Name       | [REDACTED] |         |        | Phone    | [REDACTED] |
|            |            |         |        | Exempt   | USF        |

Memo Standard Information ENTER to edit

ANGEL L. - CUST FILED COMPLT WITH APSC REC. LTR FROM ATTY FOR CUST. CUST  
UNDERSTOOD HE WAS NOT SLAMMED BUT HE LOST DIALTONE AND HE RELIES ON PHONE  
SERVIC FOR REMOTE SECURITY SERVICES HE PROVIDES. TT FOR 12/19/00 2:00 PM  
WAS WORKED. CUST AGAIN EXPERIENCE PROBLEMS AT 2:00 AM ABOUTY SERVICE DOWN

Memo 4 Date 01/16/2001

F2 Add

F3 Delete

## Service Order N17R6Q76

Last Pass Received: 12/18/00 6:04:56 PM

Days in Current Status: 23

CPX004 N7R6Q7 256236 RM - - - Y N  
 238 12-18- 00 ANIS 11- 24-00 0653 11-24 - *reinstated*  
 N17R6Q76D UEPBX YAXQBZ0 11- 28- 00 WSL - *PST Due Date*

Number of times in this status: 004

ZRTI S, QS, 800 773-4967, DP, 205321  
 IAECN 8368, UEPBX  
 ICENT S0Y  
 RRSO D17P6WY1  
 SEQ (A) D17P6WY1  
 SD 12-18-00

*20 days**Completion Date**1st Bill Date 12/20/00**went down during conversion*

## ---LIST

ILN  
 ILA  
 ISA  
 IYPH  
 ISIC 7699  
 IFCTN ;NNA

## ---DIR

IDDA  
 IZDDE  
 IDEL A2

## ---BILL

IBN1 I D S TELECOM LLC  
 IBA2 1525 N W 167TH ST  
 IBA3 SUITE 200  
 IPO MIAMI FL 33169  
 ITAX ONNO  
 IRTX F S  
 IZPTX Y  
 ITAR 010,741  
 ICI CLEC  
 ICC B  
 ISS 000-00-0000;N  
 IBIR BSED  
 IBIR BSBOL  
 IMAN C8368  
 IBTN  
 IPON WMRI124750A

## ---S&amp;E

I1 UNECN/ RCI I D S TELECOM LLC, MARTHA  
 / RIZZO, 305 913-4000  
 I1 UEPAN/TN PIC 6746/LPIC 6746/PCA CM, 11-14-00  
 /LPCA CM, 11-14-00/BI WIC  
 I1 UEPLX/TN /BI WIC  
 I1 CREX4/TN /CBK B  
 I1 ESM/TN  
 I1 ESX/TN  
 I1 NSS/TN  
 I1 UEPVF/TN  
 I1 LNPCK/TN

I1 USAC2/[REDACTED]  
 I1 UNECN/[REDACTED] RCI I D S TELECOM LLC, MARTHA  
 / RIZ [REDACTED], 305 913-4000  
 I1 UEPAW/T[REDACTED] PIC 6746/LPIC 6746/PCA CM, 11-14-00  
 /LPCA CM, 11-14-00/BI WIC  
 I1 UEPLX/T[REDACTED] BI WIC  
 I1 CREX4/T[REDACTED] MKR (A) 05-04-98/CBK B  
 I1 LNPCX/T[REDACTED]  
 I1 USAC2/T[REDACTED] I ALC  
 I1 SOME C

---STAT

SWO NF1  
 NFE 1

This customer found a contact w/ APSC  
 His wife had authorized the switch via telemarketing  
 Sales. When he was contacted 12/18/00 (20 days)  
 later. — The husband [REDACTED], did not know  
 the last time so. & called when his lines went down  
 (lost 2nd time)  
~~The reason~~

See Ctrs. —

His business is rental life/lock nearby etc.  
 His client ever signed.  
 He lost the license. / <sup>once</sup> ~~again~~ at 2:50  
 after the problem was supposedly fixed.  
 signed to 1/19/00 Sec.



11/3/01 DSC

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # SON902UP      Group # LOCLD      Type B      SIC Code 6437  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/20/00 ANDREA A  
01/03/01 CUST. CLLD TO ADVISED HER MEMORY CALL IS IN HER FAX LINE. SHE REQUESTED TO SPEAK TO CECILIA FROM CORAL GABLES OFFICE...NORMA SAN  
01/03/01 CSTMR CLLD IN REGARDING THEIR FAX NMBR GOING TO THEIR V/M. CSTMR WNTD ISSUE RESOLVED IMMEDIATELY. I ADVSD THEM TO CONTACT THEIR AGENT CECILIA TOMORROW MORNING TO SEE IF SHE CLD RESOLVE THIS RIGHT AWAY.....DERRENF  
1/4/00 GAVE THE ABOVE COMMENTS TO ANDREW, HE TOOK TO NANCY. HEIDE

Memo 1      Date 12/20/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # SON902UP      Group # LOCLD      Type B      SIC Code 6437  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/04/01---RECEIVED INFO FROM CELIA REGARDING THE ISSUES THAT THIS CUST WAS HAVING CONTACTED THEM TO SEE WHAT WAS GOING ON AND WAS ADVISED THAT THEIR HUNTING SEQUENCE WAS NOT WORKING AND THAT THEIR FAX LINE HAD NO DIALTONE CHECK LENS AND IT HAD A PSO ON IT ALSO SHOWING THAT THE CUST WAS STILL WITH BELL CONTACTED THE LCSC AND WAS ADVISED THAT THE ORDER HAD ALREADY COMPLETED AND THAT THE CUST WAS WITH US WAS ALSO TOLD THAT THE HTG FEATURE WAS NO LONGER THERE AS WELL AS THE FAX OVERFLOW WILL SUBMIT TWO ORDERS TO HAVE THIS DONE AS SOON AS LENS UPDATES PROPERLY RICHARD

Memo 2      Date 01/04/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # SON902UP      Group # LOCLD      Type B      SIC Code 6437  
Name      Phone      Exempt  
USF

.....Memo Standard Information.....ENTER to edit.....

01/04/01---ALSO CONTACTED BELL REPAIR IN REGARDS TO THE FAX BECAUSE IT  
HAD NO DIALTONE WAS GIVEN A COMMIT TIME OF 6PM THIS EVENING RICHARD  
01-04-01 BELL TECH CALLED SAID HE IS WORKING ON TT HE WILL CALLBACK  
WHEN PROBLEM HAS BEEN REPAIRED.....DAWN  
01/04/01 CHARLES (TECHNICIAN FOR BELL) CLLD AND REPORTED THT THE REPAIR  
HAS BEEN COMPLETED...ALBERTAS  
1/5/01 CUST. HUNTING FEATURE NOT WORKING WHEN CALL COMES IN TO MAIN# BUSY  
SIGNAL COMES ON.CALL BELL. GAVE A COMPL. BY 6PM 1/6/01....ANAP

Memo 3 Date 01/04/2001

F2 Add

F3 Delete

F1 Help.....ATS Customer Maintenance Program.....ENTER to edit.....

|            |          |         |       |      |   |          |      |
|------------|----------|---------|-------|------|---|----------|------|
| Customer # | SON902UP | Group # | LOCLD | Type | B | SIC Code | 6437 |
| Name       |          | Phone   |       |      |   | Exempt   | USF  |

.....Memo Standard Information.....ENTER to edit.....

01/09/01 CSTMR CLD REP THAT HTGROUPE IS NOT WORKING. CLD BELL SPOKE TO  
ROGER GAVE ME COMIT OF TODAY BY 6PM.LARIAS  
01/09/00 KEVIN FROM BELL CLD REP THAT WHEN IDS SWITCH THE CSTMRS LINE TO  
IDS THE HTG & ROLLOVER SERVICE WAS LEFT OUT.LARIAS  
01/09/01 SUBMITTED REQ TO HAVE HTG & ROLLOVER SERVICE ADDED TO CSTMRS  
EXCISTING SERVICE. LARIAS  
1/09/01 OPENED TT WITH BELL MMC NOT WORKING, CLEARING TIME 11AM 01/10  
PER SUSAN AT BELL REPAIR..MARIO

Memo 4 Date 01/09/2001

F2 Add

F3 Delete

F1 Help.....ATS Customer Maintenance Program.....ENTER to edit.....

|            |          |         |       |      |   |          |      |
|------------|----------|---------|-------|------|---|----------|------|
| Customer # | SON902UP | Group # | LOCLD | Type | B | SIC Code | 6437 |
| Name       |          | Phone   |       |      |   | Exempt   | USF  |

.....Memo Standard Information.....ENTER to edit.....

01/09/01 JUDY FROM BELL REPAIR CALLED, STATED THAT WHILE CONVERTING  
TO IDS, ON NEW CONNCT ORDER SHOWING 444-0431. MEMORYCALL WS LOST  
AS WELL AS THE HTG GROUP ON THIS ACCOUNT WL SND EMAIL TO CELIA  
J. TO ADRESS ISSUE FEATURES NOT BEING BROUGHT OVER..MARIO  
01/09/01 S/W LOLITA AT LCSC TO ADD HUNTING GROUP THAT WAS LEFT OUT BY

BELL WHILE CONVERTING OVER TO IDS. SHE WL ALSO PIC & LPIC THEM  
TO 6437. SHE WL CL ME BCK 01/10 TO ADV DUE DATE..MARIO

Memo 5 Date 01/09/2001

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # SON902UP

Group # LOCLD

Type B

SIC Code 6437

Name

Phone

Exempt  
USF

:Memo Standard Information:ENTER to edit:

01/10/01 S/W CHRIS AT LCSC CONFRMD THAT HTG GROUP AND ALL LINE SHOULD  
BE PIC'D AND LPIC'D TO IDS. ADVS CHRIS 4440431 WAS LEFT OUT.  
HE WENT AHEAD UPDATED ORDER CQ86KFR5..MARIO

Memo 6 Date 01/10/2001

F2 Add

F3 Delete

Service Order List with TN of '3054444431'  
Sorted by Current DD

| Position | PON         | SO       | APP DATE | TN         | Status (SR) | Days In Status | Current DD | List Name  |
|----------|-------------|----------|----------|------------|-------------|----------------|------------|------------|
| 1        | OAA1220110P | NQ6Y9K33 | 12/21/00 | [REDACTED] | CA          | 14             | 12/26/00   | [REDACTED] |
| 2        | OAA1220110P | NQ7FBWL2 | 12/21/00 | [REDACTED] | CP          | 8              | 12/28/00   | [REDACTED] |

<< 30 >>

1-2 of 2 service orders matching your

criteria

Download results to Excel

\* The hunting group was  
ALSO LOST when converting  
Bellsouth. . . .

\* LENS still NOT updated

order completed  
12/23 as of  
1/10 lens  
not updated.

## Service Order List with TN of '3054444431'

Sorted by Current DD

| Position | PON         | SO              | APP<br>DATE | TN         | Status<br>(SR) | Days<br>In<br>Status | Current DD | List Name  |
|----------|-------------|-----------------|-------------|------------|----------------|----------------------|------------|------------|
| 1        | OAA1220110P | <u>NQ6Y9K33</u> | 12/21/00    | [REDACTED] | CA             | 14                   | 12/26/00   | [REDACTED] |
| 2        | OAA1220110P | <u>NQ7FBWL2</u> | 12/21/00    | [REDACTED] | CP             | 8                    | 12/28/00   | [REDACTED] |

<< 30 >>

1-2 of 2 service orders matching your  
criteria

Download results to Excel

## Service Order NQ7FBWL2

Last Pass Received: 1/2/01 6:05:17 PM

Days in Current Status: 8

CPX003 N7FBWL 305444 BO - - N N  
930 12-28- 00 MMIG 12 - 21-00 1124 12-27  
NQ7FBWL2B UEPBX YAXQBLV 12- 28- 00 Y

Number of times in this status: 003

ZRTI N,M,DR,305444  
ZDIS Y  
CANC CO RSNS  
ICENT SOY  
RRSO DQV32806  
SEQ (A) DQV32806  
IAECN 8368, UEPBX  
IDSA VMS  
RTG IMC

## ---LIST

ILN  
ILA  
ISA  
ISIC 7389  
IYPH 088970  
IFCTN

## ---DIR

IDDA  
IDEL AI, BI, CI

## ---BILL

IBN1 I D S LONG DISTANCE  
IBN2 ATTN: ACCTS PYBL  
IBA3 1525 NW 167TH ST  
IBA4 SUIT 200  
IPO MIAMI FL 33169  
ITAR 204,800  
IPON OAA1220110P  
IBTN 305 Q97-1090-090  
IMAN C8368  
ITAX 0000  
IZPTX Y  
ISS 000-00-0000;N  
IRTX F S C T G  
IBIR BSBD  
IBIR BSBOL

## ---S&amp;E

I1 UEPBC/TN LPIC 6437/PIC 6437/ZLCP R/PCA OF, 12-21-00  
/LPCA OF, 12-21-00/ZNB  
I1 UEPLX/TN  
I1 ESCWT/TN  
I1 VMSAX/TN MBTN TME  
I1 GCJRC/TN /CFND

I1 LNPCX/TN [REDACTED]  
I1 NSQ/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 NXMCR/TN [REDACTED]  
I1 UEPBL/TN [REDACTED] LPIC 5248/PIC 5248/ZLCP R/PCA OF, 12-21-00  
/LPCA OF, 12-21-00/ZNB  
I1 UEPLX/TN [REDACTED]  
I1 LNPCX/TN [REDACTED]  
I1 UEPBC/TN [REDACTED] /LPIC 5248/PIC 5248/ZLCP R/PCA OF, 12-21-00  
/LPCA OF, 12-21-00/ZNB  
I1 VMSAX/TN [REDACTED] MBTN [REDACTED] /TTMB [REDACTED]  
I1 ESCWT/TN [REDACTED]  
I1 GCE/TN [REDACTED] /CFNB 305 446-9141  
I1 GCJRC/TN [REDACTED] /CFND 305 446-9141  
I1 LNPCX/TN [REDACTED]  
I1 NSQ/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 NXMCR/TN [REDACTED]  
I1 UEPBC/TN [REDACTED] /LPIC 6437/PIC 6437/ZLCP R/PCA OF, 12-21-00  
/LPCA OF, 12-21-00/ZNB  
I1 MBBBF/TN [REDACTED] MBTN [REDACTED] /DLNM 1-SONOLUX INC  
I1 ESCWT/TN [REDACTED]  
I1 GCJRC/TN [REDACTED] CFND 305 446-9141  
I1 LNPCX/TN [REDACTED]  
I1 MWWAV/TN [REDACTED]  
I1 NSQ/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 NXMCR/TN [REDACTED]  
I1 UEPLX/TN [REDACTED]

---STAT  
SWO NFE  
RAML 1  
NFE 1



IDS L.D. IDS 8368  
v 00

Local Exchange Navigation System

# Inquiry Customer Service Record

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|                    |                        |           |            |        |     |
|--------------------|------------------------|-----------|------------|--------|-----|
| [REDACTED]         |                        | PSO MULTI | MMIG 1FB   | E      | 1   |
| LN                 | [REDACTED]             |           |            |        |     |
| LA                 | [REDACTED]             |           |            |        |     |
| SA                 | [REDACTED]             |           |            |        |     |
| YPH                | [REDACTED]             |           |            |        |     |
| SIC                | 7389                   |           |            |        |     |
| ---DIR             |                        |           |            |        |     |
| DDA                | [REDACTED]             |           |            |        |     |
| [REDACTED]         |                        |           |            |        |     |
| DEL                | AI, BI, CI             |           |            |        |     |
| ---BILL            |                        |           |            |        |     |
| BN1                | [REDACTED]             |           |            |        |     |
| BA2                | [REDACTED]             |           |            |        |     |
| BA3                | [REDACTED]             |           |            |        |     |
| BA4                | [REDACTED]             |           |            |        |     |
| 30                 | [REDACTED]             | PSO MULTI | MMIG 1FB   | E      | 2   |
| PO                 | C*G                    | FL        | 33134      |        |     |
| ---S&E             |                        |           |            |        |     |
| HTG                | A [REDACTED]           |           |            |        |     |
|                    | [REDACTED] RTN DP      |           |            |        |     |
| (LINES & STATIONS) |                        |           |            |        |     |
| 1                  | 1FBCL Business Line    | NR        | [REDACTED] | 120800 | NN6 |
|                    | /TN [REDACTED]         |           |            |        |     |
|                    | /LPIC 5248/ZLCP R      |           |            |        |     |
|                    | /PCA FR, 12-08-00      |           |            |        |     |
|                    | /LPCA FR, 12-08-00/ZNB |           |            |        |     |
| [REDACTED]         |                        | PSO MULTI | MMIG 1FB   | E      | 3   |



| QTY | USOC  | S&E                           | J   | REV   | IDENT NUMBER | BTC      | EFF    | DT  | TAX |
|-----|-------|-------------------------------|-----|-------|--------------|----------|--------|-----|-----|
|     |       | /SED 09-28-00/ZSER 3C10000001 |     |       |              |          |        |     |     |
|     |       | /RMKR (A) FAX LINE            |     |       |              |          |        |     |     |
|     |       | /PKG COMPF-CHOICE             |     |       |              |          |        |     |     |
| 1   | ESCWT | Three-Way Calling with Tr+    |     | NR    |              |          | 092800 | NN6 |     |
|     |       | /PKG COMPF-CHOICE             |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00/ZSER 4310000002 |     |       |              |          |        |     |     |
| 1   | FAXBO | FAX Overflow Service, Bas+    |     | 345   |              |          | 111500 | 600 |     |
|     |       | /ZFM                          |     |       |              |          |        |     |     |
|     |       | /ZPFN                         |     |       |              |          |        |     |     |
|     |       | /SED 11-15-00/ZSER 5510000032 |     |       |              |          |        |     |     |
| 1   | FUJMX | Federal Universal Service+    |     | 33    |              |          | 092800 | 304 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00                 |     |       |              |          |        |     |     |
|     |       | /ZSER 4A10000003              |     |       |              |          |        |     |     |
| 1   | GCE   | Call Forwarding Busy Line     |     | 475   |              |          | 111500 | NN6 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /SED 11-15-00                 |     |       |              |          |        |     |     |
|     |       | /ZSER 5C10000033              |     |       |              |          |        |     |     |
| 1   | GCJ   | Call Forwarding Don't Ans+    |     | 475   |              |          | 111500 | NN6 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /RCYC 3                       |     |       |              |          |        |     |     |
| 305 | 444   | 4431                          | 929 | *CSR* | PSO MULTI    | MMIG 1FB | E      | 4   |     |
| QTY | USOC  | S&E                           | J   | REV   | IDENT NUMBER | BTC      | EFF    | DT  | TAX |
|     |       | /SED 11-15-00/ZSER 6310000034 |     |       |              |          |        |     |     |
| 1   | LNPCX | FCC Local Number Portabil+    |     | 35    |              |          | 092800 | 304 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00                 |     |       |              |          |        |     |     |
|     |       | /ZSER 3110000001              |     |       |              |          |        |     |     |
| 1   | NSQ   | Repeat Dialing (*66)          |     | NR    |              |          | 092800 | NN6 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /PKG COMPF-CHOICE             |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00/ZSER 5810000005 |     |       |              |          |        |     |     |
| 1   | NSS   | Call Return (*69)             |     | NR    |              |          | 092800 | NN6 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /PKG COMPF-CHOICE             |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00/ZSER 5F10000006 |     |       |              |          |        |     |     |
| 1   | NXMCR | Caller ID Name and Number+    |     | NR    |              |          | 092800 | NN6 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /PKG COMPF-CHOICE             |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00/ZSER 6610000007 |     |       |              |          |        |     |     |
| 1   | 9ZR   | FCC Charge for Network Ac+    |     | 784   |              |          | 092800 | 304 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00                 |     |       |              |          |        |     |     |
|     |       | /ZSER 6D10000008              |     |       |              |          |        |     |     |
| 1   | 1FBCL | Business Line                 |     | N     |              |          | 12080  |     |     |
| 305 | 444   | 4431                          | 929 | *CSR* | PSO MULTI    | MMIG 1FB | E      | 5   |     |
| QTY | USOC  | S&E                           | J   | REV   | IDENT NUMBER | BTC      | EFF    | DT  | TAX |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /PIC 5248                     |     |       |              |          |        |     |     |
|     |       | /LPIC 5248/ZLCP R             |     |       |              |          |        |     |     |
|     |       | /PCA FR, 12-08-00             |     |       |              |          |        |     |     |
|     |       | /LPCA FR, 12-08-00/ZNB/HTG A  |     |       |              |          |        |     |     |
|     |       | /PKG COMPF-CHOICE             |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00/ZSER 7410000009 |     |       |              |          |        |     |     |
| 1   | VMSAX | Transfer Mailbox Existing+    |     | NR    |              |          | 092800 | 600 |     |
|     |       | /TN                           |     |       |              |          |        |     |     |
|     |       | /PKG COMPF-CHOICE             |     |       |              |          |        |     |     |
|     |       | /SED 09-28-00/ZSER 7B1000000A |     |       |              |          |        |     |     |
| 1   | ESCWT | Three-Way Calling with Tr+    |     | N     |              |          | 092800 | NN6 |     |
|     |       | /PKG COMPF-CHOICE             |     |       |              |          |        |     |     |



DSC

December 8, 2000

Via E-Mail

Randy Roland, Analyst  
Florida Public Service Commission  
Capital Circle Office Circle  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Complaint No. 347026T - [REDACTED]

Dear Mr. Roland:

Kindly allow this letter to serve as a formal response to the above captioned Complaint filed 11/27/00 with this Commission.

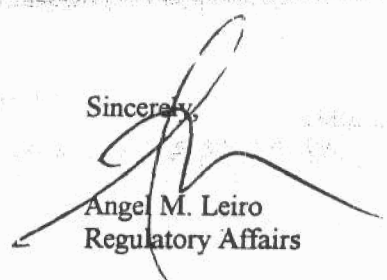
I have reviewed the account file and contacted the Complainant this afternoon. The Complainant explained what had occurred and further indicated that all services were operational as of approximately 11/28/00.

I expressed IDS' apologies for the delay in providing the services requested and the customer seemed satisfied with the resolution of the matter.

Therefore, based on the foregoing, IDS respectfully requests that this Commission close this case as soon as conveniently possible.

Thank you.

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

Cc: [REDACTED]

DSC

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # TRI03728

Group # UNEP

Type B

SIC Code 8368

Exempt

Name

Phone

USF

Memo Standard Information:ENTER to edit:

112200 CUS CLLD APPT MISSED...CLLD GAIL TO SEE NEXT AVAIL DATE, GAIL STS  
CALCULATED DUE DATE IS 112400 AND PER PREVIOUS REQ CUS PREFERS AFTERNOON  
APPT...ADV CUS NEXT AVAILABLE DATE...AND ADVS CUS WE HAVE CNTCT # OF  
.....DC

11/25/00 CUST CALLED IN REF TO TRANS ORDER HE WAS VERY UPSET BECAUSE HE  
WAS TOLD HIS SERVICE WOULD BE UP BY THE 24TH AS PER ASARA AT THE  
LCSC THE NEW CONNECT ORDER IS DUE ON THE 28TH CUST IS NOW DISC  
AT OLD LOCATION I SPOKE WITH PAT A SUP AT THE LCSC WHO ADVISED

Memo 8 Date 11/23/2000

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # TRI03728

Group # UNEP

Type B

SIC Code 8368

Exempt

Name

Phone

USF

Memo Standard Information:ENTER to edit:

11/25/00 CONT..ME THAT SHE WOULD HAVE THE NUMBERS UP AT THE OLD LOCATION  
BY 6PM TODAY AND THE NEW CONNECT ON THE 28TH I ALSO VERIFIED THE  
ADDRESS WHERE THE LINES ARE BEING TRANS TO WHICH IS 155 SW 134TR  
.....MERCEDES

11/27/00 CUST CALLED REQS TO SPEAK TO MERCY/PARK CUST TO HOLD FOR MERCY  
RON C.

11/27/00 SPOKE WITH CUST LINES ARE STILL DISC SPOKE WITH GREG AT LCSC AND  
SAID HE WOULD HAVE THIS TAKEN CARE OF AND WOULD CALL ME BACK

Memo 9 Date 11/25/2000

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # TRI03728

Group # UNEP

Type B

SIC Code 8368

Exempt

Name

Phone

USF

Memo Standard Information ENTER to edit

11/27/00 CONT..CUST HAS BEEN WITH NO SERVICE SINCE SATURDAY THE CONTACT  
NUMBER FOR THIS CUSTOMER IS 352-337-6560 (CELL).....MERCEDES  
11/27/00 GOT MESSAGE FROM CELIA THAT CUST FAX NUMBER IS ALSO DISC.  
352-331-0250 I SPOKE WITH EDWINA AT THE LCSC AND SHE ADVISED ME  
SHE WOULD HAVE THIS NUMBER UP FOR ME I TESTED THE NUMBER AND IT  
IS UP WILL CALL CUST AND ADVISE HIM....MERCEDES  
11/28/00 CUST CALLED IN REF TO HIS TRANS ORDER I SPOKE WITH BARBARA AT  
THE LCSC AND SHE STATES IT WILL BE DONE BEFORE 6PM ADVISED

Memo 10 Date 11/27/2000

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program ENTER to edit

Customer # TRI03728

Group # UNEP

Type B

SIC Code 8368

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

11/28/00 CONT...CUST OF STATUS....MERCEDES  
01/15/01 CUST. HAS NO DIAL TONE ON ANY OF HIS LINES.TT#20982\*\*MAURICIO\*\*

Memo 11 Date 11/28/2000

F2 Add

F3 Delete

NVERT THESE TWO LINES TO IDS CALLED AND LEFT MESSAGE FOR CUSTOMR  
TO CALL BACK.....SHION

01/10/01 CUST TN 756-9000 AND 756-3245 WILL BE PICD TO IDS TODAY...THE OT

Memo 5 Date 01/09/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # CBR00948

Group # LOCLD

Type B

SIC Code 6437

Exempt

Name

Phone

USF

Memo Standard Information ENTER to edit

CONT.....HER TWO ANIS 756-9094 AND 767-1450 ARE BEING CONVERTED  
I'M EXPEDITE IT AND IT SHOULD BE ABOUT 5 BUS DAYS.....SHION

Memo 6 Date 01/10/2001

F2 Add

F3 Delete



October 27, 2000

Via E-Mail

Paul Lowery  
Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Case No. 335877T - [REDACTED]

Dear Mr. Lowery:

Kindly allow this letter to serve as a formal response to the above captioned case filed 9/14/00 with the Florida Public Service Commission ("FPSC"). IDS apologizes to the Commission for the delay in providing a response to this case and states that it has taken immediate measures to timely and effectively address and resolve all matters before the FPSC henceforth.

My records indicate that the FPSC received a reply to this case on 10/26/00 via U.S. Mail. However, a review of the customer file indicates that this customer was switched in error. IDS has contacted the Complainant and indicated that Ms. Brown, now a former employee, authorized the switch.

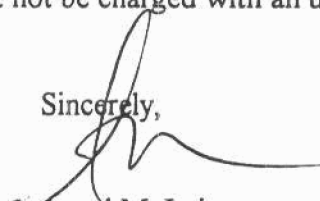
A review of LENS confirms the customer has switched back to his preferred carrier. Complainant will receive a credit in the amount of \$325.28 leaving the account with a zero balance.

IDS apologizes to the Complainant for any inconvenience this matter may have caused.

IDS respectfully requests it not be charged with an unauthorized switch violation.

Thank you.

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

Cc: [REDACTED]  
aml



Request No. 335877T

Name

Business Name DAVID PRATT &amp; ASSOCIATES

## Consumer Information

Name:

Business Name:

Svc Address:

County:

Phone:

City/Zip:

Account Number:

Caller's Name:

Mailing Address:

City/Zip:

Can Be Reached:

Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100

## Utility Information

Company Code: TX127

Company: IDS LONG DISTANCE, INC.

Attn: Mr. Keith Kramer 335877T

Response Needed From Company? Y

Date Due: 10/05/2000

Fax: 6W1,305-913-4011

Interim Report Received: / /

Reply Received: 10/26/2000

Reply Received Timely/Late:

Informal Conf.: N

## PSC Information

Assigned To: NANCY

Entered By: TMORGAN

Date: 09/14/2000

Time: 15:54

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation:

CUSTOMER IS WITHOUT SERVICE!!!!!!

It appears that the customer's long distance carrier of choice was changed from BellSouth to IDS without authorization. The customer states that the switch apparently took place around September 11, 2000. Customer states that as a result, they have been without service. Customer is asking that their lines be switched back to BellSouth ASAP!!!!!!

- \* The other number affected is
- \* Provide verification obtained for the change in service.
- \* Provide applicable credit and/or balance due information on this account.
- \* Confirm the customer has been contacted regarding this matter.

Request No. 335877T

Name

Business Name

PAGE NO: 1

## Angel Leiro

---

**From:** Natasha Calloway  
**Sent:** Monday, February 19, 2001 8:22 AM  
**To:** Angel Leiro  
**Subject:** NO SERVICE

CUSTOMER STATED THAT HIS SERVICES WENT DOWN FRIDAY IN THE PROCESS OF CHANGING SERVICES OVER TO IDS & HE DID NOT REGAIN SERVICES UNTIL TODAY.

CUSTOMER # CTO302UP  
PHONE [REDACTED]



F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # CTO302UP      Group #      Type D      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information      ENTER to edit

2-19-01      CALLED ON HEARING THE TPV I PLAYED IT AND HE AND HIS  
WIFE SAID IT WASNT HER ON THE RECORDING AND WANTS US TO PAY  
SWITHCING FEES I TOLD THEM THAT BECAUSE THIS IS A VALID TPV I  
WOULDNT BE ABLE TO PAY THE SWITHCING FEES TOLD THEM DUE TO THE  
RECORDING WE CANT DO ANYTHING ABOUT IT HE IS VERY UPSET HE ASKED  
FOR A SUPERVISOR I SEE NONE AVAILABLE SO I ASKED FOR A CALLBACK  
HE SAID YES AND GAVE A NUMBER OF      ...DAWN

Memo 2      Date 02/19/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # CTO302UP      Group #      Type D      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information      ENTER to edit

02/28/01: SWITCHBACK TO BELL ON 02/21/01. DISCO IN BILLING TODAY-KERRI C.

Memo 3      Date 02/28/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # CTO302UP

Group #

Type D

SIC Code 0

Exempt

Name

Phone

USF

Memo Standard Information

ENTER to edit

01.18.01 HEIDY TPV# 0291364.

02/02/01 USOC'S ENTERED AND QA'D BY VERONICA...

02\*19\*01 CUST "MR. JACKSON" CLLD STATED THT ALL ISSUES ARE RESOLVED, STATD  
THT THE PHONE LINE IS BACK UP, STATED THT HE CLLD 02\*17\*01 TO  
REPORT THT LINE IS DOWN & SOMEONE TOLD HIM THT HE WLD HAVE TO CB  
MONDAY MORNING, ADV CUST THT IS NOT OUR NORMAL WORKING PROCEDURE  
& APOLOGIZED FOR HIS INCONVIENCE, CUST STATED THT HE WLD CB LATE  
TODAY TO DEAL W/THIS ISSUE.....NATASHA

Memo 1

Date 01/18/2001

F2 Add

F3 Delete



November 3, 2000

Via E-Mail

Paul Lowery  
Florida Public Service Commission  
Capital Circle Office Circle  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Case No. 329626T - [REDACTED]

Dear Mr. Lowery:

Kindly allow this letter to serve as a supplemental response to the above captioned case filed 8/9/00 which was previously responded to on 8/28/00.

IDS' CSR contacted Complainant on 11/2/00 in order to discuss the complaint filed with this Commission. Complainant was informed that a tape-verification was obtained from [REDACTED]. Complainant admitted that there was in fact a [REDACTED] working at this business. She did indicate her last name. Complainant was offered an opportunity to listen to the tape-verification but refused.

According to IDS' records, this account was never set-up on its system nor was the Complainant billed for services. The CSR confirmed that the Complainant has since switched back to her preferred carrier. A copy of this letter is being sent to Complainant for her records.

The TVP can be accessed by dialing [REDACTED] Enter account number 400225 then press option 1 and enter code #2093. For the reasons set forth herein, Destinations GMAC Real Estate is not eligible for a credit.

Therefore, IDS Telcom respectfully requests that this Commission close this case as soon as conveniently possible and categorize it as a non-infraction.

Thank you.

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

CC: [REDACTED]  
aml

Request No. 329626T

Name

Business Name DESTINATIONS GMAC REAL ESTATE

**Consumer Information**

Name:

Business Name:

Svc Address:

County:

Phone:

City/Zip

/ 33426-

Account Number:

Caller's Name:

Mailing Address:

City/Zip

Can Be Reached:

**Florida Public Service  
Commission - Consumer Request**  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100

**Utility Information**

Company Code: TX127

Company: IDS LONG DISTANCE, INC.

Attn. Mr. Keith Kramer 329626T

Response Needed From Company? Y

Date Due: 08/30/2000

Fax: 6W1,305-913-4011

Interim Report Received: / /

Reply Received: 08/28/2000

Reply Received Timely/Late:

Informal Conf.: N

**PSC Information**

Assigned To: ELLEN PLENDL

Entered By: JANDERSO

Date: 08/09/2000

Time: 12:26

Via: PHONE

(Phone/Mail/Fax/E-Mail)

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: 09/05/2000

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation:

Customer states that she was switched from BellSouth for local service and Excel for long distance service to IDS without authorization or request. Customer states she has returned to her carrier of choice. Customer states that she is completely without service at this point and is experiencing tremendous amounts of business loss. Please investigate this matter and provide me with a detailed written report including a LOA or verification tape and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date above.

Please send all fax and e-mail responses to:

CAF FAX: 850/413-7168

CAF E-mail: pscreply@psc.state.fl.us

Case taken by janderson

Request No. 329626T

Name

Business Name DESTINATIONS GMAC REAL ESTATE

VE NO: 1

OCT-25-2000 11:06

FL PUBLIC SER. COMMISSION

850 414 1535

P.02/03

08-28-2000 Reply received via e-mail. RLogan

08-28-2000 Reply received via fax. RLogan

08/30/2000 Reviewed report. IDS advised that the problem was corrected and the customer was restored on August 10, 2000. eplend1

08/30/2000 Left message for the customer. eplend1

09/05/2000 Contacted customer. Customer states that she did not request IDS for local toll service. Customer states that she requests a copy of the order to switch the service to IDS for local toll service. eplend1

09/05/2000 FAX TO CO. Customer states that she did not request IDS for local toll service.

- 1) Please submit a copy of the LOA to switch the service to IDS for local toll service.
- 2) Please indicate why the customer received the message "your service has been switched to IDS" when she picked up the receiver to place outgoing calls.
- 3) Please indicate why the customer's callers received recordings that the line had been disconnected.

4) Please provide a supplemental report including the LOA by Friday, September 22, 2000. eplend1

10/27/2000 FAX TO CO. Your report is past due. Please submit a final report by Friday, November 3, 2000. eplend1

TOTAL P.03

Request No. 323626T

Name

Business Name DESTINATIONS GMAC REAL ESTATE

TE NO:

February 20, 2001

**Via E-Mail**

Cheryl Vinson, Asst. to Commissioner  
Bobby Baker  
C/O Joyce Lewis  
Georgia Public Service Commission  
47 Trinity Avenue  
Atlanta, GA 30334

Re: **Complaint 100034525** - [REDACTED]

Dear Ms. Vinson/Ms. Lewis:

Kindly allow this letter to serve as IDS Telcom's formal response to Complaint No. 100034525 filed 1/24/01 by [REDACTED] on behalf of [REDACTED]

I apologize for not having provided a timely response to this complaint. I normally enter each complaint onto a spreadsheet upon receipt and attempt to contact the customer immediately or within 24 hours of a complaint being received. This complaint was inadvertently overlooked or otherwise not received through my e-mail as usual.

I have reviewed the account file and contacted [REDACTED] the Complainant's husband. [REDACTED] is ill and was not available for comment. [REDACTED] was kind enough to offer an explanation regarding the complaint and stated that it is [REDACTED] position that she never authorized the switching of the local services. Furthermore, The complaint states that BellSouth informed her that IDS Telcom does not provide long distance service, which she understood was the reason for the solicitation she received from IDS' telemarketing company GMS.

Yet again, a customer has been misinformed about the facts by BellSouth. IDS Telcom is a full service telecommunications provider and has been providing long distance services since 1989. I explained to [REDACTED] that IDS obtained a tape authorization from [REDACTED] for local services only not long distance. He indicated that she would never have authorized such a conversion. Apparently, there is some confusion as to what in fact was authorized and what [REDACTED] understood she was authorizing.

The tape authorization may be obtained by calling (240) 683-2316 enter security code 58438# select option 1 and enter tape no. 0391084#.

LENS indicates that the customer has switched back to BellSouth effective 1/29/01. Based on the aforementioned circumstances I have issued a credit of the account totaling \$151.26. The account will be cancelled accordingly and the Complainant is instructed to

disregard the 1/31/01 invoice. Additionally, the Complainant should receive no further invoices.

[REDACTED] also stated that the business experienced a loss of service upon being converted and was informed by BellSouth that the disconnection was due to the conversion to IDS. This is also untrue. BellSouth has been consistently disconnecting customers without the new connections being applied to "as is" conversions which has caused significant disruptions and the ensuing complaints. IDS has brought the matter up with the Florida Public Service Commission and will be addressing the issue with this Commission in the very near future through its attorney.

IDS Telecom sincerely apologizes to the Complainant for any misunderstanding or inconvenience this matter may have caused. Should the Commission or the Complainant have any further questions in this regard, I may be contacted directly at (305) 612-4311.

Therefore, based on the foregoing, IDS Telcom respectfully requests that this case be closed as soon as conveniently possible and categorized as a non-infraction against IDS. Furthermore, IDS requests that special circumstances be noted regarding the timeliness of the response in this case and not penalize IDS as a result.

Thank you,

Respectfully submitted,

Angel M. Leiro  
Regulatory Affairs.

Cc: [REDACTED]



Georgia Public Service Commission  
47 Trinity Avenue, Atlanta, GA 30334  
(404) 656-4501, 1-800 283 5813 (Georgia Only)  
(404) 463-6683 (fax), gapsc@psc.state.ga.us

## Contact Detail

Contact Number 100034525

Friday, February 16, 2001 1:30:01 PM

Contact Number: 100034525

Contact Date: 1/24/01

Contact Status: Open

Contact Type: Complaint

Contact Issue: Slamming

Contact Urgent? ☒

Received By: Joyce *LD PSC state - GA*

Referred From: *Per S. US*

Utility: IDS Telecom, Inc.

Industry: Telecom

Type: ILEC

Customer Notified ☐

Rule Violation? ☐

Customer Savings: ☐

Caller Name: [REDACTED]

Caller Number: [REDACTED]

Contact Method: Phone

Utility Contacted? ☐

Whom Did They Speak With?

Customer: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

County: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

| Ticket Detail Information |        |              |                                                                                                                                                                                                                    |
|---------------------------|--------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date                      | Rep    | Status       | Detail                                                                                                                                                                                                             |
| 1/24/01                   | Joyce  | Open         | CUST. SAID THAT SHE RECEIVED A CALL FROM IDS REGARDING HER LONG DISTANCE SERVICE. SHE LATER FOUND OUT THAT IDS SWITCHED HER LOCAL SERVICE. SHE FOUND OUT FROM RS THAT IDS DOES NOT HAVE LONG DISTANCE, JUST LOCAL. |
| 1/24/01                   | Joyce  | Refer        | Referred to Angel Liero                                                                                                                                                                                            |
| 2/16/01                   | Cheryl | Other Detail | Customer called Commissioner Baker's office today because she has not received a response to this complaint.                                                                                                       |
| 2/16/01                   | Cheryl | Refer        | Referred to Angel Liero                                                                                                                                                                                            |

*LD only?  
local  
switch*

*Inquiry 1/23/01*

*No Caa - Verbal Switch  
BAC*



F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # ACR228UP      Group #      Type C      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information      ENTER to edit

01.16.01 HEIDY TPV# 0391084.  
01/19/01 ENTERED USOCS AND QA. 100% S KNIGHT  
01\*24\*01 CUST      CALLED STATED THAT SHE HAD NO DIAL TONE AND ALOT  
STATIC IN LINES, CUST STATED THAT SHE WANTS TO SWITCH BACK TO BEL  
ADV HER TO CONTACT BELL AND FAX RQ TO CANCEL SERV..... NATASHA  
1/24/01 - COMPLT FILED 1/24/01 - DO NOT ATTEMPT TO COLLECT OR FURTHER  
BILL THIS CUSTOMER \*\*\*\*\* EXPECTED ONLY LD NOT LOCAL. ANGEL L.

Memo 1      Date 01/16/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # ACR228UP      Group #      Type C      SIC Code 0  
Name      Phone      Exempt  
USF

Memo Standard Information      ENTER to edit

02/21/01: SWITCHBACK TO BELL ON 01/29/01. DISCO IN BILLING TODAY-KERRI C.

Memo 2      Date 02/21/2001

F2 Add

F3 Delete

## Angel Leiro

---

**From:** Dawn Reynolds  
**Sent:** Thursday, March 01, 2001 8:46 AM  
**To:** Angel Leiro  
**Cc:** Dawn Reynolds  
**Subject:** SOMETHING STRANGE

CUSTOMER WITH OUR SERVICE RESENTLY WE TOOK 3 OF HIS 4 LINES 2-28-01 2 OF HIS LINES WENT OUT YESTERDAY. WE PUT IN TT ON THIS AROUND NOON . BELL CLOSED IT AND CHANGED THE OE WHICH THYE SAY IT THE LINES PERSONAL SWITCH AND THEY CLOSED TICKET WITHOUT RETESTING . NOW THIS MORNING NOT ONLY ARE THOSE 2 LINES STILL DOWN BUT NOW IT IS EFFECTING A 3RD LINE . MIND YOU HIS LINE NUMBER [REDACTED] THAT IS WITH BELL NEVER WENT DOWN . I NOW HAVE ASHLEY THE SUPER OF REPAIR WORKING ON THIS WITH RYDELL GETTING THE RESPONCE .

SPW444up

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # SPW444UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

02/16/01 CASSANDRA TPV-0272072  
02/28/01 [REDACTED] CLLD IN B/C SHE HS NO DL TN ON TWO OF HR THREE LNS, I  
TESTED LNS [REDACTED] THY BTH RNG WTH NO ANSWER...  
OPND TT 23426.FX NMBR [REDACTED] EML ADDRSS: [REDACTED]  
...  
02/28/01 USOC'S ENTERED AND QA'D BY VERONICA....  
3-1-01 ROBBIE CALLED BACK ON HIS LINES STILL HAVING NO DAILTONE SINCE  
YESTERDAY IT WAS EFFECTING 2 LINES YESTERDAY NOW ITS EFFECTING ALL

Memo 1      Date 02/16/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # SPW444UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

3-1-01 CON...3 HIS LINES HE SAYS ALL 3 WITH US ARE NOT WORKING YET HE  
HAS ONE THERE STILL WITH BELL THAT IS WORKING LEAVING HIM TO THINK  
IT'S A PROBLEM WITH OUR COMPANY YET I TOLD HIM IT'S JUST A QOSIDES  
I CALL SHARON IN REPAIR SHE TOLD ME THE TT WE OPENED YESTERDAY WAS  
SOMETHING DUE TO PROBLEM WITH OE AND THEY SWITCHED THINKING THAT  
BROUGHT THE LINE UP YET IT DIDNT SO I OPENED NEW TT WITH HER THAT  
HAS A COMMIT TIME OF 1PM TODAY..SINCE THIS IS SUCH A STRAGE THING  
GOT CYNTHIA REAPIR SUPER WORKING ON THIS AND WILL GET BACK WITH RH

Memo 2      Date 03/01/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # SPW444UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

## Memo Standard Information

ENTER to edit

3-1-01 CON..WHEN THIS WILL BE FIXED I ALSO EMAILED ANGEL ON THIS INCASE  
IT GOES LEGAL....DAWN  
03/01/01 DEBBIE CLD INQ ABOUT WHEN LINES WILL BE UP. ADVSD THAT WILL HAVE  
SOMEONE DISPATCHED OUT BY 1PM TODAY.LARIAS  
03/01/01 CINTHIA CLLD IN SAID THAT SHE CLLD THE CUST & HIS SVC WAS BACK  
UP  
03/15/01 CUST DEBBIE CLLD SAYS SHE ALREADY WENT BCK TO BELL,CUST WILL LKE  
TO CXL ACCT,CUST GOING TO FAX REQUEST.....JORGE M

Memo 3 Date 03/01/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # SPW444UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

## Memo Standard Information

ENTER to edit

3/16/01 CUST ALREADY SPOKE TO JORGE/WAITING ON FAX REQ TO CXL....JR  
03/23/01 SUBMITTED TO DEACT AND FOR CREDIT BCUZ CUST ALRADY WENT BCK TO  
BELL ON 3/07/01.....JORGE M

Memo 4 Date 03/16/2001

F2 Add

F3 Delete

[REDACTED]

May 12, 2000

Mr. Keith Kramer, Sr. VP  
IDS Telcom  
1525 NW 167<sup>th</sup> St. #200  
Miami, FL 33169

Via fax # 305.913.4011

Dear Mr. Kramer,

Please be advised that as of a date early in the week of May 1 of this year, trouble was discovered on our multiple incoming lines at our business. Investigation by our telecommunications vendor led to the discovery that the problem lay with the BellSouth hardware or programming. The result was that no lines would roll over, so that for all practical purposes, we had only one incoming line, and with no voice mail at that. As soon as we discovered this was the problem, I personally called BellSouth, but was told by them that they could not respond to my request to correct the problem.

It would be difficult enough under normal conditions, but on May 10<sup>th</sup> we issued a major press release at a cost of close to \$1,000. The vast majority of individuals calling in in response to that release received only a busy signal. I am sure you and I would have the same disappointing reaction as they if that was all we got when pursuing information on an investment opportunity.

I appreciate your looking into this matter and await a successful resolution.

Sincerely,

*Will Auer*

[REDACTED]

(229)

[REDACTED] V m

(229) K.

IDS TELCOM

FEBURARY 16, 2001

This is a follow up written notice to cancel service with your company.

I don't know who is at fault, but your sale representative assured me that there would not be any disruption in my phone services. Bell South may not have given you a complete list of the services I need??? However when I called you I was told that I would have to wait 5 to 7 days to have service restored. No thankyou.

RESPECTFULLY

[REDACTED]

Remote activation of Call Forwarding  
was reset.

Bell South offered 20% off line  
& Features -

BAA

F1 Help                      ATS Customer Maintenance Program                      ENTER to edit

| Customer # | Group # | Type B | SIC Code | 0             |
|------------|---------|--------|----------|---------------|
| RLS420UP   |         |        |          |               |
| Name       |         | Phone  |          | Exempt<br>USF |

Memo Standard Information ENTER to edit

2/5/01 JEFF R TPV 0231808  
02/06/01 CUST (BOB)CLLD SAYS HIS REMOTE CLL FWRDN IS NOT WORKING,CHECKED  
IN LENS CUST DOESN'T HVE REMOTE CLL FOWRDN,TOLD CUST IF HE WOULD LIKE I  
CAN ADDED IT BUT I WOULD NEED HIM TO SIGN THE LRF,AND THAT IT DOES TKE 5  
TO 7 BUSINESS DAYS,CUST GOT UPSET WNTD TO CXL ACCT W/IDS,I ADVISED CUST  
I WOULD NEED IT IN WRITING AND IT DOES TKE A PROCESS OF 5 TO 7 BUSINESS  
DAYS,CUST GOT MORE UPSET,ASKED TO S/W SUPRV.PUT CUST ON HOLD.I WENT BCK  
ON THE PHONE TOLD CUST ALL SUPRV. ARE ON A CLL,STATRED EXPLAINING (CON'T)

Memo 1      Date 02/05/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

|            |            |         |            |          |     |
|------------|------------|---------|------------|----------|-----|
| Customer # | RLS420UP   | Group # | Type B     | SIC Code | 0   |
| Name       | [REDACTED] | Phone   | [REDACTED] | Exempt   | USF |

Memo Standard Information ENTER to edit

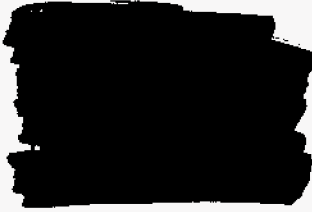
[illegible]

Memo 2      Date 02/06/2001

F2 Add

F3 Delete

February 15, 2001

V.M.  
AmfVia FacsimileRe: FCC484UP – Your letter dated 1/23/01

Dear Ms. Purdue:

It was a pleasure speaking with you this morning concerning the problems you recently experienced with your telephone service. Thank you for your time.

As we discussed, due to the problems you encountered and the circumstances that you understood caused the switch to IDS Telcom, I have issued a full credit to your account regarding the invoices dated 12/31/00 and 1/31/01. Kindly disregard those invoices. I have verified that your services have returned to BellSouth as of 12/29/00 and your account will be cancelled. Accordingly, you will not receive further billing from IDS Telcom. Furthermore, I have communicated with our telemarketing company, Equal Access, to remove your number from their listing and you likewise should receive no further calls from them concerning IDS.

The tone of your letter however obligates me to memorialize our discussion for purposes of IDS' meeting with the Florida Public Service Commission on Monday 2/19/01.

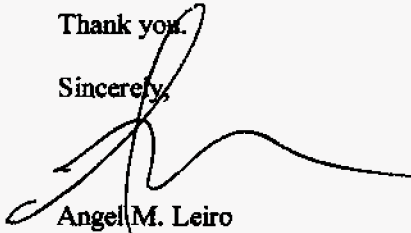
As I mentioned and as is confirmed by the attached service order report, the order to convert your organizations services was submitted, "as is" and you should have experienced no problems or interruption of any services upon conversion to IDS. None of your services was changed or left out of your order; BellSouth erred during the conversion thereby causing the interruptions you experienced and causing IDS to lose what I am sure would have been a good customer.

I hope that after our discussion you feel different about IDS Telcom and believe that IDS did not intentionally cause the interruptions with your service.

If you have any questions or if I may be of further assistance too you, please do not hesitate to contact me directly at (305) 612-4311.

Thank you.

Sincerely,



Angel M. Leiro  
Regulatory Affairs  
Cc: Keith Kramer, Sr. V-P



January 23, 2001

Mr. Joe Millstone, President  
IDS Corporation  
1525 Northwest 167<sup>th</sup> Street  
2<sup>nd</sup> Floor  
Miami, Florida 33169

Re: Customer Number: FCC484UP  
Invoice Number: 12007200

Dear Mr. Millstone:

I was quite surprised when I received the above-referenced invoice in the amount of \$448.61 for services for the month of January 2001.

As you know, I communicated very effectively with your office and proceeded to send you a facsimile of my request that your company no longer had our account. I am sending you a copy of that facsimile for your easy reference.

Shortly after your office receiving the above-mentioned facsimile I had a call from someone in your office who was welcoming us to your company and I emphatically explained that as far as I was concerned your company was fraudulent and that if you didn't cease having our telephone system jeopardized that I personally was going to call the Better Business Bureau and the District Attorney's office in your county since your company had definitely messed

due to the fact that you had caused our regular telephone system to not work efficiently. We have never had a problem with our telephone system with BellSouth and the fact that your representative alluded to being with BellSouth was the only reason I even talked to him.

I think you should reconsider the invoice that you sent to us. You have not had our telephone lines tied up since December 29, 2000 and, therefore, your invoice is another way of trying to receive fraudulent monies for services not rendered.

TPV - 13307

Mr. Joe Millstone, President  
IDS Corporation  
January 23, 2001  
Page Two

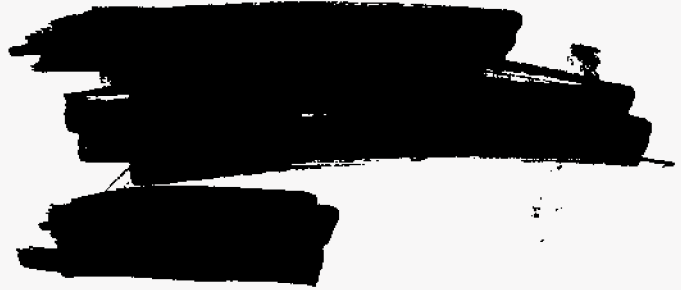
---

To date you have not confirmed that all of our services have been returned to their original service provider. I had requested this be done in my facsimile to you dated December 29, 2000.

I **will not** pay your invoice and, furthermore, will not pay for the 6 days that you did have our service due to your "tampering" with our telephone system.

If you have a contract that I signed for these services I will turn it over to our attorney for his review and rebuttal regarding same.

Very truly yours,

A large, irregular black redaction mark covering the signature and the first line of the typed name.

jp  
Enclosures

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # FCC484UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

12/08/00 TPV13307 TIACIA  
12/23/00 USOC'S ENTERED QA BY VERONICA PER REPORT...  
12/27/00 CUST. CLD.PLAYED TAPE FOR HER.ASK HOW TO USE VOICEMAIL...ANAP  
12/27/00 [REDACTED] CLLD IN SAID THAT SHE WAS SLAMMED, I LET HER HEAR THE TPV  
IT CLEARLY SAYS THAT SHE AGREED TO THE SERVICE. SHE THEN WANTED TO SWITCH  
TO BELL SO. I EXPLAINED TO HER THAT SHE WOULD HAVE TO CALL BELL SO. THEN  
CALL US SO THAT WE CAN CANCEL HER BILLING.\*\*\*\*\* MAURICIO \*\*\*\*\*  
12-29 CUS NOW BACK WITH BELL WILL SUBMIT LETTER TO CANCEL BY FAX.DAWN

Memo 1 Date 12/08/2000

F2 Add

F3 Delete

[REDACTED]  
Rep 5385

[REDACTED] 4/30 — Auth.

Back to Bell 12/29/00

Review 12/00 Bill  
1/01 Bill.

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # FCC484UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

1.12.01 QA BY BRENDA CSR PER CLEC ....S98VM MISSING

1/23/01- ENTERED S98VM....HELEN

1/26/01- QA REVIEWED/ HELEN \*\*\*\*\*TPV CODE 13307\*\*\*\*\*

Memo 2

Date 01/12/2001

F2 Add

F3 Delete

 **BELLSOUTH**

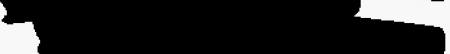
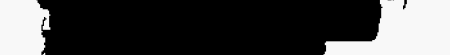
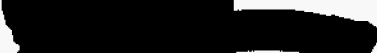
CS LID. DES 8088  
7/00

**Local Exchange Navigation System**

## Inquiry Customer Service Record

Return to Inquiry ►

View Product and Services

|                                                                                     |                                                                                     |            |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------|
|    |                                                                                     | MCDN BG2CL |
| E                                                                                   |                                                                                     |            |
| LN                                                                                  |    |            |
| LA                                                                                  |    |            |
| SA                                                                                  |    |            |
| LOC                                                                                 |    |            |
| YPH                                                                                 |   |            |
| SIC                                                                                 |  |            |
| AL                                                                                  |  |            |
| ---DIR                                                                              |                                                                                     |            |
| DDA                                                                                 | BA                                                                                  |            |
| DEL                                                                                 | A1, B1, C1, D1                                                                      |            |
| ---BILL                                                                             |                                                                                     |            |
|  |                                                                                     |            |
|  |                                                                                     |            |
| E                                                                                   | 2                                                                                   | MCDN BG2CL |
| BN2                                                                                 |  |            |
| BA3                                                                                 |  |            |
| PO                                                                                  |  |            |

---S&E

HTG

HTY SC/EXK 770

957

MCDN BG2CL

E 3

QTY USOC  
EFF DT TAX

S&E

J

REV

IDENT NUMBER BTC

(CHARGEABLE LISTINGS)

1 FLT  
122900 200

Additional listing, no ch+

NR

/REF A/SED 12-29-00  
/ZSER 3C10000001

(LINES & STATIONS)

1 BG2CL Business Line with Touch-+  
013101 N1N

NR

/IC 0288  
/LPIC 5124/LPCA BO, 12-28-00  
/PCA BO, 12-28-00  
/PKG COM25-CHOICE/HTG B  
/SED 12-29-00/ZSER 4310000002  
/TTRA 770 957/EXK 770 957  
/LR

1 EMSTM MemoryCall Service Enhant+  
122900 000

NR

/TN  
/MBT  
/TTM

770 954 9229 112 \*CSR\*

MCDN BG2CL

E 4

QTY USOC  
EFF DT TAX

S&E

J

REV

IDENT NUMBER BTC

1 AH8  
122900 200

/SED 12-29-00/ZSER 4A10000003  
Telecommunications Relay +

5

/TM SED 12-29-00  
/ZSER 5110000004

1 CREX4 Custom Toll Restriction  
122900 N1N

NR

/TM CBK B  
/SED 12-29-00/ZSER 5810000005

1 ESCWT Three-Way Calling with Tr+  
122900 N1N

NR

/TM  
/PKG COM25-CHOICE  
/SED 12-29-00/ZSER 5F10000006

|        |       |                               |               |     |                  |
|--------|-------|-------------------------------|---------------|-----|------------------|
| 1      | ESF   | 30 Code Speed Calling         |               |     | NR 6785839120    |
| 122900 | N1N   | /TN [REDACTED]                |               |     |                  |
|        |       | /PKG COM25-CHOICE             |               |     |                  |
|        |       | /SED 12-29-00/ZSER 6610000007 |               |     |                  |
| 1      | FUJMX | Federal Universal Service     | 39            |     | [REDACTED]       |
| 122900 | 200   | /TN [REDACTED]                |               |     |                  |
|        |       | /SED 12-29-00                 |               |     |                  |
|        |       | /ZSER 6D10000000              |               |     |                  |
| 1      | GCJRC | Call Forwarding Don't Ans     | NR            |     | [REDACTED]       |
| 021401 | N1N   | /TN [REDACTED]                |               |     |                  |
| 770    | 954   | 9229 112 *CSR*                |               |     | MCDN BG2CL       |
| E      | 5     |                               |               |     |                  |
| QTY    | USOC  | S&E                           | J             | REV | IDENT NUMBER BTC |
| EFF    | DT    | TAX                           |               |     |                  |
|        |       | /PKG COM25-CHOICE             |               |     |                  |
|        |       | /SED 12-29-00/ZSER 7B1000000A |               |     |                  |
| 1      | HTG   | Hunting/Rollover Service      | NR            |     | [REDACTED]       |
| 122900 | N1N   | /TN [REDACTED]                |               |     |                  |
|        |       | /PKG COM25-CHOICE             |               |     |                  |
|        |       | /SED 12-29-00/ZSER 821000000B |               |     |                  |
| 1      | LNPCX | FCC Local Number Portabil+    | 35            |     | [REDACTED]       |
| 122900 | 200   | /TN [REDACTED]                |               |     |                  |
|        |       | /SED 12-29-00                 |               |     |                  |
|        |       | /ZSER 891000000C              |               |     |                  |
| 1      | NSK   | Call Selector (*61)           | NR            |     | [REDACTED]       |
| 122900 | N1N   | /TN [REDACTED]                |               |     |                  |
|        |       | /PKG COM25-CHOICE             |               |     |                  |
|        |       | /SED 12-29-00/ZSER 971000000E |               |     |                  |
| 1      | NSQ   | Repeat Dialing (*66)          | NR            |     | [REDACTED]       |
| 122900 | N1N   | /TN [REDACTED]                |               |     |                  |
|        |       | /PKG COM25-CHOICE             |               |     |                  |
|        |       | /SED 12-29-00/ZSER 9E1000000F |               |     |                  |
| 1      | NSS   | Call Return (*69)             | NR            |     | [REDACTED]       |
| 122900 | N1N   | /TN [REDACTED]                |               |     |                  |
|        |       | /PKG COM25-CHOICE             |               |     |                  |
| 770    | 954   | 9229 112 *CSR*                |               |     | MCDN BG2CL       |
| E      | 6     |                               |               |     |                  |
| QTY    | USOC  | S&E                           | J             | REV | IDENT NUMBER BTC |
| EFF    | DT    | TAX                           |               |     |                  |
|        |       | /SED 12-29-00/ZSER 3B10000010 |               |     |                  |
| 1      | NST   | Call Tracing (*57)            | NR            |     | [REDACTED]       |
| 122900 | N1N   | /TN [REDACTED]                |               |     |                  |
|        |       | /PKG COM25-CHOICE             |               |     |                  |
|        |       | /SED 12-29-00/ZSER 4210000011 |               |     |                  |
| 1      | NSV   | Call Block (*60)              | NR 6785839120 |     |                  |

Customer Ledger: FCC484UP

| Date            | Ty  | Inv #    | Description        | CK # | Charge | Pay/Ad |
|-----------------|-----|----------|--------------------|------|--------|--------|
| 12/31/00        | INV | 12007200 | Invoice 12/31/2000 |      | 448.61 |        |
| 01/31/01        | FIN | 12007200 | Finance Charge     |      | 6.73   |        |
| 01/31/01        | INV | 01008363 | Invoice 01/31/2001 |      | 425.28 |        |
| SUB TOTALS      |     |          |                    |      | 880.62 | 0.0    |
| Account Balance |     |          |                    |      |        | 880.6  |

HOME <Beginning of File>

END <End of File>

F7 Print



## Service Order NO7BKNV7

Last Pass Received: 12/22/00 6:06:59 PM

Days in Current Status: 55

CPX004 N7BKNV 770954 RM - - - Y N  
111 12-22- 00 MCDN 12- 12-00 0831 12-12  
NO7BKNV7D UEPBX YAXQBZ0 12- 13- 00 WSL

Number of times in this status: 004

ZRTI [REDACTED]  
IAECN 8368, UEPBX  
ICENT 80Y  
RRSO DO75DMN5  
SEQ (A) DO75DMN5  
IDSA VMS  
SD 12-22-00

↘ Sales code assigned to electronic  
ordering system

## ---LIST

ILN [REDACTED]  
ILA [REDACTED]  
ISA [REDACTED]  
ILOC 80Y  
IYPH 0 [REDACTED]  
ISIC 8399  
IFCTN :NNA  
IAL [REDACTED]

## --DIR

IDDA [REDACTED]

IZDDE

IDEL A2, B2, C2, D2

## ---BILL

IBN1 I D S TELECOM LLC  
IBA2 1525 N W 167TH ST  
IBA3 SUITE 200  
IPO MIAMI FL 33169  
ITAX ONNO  
IRTX F S  
IZPTX Y  
ITAR 000,709  
ICI CLEC  
ICC B  
ISS 000-00-0000;N  
IZSAT 770 478-0530  
IBIR BSED  
IBIR BSBOL  
IMAN C8368  
IBTN 770 Q97-1090-090  
IPON WCG1212928A

"as is" conversion

## ---S&amp;E

TG /HTY SC

I1 UEPBL/TN [REDACTED] IC 0288/LPIC 0288/PCA BO, 05-17-00  
/LPCA BO, 05-17-00/HTG B/BI WIC  
1 UEPLX/TN [REDACTED] WIC  
-1 EMSTM/TN [REDACTED] BTN [REDACTED] TMB [REDACTED]  
I1 ESCWT/TN 678 [REDACTED]  
I1 ESF/TN [REDACTED]  
I1 GCE/TN [REDACTED] TNB 770 794-9400  
I1 GCJRC/TN [REDACTED] FND 770 794-9400  
I1 NSK/TN [REDACTED]  
I1 NSQ/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 NST/TN [REDACTED]  
I1 NSY/TN [REDACTED]  
I1 UEPVF/TN [REDACTED]  
I1 LNPKX/TN [REDACTED]  
I1 USAC2/TN [REDACTED]  
I1 UNECN/TN [REDACTED] ZRCI I D S TELECOM LLC, [REDACTED] 305 913-4000  
I1 UEPBC/TN [REDACTED] PIC 0288/LPIC 0288/PCA FR, 11-05-99  
/LPCA FR, 11-05-99/HTG B/BI WIC  
I1 UEPLX/TN [REDACTED] I WIC  
I1 EMSTM/TN [REDACTED] TN 770 898-0188/TMB 770 954-1008  
/BI WIC [REDACTED]  
I1 CREXP/TN [REDACTED]  
I1 ESCWT/TN [REDACTED]  
I1 ESF/TN [REDACTED]  
I1 GCJRC/TN [REDACTED] FND 770 794-9400  
I1 NOBPC/TN [REDACTED]  
1 NSK/TN [REDACTED]  
1 NSQ/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 NST/TN [REDACTED]  
I1 NSY/TN [REDACTED]  
I1 NXMCR/TN [REDACTED]  
I1 UEPVF/TN [REDACTED]  
I1 LNPKX/TN [REDACTED]  
I1 USAC2/TN [REDACTED] ALC  
I1 UNECN/TN [REDACTED] CI I D S TELECOM LLC, [REDACTED]  
I1 UEPBC/TN [REDACTED] PIC 0288/LPIC 0288/PCA FR, 11-05-99  
/LPCA FR, 11-05-99/HTG B/BI WIC  
I1 UEPLX/TN [REDACTED] WIC  
I1 EMSBF/TN [REDACTED] DLNM 1-FLINT CIRCUIT  
/BI WIC [REDACTED]  
I1 ESCWT/TN [REDACTED]  
I1 ESF/TN [REDACTED]  
I1 GCJRC/TN 770 898-0188/CTM [REDACTED]  
I1 GCE/TN [REDACTED]  
I1 MNW/TN [REDACTED]  
I2 NOBPC/TN [REDACTED]  
I1 NSK/TN [REDACTED]  
I1 NSQ/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 NST/TN [REDACTED]  
I1 NSY/TN [REDACTED]  
I1 NXMCR/TN [REDACTED]  
I1 S98VM/TN [REDACTED]  
I1 UEPVF/TN [REDACTED]

I1 USAC2/TN [REDACTED] BI ALC  
I1 UNECN/TN [REDACTED] ZRCI I D S TELECOM LLC,/ CAROLINA GOYA, 305 913-4000  
1 UEPBL/TN [REDACTED] PIC 0288/LPIC 0288/PCA CM, 08-11-99  
/LPCA CM, 08-11-99/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 BCR/TN [REDACTED]  
I1 GCZ/TN [REDACTED]  
I1 NOBPC/TN [REDACTED]  
I1 UEPVF/TN [REDACTED]  
I1 LNPCK/TN [REDACTED]  
I1 USAC2/TN [REDACTED] BI ALC  
I1 UNECN/TN [REDACTED] ZRCI I D S TELECOM LLC,/ CAROLINA GOYA, 305 913-4000  
I1 UEPBL/TN [REDACTED] PIC 0288/LPIC 0288/PCA FR, 11-05-99  
/LPCA FR, 11-05-99/BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 CREX1/TN [REDACTED]  
I1 ESCWT/TN [REDACTED]  
I1 ESF/TN [REDACTED]  
I1 ESX/TN [REDACTED]  
I1 GCZ/TN [REDACTED]  
I1 NOBPC/TN [REDACTED]  
I1 NSK/TN [REDACTED]  
I1 NSQ/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 NST/TN [REDACTED]  
I1 NSY/TN [REDACTED]  
I1 UEPVF/TN [REDACTED]  
I1 LNPCK/TN [REDACTED]  
1 USAC2/TN [REDACTED] BI ALC  
1 HTG/TN [REDACTED] ED 06-02-00/ZSER 6610000071  
I1 HTG/TN [REDACTED] SED 06-14-99/ZSER 5310000050  
I1 HTG/TN [REDACTED] D 06-14-99/ZSER 6F10000054  
I1 FLT/REF A  
I1 SOMEK

## ---STAT

SWO NF1  
RAML 1  
NFE 1

HP OfficeJet  
Personal Printer/Fax/Copier

Fax Log Report for  
IDS LOCAL SERVICES#  
305 913 4006  
Feb-15-01 03:43 PM

---

| <u>Identification</u> | <u>Result</u> | <u>Pages</u> | <u>Type</u> | <u>Date</u> | <u>Time</u> | <u>Duration</u> | <u>Diagnostic</u> |
|-----------------------|---------------|--------------|-------------|-------------|-------------|-----------------|-------------------|
| 17709549203           | OK            | 04           | Sent        | Feb-15      | 03:41P      | 00:02:45        | 002782030022      |

---

**Angel Leiro**

---

**From:** Shenyetta Garner  
**Sent:** Wednesday, February 14, 2001 1:17 PM  
**To:** Angel Leiro; Brad Hamilton  
**Cc:** Rydell Hodge  
**Subject:** MCH422UP...vcml reset as result of switch 2 IDS

VM

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MCH422UP      Group #      Type B      SIC Code 0  
Name      [REDACTED] ORKS      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

2/8/01 JEFF R  
2/14/01 MARY ELLEN CI 2 REPRT VCML WS RESET AS A RESULT OF SWITCHING 2 US  
EDUCATED MS ON HOW 2 SET UP VCML SRVC; E-MLD ANGEL LEIRO & BRAD  
HAMILTON IN REF 2 ISSUE...S.GARNER  
021401 CUST CALLED IN REF TO SETTING UP VM, MARY ALLEN CALLED NOT ABLE TO  
ACCESS VM..KMORRIS

Memo 1      Date 02/08/2001

F2 Add

F3 Delete



VJM

February 9, 2001

Via U.S. Mail

[REDACTED]

Re: Telephone Service PON#VRV206951A1

Dear [REDACTED]

Pursuant to my conversation with [REDACTED] day, kindly allow this letter to serve as confirmation regarding the issues brought up concerning a recent solicitation by IDS [REDACTED] telephone services.

[REDACTED] telephoned me at approximately 2:00 PM today inquiring with regard to a tape authorization given by him to convert the business' local telephone services from BellSouth to IDS Telcom.

I immediately looked up the telephone number (770) 977-3440 and it appeared on IDS' billing screen and the notes stated that the customer had called IDS concerning a problem with his voicemail on 2/9/01. The LENS report indicated that there was a pending service order (PSO) to switch the service to IDS with a completion date of 2/12/01. However, when [REDACTED] called BellSouth to inquire about his voicemail, he was told that because of the PSO, he would have to call IDS for service hence the IDS billing notes (see attached customer billing notes). On the surface, it would appear that [REDACTED] was led to believe by BellSouth that he was already an IDS customer and therefore, BellSouth could not provide assistance for the voicemail issue.

I had Mercy Otieza, one of our Customer Service Representatives call the BellSouth LCSC and she spoke with Gerline. Gerline confirmed that the customer had in fact not been switched to IDS as of 2/9/01 and that the completion date was 2/12/01. Additionally, Ms. Otieza spoke with Sharon at the BellSouth repair office and she also confirmed that [REDACTED] was still a BellSouth customer with a PSO set to complete 2/12/01. Ms. Otieza inquired with both Gerline and Sharon why [REDACTED] experienced problems with the voicemail and why Mr. Lawes was told to contact



IDS even though [REDACTED] was still a BellSouth customer as of 2/9/01 they could not provide an explanation.

Ms. Otieza proceeded to cancel the conversion order pursuant to [REDACTED] request. (See attached PON cancellation document). I contacted [REDACTED] shortly thereafter and confirmed that the order had been cancelled and that should he experience any problem on Monday, 2/12/01 he should call me directly at (305) 612-4311.

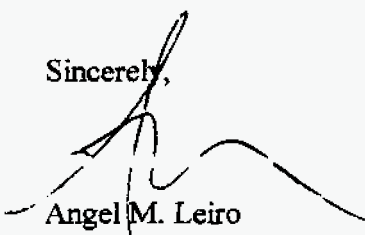
In summary, as of 2/9/01, the pending conversion to IDS had not been worked and [REDACTED] was and still is a BellSouth customer. The conversion order has been cancelled. [REDACTED] should write a letter to BellSouth to add [REDACTED] as a contact person for future decisions concerning telephone services for the business.

A request for explanation from BellSouth should be made to explain why there was voicemail disruption and why BellSouth essentially refused to provide assistance to the customer even though the customer was still with BellSouth and why he was told to contact IDS when the PSO had not yet completed essentially leaving the customer in limbo. Certainly, IDS could not have provided assistance at that time.

If any part of this letter is incorrect, please contact me as soon as possible for clarification.

Thank you for cooperation in this regard.

Sincerely,



Angel M. Leiro  
Regulatory Affairs.

Cc: Keith Kramer, Sr. V-P.



© Bellsouth

IDS L.D. IDS 8368  
VRV206951A1 v 01

Local Exchange Navigation System  
Supplemental Cancel LSR Submission **Conversion (New)**

A request to cancel Purchase Order Number VRV206951A1 has been submitted to BST!  
Date and time sent: Friday, 02/09/2001 at 02:25 PM EST

[References](#) | [Return To Main  
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[LSR Summary](#)

[Return To Supplement Main](#) ►

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LENS Version 9.0.1

IDS0031

2/9/2001

*M. D. L. Becker  
02/09/01*



IDS L.D. IDS 8368  
VRV206951A1 v00

Local Exchange Navigation System

View LSR/Order Information **P O N Details**

| PON         | Version | Date Submitted | Due Date   | FOC        | Order Status | LSR Status |
|-------------|---------|----------------|------------|------------|--------------|------------|
| VRV206951A1 | 00      | 2001-02-06     | 2001-02-12 | 2001-02-06 | PD           | FOC        |

|                            |                         |
|----------------------------|-------------------------|
| CC                         | 8368                    |
| PON                        | VRV206951A1             |
| ACCOUNT TELEPHONE NUMBER   | [REDACTED]              |
| EXISTING ACCOUNT TN        | [REDACTED]              |
| VER                        | 00                      |
| ORD                        | NO9Y58F7                |
| ORDER STATUS               | Pending Order           |
| PROCESSING STATUS          | Firm Order Confirmation |
| DD                         | 2001-02-12              |
| FOC DATE                   | 2001-02-06              |
| FOC TIME                   | 0900                    |
| BAN1                       | E                       |
| INIT                       | RICARDO VELLE           |
| CCNA                       | IDS                     |
| TEL NO-INIT                | [REDACTED]              |
| REP                        | LCSC                    |
| TEL NO-REP                 | [REDACTED]              |
| BI1                        | M                       |
| DSGCON                     | ERIK CALDERON           |
| ----- Service Detail ----- |                         |
| LOCNUM                     | 000                     |
| LNUM                       | 00001                   |
| TNS                        | [REDACTED]              |
| ----- Service Detail ----- |                         |
| LOCNUM                     | 000                     |
| LNUM                       | 00002                   |
| TNS                        | [REDACTED]              |
| ----- Service Detail ----- |                         |

|                            |       |
|----------------------------|-------|
| LOCNUM                     | 000   |
| LNUM                       | 00003 |
| TNS                        |       |
| ----- Service Detail ----- |       |
| LOCNUM                     | 000   |

Do Not Show Next Time

References

Main Menu

Return to LSR/Order Info

Main ►

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LENS Version 9.0.1

IDS0011

2/9/2001

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # SCL423UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

02/06/01 VIVIAN A TPV-0591695

02/09/01 PHILLIP CLD REP COULND'T RETREIVE HIS VOICE MAIL EPLAINED HOW TO  
ALSO RETREIVED TPV TO VERIFY SWITCH...JVIVES.02/09/01 AS PER ANGEL CUST REQUESTED TO CANCEL CONVERSION TO IDS I CALLED  
THE LCSC AND AS PER GERELINE AT THE LCSC THEY ARE STILL NOT A  
CUST OF IDS THE CONVERSION IS SET TO COMPLETE ON 2/12 I ALSO  
CALLED BELL REPAIR AND SPOKE TO SHARON AT BELL REPAIR AND SHE  
STATED THE CUSTOMER IS STILL NOT WITH IDS AND THEY HAD NO

Memo 1 Date 02/06/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # SCL423UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

02/09/01 CONT...EXPLANATION AS TO WHY THEY HAD A PROBLEM WITH VOICE MAIL  
SUBMIT TO PROV TO CANCEL PON # VRV206951A1 AND DEACT TO CANCEL  
ACCT....MERCEDES

Memo 2 Date 02/09/2001

F2 Add

F3 Delete

## Customer Service Record

Return to Inquiry ►

View Product and Service

|                                     |            |          |   |   |
|-------------------------------------|------------|----------|---|---|
| 3440 423 *CSR*                      | PSO D9WQQX | MTTA 1FB | E | 1 |
| Sending Service order as of 2/19/01 |            |          |   |   |
| DA [REDACTED]                       |            |          |   |   |
| DA [REDACTED]                       |            |          |   |   |
| FEF 085170                          |            |          |   |   |
| LAHSCAPE CONTRACTORS                |            |          |   |   |
| TEL 0783                            |            |          |   |   |
| NAME XXXXX                          |            |          |   |   |
| PIF                                 |            |          |   |   |
| LEA BA                              |            |          |   |   |
| LEF AC, D2, C2, D2                  |            |          |   |   |
| BILL                                |            |          |   |   |
| PIF [REDACTED]                      |            |          |   |   |
| PI [REDACTED]                       |            |          |   |   |
| DA [REDACTED]                       |            |          |   |   |
| PN HRETA GA 30068                   |            |          |   |   |
| [REDACTED] 423 *CSR*                | PSO D9WQQX | MTTA 1FB | E | 2 |

---S&amp;E

HTG A 770 977-3440, 770 977-3740

(LINES &amp; STATIONS)

|   |                               |      |            |            |
|---|-------------------------------|------|------------|------------|
| 1 | SBLFX Back-Up Line            | 2415 | [REDACTED] | 091698 N1N |
|   | /TN [REDACTED]/PIC 0288       |      |            |            |
|   | /LPIC 0288/PCA CM, 07-02-98   |      |            |            |
|   | /LPCA CM, 09-16-98            |      |            |            |
|   | /SED 12-18-96/ZSER 3C10000001 |      |            |            |
| 1 | TTB Touch-Tone                | NR   | [REDACTED] | 121896 N1N |
|   | /TN [REDACTED]/SED 12-18-96   |      |            |            |
|   | /ZSER 4310000002              |      |            |            |

770 977 3440 423 \*CSR\* PSO D9WQQX MTTA 1FB E 3

| QTY | USOC  | S&E                           | J | REV  | IDENT NUMBER | BTC | EFF    | DT  | TAX |
|-----|-------|-------------------------------|---|------|--------------|-----|--------|-----|-----|
| 1   | AH8   | Telecommunications Relay +    |   | 5    | [REDACTED]   |     | 121896 | 200 |     |
|     |       | /TN [REDACTED]/SED 12-18-96   |   |      |              |     |        |     |     |
|     |       | /ZSER 4A10000003              |   |      |              |     |        |     |     |
| 1   | CREX4 | Custom Toll Restriction       |   | NR   | [REDACTED]   |     | 121896 | N1N |     |
|     |       | /TN [REDACTED]/CBK B          |   |      |              |     |        |     |     |
|     |       | /SED 12-18-96/ZSER 5110000004 |   |      |              |     |        |     |     |
| 1   | FUJMX | Federal Universal Service+    |   | 39   | [REDACTED]   |     | 121896 | 200 |     |
|     |       | /TN [REDACTED]/SED 07-01-00   |   |      |              |     |        |     |     |
|     |       | /ZSER 4F10000022              |   |      |              |     |        |     |     |
| 1   | LNPCX | FCC Local Number Portability  |   | 35   | [REDACTED]   |     | 051599 | 200 |     |
|     |       | /TN [REDACTED]/SED 05-15-99   |   |      |              |     |        |     |     |
|     |       | /ZSER 9D1000001E              |   |      |              |     |        |     |     |
| 1   | SEQ1X | Inside Wire Maintenance S+    |   | 500  | [REDACTED]   |     | 121896 | 000 |     |
|     |       | /TN [REDACTED]/SED 12-18-96   |   |      |              |     |        |     |     |
|     |       | /ZSER 5810000005              |   |      |              |     |        |     |     |
| 1   | 9ZR   | FCC Charge for Network Ac+    |   | 784  | [REDACTED]   |     | 121896 | 200 |     |
|     |       | /TN [REDACTED]/SED 12-18-96   |   |      |              |     |        |     |     |
|     |       | /ZSER 5F10000006              |   |      |              |     |        |     |     |
| 1   | 1FB   | Business Line                 |   | 4830 | [REDACTED]   |     | 121100 | N1N |     |
|     |       | /TN [REDACTED]/PIC 0288       |   |      |              |     |        |     |     |

770 977 3440 423 \*CSR\* PSO D9WQQX MTTA 1FB E 4

| QTY | USOC | S&E | J | REV | IDENT NUMBER | BTC | EFF | DT | TAX |
|-----|------|-----|---|-----|--------------|-----|-----|----|-----|
|-----|------|-----|---|-----|--------------|-----|-----|----|-----|

/LPIC 0288/PCA CM, 07-02-98  
 /LPCA CM, 09-16-98  
 /SED 12-18-96/HTG A  
 /ZSER 6610000007  
 1 TTB Touch-Tone NR [REDACTED] 121896 N1N  
 /TN [REDACTED] SED 12-18-96  
 /ZSER 6D10000008  
 1 SMBBX MemoryCall Answering Ser+ 795 [REDACTED] 121896 000  
 /TN [REDACTED]  
 /MBTN [REDACTED]  
 /DLNM 1-SEASONAL COLOURS  
 /SED 12-18-96/ZSER 7410000009  
 1 AH8 Telecommunications Relay + 5 [REDACTED] 121896 200  
 /TN [REDACTED] SED 12-18-96  
 /ZSER 7B1000000A  
 1 CREX4 Custom Toll Restriction NR [REDACTED] 121896 N1N  
 /TN [REDACTED] CBK B  
 /SED 12-18-96/ZSER 821000000B  
 1 ESM Call Forwarding 500 [REDACTED] 021099 N1N  
 /TN [REDACTED] SED 02-10-99  
 770 977 3440 423 \*CSR\* PSO D9WQXX MTTA 1FB E 5  
 QTY USOC S&E J REV IDENT NUMBER BTC EFF DT TAX  
 /ZSER 8F1000001C  
 1 FUJMX Federal Universal Service+ 39 [REDACTED] 121896 200  
 /TN [REDACTED] SED 07-01-00  
 /ZSER 5610000023  
 1 GCU Call Forwarding Don't Ans+ 400 7 [REDACTED] 121896 N1N  
 /TN [REDACTED] RCYC 3  
 /SED 12-18-96/ZSER 891000000C  
 1 HTG Hunting/Rollover Service 2395 [REDACTED] 042098 N1N  
 /TN [REDACTED] SED 04-20-98  
 /ZSER 901000000D  
 1 LNPCX FCC Local Number Portabil+ 35 [REDACTED] 051599 200  
 /TN [REDACTED] SED 05-15-99  
 /ZSER A41000001F  
 1 MWW Message Waiting - Stutter+ 75 [REDACTED] 121896 N1N  
 /TN [REDACTED] SED 12-18-96  
 /ZSER 971000000E  
 1 SEQ1X Inside Wire Maintenance S+ 500 [REDACTED] 121896 000  
 /TN [REDACTED] SED 12-18-96  
 /ZSER 9E1000000F

|                        |       |                               |                         |            |                             |
|------------------------|-------|-------------------------------|-------------------------|------------|-----------------------------|
| 1                      | 9ZR   | FCC Charge for Network Ac+    | 784                     | 7709773440 | 12189                       |
| 770 977 3440 423 *CSR* |       |                               | PSO D9WQOX MTTA 1FB E 6 |            |                             |
| QTY                    | USOC  | S&E                           | J                       | REV        | IDENT NUMBER BTC EFF DT TAX |
|                        |       | /TN [REDACTED] /SED 12-18-96  |                         |            |                             |
|                        |       | /ZSER 3B10000010              |                         |            |                             |
| 1                      | 1FB   | Business Line                 |                         | 4830       | [REDACTED] 070498 N1N       |
|                        |       | /TN [REDACTED] PIC 0288       |                         |            |                             |
|                        |       | /LPIC 5124/LPCA BO, 04-14-98  |                         |            |                             |
|                        |       | /HTG A/PCA CM, 07-02-98       |                         |            |                             |
|                        |       | /SED 04-20-98/ZSER 4210000011 |                         |            |                             |
| 1                      | TTB   | Touch-Tone                    |                         | NR         | [REDACTED] 042098 N1N       |
|                        |       | /TN [REDACTED] SED 04-20-98   |                         |            |                             |
|                        |       | /ZSER 4910000012              |                         |            |                             |
| 1                      | VMSAX | Transfer Mailbox Existing+    |                         | NR         | [REDACTED] 042098 000       |
|                        |       | /TN [REDACTED]                |                         |            |                             |
|                        |       | /MBTN [REDACTED]              |                         |            |                             |
|                        |       | /TTMB [REDACTED]              |                         |            |                             |
|                        |       | /SED 04-20-98/ZSER 5010000013 |                         |            |                             |
| 1                      | AH8   | Telecommunications Relay +    |                         | 5          | [REDACTED] 042098 200       |
|                        |       | /TN [REDACTED] /SED 04-20-98  |                         |            |                             |
|                        |       | /ZSER 5710000014              |                         |            |                             |
| 1                      | CREX4 | Custom Toll Restriction       |                         | NR         | [REDACTED] 042098 N1N       |
|                        |       | /TN [REDACTED] /CBK B         |                         |            |                             |

|                        |       |                               |                         |      |                             |
|------------------------|-------|-------------------------------|-------------------------|------|-----------------------------|
| 770 977 3440 423 *CSR* |       |                               | PSO D9WQOX MTTA 1FB E 7 |      |                             |
| QTY                    | USOC  | S&E                           | J                       | REV  | IDENT NUMBER BTC EFF DT TAX |
|                        |       | /SED 04-20-98/ZSER 5E10000015 |                         |      |                             |
| 1                      | FUJMX | Federal Universal Service+    |                         | 39   | [REDACTED] 042098 200       |
|                        |       | /TN [REDACTED] SED 07-01-00   |                         |      |                             |
|                        |       | /ZSER 5D10000024              |                         |      |                             |
| 1                      | GCE   | Call Forwarding Busy Line     |                         | 400  | [REDACTED] 042098 N1N       |
|                        |       | /TN [REDACTED] /SED 04-20-98  |                         |      |                             |
|                        |       | /ZSER 6510000016              |                         |      |                             |
| 1                      | GCI   | Call Forwarding Don't Ans+    |                         | 400  | [REDACTED] 042098 N1N       |
|                        |       | /TN [REDACTED] RCYC 3         |                         |      |                             |
|                        |       | /SED 04-20-98/ZSER 6C10000017 |                         |      |                             |
| 1                      | HTG   | Hunting/Rollover Service      |                         | 2395 | [REDACTED] 042098 N1N       |
|                        |       | /TN [REDACTED] /SED 04-20-98  |                         |      |                             |
|                        |       | /ZSER 7310000018              |                         |      |                             |
| 1                      | LNPCX | FCC Local Number Portabil+    |                         | 35   | [REDACTED] 051599 200       |



|                             |                                  |                            |                       |     |              |     |        |     |     |
|-----------------------------|----------------------------------|----------------------------|-----------------------|-----|--------------|-----|--------|-----|-----|
| /TN [REDACTED] SED 05-15-99 |                                  |                            |                       |     |              |     |        |     |     |
| /ZSER 4110000020            |                                  |                            |                       |     |              |     |        |     |     |
| 1                           | SEQ1X Inside Wire Maintenance S+ | 500                        | [REDACTED] 042098 000 |     |              |     |        |     |     |
| /TN [REDACTED] SED 04-20-98 |                                  |                            |                       |     |              |     |        |     |     |
| /ZSER 811000001A            |                                  |                            |                       |     |              |     |        |     |     |
| /RMKR (A) 04-14-98          |                                  |                            |                       |     |              |     |        |     |     |
| 770 977 3440 423 *CSR*      |                                  | PSO D9WQQX MTTA 1FB E 8    |                       |     |              |     |        |     |     |
| QTY                         | USOC                             | S&E                        | J                     | REV | IDENT NUMBER | BTC | EFF    | DT  | TAX |
| 1                           | 9ZR                              | FCC Charge for Network Ac+ |                       | 784 | [REDACTED]   |     | 042098 | 200 |     |
| /TN [REDACTED] SED 04-20-98 |                                  |                            |                       |     |              |     |        |     |     |
| /ZSER 881000001B            |                                  |                            |                       |     |              |     |        |     |     |
| ---RMKS                     |                                  |                            |                       |     |              |     |        |     |     |
| ---                         |                                  |                            |                       |     |              |     |        |     |     |
| ---COMPLETED ACTIVITY       |                                  |                            |                       |     |              |     |        |     |     |

References | Cancel

View Product and Services

Return to Inquiry ►

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LENS Version 2.0.1

IDS0041

2/9/2001

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # SCL423UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      G      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

02/09/01 CONT...EXPLANATION AS TO WHY THEY HAD A PROBLEM WITH VOICE MAIL  
SUBMIT TO PROV TO CANCEL PON # VRV206951A1 AND DEACT TO CANCEL  
ACCT...MERCEDES

Memo 2      Date 02/09/2001

F2 Add

F3 Delete

**Angel Leiro**

---

**From:** Dawn Reynolds  
**Sent:** Tuesday, February 20, 2001 2:32 PM  
**To:** Angel Leiro  
**Cc:** Dawn Reynolds  
**Subject:** VOICE MAIL PROBLEM

CUS VMAIL ISNT ALLOWING ENTRY FOR 3HRS YET NOW AT 10AM. I CAN GET IT WITH HER TELEPHONE NUMBER WITHOUT AREA CODE . HER DUE DATE ISNT TIL 2-21-01 PER SOCS . SHE IS GOING BACK TO BELL BECAUSE OF THIS . HER CUS#PKE441UP.

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # PKE441UP      Group #      Type D      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

02/15/01 CASSANDRA TPV-17588  
2-20-01 MS COX CALLED ON VMAIL RESET I GAVE HER THE INSTRUCTIONS OF HER  
TEMP PASS CODE BEING HER TELEPHONE NUMBER WITHOUT AREA CODE AFTER  
I TESTED IT SHE SAID IT ISNT BECAUSE SHE TRIED IT HERSELF AND WIH  
BELL ON THE PHONE YET I TOLD HER I JUST GOT IT BY TING IT SHE SAYS  
SHE NEVER IMGINED IT EFFECTING HER VMAIL SHE NOW WANTS TO GO BACK  
TO BELL I TOLD HER TO CALL BELL AND TELL THEM THAT SHE WANTS TO  
STAY WITH THEM SO THEY CAN REVERSE THE ORDER THAT IS DUETO COMPLET

Memo 1      Date 02/15/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # PKE441UP      Group #      Type D      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

2-20-01 CON....2-21-01 PON#VCB215248P01 AND WHEN BELL HAS HER SERIVCE  
BACK TO SEND LETTER OF CANCELATION....DAWN  
2/26/01 ENTERED USOCS AND QA. CSR IS PSO. 100% TO FILEROOM. S KNIGHT

Memo 2      Date 02/20/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # PKE441UP      Group #      Type D      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

02/28/01: SWITCHBACK TO BELL ON 02/23/01. DISCO IN BILLING TODAY-KERRI C.

Memo 3 Date 02/28/2001

F2 Add

F3 Delete

## Angel Leiro

---

**From:** Dawn Reynolds  
**Sent:** Wednesday, February 21, 2001 3:02 PM  
**To:** Angel Leiro  
**Cc:** Dawn Reynolds  
**Subject:** BELL GOOF

██████████ WAS DUE TO CONVERT TO US ON 2-19-01 YET THEY DIDNT COMPLETE THE ORDER BUT PUT IT IN A MISSED APPOINTMENT STATUS AND IS CAUSING HER PROBLEM WITH HER EFATURES . WITH IT BEING IN A LIMBO MAKING IT HARD TO GET THIS REPAIRED. CALLED LCSC TO GET THEN TO BRING IT UP IN PROPER WORKING ORDER .

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # LBS428UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

2/9/01 EVELYN P TPV 17517  
2/20/01 S/W LATONIA IN REF TO: SERVICE/  
2-2f-01 LATONIA CALLED UPSET BECAUSE HER 411 ISNT THERE AND HER VOICE MAL  
ISNT WORKING I OFFED TO FIX THIS AND WILL SHE TRY SERVICE UPSET  
BECAUSE OF PROLBEMS SHE IS HAVING AND WANTS BELL BACK TOLD HER  
HOW TO DO SO AND WILL TRY TO GET SERVCIE REPAIRED TIL THEN..DAWN  
2-21-01 PER SOCS IT IS IN A MISSED APPOINTMENT STATUS YET THIS IS A  
CONVERSION CALL TO QUESTION THIS WITH LCSC #VHO2121100A01 GOT

Memo 1      Date 02/09/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # LBS428UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

2-21-01 CON...FRAN SHE PUTIT THROUGH TO COMPLETE TODAY .....DAWN  
02/26/01 USOCS & QA / PATTY M (UPDATED CSR DOESN'T SHOW FEATURE FOR TC)  
03-01-01 LATONIA CLD- SHE IS HAVING TRBL WITH INCOMING CALLS- I OPND  
TROUBLE TICKET # 23516.....AMANDAL

Memo 2      Date 02/21/2001

F2 Add

F3 Delete

## Angel Leiro

---

**From:** Natasha Calloway  
**Sent:** Friday, March 02, 2001 3:57 PM  
**To:** Angel Leiro  
**Subject:** VNH457UP

ANGEL,

CUSTOMERS VM RESET.....VNH457UP

NATASHA



F1 Help      ATS Customer Maintenance Program      ENTER to edit

|            |            |         |       |            |  |          |     |
|------------|------------|---------|-------|------------|--|----------|-----|
| Customer # | VNH457UP   | Group # |       | Type B     |  | SIC Code | 0   |
| Name       | [REDACTED] |         | Phone | [REDACTED] |  | Exempt   | USF |

Memo Standard Information      ENTER to edit

TPV0341932 ROSE J 3/1/2001  
03\*02\*01 CUST "MS. BENNETT"CLLD TO GET TEMPORARY ACCESS CODE, ADV HER OF  
BTN WITHOUT AREA CODE.....NATASHA  
03/05/01 USOCS & QA / PATTY M

Memo 1      Date 03/01/2001

F2 Add

F3 Delete

**Angel Leiro**

---

**From:** Natasha Calloway  
**Sent:** Monday, February 26, 2001 7:52 PM  
**To:** Angel Leiro  
**Subject:** SSD992UP

ANGEL,

THIS CUSTOMER ORDER TO SWITCH TO IDS COMPLETED 2/26/01. THE CUSTOMERS CALL FORWARDING & VOICE MAIL RESET.

NATASHA / CUSTOMER SERVICES.

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # SSD992UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

02/22/01 A DENIS TPV 15098  
02\*26\*01 CUST "SHIRLEY" CLLD STATED THT SHE CANNOT FOWARD HER CALLS OR  
ACCESS VM. ADV CUST THT VM WAS RESET & GAVE HIM TEMPORARY PASS  
CODE & CLLD BELL REPAIR FOR CF FEATURE SPKE W/MARK HE GAVE A  
CLEARING TIME OF 6PM 2\*27\*01, ADV HIM THT CUST NEEDS LINES FWD  
TONIGHT, HE ADV ME TO HAVE CUST USE ACCESS NUMBER 305\*252\*3277  
BECAUSE CUST ALSO HAS REMOTE ACCESS CALL FOWARDING & TO GET THEM  
TO USE THT FEATURE. ADV CUST, SHE STATED THT SHE DOES NOT HAVE

Memo 1      Date 02/22/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # SSD992UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

CONT...2/26/01...A PIN FOR THT FEATURE & SHE ONLY USES ACCESS NUMBER  
305\*242\*0013 W/PIN 2380562. CLLD BELL REPAIR BACK SPKE W/JOYCE SHE  
ADV ME TO TELL CUST TO USE 72#, ADV CUST OF INFO.....NATASHA  
2/27/01 SHIRLEY CALLED TO SEE WHATS WRONG WITH HER REMOTE CALL FWRD I  
WALKED HER THROUGH THE INST .....JUAN V  
2/28/01 ENTERED USOCS AND QA. 100% TO FILEROOM.. S KNIGHT

Memo 2      Date 02/26/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # SSD992UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

03/16/01 SHIRLY CLD REP THAT CANT USE REMOTE ACCT CAL FRWDING. CLD LCSC TO GET NEW PIN# FOR REMOTE ACTIVATION SPK TO CONNEY SHE IS PLACING AN ORDER TO HAVE A NEW PIN# ISSUED TO CSTMR AND WILL FAX OVER INFORMATION AS SOON AS SHE GETS THAT INFORMATION.LARIAS

3/16/01 SHIRLY CALLED ABOUT REMOTE CALL FORWARDING SHE CAN'T USE IT EXPLAINED TO CUST WHAT THE PREVIOUS REP HAD EXPLAINED ....NUBIA C.

3/16/01 SHIRLEY WOULD LIKE FOR US TO CALL HER AT:305-378-0773 WHEN WE RECEIVE THAT NEW PIN#..GIVING INFOR. TO LUIS SO WHEN HE RECEIVES INFOR.

Memo 3      Date 03/16/2001

F2 Add

F3 Delete

## Angel Leiro

---

**From:** Andrea Villarreal  
**Sent:** Tuesday, March 13, 2001 3:47 PM  
**To:** Angel Leiro  
**Subject:** ABL442UP

HI ANGEL, JUST TO INFORM YOU THAT THIS ACCOUNT'S VOICE MAIL HAS GONE DOWN AND CUST HAS LOST ALL MESSAGES. CUST IS SOOO IRATE SHE BELIEVE'S IT'S OUR FAULT.THE CUST WAS CONVERTING OVER FOR SVC TODAY.....THANKS DREA

ENTER to edit

Exempt  
USF

ENTER to edit

03/14/01 ORDER TO ADD S98 AND REMOT CALL FORWARDING SUBMITTED CALCULATED  
DUE DATE 03/15/01 PON# CBL3141451P.....TJAY\* 03/20/01 COMPLETED...  
3/15/01..CANDI CLD TO CHK STATUS...GLORIA

Date 03/14/2001

F2 Add

F3 Delete

ENTER to edit

Exempt  
USF

```
ENTER to edit
```

03-12-01 CANDI CLD 4 STATUS OF LOCAL CONVERSION- PER LENS THE ORDER IS  
PENDING- ADVSD AGENT.....AMANDAL  
3/13/01 SUBMITTED TO NOC TO ADD 3 AS EXPEDITE CUSTOMER IS GETTING WELCOME  
TO IDS....PRISCELLA  
3/13/01 GEORGE FROM GLOBAL CALLED CODES ARE NOT WORKING ON ACCT GLORIA  
HAD SUBMITTED BUT THEY HAVE NOT BEEN PROCESSED YET CALLED NOC THEY ARE  
GOING TO PULL IT AND ADD THE CODES...PRISCELLA  
03-14-01 PER AGNT CODES ARE ON FAX & SHLD NT BE-CLD NOC-SCOTT RMVD...AL

Date 03/12/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # ABL442UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

03-14-01 ILENE (AGNT) CLD ADVSD THAT \*98 ACCESS FOR VOICEMAIL IS NOT  
WORKING- PER THE CSR IT IS NOT THERE- PER HER EMAILED REQUEST I SUBMT  
ORDER TO ADD TO 954-321-3434.....AMANDAL  
03\*14\*01 USOC'S ENTERED AND QA'D BY VERONICA...  
03/14/01 PRCD ORD TO ADD STAR98 PON#CJV3141335P...JVIVES.  
03-14-01 S/W ILENE WHO ADVSD THAT REMOTE ACCESS CF IS NOT WKG- PER CSR  
IT'S NOT THERE- I SUBMT ORDER TO PRVSNG TO ADD (AM GOING TO HAVE CURRNT  
ORDER CJV3141335 CANCELLED AND THEN DO ONE PON TO ADD BOTH FEATURES)...AL

Memo    3      Date    03/14/2001

F2    Add

F3    Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # ABL442UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

03-15-01 PER AGENT (ILENE) REQUEST I CALLED BELL REPAIR- HAD THEM CF  
THE LINES TO 305-859-7737 (S/W KOREEN AT BELL REPAIR).....AMANDAL  
03-15-01 CANDI (GLOBAL) CLD TO MAKE SURE ORDER WAS PUT IN WITH BELL TO  
CF THE LINES.....AMANDAL  
03-15-01 KOREEN FROM BELL CLD BCK- ADVSD THEY ARE NOT ABLE TO DO THE CF  
BECAUSE THERE IS A SERVICE ORDER DUE TODAY (CBL3141451P) TO ADD 2 FEATURS  
-I ASKED FOR MANAGER (RENEE)-SHE REFUSED TO HELP ME- I AM CHECKING W/LCSC  
TO SEE IF ORDER TO ADD RACF CAN BE EXPEDITED.....AMANDAL

Memo 4      Date 03/15/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # ABL442UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

03-15-01 S/W DIDI AT LCSC ARE ORDER TO ADD RACF- SHE ADVSD ORDER IS DUE  
TODAY- SHE CHANGED ORDER TO BE CP'D BY 12PM TODAY- I EMAILED CANDI AT  
GLOBAL TO ADVISE.....AMANDAL  
3/16/01 CANDI CALLED IN CUSTOMERS REMOTE CALL FWD IS NOT WORKING I CALLED  
IN TO LCSC SW ANGELA SHE ADVISED ME THAT ORDER COMPLETED NEEDED TO CALL  
REPAIR I CALLED BELL REPAIR SW DWAYNE HE ADVISED ME THAT THE FIRST TIME  
REMOTE ACTIVATION OF CALL FWD IS USED IT HAD TO BE DAILED FROM THE LINE  
THAT HAS RACF ADVISED CUST IF CONT. TROUBLE WILL CALL BACK..PRISCELLA

Memo 5      Date 03/15/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # ABL442UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF



## Memo Standard Information

ENTER to edit

03-16-01 CANDI CALLED- CST HAS TRBL WITH RACF BECAUSE WHEN THEY ARE  
CALL FORWARDING IT'S ASKING FOR AN ACCOUNT CODE- THERE ARE CODES ON THIS  
LINE- PER CANDI'S REQUEST I CALLED NOC AND THEY RMVD CODES FRM THAT LN.AL  
403-16-01 CANDI CALLED BECAUSE PIN# FOR REMOTE ACCESS CALL FORWARDING  
ON 321-3435 IS NOT WKG-CLD LCSC-PER DEBORAH THE PIN# WAS NEVER ISSUED ON  
THE CONVERSION-SHE PROCESSED ORDER TO ADD PIN# (ORDR#CRKPD311)-PIN WILL  
BE WKG BY 6PM TODAY.....AMANDAL

Memo 6 Date 03/16/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

|            |            |         |        |          |            |
|------------|------------|---------|--------|----------|------------|
| Customer # | ABL442UP   | Group # | Type B | SIC Code | 0          |
| Name       | [REDACTED] |         |        | Phone    | [REDACTED] |
|            |            |         |        | Exempt   | USF        |

## Memo Standard Information

ENTER to edit

3/20/01 RESP:RCVD RESPORG TO PORT 8887862225 FOM MCI TO IDS FAXEDOUT RESP  
PENDING RELEASE.....NORMAN  
3/21/01 RESP:WORLDCOM REJECTED RELEASE OF 8887862225 DUE TO CUSTOMER  
NAME MISMATCH.....NORMAN  
3/26/01 RESP: RERCVD RESPORG TO PORT 8667862225 FROM WORLDCOM, REJECTED  
AGAIN TO SALES INFO ON RESPORG STILL INCORRECT AND ALSO HAS OUTDATED LOA.  
REMAILED BARBIE AT GLOBAL SYSTEMS WAITING FOR RESPONSE.....NORMAN  
032601 SPOKE WITH NORMAN IN REGARDS TO TOLL FREE # HE SAID HE WOULD GET

Memo 7 Date 03/20/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

|            |            |         |        |          |            |
|------------|------------|---------|--------|----------|------------|
| Customer # | ABL442UP   | Group # | Type B | SIC Code | 0          |
| Name       | [REDACTED] |         |        | Phone    | [REDACTED] |
|            |            |         |        | Exempt   | USF        |

## Memo Standard Information

ENTER to edit

BACK TO ME.CLED BARBIE AND ADVISED///DREA  
3/26/01 RESP:RESPORG ON 8667862225 WHICH IS CORRECT TFN HAS BEEN FAXEDOUT  
PENDING RELEASE.....NORMAN

## Angel Leiro

---

**From:** Natasha Calloway  
**Sent:** Wednesday, March 14, 2001 5:12 PM  
**To:** Angel Leiro  
**Subject:** VOICE MAIL RESET

CUSTOMER NUMBER: [REDACTED]  
CUSTOMER BTN: [REDACTED]  
CONTACT: CHUCK LUBECK

CUSTOMER VOICEMAIL RESET.

NATASHA

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # ANA461UP

Group #

Type B

SIC Code 0

Exempt

Name

Phone

USF

Memo Standard Information

ENTER to edit

03/07/01 TPV CODE 0191872 DEBORAH MCKINZY

03\*12\*01 USOC'S ENTERED AND QA'D BY VERONICA....

03\*14\*01 CUST "MR. LUBECK" CLLD COULD NOT ACCESS VM, ADV HIM TO USE BTN  
WITHOUT AREA CODE.....NATASHA.....

Memo 1

Date 03/07/2001

F2 Add

F3 Delete

## Angel Leiro

---

**From:** Mercedes Oteiza  
**Sent:** Wednesday, March 14, 2001 8:59 AM  
**To:** Angel Leiro  
**Cc:** Gary Smith  
**Subject:** WPM466UP LOST VOICE MAIL

Good Morning Angel:

I received a call from [REDACTED] customer was just converted to IDS for local service he states he was very upset because he was told there would be no interruption of service and his voice mail was reset therefore this customer is canceling service with us and going back to Bell. Customer's account number WPM 466UP.

Thank you in advance for you attention.

Mercedes Oteiza  
Customer Service Lead  
Operations  
305-612-4202  
[www.moteiza@idstelcom.com](mailto:moteiza@idstelcom.com)

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # WPM466UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

03.13.01 HEIDY TPV# 0101957.

03/14/01 MR. WILBER CLLD WAS VERY UPSET BECAUSE HE STATES HE WOULD HAVE  
NO PROBLEMS WITH HIS SERVICE AND HIS VOICE MAIL WAS RESET HE  
STATES THAT HE IS NOT PLEASED WITH THE SERVICE AND IS GOING TO  
SWTICH BACK TO BELLSOUTH AND HE HAS ALSO NOT RECEIVED HIS NEW  
CUSTOMER PACKAGE I WILL SEND IT TO HIM ANYWAY I ALSO EMAILED  
ANGEL LEIRO IN REF TO HIS VOICE MAIL.....MERCEDES

03/15/01 USOCS & QA / PATTY

Memo 1 Date 03/13/2001

F2 Add

F3 Delete

IDS

February 6, 2001

Via Facsimile and U.S. Mail

Mr. Lee Provo  
Alabama Public Service Commission  
P.O. Box 991  
Montgomery, AL 36101-0991

Re: Complaint filed by [REDACTED]

Dear Mr. Provo:

Kindly allow this letter to serve as a formal response to the complaint filed by [REDACTED] Inc. on 2/5/01 against IDS Telecom.

I have reviewed the file and contacted Katiesha (employee) of the Complainant business and informed her that IDS has obtained a tape authorization from [REDACTED] which tape was played for Katiesha.

The tape verification can be obtained by dialing [REDACTED] enter security code 58438#, select option 1 and enter code no. 0470793.

I then spoke with [REDACTED] and explained the same thing to him. [REDACTED] stated that his father understood that he would be receiving a Welcome Package first and if he decided to switch, he would call and order the services. When he received the package [REDACTED] contacted Ms. Fegan at the telemarketing office to inform her that he did not want the services. Unfortunately, the order had already been placed with provisioning pursuant to the tape authorization.

While IDS does not dispute that that is what [REDACTED] understood, IDS would state that its sales and verifications are scripted to comply with state statutes and commission rules and should never be deviated from. I have forwarded this complaint to all our Telemarketing companies as I do all complaints in order to find ways to improve the scripts to reduce if not eliminate these types of occurrences.

Based on the foregoing and notwithstanding the issues raised by the Complainant, it is the position of IDS Telecom that service authorization was properly obtained as evidenced by the aforementioned tape verification.

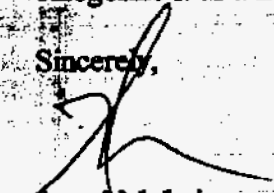
Due to the above circumstances however, IDS will credit any applicable charges and cancel said account. The customer has not yet received the first invoice for services will not receive an invoice. The Complainant states that an order was placed with BellSouth to convert back to them although I cannot independently verify this at this time as I am not currently able to access LENS.

An interesting note to this matter is that BellSouth once again has failed to convert a customer without incident. This customer lost Voicemail during the conversion; something that BellSouth has stated was corrected as of November 15, 2000. Additionally, the customers fax line was without dial tone an issue that should never occur with conversions "as is".

IDS Telecom sincerely apologizes to the Complainant for any inconvenience this matter may have caused and I urge the Complainant or this Commission to contact me directly at (305) 612-4311 should you require any further assistance in this regard.

Therefore, IDS Telecom respectfully requests that this Commission close this case and categorize it as a non-infraction against IDS Telecom as soon as conveniently possible.

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

Complainant



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |            |                                  |       |                         |            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------|-------|-------------------------|------------|
| F1 Help                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |            | ATS Customer Maintenance Program |       | ENTER to edit           |            |
| Customer #                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | WEW998UP   | Group #                          |       | Type B                  | SIC Code 0 |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | [REDACTED] |                                  | Phone | 3 [REDACTED] Exempt USF |            |
| Memo Standard Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |            |                                  |       | ENTER to edit           |            |
| 12/29/00 ANDREA A TPV 0470793<br>02/03/01 ENTERED USOCS FOR 3346493414 DEBORAH MCKINZY<br>020601 MR WEST CLLD VERY UPSET STATES HE WAS INFERM THAT HE WOULD NOT HAVE ANY DELAY IN SERV COMING OVER TO IDS, CUS VMAIL IS NOT WORKING I ADV CUS I COULD ASSIST HIM WITH RESETTING HIS VMAIL, HE WANTS SERV RETRN TO BELL I ADV CUS TO CLL BELL, TO RETRN TO THEM...ALSO CUS STATES HIS FAX LINE IS NOT WORKING...I ADV CUS I WOULD CLL IN A REPAIR FOR FAX LINE HE JUST WANT LINES RETRN TO BELL.....DCOOPER |            |                                  |       |                         |            |
| Memo 1 Date 12/29/2000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |            |                                  |       |                         |            |
| F2 Add                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |            |                                  |       |                         |            |
| F3 Delete                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |            |                                  |       |                         |            |

|                                                                                                                                                                                                                                                                                                                                                    |            |                                  |       |                       |            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------|-------|-----------------------|------------|
| F1 Help                                                                                                                                                                                                                                                                                                                                            |            | ATS Customer Maintenance Program |       | ENTER to edit         |            |
| Customer #                                                                                                                                                                                                                                                                                                                                         | WEW998UP   | Group #                          |       | Type B                | SIC Code 0 |
| Name                                                                                                                                                                                                                                                                                                                                               | [REDACTED] |                                  | Phone | [REDACTED] Exempt USF |            |
| Memo Standard Information                                                                                                                                                                                                                                                                                                                          |            |                                  |       | ENTER to edit         |            |
| 2/5/01 - APSC COMPLAINT BARRY WEST STATED THAT HIS FATHER UNDERSTOOD THAT HE WOULD GET A WELCOME PACKAGE IN ORDER TO DECIDE WHETHER TO SWITCH. HE CALLED TELEMARKETING (MS. FEGAN) AFTER GETING PACKAGE AND DECIDE NOT TO ALREADY SWITCHED.<br>2.8.01 QA BY BRENDA IN LENS CSR IS PSO SO THEY COULD SWITHCHING BACK AS OF NOW THEY STILL WITH IDS. |            |                                  |       |                       |            |
| Memo 2 Date 02/06/2001                                                                                                                                                                                                                                                                                                                             |            |                                  |       |                       |            |
| F2 Add                                                                                                                                                                                                                                                                                                                                             |            |                                  |       |                       |            |
| F3 Delete                                                                                                                                                                                                                                                                                                                                          |            |                                  |       |                       |            |



Angel Leiro

---

**From:** Mercedes Oteiza  
**Sent:** Thursday, February 08, 2001 9:56 AM  
**To:** Angel Leiro  
**Cc:** Gary Smith  
**Subject:** Customer losing voice mail AME67006

mc

Good Morning Angel;

I just wanted to give you an up date [REDACTED] lost his memory call in conversion to IDS.

Mercy  
Ext. 4202

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # AME67006 Group # BOTH Type B SIC Code 0  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information ENTER to edit

6/11/99 S/W CHARLES EARLIER IN WK.3DF CDS NO T ON.HAD RE-ADDED.HE C/B TO-  
DAY STTING CDS STLL NOT ON 954-384-1887.HD HIM DO 700 TST # & CM BCK DK.  
HAD LN RE-PIC'D. (CS)  
06/11/99 PIC'D TO IDS SYSTEM PER GLORIA.....CR  
05/30/00 ACCT BAL AT THIS TIME \$38.88//////////CR  
12/08/00 FILE LOCATED IN RECORDS OPEN ACCTS//////////CR  
02/08/01 CHARLES CALLED IN REF TO HIS VOICE MAIL HE STATES HE CALLED BELL  
AND THEY ADVISED HIM SINCE HE WAS NO LONGER A BELL CUST THE

Memo 1 Date 06/11/1999

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # AME67006 Group # BOTH Type B SIC Code 0  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information ENTER to edit

02/08/01 CONT..FEATURE IS NO LONGER AVAILABLE I ADVISED CUST THE HIS  
VOICE MAIL HAS RESET AND WENT THRU THE PROCEDURES WITH THE CUST  
SENT ANGEL EMAIL ABOUT THIS CUSTOMER....MERCEDES

Memo 2 Date 02/08/2001

F2 Add

F3 Delete



February 2, 2001

*[Handwritten signature]*

Via E-Mail

Ms. Noelia Santiago, Analyst  
Florida Public Service Commission  
Capital Circle Office Circle  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Complaint No. 353617T - [REDACTED]

Dear Ms. Santiago:

Kindly allow this letter to serve as a formal response to the above captioned complaint filed with this Commission by [REDACTED]

I have reviewed the customer file and spoke with the Complainant on 1/4/01. [REDACTED] explained that only one of her lines was switched from an order for 5 lines. Also, she indicated that she lost her saved messages from voicemail during the conversion.

I have verified that the [REDACTED] line was switched 12/28/00 and the other lines were switched 1/3/01. LENS indicates that there are two different CSRs for the Complainant's businesses [REDACTED]

Because the main line in the tape authorization was [REDACTED] and there is a CSR for that line only, the other lines were not picked up until [REDACTED] called in to our customer service at which time the order was tracked and completed as soon as possible thereafter.

Regarding the voicemail issue, again BellSouth has caused for a customer to be inconvenienced by dropping the voicemail on an "as is" conversion. Despite the repeated representations that this problem does not occur, it has in fact occurred again. The Complainant indicated that she lost valuable messages that cannot be retrieved. Complainant indicate that she was considering switching back to BellSouth due to the problems encountered during the conversion.

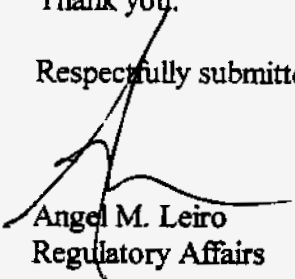
IDS sincerely apologizes for any inconvenience this matter may have caused Complainant. I may be contacted directly at (305) 612-4311.



Therefore, IDS respectfully requests that this Commission close this case as soon as conveniently possible.

Thank you.

Respectfully submitted,

  
Angel M. Leiro  
Regulatory Affairs

Cc:  Complainant

Vm

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # GGP616UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/13/00 FP ANI MICHAEL M TPV13775  
12/21/00-ENTERED USOCS FROM REPORT.....LORI  
12/26/00 CUST CALLED IN SAID THAT SHE WAS TOLD THAT SHE COULD GET BUNDLED  
BILLING ON ALL HER LINES & SHE WAS UPSET B/C THIS DID NOT HAPPEN.AFTER  
REVW ACCT #'S COME UP ON DIFFERENT CSR.ADVISED CUST THAT I COULD EXPEDITE  
TO HAVE OTHER LINES BROUGHT OVER TO IDS.SHE SAID NO THAT SHE WAS GOING  
BACK TO BELL.ADVISED CUST THAT SHE NEEDS TO CONTACT BELL 1ST TO AVOID  
INTERRUPTION IN SVC.....RH

Memo 1      Date 12/13/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # GGP616UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/03/1 CST CALLED HAVING MANY PROBS WITH MEM CALL WALKED THREW ALL INST.  
CALL CST BCK TO MAKE SURE ALL IS WELL ...JUAN V'

Memo 3      Date 01/03/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # GGP616UP      Group # LOCAL      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

ANGEL L. - CUST FILED COMPLT WITH FPSC 1/3/01. ANGEL SPOKE WITH CUST AND SHE STATED SHELOST VALUABLE VM FOR A LAWSUIT. (2 MONTHS WORTH OF MAIL). CUST WANT TO SWITCH BACK TO BST BECAUSE OF THE VM PROBLEM DURING SWITCH.

Memo 4 Date 01/16/2001

F2 Add

F3 Delete



February 2, 2001

Via Facsimile and U.S. Mail

Ms. Debra J. Jackson  
Alabama Public Service Commission  
P.O. Box 991  
Montgomery, AL 36101-0991

Re: Complaint filed by [REDACTED]

Dear Ms. Jackson:

Kindly allow this letter to serve as a formal response to the complaint filed by [REDACTED] on behalf of [REDACTED] on 2/1/01 against IDS Telcom.

I have reviewed the customer record and spoke with the Complainant this morning. I informed [REDACTED] that IDS Telcom obtained authorization from [REDACTED] via a telemarketing sale. [REDACTED] indicated that [REDACTED] was not authorized to make the switch despite [REDACTED] representation to the contrary. [REDACTED] indicated that she learned her services were switched because the Remote Call Forwarding needed to be reset when the lines were converted.

Ms. Mills and I listened to the tape authorization which may be referenced by dialing [REDACTED] enter account code 400280, select option 1 and enter tape no. 2935#.

After my explanation and having listened to the tape verification, it appears that [REDACTED] understood what had occurred and realized that IDS did not "Slam" her telephone service.

Complainant has not received the first invoice from IDS and I instructed [REDACTED] to disregard the January 31, 2001 invoice that may have already been sent for the prorated portion of January and the full month of February that is billed in advance. The total credit to the account to date will be \$544.10.

Interestingly however, BellSouth's SOTS indicates that the current due date for this conversion was 1/9/01 and LENS does not show the customer is with IDS but rather that there is a pending service order, presumably to switch to IDS. (See attached SOTS and LENS report.) This means that while the original conversion to IDS did in fact occur on or about 1/9/01, LENS has not been updated as of 2/2/01. This type of situation has led to various misunderstandings with customers because of conflicting explanations by the BellSouth Business offices.

Furthermore, the customer has indicated that she placed an order to switch back to BellSouth on or about 1/10/01 or 1/11/01 but that order likewise has not shown up on



LENS at all to date. I requested that the Complainant verify the BellSouth order. IDS' provisioning manager contacted the BellSouth LCSC (Gina) at 2:26 PM today and verified that there did not appear to be an order to switch back to BellSouth as of today.

IDS Telcom sincerely apologizes to the Complainant for any inconvenience this matter may have caused and I urge the Complainant or this Commission to contact me directly at (305) 612-4311 should you require any further assistance in this regard.

Therefore, it is the position of IDS Telcom that service authorization was properly obtained as evidenced by the aforementioned tape verification, as a result, IDS Telcom respectfully requests that this Commission close this case and categorize it as a non-infracton against IDS Telcom as soon as conveniently possible.

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

Cc:  Complainant



**Service Order List with TN of '2056314705'**

Sorted by Current DD

| Position | PO#        | SC       | APP<br>DATE | TN         | Status<br>(SR) | Days<br>to<br>Start | Current DD | Last Name  |
|----------|------------|----------|-------------|------------|----------------|---------------------|------------|------------|
| 1        | WRA1229800 | N1CKCY31 | 1/2/01      | [REDACTED] | CP             | 24                  | 1/9/01     | [REDACTED] |

<< < 30 > >> 1-1 of 1 service orders matching  
your criteria

[Download results to Excel](#)

*Ref only*

© BELLSOUTH

Local Exchange Navigator System

## Customer Service Record

[Return to Inquiry](#) ►[View Product and Services](#) | [Credit History](#)

[REDACTED] \*CSR\*

PSO DM1J32 GARD BF2

E 1

LN [REDACTED]  
INC/DGN NONE

LA [REDACTED]

SA [REDACTED]

LOC DES LOC LINE-A-BED BLDG

DZIP 35117

YPH 771440

SEISMOGRAPH SERVICE

SIC 1382

ZAEC XXXXX

XL (A) [REDACTED]

XL (B) [REDACTED]  
/DGN NONE

---DIR

DDA [REDACTED]

[REDACTED] \*CSR\*

PSO DM1J32 GARD BF2

E 2

[REDACTED] 35117

DEL A15, B15

---BILL

BN1 [REDACTED]

BN2 [REDACTED]

BA3 [REDACTED]

BA4 [REDACTED]

PO M [REDACTED] 35117

*Order  
Completed  
1/9/01*

205 631 4705 415 \*CSR\*

PSO DMLJ32 GARD BF2

E 3

---S&amp;E

HTG A 4705, 4867, 4568, 5189,  
4726, 4798/HTY SC

(CHARGEABLE LISTINGS)

2 FLT Additional listing, no ch+  
/ZSER 3C10000001

(LINES &amp; STATIONS)

1 BF2 Business Line with Touch+  
/TN [REDACTED] PIC 0555

\*CSR\*

PSO DMLJ32 GARD BF2

E 4

QTY USOC S&E J  
/LPIC 0555/HTG A/ZNB  
/PCA BO, 02-09-00  
/SED 02-06-98/ZSER 4310000002  
/LPCA BO, 02-15-00  
/PKG COM24-CHOICE  
1 AH8 Telecommunications Relay +  
/TN [REDACTED]  
/ZSER 4A10000003  
1 FUJMX Federal Universal Service+  
/TN [REDACTED]  
/ZSER 6810000053/SED 07-01-00  
1 HTG Hunting/Rollover Service  
/TN [REDACTED]  
/PKG COM24-CHOICE  
/SED 07-24-00/ZSER 5410000041  
1 LNPCX FCC Local Number Portabil+  
/TN [REDACTED] SED 05-15-99  
/ZSER 8010000029  
1 NSS Call Return (\*69)  
/TN [REDACTED]

205 631 4705 415 \*CSR\*

PSO DMLJ32 GARD BF2

E 5

QTY USOC S&E J  
/PKG COM24-CHOICE  
/SED 07-24-00/ZSER 5B10000042  
1 9ZR FCC Charge for Network Act+  
/TN [REDACTED]  
/ZSER 5110000004  
1 BF2 Business Line with Touch+  
/TN [REDACTED] PIC 0555  
/LPIC 0555/HTG A

/PCA BO, 02-09-00  
 /SED 02-06-98/ZSER 5810000005  
 /LPCA BO, 02-15-00  
 /PKG COM24-CHOICE  
 1 MBBBF MemoryCall Voice Mail Set+  
 /  
 /MBTN  
 /DLNM 1-CRAWFORD  
 /PKG COMP4-MESGNG  
 /SED 12-29-99/ZSER 6210000043  
 1 AH8 Telecommunications Relay +  
 /TN

415 \*CSR\*

PSO DMLJ32 GARD BF2

E 6

QTY USOC S&E J  
 /ZSER 5F10000006  
 1 FUJMX Federal Universal Service+  
 /TN  
 /ZSER 6F10000054/SED 07-01-00  
 1 GCZ Remote Activation of Call+  
 /TN  
 /PKG COM24-CHOICE  
 /SED 07-24-00/ZSER 6910000044  
 1 HTG Hunting/Rollover Service  
 /TN  
 /PKG COM24-CHOICE  
 /SED 07-24-00/ZSER 7010000045  
 1 LNPCX FCC Local Number Portabil+  
 /TN /SED 05-15-99  
 /ZSER 871000002A  
 1 MWW Message Waiting - Stutter+  
 /TN /SED 12-29-99  
 /ZSER 4D10000040  
 /PKG COM24-CHOICE  
 1 9ZR FCC Charge for Network Ac+

205 631 4705 415.\*CSR\*

PSO DMLJ32 GARD BF2

E 7

QTY USOC S&E J  
 /TN  
 /ZSER 6D10000008  
 1 COMP4 Complete Choice for Busi+  
 /TN  
 /PKG COMP4-MESGNG  
 /SED 07-24-00/ZSER 7710000046  
 1 COM24 Complete Choice for Busi+  
 /TN  
 /PKG COM24-CHOICE  
 /SED 07-24-00/ZSER 7E10000047  
 1 RJ21X Jack-network interface, 2+  
 /NIJ/ZSER 7B1000000A  
 /RMKR (4) ADD 4726  
 1 BF2 Business Line with Touch+  
 /TN /PIC 0555  
 /LPIC 0555/PCA BO, 02-09-00  
 /ZNB/HTG A/SED 02-06-98  
 /ZSER 821000000B  
 /LPCA BO, 02-15-00

/PKG COM24-CHOICE

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 8

QTY USOC S&E J

1 AH8 Telecommunications Relay +  
/TN [REDACTED] SED 06-12-95  
/ZSER 891000000C

1 FUJMX Federal Universal Service+  
/TN [REDACTED] SED 07-01-00  
/ZSER 7610000055

1 HTG Hunting/Rollover Service  
/TN [REDACTED]  
/PKG COM24-CHOICE  
/SED 02-06-98/ZSER 8510000048

1 LNPCX FCC Local Number Portabil+  
/TN [REDACTED] SED 05-15-99  
/ZSER 8E1000002B

1 NSS Call Return (\*69)  
/TN [REDACTED]  
/PKG COM24-CHOICE  
/SED 07-24-00/ZSER 8C10000049

1 9ZR FCC Charge for Network Ac+  
/TN [REDACTED] SED 06-12-95  
/ZSER 901000000D

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 9

QTY USOC S&E J

1 BF2 Business Line with Touch-+  
/TN [REDACTED] PIC 0555  
/LPIC 0555/PCA BO, 02-09-00  
/ZBI/SED 08-15-98  
/ZSER 6410000025  
/LPICA BO, 02-15-00  
/PKG COM24-CHOICE

1 AH8 Telecommunications Relay +  
/TN [REDACTED] SED 08-15-98  
/ZSER 6B10000026

1 FUJMX Federal Universal Service+  
/TN [REDACTED] SED 07-01-00  
/ZSER 7D10000056

1 LNPCX FCC Local Number Portabil+  
/TN [REDACTED] SED 05-15-99  
/ZSER 931000002C

1 NSS Call Return (\*69)  
/TN [REDACTED]  
/PKG COM24-CHOICE  
/SED 07-24-00/ZSER 931000004A

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 10

QTY USOC S&E J

1 9ZR FCC Charge for Network Ac+  
/TN [REDACTED] SED 08-15-98  
/ZSER 7210000027

1 BF2 Business Line with Touch-+  
/TN [REDACTED] PIC 0555  
/LPIC 0555/PCA BO, 02-09-00

/ZNB/HTG A/SED 05-08-98  
 /ZSER 971000000E  
 /LPCA BO, 02-15-00  
 /PKG COM24-CHOICE  
 1 AH8 Telecommunications Relay +  
 /TN [REDACTED] SED 05-08-98  
 /ZSER 9E1000000F  
 1 FUJMX Federal Universal Service+  
 /TN [REDACTED] /SED 07-01-00  
 /ZSER 8410000057  
 1 HTG Hunting/Rollover Service  
 /TN [REDACTED]  
 /PKG COM24-CHOICE  
 /SED 05-08-98/ZSER 9A1000004B

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 11

QTY USOC S&E J  
 1 LNPCX FCC Local Number Portabil+  
 /TN [REDACTED] SED 05-15-99  
 /ZSER 9C1000002D  
 1 NSS Call Return (\*69)  
 /TN [REDACTED]  
 /PKG COM24-CHOICE  
 /SED 07-24-00/ZSER A11000004C  
 1 9ZR FCC Charge for Network Ac+  
 /TN [REDACTED] /SED 05-08-98  
 /ZSER 4210000011  
 1 BF2 Business Line with Touch-+  
 /TN [REDACTED] PIC 0555  
 /LPIC 0555/HTG A  
 /PCA BO, 02-09-00  
 /ZSER 4910000012  
 /LPCA BO, 02-15-00  
 /SED 02-06-98  
 /PKG COM24-CHOICE  
 1 AH8 Telecommunications Relay +  
 /TN [REDACTED]

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 12

QTY USOC S&E J  
 /ZSER 5010000013  
 1 FUJMX Federal Universal Service+  
 /TN [REDACTED]  
 /ZSER 8B10000058/SED 07-01-00  
 1 HTG Hunting/Rollover Service  
 /TN [REDACTED]  
 /PKG COM24-CHOICE  
 /SED 07-24-00/ZSER A81000004D  
 1 LNPCX FCC Local Number Portabil+  
 /TN [REDACTED] /SED 05-15-99  
 /ZSER A31000002E  
 1 NSS Call Return (\*69)  
 /TN [REDACTED]  
 /PKG COM24-CHOICE  
 /SED 07-24-00/ZSER AF1000004E  
 1 9ZR FCC Charge for Network Ac+  
 /TN [REDACTED]

/ZSER 5E10000015  
 1 BF2 Business Line with Touch-+  
 /TN [REDACTED] /PIC 0555

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 13

QTY USOC S&E J  
 /LPIC 0555/PCA BO, 02-09-00  
 /ZNB/SED 02-06-98  
 /ZSER 6510000016  
 /LPCA GB, 01-28-00  
 /RMKR (A) COMPUTER LINE  
 1 AH8 Telecommunications Relay +  
 /TN [REDACTED] /SED 05-01-97  
 /ZSER 6C10000017  
 1 FUJMX Federal Universal Service+  
 /TN [REDACTED] /SED 07-01-00  
 /ZSER 9210000059  
 1 LNPCX FCC Local Number Portabil+  
 /TN [REDACTED] /SED 05-15-99  
 /ZSER AA1000002F  
 1 9ZR FCC Charge for Network Ac+  
 /TN [REDACTED] /SED 05-01-97  
 /ZSER 7310000018  
 1 BF2 Business Line with Touch-+  
 /TN [REDACTED] /PIC 0555  
 /LPIC 0555/HTG A

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 14

QTY USOC S&E J  
 /PCA BO, 02-09-00/ZNB  
 /SED 02-06-98/ZSER 7A10000019  
 /LPCA CM, 04-23-99  
 /PKG COM24-CHOICE  
 1 AH8 Telecommunications Relay +  
 /TN [REDACTED] /SED 01-30-95  
 /ZSER 811000001A  
 1 FUJMX Federal Universal Service+  
 /TN [REDACTED] /SED 07-01-00  
 /ZSER 991000005A  
 1 HTG Hunting/Rollover Service  
 /TN [REDACTED]  
 /PKG COM24-CHOICE  
 /SED 07-24-00/ZSER B61000004F  
 1 LNPCX FCC Local Number Portabil+  
 /TN [REDACTED] /SED 05-15-99  
 /ZSER 4710000030  
 1 NSS Call Return (\*69)  
 /TN [REDACTED]  
 /PKG COM24-CHOICE

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 15

QTY USOC S&E J  
 /SED 07-24-00/ZSER 5310000050  
 1 RJ21X Jack-network interface, 2+  
 /TN [REDACTED] /NIJ  
 /SED 01-30-95/ZSER 881000001B

1 9ZR FCC Charge for Network Ac+  
/TN [REDACTED]/SED 01-30-95  
/ZSER 8F1000001C

1 COM24 Complete Choice for Busi+  
/TN [REDACTED]  
/PKG COM24-CHOICE  
/SED 07-24-00/ZSER 5A10000051

1 BF2 Business Line with Touch-+  
/TN [REDACTED] PIC 0555  
/LPIC 0555/PCA BO, 02-09-00  
/ZNB/SED 02-06-98  
/ZSER 961000001D  
/LPCA CM, 04-23-99  
/PKG COM24-CHOICE

1 AH8 Telecommunications Relay +  
/TN [REDACTED]

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 16

QTY USOC S&E J  
/ZSER 9D1000001E

1 FUJMX Federal Universal Service+  
/TN [REDACTED]  
/ZSER A01000005B/SED 07-01-00

1 LNPCX FCC Local Number Portabil+  
/TN [REDACTED]/SED 05-15-99  
/ZSER 4E10000031

1 NSS Call Return (\*69)  
/TN [REDACTED]  
/PKG COM24-CHOICE  
/SED 07-24-00/ZSER 6110000052

1 9ZR FCC Charge for Network Ac+  
/TN [REDACTED]  
/ZSER A41000001F

1 BF2 Business Line with Touch-+  
/TN [REDACTED] PIC 0555  
/LPIC 0555/PCA BO, 02-09-00  
/LPCA GB, 01-28-00/ZBI  
/SED 01-27-00/ZSER 5510000032

1 AH8 Telecommunications Relay +

205 631 4705 415 \*CSR\*

PSO DM1J32 GARD BF2

E 17

QTY USOC S&E J  
/TN [REDACTED]/SED 08-10-99  
/ZSER 5C10000033

1 FUJMX Federal Universal Service+  
/TN [REDACTED]/SED 07-01-00  
/ZSER A71000005C

1 LNPCX FCC Local Number Portabil+  
/TN [REDACTED]/SED 10-16-99  
/ZSER A91000003E

1 9ZR FCC Charge for Network Ac+  
/TN [REDACTED]/SED 08-10-99  
/ZSER 6310000034

1 888 IAS-type 1, pipe-cross re+  
/CKT [REDACTED]  
/ZSER 4110000020



## (CALLING CARD SERVICE)

2 BSXUP BellSouth Calling Card  
/ZSER 4810000021

---RELATED ACCOUNTS

---BILLING TRANSFERS

---RMKS

---COMPLETED ACTIVITY

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LCS Version 9.4.1

IDS0055

2/2/2001

## Service Order NICKCY31

Last Pass Received: 1/26/01 6:03:35 PM

Days in Current Status: 24

CPX015 NICKCY3 205631 BM - - Y N  
416 01-09- 01 GARD 01- 02-01 0826 01-02  
NICKCY31C UEPBX YAXQBNF 01- 05- 01 WSL

Number of times in this status: 015

ZRTI N;QS,800 773-4967,ECH,205321  
ICENT S0Y  
RRSO D1MLJ326  
SEQ (A) D1MLJ326  
IDSA VMS  
IAECN 8368, UEPBX  
SD 01-09-01

## ---LIST

ILN [REDACTED] INC/DGN NONE  
ILA [REDACTED]  
ISA [REDACTED]  
ILOC [REDACTED]  
IDZIP 35117  
IYPH 093630\SEISMOGRAPH SERVICE  
ISIC 1382  
IFCTN [REDACTED]  
IXL [REDACTED] 37  
IXL [REDACTED] NONE

## ---DIR

IZDDE [REDACTED]  
IDDA [REDACTED] INC2816- [REDACTED]  
IDEL A15, B15

## ---BILL

IBN1 I D S TELCOM LLC  
IBN2 1525 N W 167TH ST  
IBA3 SUITE 200  
IPO MIAMI FL 33169  
ITAR 000,714  
ITAX ONNO  
ISS 000-00-0000;N  
IPON WRA1229800  
IBTN 205 992-1090-090  
IZPTX Y  
IBIR BSED  
IBIR BSBOL  
IMAN C8368  
IZSAT [REDACTED]

## ---S&amp;E

IHTG /HTY SC  
I2 FLT  
I1 UEPAN/TN [REDACTED] /PIC 0555/LPIC 0555/HTG A/ZNB

*Brad  
Spoke to Maria  
at Lase 2:26pm  
2/2/01  
"nothing we can do"*

I1 UEPLX/TN [REDACTED]/BI WIC  
I1 USAC2/TN [REDACTED]  
I1 UEPVF/TN 205-631-4566  
I1 HTG/TN [REDACTED]  
I1 LNPCX/TN 205-631-4566  
I1 NSS/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN 205 631-4568  
I1 UEPAW/TN [REDACTED]/PIC 0555/LPIC 0555/HTG A/PCA BO, 01-02-00  
/BI WIC/LPCA BO, 01-02-00  
I1 MBBBF/TN [REDACTED]/MBTN 205 631-4705/DLNM 1-CRAWFORD  
/BI WIC  
I1 UEPLX/TN [REDACTED]/BI WIC  
I1 USAC2/TN [REDACTED]/BI ALC  
I1 UEPVF/TN [REDACTED]  
I1 GCZ/TN [REDACTED]  
I1 HTG/TN [REDACTED]  
I1 LNPCX/TN [REDACTED]  
I1 MWW/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN [REDACTED]  
I1 UEPAW/TN [REDACTED]/PIC 0555/LPIC 0555/PCA BO, 01-02-00  
/ZNB /HTG A/LPCA BO, 01-02-00/BI WIC  
I1 HTG/TN [REDACTED]  
I1 LNPCX/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 UEPLX/TN [REDACTED]/BI WIC  
I1 USAC2/TN [REDACTED]/BI ALC  
I1 UEPVF/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN 205-631-4566  
I1 UEPAW/TN [REDACTED]/PIC 0555/LPIC 0555/PCA BO, 02-09-00  
/ZBI /SED 01-02-00/BI WIC/LPCA BO, 01-02-00  
I1 UEPLX/TN [REDACTED]/BI WIC  
I1 USAC2/TN [REDACTED]/BI ALC  
I1 LNPCX/TN [REDACTED]  
I1 UEPVF/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN [REDACTED]  
I1 UEPAW/TN [REDACTED]/PIC 0555/LPIC 0555/PCA BO, 01-02-00  
/ZNB /HTG A/BI WIC/LPCA BO, 01-02-00  
I1 UEPLX/TN [REDACTED]/BI WIC  
I1 USAC2/TN [REDACTED]/BI ALC  
I1 UEPVF/TN [REDACTED]  
I1 HTG/TN [REDACTED]  
I1 LNPCX/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN [REDACTED]  
I1 UEPAW/TN [REDACTED]/PIC 0555/LPIC 0555/HTG A/PCA BO, 01-02-00  
/BI WIC/LPCA BO, 01-02-00  
I1 UEPLX/TN [REDACTED]/BI WIC  
I1 USAC2/TN [REDACTED]/BI ALC  
I1 UEPVF/TN 205-631-4567  
I1 HTG/TN [REDACTED]  
I1 LNPCX/TN [REDACTED]

I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN [REDACTED]  
I1 UEPAN/TN [REDACTED] PIC 0555/LPIC 0555/PCA BO, 01-02-00  
/ZNB /BI WIC/LPCA GB, 01-02-00/RMCR (A) COMPUTER LINE  
I1 UEPLX/TN [REDACTED] WIC  
I1 USAC2/TN [REDACTED] ALC  
I1 LNPKX/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN [REDACTED]  
I1 UEPAN/TN [REDACTED] PIC 0555/LPIC 0555/HTG A/PCA BO, 01-02-00  
/ZNB /BI WIC/LPCA BO, 01-02-00  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 UEPVF/TN [REDACTED]  
I1 USAC2/TN [REDACTED] BI ALC  
I1 HTG/TN [REDACTED]  
I1 LNPKX/TN [REDACTED]  
I1 NSS/TN 2 [REDACTED]  
I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN 2 [REDACTED]  
I1 UEPAN/TN [REDACTED] PIC 0555/LPIC 0555/PCA BO, 01-02-00  
/ZNB /BI WIC/LPCA BO, 01-02-00  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 UEPVF/TN [REDACTED]  
I1 USAC2/TN [REDACTED] BI ALC  
I1 LNPKX/TN [REDACTED]  
I1 NSS/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELCOM LLC,305/ 913-4000, ERIK CALDERON  
/TN [REDACTED]  
I1 UEPAN/TN [REDACTED] PIC 0555/LPIC 0555/PCA BO, 01-02-00  
/LPCA BO, 01-02-00/BI /BI WIC  
I1 UEPLX/TN [REDACTED] BI WIC  
I1 USAC2/TN [REDACTED] BI ALC  
I1 LNPKX/TN [REDACTED]  
I1 888/CKT [REDACTED]  
I1 SOME

## ---STAT

SWO NF1  
NFE 1

Angel Leiro

VM

From: Darlene Cooper  
Sent: Tuesday, January 30, 2001 5:54 PM  
To: Angel Leiro  
Subject: Conversion

Hi, Angel

Here is another account that has lost dial tone during the conversion from Bell to IDS  
the account number is RJS305UP.

Startul. long trouble w/ VM.  
called BST.

Area? Calling on Business & Home.  
↳ Not Alt. Leads w/out area  
Code.

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # RJS305UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

01/23/01 ELIAN R... TPV CODE 0660798  
1/30/01 SW MRS RHONDA GRAHM SHE WANTED ACCESS CODE FOR MEMORY CALL GAVE  
HER ACCESS CODE AND ADVISED CUSTOMER HER VOICE MAIL HAS BEEN RESET AND  
SHE NEEDS TO ENTER HER PHONE NUMBER AS A TEMP PASSCODE I ALSO ADVISED THT  
WE TOOK ORDER OVER TO IDS AS IS AND THE SAME FEATURES SHE HAS WITH BELL  
SHE WILL HAVE WITH IDS....PRISCELLA  
1-31-01 RHONDA CALLED TO INFROM ME THAT HER LOCAL CALLING AREA MUST HAVE  
CHANGED SINCE SHE CHANGED TO OUR SERVICES SHE NOW HAS TO DAIL A1

Memo 1      Date 01/23/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # RJS305UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

1-31-01 CON....TO PLACES SHE DIDNT BEFORE SHE WAS JUST CALLING TO MAKE  
SURE IS STILL HAS NO LD PIC AND SHE IS ON AREA PLUS PLAN TOLD  
CUSTOMER FOR WHAT I SEE IN LENS WE WILL HAVE HER UNDER AREA PLUS  
BEACUSE I SEE THE LPIC IS STILL BELL SO I'M GUESSING IT WILL BE  
THAT WAY BECAUSE AT THIS TIME THERE ARE NO USCOS .....DAWN

Memo 2      Date 01/31/2001

F2 Add

F3 Delete

Angel Leiro

---

From: Patricia Burton-Mainor  
Sent: Tuesday, January 30, 2001 12:03 PM  
To: Angel Leiro  
Subject: MSO301UP

Um

ANGEL,

THIS CUST HAS HAD A CONVERSION PROBLEM REGARDING THERE VM SYSTEM.....PATRICIA

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MSO301UP

Group #

Type B

SIC Code 288

Name

MARKET

Phone

52-2225

Exempt

USF

Memo Standard Information      ENTER to edit

01/25/01 A DENIS TVP-0561323

01-30-01 CUST JOY CI SD THAT SHE CANT ACCESS VM I EMAILED ANGE REGARDING  
THIS AND I WILL ADV CUST OF THE NEW PROCEDURE.....PMAINOR

Memo 1      Date 01/25/2001

F2 Add

F3 Delete



**Angel Leiro**

---

**From:** Dawn Reynolds  
**Sent:** Wednesday, January 31, 2001 9:22 AM  
**To:** Brad Hamilton; Angel Leiro  
**Cc:** Dawn Reynolds  
**Subject:** MAILBOX PROBLEM

VM

I GOT ANOTHER CUS WITH US FOR MONTHS NOW AND THEIR MAILBOX RESET ITSELF  
TODAY. THE CUS #GCF102UP [REDACTED]

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # GCF102UP      Group # RSL      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

11/28/00 QA REVIEWED BY IVETTE....CHANGE ORDER  
12/26/00 CSTMR CLD WANTS TO HAVE ALL LINES PIC AND LPIC TO QUEST.  
SUBMITTING LRF TO HAVE LINES PIC AND LPIC TO QUEST.LARIAS  
1-22-01 SUMMER CALED BECAUSE SHE WANTS THE LD CARRIER CHANGED TO QWEST  
FAXING REQ FORM TO CUS AND ASKING HER TO GET PIC CODE.....DAWN  
01/22/01 FAX RECEIVED., REQUEST QWEST FOR L/D..ATTN DAWN..TAKEN BY..VONIE  
1-2501 SUBMITTING TO PIC & LPIC 0040 PER CUS FAX.....DAWN  
1-31-01 SUMMER CALLED TO INFORM US HER VOICEMAIL RESET ITSELF WIHTOUT

Memo 3      Date 11/28/2000

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # GCF102UP      Group # RSL      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

1-31-01 CON...REQ BEING DONE OR ANYTHING I EMAILED ANGEL/BRAD ON THIS  
BECAUSE THIS IS THE THIRD CUS I GOT THIS WITH I ASSITED THE CUS  
IN RESET OF MAILBOX AND APOLOGIZED FOR THE INCONVENISE...DAWN  
01-31-01 CST STILL HAS TRBL WITH VM- SHE ATTEMPTED TO CHANGE THE PASSCD  
BUT NOW CANNOT GET BACK IN THE BOX- I MADE A TEST CALL AND THE TEMP  
PASSCODE IS STILL IN EFFECT- I ADVISED SUMMER TO USE THE TEMP PASSCODE  
TO GET IT.....AMANDAL

Memo 4      Date 01/31/2001

F2 Add

F3 Delete

## Angel Leiro

---

**From:** Louise Muoio  
**Sent:** Friday, January 26, 2001 11:34 AM  
**To:** Angel Leiro  
**Subject:** mul901up

✓m

angel this acct was just prov. over to ids unep-in fact as i am writing this lens still shows a pso, however cust's v.mail went down & we had to walk her through to re set it..i hope this info helps....louisem

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # MUL901UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

1/26/01 IRMA CLD IN AS HER 877 886-3465 IS BE'G REPORTED AS NOT GO'G THRU  
I INFORMED I NEED SPECIFIC CL TO OPEN TT-SHE WILL CL ME BK-ALSO I WILL CL  
HER BK W/ INFO ON HOW TO RETRIEVE HER VMAIL AS LENS SHOWS PSO & SHE CAN'T  
GET MESSAGES-ALSO NOTIFIED PHYLLIS SHE WANTS 3 NEW RESI LINES.LOUISEM

Memo 2 Date 01/26/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # MUL901UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

1/9/01 RESPORG: TRAFFIC ACTIVATED ON TFN#877-886-3465 IN SMS HAS OF 4PM  
EST.-GELO/4168

1/11/01 CHK'G IN SW.TO MAKE SURE 877# RINGS TO CORR.# ...LOUISEM

1/11/01 RESPONDED TO EMAIL ....RHODA 4149.

1/13/01 WILL SUBMIT TO PIC INTER & INTRA AT .059 AS THEY HAVE ADSL.LOUISE

1/16/01 GV TO MARIA G NOW TO HV WRK'D FOR INTER & INTRA..LOUISEM

01/22/01 USOCS & QA BY IVETTE

1/22/01 IN REVIEW OF ACCT LENS STILL SHOWS PSO-I CLD IRMA TO INFORM WE

Memo 2 Date 01/10/2001

F2 Add

F3 Delete

## Angel Leiro

---

From: Mercedes Oteiza  
Sent: Thursday, January 25, 2001 12:09 PM  
To: Angel Leiro  
Cc: Gary Smith  
Subject: WOW228UP VOICEMAIL

Good Morning Angel:

The purpose of this email is to advise you I received a call from [REDACTED] which is a [REDACTED] women in the process of converting to IDS for local service there memory call went down and they lost several messages from women in need of assistance. The main BTN is [REDACTED]

Thank you for your attention

Mercy Ext 4202

6-7 Saved next Day lost Sec.  
Spoke to Joana 2/15/01

|                                                                                                                          |            |                                  |            |               |            |
|--------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------|------------|---------------|------------|
| F1 Help                                                                                                                  |            | ATS Customer Maintenance Program |            | ENTER to edit |            |
| Customer #                                                                                                               | WOW228UP   | Group #                          |            | Type B        | SIC Code 0 |
| Name                                                                                                                     | [REDACTED] | Phone                            | [REDACTED] | Exempt        | USF        |
| Memo Standard Information                                                                                                |            |                                  |            | ENTER to edit |            |
| 01/15/01 A DENIS TVP-0191022                                                                                             |            |                                  |            |               |            |
| 01/25/01 JOANA LEFT VOICE MAIL MESS IN REF TO HER VOICE MAIL GOING DOWN DURING CONVERSION TO IDS...MERCEDES              |            |                                  |            |               |            |
| 01/31/01 ENTERED USOCS AND QA.OLD CSR HAD 7702321991*AS BG2 AND BC2. WHEN CONVERTED BC2 USOCS DROPPED OFF. 100% S KNIGHT |            |                                  |            |               |            |
| 02-05-01 JOANNA CI SD THAT SHE WANTS NO CARRIER FR LD ADV CUST TO FAX REQ WAITING ON FAX...PMAINOR                       |            |                                  |            |               |            |
| 2*6*01 FAX RECEIVED.,ACCOUNT ISSUE..CANCEL LONG DIST.GIVEN TO PAT.BY ELI                                                 |            |                                  |            |               |            |
| Memo                                                                                                                     | 1          | Date                             | 01/15/2001 |               |            |
| F2 Add                                                                                                                   |            |                                  |            |               |            |
| F3 Delete                                                                                                                |            |                                  |            |               |            |

|                                                                  |            |                                  |            |               |            |
|------------------------------------------------------------------|------------|----------------------------------|------------|---------------|------------|
| F1 Help                                                          |            | ATS Customer Maintenance Program |            | ENTER to edit |            |
| Customer #                                                       | WOW228UP   | Group #                          |            | Type B        | SIC Code 0 |
| Name                                                             | [REDACTED] | Phone                            | [REDACTED] | Exempt        | USF        |
| Memo Standard Information                                        |            |                                  |            | ENTER to edit |            |
| 2*6*01 FAX RECEIVED,LOA FORM SIGNED BY CUST.GIVEN TO PAT..BY ELI |            |                                  |            |               |            |
| Memo                                                             | 2          | Date                             | 02/06/2001 |               |            |
| F2 Add                                                           |            |                                  |            |               |            |
| F3 Delete                                                        |            |                                  |            |               |            |

Angel Leiro

---

From: Shenyetta Garner  
Sent: Wednesday, January 17, 2001 10:23 AM  
To: Angel Leiro; Elio Santana  
Subject: RE: : CONVERSION PROBLEMS

WAP621UP  
[REDACTED]  
(7 [REDACTED])

*W met.*

This customer's Inside Wire Maintenance Plan (SEQ1X) did not transfer over upon switching to IDS.  
The PON number is: WER12111220P and the SO number is: NOF40VV3.

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

From: Elio Santana  
Sent: Monday, January 15, 2001 4:31 PM  
To: Customer Service  
Cc: Angel Leiro  
Subject: : CONVERSION PROBLEMS

\*\*\*\*\*DON'T FORGET\*\*\*\*\*

PLEASE EMAIL ANGEL AND MYSELF. IF ANY  
CUSTOMER GOES DOWN WHILE CONVERTING  
TO IDS, ALSO IF ANY CUSTOMER LOOSES  
FEATURES OR MEMORYCALL RESETS THIS IS  
VERY URGENT PLEASE INCLUDE ACCT#, MAIN  
BTN, AND PON # (IF AVAIL)  
THANKS FOR YOUR HELP

Elio Santana  
IDS Telcom  
(305)812-4108  
1-888-707-6500 EXT 4108  
esantana@IDSTelcom.com



F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # WAP621UP

Group # LOCAL

Type B

SIC Code 222

Exempt

Name

Phone

USF

:Memo Standard Information:ENTER to edit:

12-08-00 ELIAN R. TPV 1132

12/27/00 USOCS PER REPORT (BRENDA)

1/17/01 GENENE CI ?'D WHY SEQ1X DIDN'T TRNSFR FRM BELL WHN SHE SWITCHD 2  
IDS; 1 APOLOGZD 2 MS & ADV HER 2 FAX REQ 2 ADD FEATR ON CMPNY LTR  
HEAD & SIGN...S.GARNER

Memo 1

Date 12/08/2000

F2 Add

F3 Delete



*MS Reproduct*

January 22, 2001

Via E-Mail

Mr. Randy Roland, Analyst  
Florida Public Service Commission  
Capital Circle Office Circle  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Complaint No. 352842T [REDACTED]

Dear Mr. Roland:

Kindly allow this letter to serve as a formal response to the above captioned complaint filed with this Commission on 12/29/00 by [REDACTED]

I have reviewed the customer file and contacted the Complainant on 12/29/00. I indicated to [REDACTED] that IDS had obtained an electronically recorded authorization as described below on 12/7/00 from [REDACTED]. Complainant agreed that she had given the authorization. However, Complainant indicated that upon completing her call with the salesperson for IDS, [REDACTED] contacted BellSouth at (800) 780-2222 to inquire with regard to IDS Telcom and its services. She further indicated that a repair representative (name unknown) stated to her that IDS Telcom was a FRAUD. It was because of this representation made by BellSouth that she decided to call IDS and cancel the pending order and subsequently file this complaint.

I requested the name of the person who made that representation and Complainant indicated she did not get a name but that she specifically remembered being told that IDS was a fraud and there were many problems with IDS.

The electronically recorded authorization may be accessed by dialing [REDACTED] enter account no. [REDACTED] select option 1 and enter code #14398. I verified at Complainant's services were switched back to Complainant's preferred carrier as of 12/29/00 and the account has been cancelled. Complainant made a payment for the first invoice and has since been credited \$2.66 of the remaining balance after switching back to BellSouth and the account stands at zero.



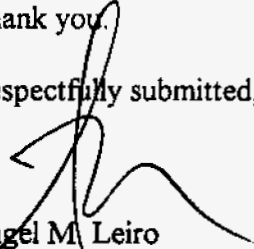
IDS sincerely apologizes for any inconvenience this matter may have caused Complainant and thanks Complainant for her candor in this regard.

If Complainant has any questions she should contact me directly at (305) 612-4311.

Based on the aforementioned information, it is the position of IDS that authorization was properly obtained and respectfully requests that this Commission close this case as soon as conveniently possible and categorize it as a non-infraction against IDS.

Thank you.

Respectfully submitted,

  
Angel M. Leiro  
Regulatory Affairs

Cc:  Complainant

```

F1 Help*****ATS Customer Maintenance Program*****ENTER to edit**

```

Exempt  
USF

```

Memo Standard Information:*****ENTER to edit***

```

10/03/00 PON VBL1003157P SUBMITTED BY BRENDA TPV 8863  
10/05/00 PON WBL10051141A SUBMITTED BY BRENDA TPV 8863  
11-08 CUS CALLED STATING SHE HAS AN ORDER THAT IS DUE TO BE WORKED DEC.28  
ON LINE 321-729-8049 AND 321-951-0580 SHE WANTS PON CANCELED ASAP  
SHE HAS CANCELED ON ALREADY BY SWITCHING BACK TO BELL.....DAWN  
12-12 CUS CALLED ON BILL SHE IS WITH BELLSOUTH AT THIS TIME SUBMITTING TO  
CREDIT THIS MONTH'S BILL.....DAWN  
12/20/00 MOVE ANI'S FROM THIS ACCNT TO ACC939UP

Memo 1      Date 10/03/2000

F2 Add

F3 Delete

```

F1 Help*****ATS Customer Maintenance Program*****ENTER to edit*****

```

Exempt  
USF

```

Memo Standard Information:ENTER to edit:

```

12/21/00 BILLING UPDATED BY EDUARDO M.  
010401 SUBMIT CREDIT TO HAVE THE ACC'T ZERO OUT WITH 911EM. AND FI. CHGE  
TOTAL AMT \$2.62....CS/LDAVIS

Memo 2 Date 12/21/2000

F2 Add

F3 Delete

TPN 14398 (12/7/00)

Rep 5572

Spoken to Reserve [redacted] Dob: 3/11

#5 ( [redacted] )

[redacted] FAX

make  
main contact

[redacted] 7 roll

[redacted]

[redacted] (Floater)

Checked while keys

All 8 trap as is



LUB

888-707-6500

EAT 4212

Cancelled order

5 Called Back on 12/7/00 - {Cancelled}

↳ Called BST - Asked them about

↳ Said that IDS is a Fraud.

↳ Report SUC → guy

(800) 780 2222

Request No. 352842T

Name

Business Name ARMSTRONG'S CARPET CLEANING

## Consumer Information

Name:

Business Name:

Svc Address:

County: Brevard

Phone:

City/Zip: Palm Bay

/ 32909-

Account Number:

Caller's Name:

Mailing Address:

City/Zip: PALM BAY, FL 32909-

Can Be Reached:

Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100

## Utility Information

Company: IDS LONG DISTANCE, INC.

Attn. Mr. Keith Kramer 3528421

Response Needed From Company? ☒

Date Due: 01/23/2001

Interim Report Received: ☐Reply Received: ☐

Reply Received Timely/Late:

Informal Conf.: ☒

## PSC Information

Assigned To: RANDY ROLAND

Entered By: PDUCK

Date: 12/29/2000

Time: 08:44

Via: PHONE

Prelim Type: SLAMMING

PO:

Supmntl Rpt Req'd: ☐Certified Letter Sent: ☐Certified Letter Rec'd: ☐

Closed by:

Date: ☐

Closeout Type:

Apparent Rule Violation:

Customer states that the company was switched from BellSouth to IDS without authorization or request. Customer states the company has returned to its carrier of choice. Please investigate this matter, contact the customer and provide the Fl. Public Service Commission with a detailed written report including LOA/lope and applicable credits for switching fees, as well as an adjustment of rates to that of the customer's preferred carrier by the due date.

\*\*Inquiry taken by Pamela Duck\*\*

CONTACT NUMBERS

CAF FAX: [REDACTED]

CAF Email: pscreply@psc.state.fl.us

Tape 14398 C

Request No. 352842T

Name

Business Name

PAGE 1

1

12-29-00 8:51am p. 2 of 2

**Angel Leiro**

---

**From:** Ronald Curry  
**Sent:** Tuesday, January 16, 2001 4:45 PM  
**To:** Elio Santana  
**Cc:** Angel Leiro  
**Subject:** RESET FEATURE

*me*

EILO,

THIS CUSTOMER HAD TO RESET HIS MEMORY CALL  
ACCT# WCG202UP

RON CURRY  
CUST SERV  
EXT 4324

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # WCG202UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

01.10.01 HEIDY TPV# 0440947.  
01/16/01 UNE AND QA SONIA C  
1/16/01 S/W TIM IN REF: TO MEMORY CALL RESET/ADV CUST OF THE RESET & GAVE  
TEMP. PASSWORD      RON C.

Memo    1      Date    01/10/2001

F2    Add

F3    Delete



Angel Leiro

---

From: Shenyetta Garner  
Sent: Tuesday, January 16, 2001 1:55 PM  
To: Angel Leiro; Elio Santana  
Subject: RE: : CONVERSION PROBLEMS

*Hunt/Rollover*

[REDACTED]  
DCI491UP  
[REDACTED]

Lost Hunt/Rollover service due to switch. Customer is livid because his business is seriously suffering. He said Bell advised him that if switched back to them that they can have service working within a half hour.

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

From: Elio Santana  
Sent: Monday, January 15, 2001 4:31 PM  
To: Customer Service  
Cc: Angel Leiro  
Subject: : CONVERSION PROBLEMS

\*\*\*\*\*DON'T FORGET\*\*\*\*\*

PLEASE EMAIL ANGEL AND MYSELF. IF ANY  
CUSTOMER GOES DOWN WHILE CONVERTING  
TO IDS, ALSO IF ANY CUSTOMER LOOSES  
FEATURES OR MEMORYCALL RESETS THIS IS  
VERY URGENT PLEASE INCLUDE ACCT#, MAIN  
BTN, AND PON # (IF AVAIL)  
THANKS FOR YOUR HELP

Elio Santana  
IDS Telcom  
(305)612-4108  
1-888-707-6500 EXT 4108  
esantana@IDSTelcom.com

Memo 1 Date 12/08/2000

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit:

Customer # DCI491UP Group # LOCAL Type B SIC Code 432  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information ENTER to edit:

12/26/00 ANDREA A TPV 14093  
12/28/00 JACK CLLD IN STATING THT HE CANNOT USE HIS C/FRWDING FEATURE. I  
OPND UP TT 20314....DERRENF  
12/28 OPENED TT#20354,PIN IS #3474..KMORRIS  
12/29/00 USOCS BRENDA  
01/13/01---CUST CALLED AND SPOKE WITH PATRICA WAS UPSET BECAUSE SHE FAILED  
TO ASSIST HIM WITH ANYTHING AND WANTED SUPERVISOR TOOK THE CALL AND HELPD  
HIM WITH ISSUE WHICH WAS HIS HTG WAS NOT WORKING SUBMITTED LRF TO HAVE

Memo 1 Date 12/26/2000

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit:

Customer # DCI491UP Group # LOCAL Type B SIC Code 432  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information ENTER to edit:

THAT FEATURE ADDED BECAUSE IT SEEMS TO HAVE BEEN DROPPED DURING SWITCH  
ALSO WANTED SERVICE ON ONE LINE CXL NO SPECIFIC DUE DATE WAS GIVEN AS HE  
IS UNAWARE THAT THE FEATURE WAS DROPPED WILL TRY TO EXPIDITE ORDER ON  
MONDAY A REP'S HELP RICHARD  
01-15-01 SUBMITTING TO ADD HUNTING SEQ PER CUS FAXED REQ.....DAWN  
1/16/01 ANTHONY CI REQ 2 SPK 2 SUPV; ADV MR SUPV ON CLL W/ANTHR CSR; OFFR  
2 ASSIST; MR ?'D WHT DS HE HV 2 DO 2 SWITCH BCK 2 BELL; ADV MR 2  
CALL BELL & NOTFY THM THT HE WNTS 2 SWITCH BCK; ASKD MR REASON 4

Memo 2 Date 01/13/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information ENTER to edit

1/16/01 CONT'D...SWITCH BCK 2 BELL HE SD BCUZ HIS HUNT/RLLOVR SRVC WS  
DRPPD WHN HE SWITCHD 2 IDS & HIS BUSINESS HS BN SERIOUSLY AFFCTD;  
MR SD BELL ADV HIM THT IF HE SWITCHES BCK 2 THM THT THEY CLD HV  
FEATR ACTVTD WITHIN A HALF HR; MR SD IF IDS CNNT PROVIDE SM SRVC  
W/SM TURNARND TIME THT HE WLL TK HIS SRVC BCK 2 BELL; MR ALSO  
EXPRSSD ANGER & GREAT CONCERN THT HE WS SPK 2 PATRICIA & WS ADV  
THT HE WLD RCV A C/B & HE NVR HEARD FRM HER AGAIN; I APOLOGZD 2  
CSR 4 REP NT FLLWNG UP; I ALSO EDUCATED MR THT WHNEVR A CHNG IN

Memo 3      Date 01/16/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information ENTER to edit

1/16/01 CONT'D...SRVC/FEATRS IS REQ THT IT TKS ABT 7-10 BUS. DYS; MR SD  
WS ADV BY RICHARD THT IT WLD BE EXPDTD; ADV MR NO ONE CAN GUARANT  
AN EXPEDT BUT WE CAN PUSH 4 AN EARLIER DUE DT; MR SD NO ONE EVR  
ADV HIM OF CLEARING TIME; MR REQ 2 SPK 2 SUPV; TRNSFRD 2 SUPV...  
...S.GARNER

1/16/01 PER SUPV, WLL WALK ORDR OVR 2 PROVSNG AN IN ATTMPT 2 EXPEDT & WLL  
C/B W/DUE DT...S.GARNER/R.HODGE

1/16/01 C/B ANTHONY @ 5:04PM, PER SUPV 2 ADV THT HUNT/RLLOVR ORDR WLL....

Memo 4      Date 01/16/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP      Group # LOCAL      Type B      SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

1/16/01 CONT'D...CMPLT 2MRRW BY 6PM; LFT MSG W/LINDA SAYLOR; MS SAYLOR IS EMPLOYED BY CSR'S ANSWRNG SRVC (INTELLA); ALSO CLLD CSR'S CELL; WS ABLE 2 REACH HIM ON HIS CELL; RELAYED MSG 2 MR GELHOLD HE SD HE NDS IT DN AS SN AS PSSBL; ADV HIM, PER SUPV, THT EVEN THOUGH EXPEDT DT IS DUE 2MRRW, HE'S STLL WRKNG IT 2 TRY 2 GET IT CMPLTD 4 TODAY; CSR SD OK & THANKED ME 4 THE C/B...S.GARNER

1/16/01 TRN ANTHONY TO SHENYETTA'S VCML...ELIO

1/17/01 C/B ANTHONY ON CELL: (352)318-2944 2 ADV HUNT/RLOVR CMPLTD.GARNER

Memo 5 Date 01/16/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

01/18/01 ANTHONY CLD IN AND REQ TO ADD FEATURES TO ACCT, I ADVSD HIM TO FAX ME WRITTEN REQ AND HE SAID THAT HE CLD IN BEFORE AND REQ FEATURES AND NEVER HAD TO FAX IT AND HE NEEDED IT DONE TODAY. HE ALSO STATED THAT HE DID NOT HAVE TO GO THRU THIS WITH BELL AND HE WILL SWITCH HIS SERVICES BACK TO BELL. I ADVSD CUST THAT THERE IS NO WAY THAT WE WOULD BE ABLE TO ADD FEATURES TO HIS ACCT TODAY AND HE SAID WITH BELL HE COULD HAVE DONE SO AND HUNG UP....ELAINE

1/18/01 CST WANTS TO ADD DELTE FEATURES WILL EMAIL ME REQUEST..ELIO

Memo 6 Date 01/18/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

1/18/01 SENT TO PROV TO ADDC GCE,GCI TO LINES ALSO REMOVE GCZ....ELIO

Angel Leiro

---

MZ

From: Ronald Curry  
Sent: Tuesday, January 16, 2001 9:50 AM  
To: Elio Santana  
Cc: Angel Leiro  
Subject: RESET OF MEMORY CALL

EILO,

THE MEMORY CALL WAS RESET IN THE CONVERSION TO IDS. THE CUSTOMER WAS NOT HAPPY ABOUT IT.  
THE ACCT# RHS121UP THE MAIN BTN [REDACTED]

RON CURRY  
CUSTOMER SERVICE  
EXT. 4324

```

F1 Help*****ATS Customer Maintenance Program*****ENTER to edit*****

```

Group # BOTH

Type B

SIC Code 0

Phone

Exempt  
USF

```

.....Memo Standard Information.....ENTER to edit.....

```

1/16/01 S/W BILL IN REF TO MEMORY CALL( RESET)

RON C.

01/16/01 BILL GOSSETT CLLD IN TO CXL & SWITCH BCK TO BELL SOUTH FOR THEIR  
LCL SRVC. SD HIS V/M DIDN'T WRK EVEN WHN HE ENTERED HIS BTN AS  
THE TMPRRY PSS CDE. WLL FX OVR LTR TO CXL SRVC AFTER HE CNTCTS  
BLLSTH TO REESTABLISH SRVC AS ADVSD.....DERRENF

Memo 1      Date 08/30/2000

```
F2  Add
F3  Delete
```

## Angel Leiro

---

**From:** Elio Santana  
**Sent:** Monday, January 15, 2001 10:49 AM  
**To:** Angel Leiro  
**Subject:** FW: MEMORY CALL

*me*

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

**From:** Ronald Curry  
**Sent:** Monday, January 15, 2001 10:48 AM  
**To:** Elio Santana  
**Subject:** MEMORY CALL

EILO,

CUSTOMER #JJL206UP SWITCH OVER TO IDS & THE MEMORY CALL HAD TO BE RESET. THE CUSTOMER WAS UPSET & STATED SHE ALMOST WENT BACK TO BELL

RON CURRY  
EXT 4324

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # JJL206UP      Group #      Type B      SIC Code 288  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/10/01 KATTY TPV 0620339  
1/15/01 S/W JUDY IN REF: TO WHO HAS THE LD SERV/ONLY HER LOCAL SERV  
BE WITH IDS NOT THE LD SERV/ALSO ADV ON THE RESET OF MEMORY CALL  
RON C.  
01/15/01 UNE AND QA SONIA C  
1/15/01 CALLED CUSTOME BACK & CUSTOMER DECIDED TO LEAVE THE LD SERV.  
WITH 0288(AT & T)      RON C.

Memo 1      Date 01/10/2001

F2 Add  
F3 Delete



## Angel Leiro

---

**From:** Elio Santana  
**Sent:** Monday, January 15, 2001 2:20 PM  
**To:** Angel Leiro  
**Subject:** FW: LOST VOICE MAIL DUE TO SWITCH TO IDS

Vm

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

**From:** Rydell Hodge  
**Sent:** Monday, January 15, 2001 1:23 PM  
**To:** Elio Santana  
**Subject:** FW: LOST VOICE MAIL DUE TO SWITCH TO IDS

Was this one of the examples you needed

Rydell

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

**From:** Elaine Mowatt  
**Sent:** Friday, January 12, 2001 3:28 PM  
**To:** Gary Smith  
**Cc:** Barbara Tramutola; Rydell Hodge  
**Subject:** LOST VOICE MAIL DUE TO SWITCH TO IDS

THIS CUSTOMER [REDACTED] LOST VOICE MAIL DUE TO SWITCH TO IDS. ACCT #GPM206UP PH #  
[REDACTED] HE IS IN [REDACTED] THANKS

```

F1 Help:*****ATS Customer Maintenance Program*****ENTER to edit***

```

Customer # GPM206UP      Group # LOCLD      Type B      SIC Code 833  
Name [REDACTED]      Phone [REDACTED]      Exempt USF

```

Memo Standard Information
ENTER to edit

```

JAVIER P. 01/10/01 TPV-0450984  
01/12/01 LOCKSON CLD IN AND REQ TO SPK TO SUPERVISOR I ASKED IF I COULD  
ASSIST HIM AND HE INSISTED ON SPKING TO SUP. FINALLY I GOT HIM TO TALK TO  
ME AND HE SAID HE IS NOT ABLE TO RETREIVE MSGS ON VM DUE TO SWITCH TO IDS  
AND HE WAS TOLD THAT HE WOULD GET A 40% DISC AND HE BELEIVE HE WAS MISLED  
I APOLOGIZED TO CUST FOR LOOSING ACCESS TO HIS VM AND GAVE HIM DIRECTIONS  
ON HOW TO RESET. I ALSO LISTENED TO TPV AND HEARD A 20% DISC, I ADVSD  
CUST AND HE SAID THAT IS NOT WHAT HE WAS TOLD. CUST WANTS TO BE COMPENSAT

Memo 1      Date 01/10/2001

```

F2  Add
F3  Delete

```

```

F1 Help*****ATS Customer Maintenance Program*****ENTER to edit:

```

Customer # GPM206UP      Group # LOCLD      Type B      SIC Code 833  
Name [REDACTED]      Phone [REDACTED]      Exempt USF

```

Memo Standard Information:ENTER to edit:

```

01/12/01 CONT...ED FOR THE TIME HE WAS NOT ABLE TO RETREIVE MSGS BECAUSE HE CLAIMED THAT HE LOST A BIG CONTRACT. PER MERCY WE CAN SUBMIT FOR A GOODWILL CREDIT BUT NOT SURE HOW MUCH CREDIT WOULD BE OR IF IT WOULD BE APPROVED. CUST WANTS A CALL BACK WHEN WE GET MORE INFO...ELAINE

01/12/01 LOCKSON CLD BACK AND SAID THAT HE IS STILL NOT ABLE TO RESET VM I TRIED TO RESET IT ALSO BUT WAS UNABLE TO DO SO. I CLD BELL AND SPK TO ANGELLA AND GOT COMMTT FOR TOMORROW BY 1PM...ELAINE

01/16/00 ENTERED USOCS AND QA. MISSING ONE USOCS THAT IS NOT IN THE

Memo 2      Date 01/12/2001

```

F2 Add
F3 Delete

```

```

F1 Help*****ATS Customer Maintenance Program*****ENTER to edit*****

```

Customer # GPM206UP                      Group # LOCLD                      Type B                      SIC Code 833  
Name [REDACTED]                      Phone [REDACTED]                      Exempt USF

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # GPM206UP      Group # LOCLD      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

SYSTEM FOR GA    S KNIGHT  
01/17/01 JACK CLD IN AND STATED THAT HE STILL CANNOT RESET VM, I CLD BELL  
REPAIR AND THEY ADVSD ME THAT CUST # IS SHOWING DISC IN THEIR SYST. I  
SPK WITH NYRA AND EXP TO HER THAT CUST # IS NOT DISC BECAUSE I AM ON THAT  
LINE WITH CUST. SHE SAID TO CALL LCSC AND HAVE THEM DO AN (R) ORDER, SHE  
ALSO SAID THAT CUST CALL FORWARDING IS RINGING TO 770-535-7342 INSTEAD OF  
770-350-9898. I GAVE INFO TO BARBARA TO TO CALL LCSC ONCE I GET AN ANSWER  
I WILL CALL CUST BACK, BECAUSE I TRIED CALLING HIM BUT GOT NO ANSWER.....  
  
Memo    3      Date    01/16/2001

F2    Add  
F3    Delete

Memo Standard Information ENTER to edit

SYSTEM FOR GA S KNIGHT

Memo 3 Date 01/16/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # GPM206UP

Group # LOCLD

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

01/17/01 CONT...ELAINE

01/17/01 GAVE THIS NEW ORDER TO CHANGE RING TO NUMBER FOR CF TO CORRECT  
NUMBER. TO DINORA SHE PLACED THE ORDER WITH PROVISIONING AS SOON AS I  
GET A PON# I WILL CALL BACK THE LCSC TO EXPEDITE THIS...BARBT

01/17/01 ORDER FROM BARBARA T TO CHANGE CFN SUBMITTED PON# CBL1171401P  
CALCULATED DUE DATE 01/19/01////TJAY\* COMPLETED 01/18/01

1-18-01 MR HOWORTH CALLED BACK ON ORDER I CALLED LCSC SPOKE TO TERESA  
TO TRY TO GET ABOVE PON DONE TODAY DONE....DAWN

Memo 4 Date 01/17/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # GPM206UP

Group # LOCLD

Type B

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information      ENTER to edit

1/26/01 CST REQ TO SPEAK TO ELAINE WHILE ON HOLD CST HUNG UP...ELIO  
021401 CUST CALLED TO SPEAK TO CUST ON A CREDIT THAT CUST REQ FOR LOSING  
FEATURES FOR A WEEK..WILL SUBMIT FOR CREDIT PER RYDELL.KMORRIS

Memo 5      Date 01/26/2001

F2 Add

F3 Delete

RUEF 11/11/01

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MFS616UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/13/00 FP ANI DNE MICHAEL M TPV13783  
01/02/01 USOCS ENTERED BY MARJORIE/100% COMPLETE  
01/05 CUST CALLED NEEDED CALL FRWD ON LINE #7702481231, FAXING FORM TO  
#4048735738..KMORRIS  
01/08/01 CUST GOING TO REFAX REQUEST FORM.....JORGE M  
01\*08\*01 CUST CALLED TO MAKE SURE FAX WAS RECEIVED, ADV CUST THAT FAX WAS  
RECEIVED AND HAD ELIO TRY TO EPIDITE ORDER, CUST STATED THAT HE HAD FEATUR  
W/BELL SOUTH AND IT WAS DROPPED WHEN HE CAME TO IDS, ADV CUST THAT ONCE

Memo 1      Date 12/13/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MFS616UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

01/11/01 CALLED LCSC GOT PIN # TO BE 5579 ACCESS # AS 770-368-0734...RH  
1-11-01 CALLED CUST BACK FOR RYDELL AND NANCY BUT GOT NO ANSWER SO I LEFT  
A VOICEMAIL FOR HIM WITH ALL THE INFORMATION.....JAIME  
01/12/01 DON CLD IN TO SPK WITH ELIO, I ADVSD HIM THAT ELIO IS ON ANOTHER  
CALL AND IF I CAN ASSIST HIM AND HE SAID HE CANNOT ACCESS CALL FORWARDING  
I ADVSD CUST OF ABOVE PIN # AND ACCESS # AND HE SAID HE WILL TRY IT...  
ELAINE

Memo 2      Date 01/11/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # MFS616UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

.....Memo Standard Information.....ENTER to edit.....

CONT.....I RECEIVE A CONFIRMED DUE DATE FOR FEATURE I WLD CB @404791434  
3.....NATASHA  
01-09-01 CUST RON CI REGARDING ADDING SVC ORDER ADV CUST PER ELIO THE  
SERV WLD BE ON THE LINE TODAY.....PMAINOR  
01/09 RECVD FAX TO ADD CALL FRWD TO #7702481231, SENT TO PROV, KMORRIS  
01/11/01 SPK WTH DON REGARDING HIS REMOTE CLL FRWDNG. NANCY SD SHE WLD  
EITHER CHK OR HAVE MERCY CLL THE LCSC FOR THE ACCSS NMBR. CSTMR  
SD TO CB & LEAVE THE MESSAGE ON THE V/M AT 7702481231....DERRENF

Memo 2 Date 01/08/2001

F2 Add

F3 Delete

.....F1 Help.....ATS Customer Maintenance Program.....ENTER to edit.....

|            |          |         |       |       |   |          |     |
|------------|----------|---------|-------|-------|---|----------|-----|
| Customer # | MFS616UP | Group # | LOCAL | Type  | B | SIC Code | 432 |
| Name       |          |         |       | Phone |   |          |     |
|            |          |         |       |       |   | Exempt   | USF |

.....Memo Standard Information.....ENTER to edit.....

01/11/01 NANCY ADVSD ME THT SHE CLLD & LFT A V/M FOR CSTMR....DERRENF  
01/12/01 CUST CNT ACCDESS HIS REMOTE CLL FOWRDN OPENED TT#20933....JORGE M  
01/12/01 CUST. CLLD TO ACTIVATE REMOTE CALL FORWARD...NORMA SANCHEZ  
01/12/01 DON CLLD AND NEEDS TO HAVE THIS COMPLETE BY THE END OF THE DAY  
THIS IS THE MOST IMPORTANT HOLYDAY AND HE IS GOIN TO LOSE LOTS OF  
MONEY....NORMA SANCHEZ NEED CB TO 7047914343 ...NORMA SANCHEZ  
01-12-01 SPOKE TO ANGELA AT LCSC SHE CLOSED THE PON SHE SAID SHE WILL  
CLOSE IT TODAY IT SHOULD BE WORKNIG IN 15 MIN NOTIFYING ELIO....

Memo 3 Date 01/11/2001

F2 Add

F3 Delete

.....F1 Help.....ATS Customer Maintenance Program.....ENTER to edit.....

|            |          |         |       |       |   |          |     |
|------------|----------|---------|-------|-------|---|----------|-----|
| Customer # | MFS616UP | Group # | LOCAL | Type  | B | SIC Code | 432 |
| Name       |          |         |       | Phone |   |          |     |
|            |          |         |       |       |   | Exempt   | USF |

.....Memo Standard Information.....ENTER to edit.....

01-12-01 CON.....DAWN



## Service Order NO52C6D8

Last Pass Received: 12/20/00 6:06:23 PM

Days in Current Status: 21

CPX001 N52C6D 404526 BM - - Y N  
404 526-9471F 308 12-20- 00 ATLD 12- 18-00 0951 12-18  
NO52C6D8A UEPBX YAXQBZ0 12- 20- 00 W

Number of times in this status: 001

ZRTI S, QS, 800 773-4967, DP, 205321  
IAECN 8368, UEPBX  
ICENT SOY  
RRSO DO5238H9  
SEQ (A) DO5238H9

## ---LIST

INP (NON-PUB) [REDACTED]  
ILA [REDACTED]  
ISA [REDACTED]  
IYPH 999001 NONE  
ISIC 5511  
IFCTN ;NNA

## ---DIR

IDDA M [REDACTED] 30307  
IZDDE  
IDEL A1, B1, C1, D1, E1

## ---BILL

IBN1 I D S TELECOM LLC  
IBA2 1525 N W 167TH ST  
IBA3 SUITE 200  
IPO MIAMI FL 33169  
ITAX ONNO  
IRTX F S  
IZPTX Y  
ITAR 001,701  
ICI CLEC  
ICC B  
ISS 000-00-0000;N  
IBIR BSED  
IBIR BSBOL  
IMAN C8368  
IBTN [REDACTED]  
IPON WJRI2181050A

## ---S&amp;E

I1 UNECN/TN [REDACTED] /ZRCI I D S TELECOM LLC, JEFF  
/ RODRIGUEZ, [REDACTED]  
I1 UEPBL/TN [REDACTED] /PIC 0432/LPIC 0432/PCA BO, 11-02-00  
/LPCA BO, 11-02-00/BI WIC  
I1 UEPLX/TN [REDACTED] /BI WIC  
I1 LNPCX/TN [REDACTED]  
I1 USAC2/TN [REDACTED]  
I1 NPU  
I1 SOME C

## ---STAT

SWO NF1

Flexible  
call forwarding  
dropped off  
on conversion

Grandfathers



jm

January 10, 2001

Via E-Mail

Randy Roland, Analyst  
Florida Public Service Commission  
Capital Circle Office Circle  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Complaint No. 350901T - [REDACTED]

Dear Mr. Roland:

Kindly allow this letter to serve as a formal response to the above captioned complaint filed with this Commission on 12/18/00 by [REDACTED]

I have reviewed the customer file and contacted the Complainant on 12/21/00. I indicated to Ms. Toner that IDS had obtained an electronically recorded authorization as described below on 8/7/00. Ms. Toner agreed that she had given authorization and stated that she wanted to test the service for one month and if all went well, she would stay with IDS. Upon being converted to IDS, Ms. Toner found that her voice messaging was not functional so she contacted BellSouth who in turn told her to contact IDS for service.

Because of the above problem, which BellSouth has time and again indicated to IDS that it has been corrected, [REDACTED] requested her services with IDS be cancelled and that she be switched back to BellSouth.

The electronically recorded authorization may be accessed by dialing [REDACTED] enter account no. [REDACTED] select option 1 and enter code #4215. I verified at Complainant's services were switched back to Complainant's preferred carrier as of 12/5/00 and the account has been cancelled.

Notwithstanding the recorded authorization, IDS will issue Complainant a credit in the amount of \$224.33 for invoices dated 11/30/00 and 12/31/00. Complainant should disregard the invoices.

IDS sincerely apologizes for any inconvenience this matter may have caused Complainant.

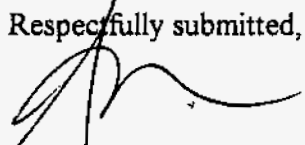


If Complainant has any questions she should contact me directly at (305) 612-4311.

Based on the aforementioned information, it is the position of IDS that authorization was properly obtained and respectfully requests that this Commission close this case as soon as conveniently possible and categorize it as a non-infraction against IDS.

Thank you

Respectfully submitted,

  
Angel M. Leiro  
Regulatory Affairs

Cc:  Complainant

VM

F1 Help:ATS Customer Maintenance Program:ENTER to edit

Customer # DDS111UP      Group # LOCAL      Type B      SIC Code 333  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit

8/18/00 TVP SET UP BY DAWN S  
11/29/00 CUSTMR WAS VERY IRAT SAYING SHE DID NOT AUTHORIZ IDS SERVICE,  
CALLG LCSC, WILL CAL BAK CSTMR WITH ANSR....DM  
11/29/00 CUST CLL AGAIN STATED NO ONE CLL HER YET, SHE DID NOT AUTHR THIS  
CHANGE AND SHE SAYS SHE IS SLAMMED, CUST WANT SERVICE WITH BELL NOT IDS  
I TOLD HER TO CLL BELL TO HAVE SERVICE SWITCH TO BELL CUST STATED BELL  
DIDN'T WANT TO DO IT, I TOLD HER TO I ASK TO SPEAK TO A SUERVISOR, CUST  
GOT SO MAD AND HANG UP CAUSE NO SUPERVISOR WAS AVAILABLE TO TALK TO HER,  
Memo 1      Date 08/18/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit

Customer # DDS111UP      Group # LOCAL      Type B      SIC Code 333  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit

.O I ASK HER TO LEAVE A NUMBER WHERE THEY CAN CLL HER BACK, CUST HANG UP  
.....VONIE.....  
12/01/00 USOC'S ENTERED 100% COMPLETE BY VERONICA....  
12/18/00 QA REVIEWED BY CARI A. SWITCHED BACK TO BELL PUT IN DISC. DATE  
Memo 2      Date 11/29/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit

Customer # DDS111UP      Group # LOCAL      Type B      SIC Code 333  
Name      Phone      Exempt  
USF

.....Memo Standard Information.....ENTER to edit.....

ANGEL L. - CUST FILED COMPLT WITH FPSC 12/18/00. ANGEL RESPONDED TO COMP  
1/10/01. ANGEL SPOKE WITH CUST AND GAVE TPV INFO. CUST INDICATED THAT  
SHE WAS ON A MONTH TO MONTH TO TRY SERVICE. ONCE SHE EXPERIENCE VM LOSS  
UPON CONVERSION, SHE BECAME UPSET AND REQUESTED SWITCH BACK TO BELL.  
CREDIT FOR 11/00 AND 12/00 INVOICES \$224.33 AND CLOSED AND CANCEL ACCT.  
\*\*\*\*\* NO FURTHER ENTRYS - PSC COMPLAINT - ANGEL LEIRO\_-----

Memo 3      Date 01/16/2001

F2 Add

F3 Delete



✓m

December 15, 2000

Via U.S. Mail

Mr. Matt Rhody, Consumer Services  
Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602

Re: Complaint No. 200003737 - [REDACTED]

Dear Mr. Rhody:

Kindly allow this letter to serve as a formal response to the above captioned case filed 12/7/00 with this Commission by [REDACTED]

I have reviewed the file on this account and attempted to contact the Complainant this afternoon. [REDACTED] was not available and I left a message on the voice mail informing her that I was filing a response to the complaint based on my findings to date. I will attempt to contact [REDACTED] again 12/18/00.

The record on this account indicates that authorization was obtained from Ms. French via electronically recorded authorization which may be accessed by dialing [REDACTED] enter account no. [REDACTED] select option 1 and enter code #12445.

Because of the dispute filed by the Complainant, I verified that there is a pending order for a switch back to the preferred carrier at which time the account will be cancelled and no charges will be invoices accordingly.

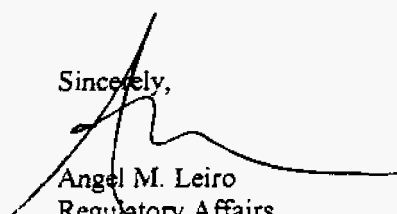
Notwithstanding the foregoing, it is the position of IDS Telcom that authorization was properly obtained using the above method of electronically recorded verification. Nevertheless, IDS sincerely apologizes for any inconvenience this matter may have caused the Complainant.

Should there be any further concerns in this regard, I may be contacted directly at (305) 612-4311.

Therefore, IDS respectfully requests that this Commission close this case as soon as conveniently possible and categorize it as a non-infraction against IDS.

Thank you.

Sincerely,

  
Angel M. Leiro  
Regulatory Affairs

Cc: [REDACTED] Complainant

Complaint nbr: 200003737 Entry Date: 12/7/00 Closed Date: Type Contact: Hotline

Name: [REDACTED]

Utility: IDS Telcom, LLC

Address: [REDACTED]

Utility Nbr: 5052090 Location: Residence

Contact: [REDACTED] Manager

Utility Type:

[REDACTED]

Complaint Reasons: Slamming (Carrier Selection/Assignment)

County: Jefferson

(none) ((none))

Home:

Work: 505 500 1005

Complaint referred by:

Fax: [REDACTED] BR Nbr:

EMAIL:

Contacted Utility? ☒ Spoke with:

Cust Relations: Not accessible

Utility Contact:

Utility Contact's Telephone: - -

Preliminary Description:

Other Contacts:

Slamming

Processor Name: RHODY\_M

See File ☐

Case Related ☐

Staff Referral ☐

Confidential ☐

Customer Yes ☐

Info Only ☐

Formal Forms ☐

Ref to Util ☒

Satisfied? No ☐

PSC Narratives:

Investigator: RHODY\_M

Date: 12/07/2000 15:33:46

Customer says she was contacted by a representative of IDS offering a 20 percent discount on her phone service and said that nothing about her service would change. Customer said that yesterday she found out her voice mail was not working and when she contacted BellSouth she found out that her local service had been switched. Customer says that she never agreed to change from BellSouth because she has a small business plan with BellSouth. Customer also says she currently not able to place long distance calls. Customer wants service with IDS canceled immediately and to be switched back to BellSouth

Tape date 11/6/00 CSIR NO 5582

2 Cons.

Condy French. Dols: 11/00  
Over 18  
Authorized

Ref: [REDACTED] See French.



UM

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # PIC458UP Group # LOCAL Type C SIC Code 223  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information:ENTER to edit:

11/14/00 CAROLINA G. TPV 12445..  
12/07/00 CUST CALLED REQUESTED TO SPEAK SUP SHE WAS VERY IRATE BECASUE  
SHE WAS TOLD BY TELEMARKETING THAT NOTHING WOULD CHANGE AND SHE LOST HER  
VOICMAIL AND NOW HAS NO LD I ADVISED CUSTOMER TO FAX REQUEST AND SHE  
REFUSED CUSTOMER STATES SHE WILL CONTACT THE PUBLIC SERVICE COMMISSION  
FOR MISREPRESENTATION SUBMITTED A CANCELATION REQUEST.....MERCEDES  
12/07/00 CUSTMR CALD INQIRING AABOUT TRBL WITH LINS MERCY TOLD ME TO CALL  
LCSC AND CANCL PSO, WILL CAL BAK TO NOTIFY CUSTMR OF STATS..DM

Memo 1 Date 11/14/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # PIC458UP Group # LOCAL Type C SIC Code 223  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information:ENTER to edit:

12/08/00 CSTMR CLD TO INQ ABOUT PSO LET HER KNOW THAT PSO ORDER HAS BEEN  
CXLD.LARIAS  
12/11/00 ENTERED USOCS BY CAROLINA  
12/12/00--CUST CALLED REPORTING THAT SHE COULD NOT COMPLETE ANY LONG  
DISTANCE CALLS CHECKED LENS AND SAW THAT SHE WAS PIC TO A DIFFERENT  
CARRIER ADVISED CUST THAT SHE HAD TO CONTACT THE OTHER CARRIER (CABLE AND  
WIRELESS) IN ORDER TO TAKE CARE OF THE PROBLEM RICHARD

Memo 2 Date 12/08/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # PIC458UP Group # LOCAL Type C SIC Code 223  
Name [REDACTED] Phone [REDACTED] Exempt  
USF



Memo Standard Information ENTER to edit

12/12/00 CUSTOMER CALL AGAIN NOW REPORTING PROBLEM W/ VOICE MAIL/CALLED  
BELL..SPOKE TO JANE...COMMIT TIME TOMORROW BY 10:30 AM....JR  
12/13/00 QA REVIEWED BY ROSY C. (TELEM)

Memo 3 Date 12/12/2000

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # PIC458UP Group # LOCAL Type C SIC Code 223  
Name Phone Exempt  
USF

Memo Standard Information ENTER to edit

ANGEL L. CUST FILED COMPLT WITH KPSC RE: MISREPRESENTATION DUE TO VM DROP  
I ATTEMPTED TO SPEAK WITH MS. FRENCH PRIOR TO RESPONSE TO PSC COMPLT BUT  
SHE WAS NOT AVAILABLE.  
\*\*\*\*\* VERIFY SWITCH TO BST; CANCEL ACCOUNT AND CREDIT CHARGES - NO  
FURTHER ENTRY PLEASE - ANGEL LEIRO\*\*\*\*\*

Memo 4 Date 01/16/2001

F2 Add

F3 Delete



Other.

February 12, 2001

**Via E-Mail**

Mr. Dan Flores, Analyst  
Florida Public Service Commission  
Capital Circle Office Circle  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Complaint No. 354059 [REDACTED]

Dear Mr. Flores:

Kindly allow this letter to serve as a supplemental response to the above captioned complaint filed with this Commission by [REDACTED] on 1/5/01.

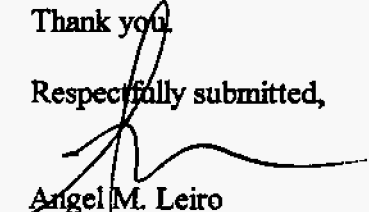
I contacted [REDACTED] on 2/7/01 regarding a trouble ticket placed for the new line, which was the subject of the original complaint. [REDACTED] stated that the BellSouth technician got out to the business on 2/6/01 and made the repair. This problem first surfaced when the new line was installed on 1/29/01.

[REDACTED] indicated that he was upset about the delay and suggested that IDS Telcom must be on the "low priority list" with BellSouth because of for repairs. I told him I would check the order history to determine where the delay may have occurred and report anything unusual to him accordingly.

If there are any further questions or concerns in this regard, I may be reached at (305) 612-4311

Thank you.

Respectfully submitted,

  
Angel M. Leiro  
Regulatory Affairs

Cc: [REDACTED] complainant

Request No. 354059T

Name

Business Name PINNACLE MRTGAGE INC.

## Consumer Information

Name:

Business Name:

Svc Address:

County: Alachua

Phone:

City/Zip: Gainesville

/ 32607-

Account Number:

Caller's Name:

Mailing Address:

City/Zip:

Can Be Reached: ( ) - -

*Hand TT Hnd  
9/29/01 →*

Florida Public Service  
Commission - Consumer Request  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
850-413-6100

## Utility Information

Company: IDS LONG DISTANCE, INC.

Attn: Mr. Keith Kramer 354059T

Response Needed From Company? ☒

Date Due: 01/29/2001

Interim Report Received: //

Reply Received: 01/30/2001

Reply Received Timely/Late:

Informal Conf.: ☒

## PSC Information

Assigned To: DAN FLORES

Entered By: DFLORES

Date: 01/05/2001

Time: 11:49

Via: PHONE

Prelim Type: DELAY IN CONNECTION

PO:

Supmntl Rpt Req'd: 02/06/2001

Certified Letter Sent: //

Certified Letter Rec'd: //

Closed by:

Date: //

Closeout Type:

Apparent Rule Violation:

Customer states that since December 12, 2000 he requested a third line to be installed in his business. Customer states that he has requested phone company to complete the inside wiring but has not been able to up to this date. Customer states that phone company has not been able to connect his phone service with the third line.

Please investigate this matter and provide FPSC with a detail report by due date.

Dan flores

01/30/01 - Response received via e-mail. janderson

02/06/2001 Reviewed report. IDS advised that the service was ordered on December 1, 2000. The customer returned a form request on December 4, 2000. The request was submitted to the underlying provider, BellSouth. The service was installed on January 5, 2001. eplend

*Spoke w/ Cust. TT completed 2/6  
Cust State IDS mistake on low priority on BST.  
Comp  
B2J Problem - 1/21/01 (Answer) 2/6/01 2/7/01*

Request No. 354059T

Name

Business Name

PAGE NO. 1

FROM: DAN FLORES

2-06-01 10:30am

P. 2

March 14, 2001

Via Facsimile and U.S. Mail

Ms. Ginny Smith, Director  
Consumer Services  
Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602

Re: Complaint No. 200101547 - [REDACTED]

Dear Ms. Smith:

Kindly allow this letter to serve as a formal response to the above captioned case filed by [REDACTED] with this Commission on 3/14/01.

I have reviewed the file on this account and contacted the Complainant this afternoon. [REDACTED] had contacted our office on 1/16/01. At that time the Complainant spoke with our Collections manager Mr. Alberto Roca who explained that IDS obtained authorization from [REDACTED] on 10/25/00. [REDACTED] listened to the tape authorization at that time and was told that he because he was unaware of the switch, IDS would credit the charges and the account would be closed accordingly. Unfortunately, invoices continued to be processed and sent to [REDACTED] prompting this complaint.

The tape authorization may be obtained by calling ([REDACTED] enter account code [REDACTED], select option 1 and enter tape number 11363. I have requested a wave file from the telemarketing company Equal Access, Inc. that shall be forwarded to this Commission accordingly.

An important note that must not be overlooked here is that according to [REDACTED] letter attached to the Complaint, he indicates that when he contacted BellSouth requesting information about IDS Telcom, he was told by BellSouth that "they'd never heard of them" referring to IDS.

This kind of flagrant misrepresentation by BellSouth to telephone subscribers is egregious and extremely damaging to IDS. As this Commission is fully aware, IDS Telcom is a certificated local exchange carrier with approved and filed Interconnection Agreements with BellSouth in all nine BellSouth States. These continued misrepresentation by BellSouth to the consumers is not only damaging to IDS but to any CLEC that is trying to do good business in your State. This kind of anticompetitive behavior undermines any attempt to allow competition into the telecommunication market.

IDS Telcom kindly requests that this Commission inform consumers that this type of statement from BellSouth is false and misleading. IDS will bring this matter up in the proper forum at the appropriate time.

Notwithstanding the foregoing, it is IDS' position that it did properly obtain authorization to convert the Complainant's services as indicated by the above tape authorization.

A review of the LENS record for this customer indicates that services were returned to BellSouth on 2/9/01.

IDS Telcom sincerely apologizes to the Complainant for any inconvenience this matter may have caused. Should there be any further concerns in this regard, I may be contacted directly at (305) 612-4311.

Therefore, IDS respectfully requests that this Commission close this case as soon as conveniently possible and categorize the complaint as a non-infracton.

Thank you.

Sincerely,

Angel M. Leiro  
Regulatory Affairs

Cc: [REDACTED] Complainant

RECEIVED

FEB 19 2001

PSC Consumer Services

Ms. Jenny Smith,  
Public Service Commission,  
PO Box 615,  
Frankfort, KY 40602.

459 Madison Tyler Road,  
Hueysville, KY 41640.

February 12th. 2001.

Dear Ms. Smith,

Re: IDS Telcom

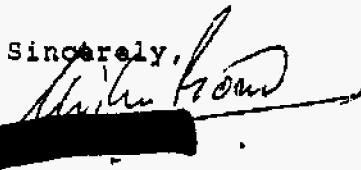
I enclose some more offerings from the above for your kind attention.

I telephoned BellSouth about them and they informed me that they'd never heard of them. They also confirmed that our account was up to date. I also telephoned our long distance provider and they, too, confirmed our account was up to date and that they'd received no notification of our switching to someone else. I wrote to IDS of this, following their letter of the 26th. ult., (enclosed). However, they still keep churning the bills out.

I'm really not concerned for ourselves. These people don't frighten us, since we have nothing to be frightened about. The point is, though, that if an elderly person were to receive such correspondence, they'd probably be very seriously alarmed and would pay, thinking they'd done something wrong. I know perfectly well that my mother-in-law would do this, if left to her own devices!

I feel strongly, though, that their methods now border on extortion and they should be stopped. I do hope that you can do something about this, or pass my correspondence along to an appropriate body,

Sincerely,

  
[Redacted]

Encls.

## PSC Consumer Inquiry System

3/14/2001

Complaint nbr: 200101547

Entry Date: 3/14/01

Closed Date:

Type Contact:

Name: [REDACTED]

Utility: IDS Telcom, LLC

Address: [REDACTED]

Utility Nbr: 22205209 Location:

Utility Type:

Complaint Reasons: Billing (Billing policies/practices)

County: Floyd

(none) ((none))

Home:

Work:

Complaint referred by:

Fax:

CBR Nbr:

EMAIL:

Contacted Utility? ☒ Spoke with: Customer Service

Cust Relations: None

Utility Contact:

Utility Contact's Telephone: - -

Preliminary Description:

Other Contacts:

Unauthorized charges

Processor Name: SMITH\_V

See File ☐Case Related ☐Staff Referral ☐Confidential ☐Customer Yes ☐Info Only ☐Formal Forms ☐Ref to Util ☒Satisfied? No ☐

PSC Narratives:

Investigator: SMITH\_V

Date: 03/14/2001 15:46:56

Rec'd letter in which customer expressed concern about receiving a billing from IDS.  
Customer is requesting verification of how and why this account was billed and all  
charges adjusted.

10/25/00 - [REDACTED] 1 line.  
3/4/01 - [REDACTED]

Back to BST 2/9/01

12, 1,  
2 mths.



1525 N.W. 16th St, 2nd floor  
Miami, Florida 33169

01/26/2001

[REDACTED] CHECKMETERS  
[REDACTED]  
[REDACTED]

Customer No: BBC453UP

Total Amount Due \$ 83.46

Dear CUSTOMER,

Is it possible a payment was overlooked? As we show your account 30 days past due. In order to keep your account active, we must receive the total amount due within seven(7) days. If you have already mailed a payment recently, please contact our office as you may still have a past due amount.

Please understand, if payment is not received we will have no alternative but to disconnect your services until the payment is received.

Should you have any questions concerning your account please call the Collection Department, Monday-Friday 8:30 a.m. - 5:00 p.m. at (305) 913-4000 or (954) 925-2592 and ask for ext. 293. Thank you.

Sincerely,

Collections Representative



## **Fax Cover Sheet**

Kentucky Public Service Commission

P.O. Box 615

Frankfort, KY 40602

Fax: (502) 564-7397

**To:** Angel Leiro, IDT Telcom  
305-612-3027

**From:** Ginny Smith, Director  
Consumer Services  
(502) 564-3940 Ext. 404

**Date:** March 14, 2001

**No. of Pages (not including cover page):** 5

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If there is a problem with the transmission of this fax, please call Carol at (502) 564-3940 Ext. 234.

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # BBC453UP      Group # VOCAL      Type C      SIC Code 0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Accounting Information      ENTER to edit

1/3/01 MAILED FRIENDLY LTR....MARCIE  
1/16/01--M [REDACTED] CLLD AND SPK TO ALBERT ROCA @ 4126 AND CUST WNT BCK  
TO BELL SO ON 11/15/00 AND ALBERT PLAY'D THE TPV 11363 AND [REDACTED] WS  
THE ONE WHO AUTHORIZED TO SWCH THE LCL SVC TO IDS SUBMTT'D RQUEST TO CXL  
ACCT AND TO CRDT ACCRDLNGLY AS PER ALBERT'S RQUEST DO NOT CLL CUST UNTIL  
CRDT HS BN ISSD.....XG

Memo 1      Date 01/03/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # BBC453UP

Group # VOCAL

Type C

SIC Code 0

Name

Phone

Exempt  
USF

Memo Standard Information

ENTER to edit

11/02/00 MONICA V. TPV 11363  
12/01/00 ENTERED USOGS BY EVELYN  
12/11/00- QA REVIEWED HELEN (TELEMKTG)  
02/01/01 BILLING UPDATED BY EDUARDO M.  
2/5/01 RECDS PULLED FRM ACT//FILED IN CXLD UP//BJ

Memo 1 Date 11/02/2000

F2 Add

F3 Delete

FPSC DOCKET NO. 010740

IDS TELCOM, L.L.C. VS. BELLSOUTH  
TELECOMMUNICATIONS

2<sup>nd</sup> SUPPLEMENTAL ANSWERS TO BELLSOUTH'S  
INTERROGATORIES TO  
IDS TELCOM

INTERROGATORY NO. 103

Angel Leiro

---

From: Shenyetta Garner  
Sent: Tuesday, January 16, 2001 1:55 PM  
To: Angel Leiro; Elio Santana  
Subject: RE: : CONVERSION PROBLEMS

*Hunt/Rollover*

[REDACTED] ons  
DCI491UP  
(352) [REDACTED]

Lost Hunt/Rollover service due to switch. Customer is livid because his business is seriously suffering. He said Bell advised him that if switched back to them that they can have service working within a half hour.

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

From: Elio Santana  
Sent: Monday, January 15, 2001 4:31 PM  
To: Customer Service  
Cc: Angel Leiro  
Subject: : CONVERSION PROBLEMS

**\*\*\*\*\*DON'T FORGET\*\*\*\*\***

**PLEASE EMAIL ANGEL AND MYSELF. IF ANY  
CUSTOMER GOES DOWN WHILE CONVERTING  
TO IDS, ALSO IF ANY CUSTOMER LOOSES  
FEATURES OR MEMORYCALL RESETS THIS IS  
VERY URGENT PLEASE INCLUDE ACCT#, MAIN  
BTN, AND PON # (IF AVAIL)  
THANKS FOR YOUR HELP**

Elio Santana  
IDS Telcom  
(305)612-4108  
1-888-707-6500 EXT 4108  
esantana@IDSTelcom.com

Memo 1 Date 12/08/2000

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # DCI491UP Group # LOCAL Type B SIC Code 432  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information:ENTER to edit:

12/26/00 [REDACTED] A TPV [REDACTED]  
12/28/00 JACK CLLD IN STATING THT HE CANNOT USE HIS C/FRWDING FEATURE. I  
OPND UP TT 20314...  
12/28 OPENED TT#20354,PIN IS [REDACTED].KMORRIS  
12/29/00 USOCS [REDACTED]  
01/13/01---CUST CALLED AND SPOKE WITH [REDACTED] WAS UPSET BECAUSE SHE FAILED  
TO ASSIST HIM WITH ANYTHING AND WANTED SUPERVISOR TOOK THE CALL AND HELPD  
HIM WITH ISSUE WHICH WAS HIS HTG WAS NOT WORKING SUBMITTED LRF TO HAVE

Memo 1 Date 12/26/2000

F2 Add

F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # DCI491UP Group # LOCAL Type B SIC Code 432  
Name [REDACTED] Phone [REDACTED] Exempt  
USF

Memo Standard Information:ENTER to edit:

THAT FEATURE ADDED BECAUSE IT SEEMS TO HAVE BEEN DROPPED DURING SWITCH  
ALSO WANTED SERVICE ON ONE LINE CXL NO SPECIFIC DUE DATE WAS GIVEN AS HE  
IS UNAWARE THAT THE FEATURE WAS DROPPED WILL TRY TO EXPIDITE ORDER ON  
MONDAY A REP'S HELP [REDACTED]  
01-15-01 SUBMITTING TO ADD HUNTING SEQ PER CUS FAXED REQ....  
1/16/01 [REDACTED] CI REQ 2 SPK 2 SUPV; ADV MR SUPV ON CLL W/ANTHR CSR; OFFR  
2 ASSIST; MR ?'D WHT DS HE HV 2 DO 2 SWITCH BCK 2 BELL; ADV MR 2  
CALL BELL & NOTFY THM THT HE WNTS 2 SWITCH BCK; ASKD MR REASON 4

Memo 2 Date 01/13/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program: ENTER to edit:

Customer # DCI491UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information: ENTER to edit:

1/16/01 CONT'D...SWITCH BCK 2 BELL HE SD BCUZ HIS HUNT/RLLOVR SRVC WS  
DRPPD WHN HE SWITCHD 2 IDS & HIS BUSINESS HS BN SERIOUSLY AFFECTD;  
- MR SD BELL ADV HIM THT IF HE SWITCHES BCK 2 THM THT THEY CLD HV  
FEATR ACTVTD WITHIN A HALF HR; MR SD IF IDS CNNT PROVIDE SM SRVC  
W/SM TURNARND TIME THT HE WLL TK HIS SRVC BCK 2 BELL; MR ALSO  
EXPRSSD ANGER & GREAT CONCERN THT HE WS SPK 2 & WS ADV  
THT HE WLD RCV A C/B & HE NVR HEARD FRM HER AGAIN; I APOLOGZD 2  
CSR 4 REP NT FLLWNG UP; I ALSO EDUCATED MR THT WHNEVR A CHNG IN

Memo 3      Date 01/16/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program: ENTER to edit:

Customer # DCI491UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information: ENTER to edit:

1/16/01 CONT'D...SRVC/FEATRS IS REQ THT IT TKS ABT 7-10 BUS. DYS; MR SD  
WS ADV BY THT IT WLD BE EXPDTD; ADV MR NO ONE CAN GUARANT  
AN EXPEDT BUT WE CAN PUSH 4 AN EARLIER DUE DT; MR SD NO ONE EVR  
ADV HIM OF CLEARING TIME; MR REQ 2 SPK 2 SUPV; TRNSFRD 2 SUPV...  
1/16/01 PER SUPV, WLL WALK ORDR OVR 2 PROVSNG AN IN ATTMPT 2 EXPEDT & WLL  
C/B W/DUE DT...  
1/16/01 C/B @ 5:04PM, PER SUPV 2 ADV THT HUNT/RLLOVR ORDR WLL....

Memo 4      Date 01/16/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program: ENTER to edit:

Customer # DCI491UP      Group # LOCAL      Type B      SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

1/16/01 CONT'D...CMPLT 2MRRW BY 6PM; LFT MSG W/ [REDACTED]; MS [REDACTED] IS EMPLOYED BY CSR'S ANSWRNG SRVC (INTELLA); ALSO CLLD CSR'S [REDACTED], WS ABLE 2 REACH HIM ON HIS CELL; RELAYED MSG 2 MR GELHOLD HE SD HE NDS IT DN AS SN AS PSSBL; ADV HIM, PER SUPV, THT EVEN THOUGH EXPEDT DT IS DUE 2MRRW, HE'S STLL WRKNG IT 2 TRY 2 GET IT CMPLTD 4 TODAY; CSR SD OK & THANKED ME 4 THE C/B.. [REDACTED]

1/16/01 TRN [REDACTED] TO [REDACTED] VCML... [REDACTED]

1/17/01 C/B [REDACTED] ON CELL: (352)318-2944 2 ADV HUNT/RLOVR CMPLTD. [REDACTED]

Memo 5 Date 01/16/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

01/18/01 [REDACTED] CLD IN AND REQ TO ADD FEATURES TO ACCT, I ADVSD HIM TO FAX ME WRITTEN REQ AND HE SAID THAT HE CLD IN BEFORE AND REQ FEATURES AND NEVER HAD TO FAX IT AND HE NEEDED IT DONE TODAY. HE ALSO STATED THAT HE DID NOT HAVE TO GO THRU THIS WITH BELL AND HE WILL SWITCH HIS SERVICES BACK TO BELL. I ADVSD CUST THAT THERE IS NO WAY THAT WE WOULD BE ABLE TO ADD FEATURES TO HIS ACCT TODAY AND HE SAID WITH BELL HE COULD HAVE DONE SO AND HUNG UP.... [REDACTED]

1/18/01 CST WANTS TO ADD DELTE FEATURES WILL EMAIL ME REQUEST.. [REDACTED]

Memo 6 Date 01/18/2001

F2 Add

F3 Delete

F1 Help: ATS Customer Maintenance Program ENTER to edit

Customer # DCI491UP

Group # LOCAL

Type B

SIC Code 432

Name

Phone

Exempt  
USF

Memo Standard Information ENTER to edit

1/18/01 SENT TO PROV TO ADDC GCE, GCJ TO LINES ALSO REMOVE GCZ.... [REDACTED]



Angel Leiro

---

DSC

From: Ronald Curry  
Sent: Tuesday, January 16, 2001 4:43 PM  
To: Elio Santana  
Cc: Angel Leiro  
Subject: CUSTOMER OUT OF SERVICE

EILO,

THIS CUSTOMER WENT BACK TO BELL BECAUSE: DUE TO THE CONVERSION THE CUSTOMER WAS  
WITHOUT SERVICE  
FOR 1 AND A HALF DAYS

ACCT#MBF976UP

THANKS  
RON CURRY  
CUST SERV.  
EXT 4324

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # MBF976UP

Group #

Type C

SIC Code 0

Name [REDACTED] Phone [REDACTED] Exempt USF

Memo Standard Information ENTER to edit

12/23/00 S GOMEZ TPV 3480

01/02/01 AMANADA REQ. INF FROM CUST IN ORDER TO CONVERT HIM. [REDACTED]

01/13 CUST IS REQ THAT THE ACCT BE CANCELLED BECAUSE LINES ARE NOT UP AND RUNNING..KMORRIS

01/13 SENDING DEACT FORM..KMORRIS

1/16/01 S/W MRS. MITCHELL & SHE STATED THAT SHE GAVE A VERBAL CONSENT TO TO HAVE HER SERV. CANCEL WITH IDS ON 1/13/00. SHE ALSO STATED THAT SHE IS A SMALL BUS. & DID NOT HAVE A FAX MACH./I ADV CUST

Memo 1 Date 12/23/2000

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # MBF976UP

Group #

Type C

SIC Code 0

Name [REDACTED] Phone [REDACTED] Exempt USF

Memo Standard Information ENTER to edit

PER PON#VSG12231136A SO#D1FC6C46 HER ACCT WITH IDS IS CANCEL/CUST

STATED SHE WAS DEPENDING ON IDS TO GIVE HER SERV., HOWEVER HER SER.

WENT DOWN FOR A DAY & A HALF...IS WHY SHE SWITCH BACK TO BELL RON C

011/18/01 USOCS ENTERED BY ANDREA A, & QA TELEMARKETING APP..

01\*18\*01 PER CUST.AND<<CSR>>[REDACTED] CANCEL ACCOUNT,DISC.USOCS.THERE IS NO LINE CHARGES...REF TO THE FILE ROOM...ELIZABETH

Memo 2 Date 01/16/2001

F2 Add

F3 Delete

DISC

**Angel Leiro**

---

**From:** Elio Santana  
**Sent:** Tuesday, January 16, 2001 11:27 AM  
**To:** Angel Leiro  
**Subject:** FW: MTB491UP

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

**From:** Jennifer Reguero  
**Sent:** Tuesday, January 16, 2001 11:27 AM  
**To:** Elio Santana  
**Subject:** MTB491UP

MEGATREND BUILDING COMPONENT SC, [REDACTED], PON#VEP110139P, FOC 1/16/01..CUSTOMER SWITCHING TO IDS FROM BELL...HE IS TOTALLY DOWN...DOES NOT WANT TO SWITCH WANTS TO GO BACK TO BELL.....ALSO I NEED A TPV FOR HIM...NO NOTATIONS ON HIS ACCNT.

JENNIFER

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MTB491UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

01/16/01 TPV 14197/CUSTOMER CALLED TO FIND OUT WHO AUTHORIZED THE SWITCH  
/ADVISED THAT A [REDACTED] AUTHORIZED THE SWITCH/CUSTOMER WANTS TO HEAR  
RECORDING /ADVISED HER I WOULD CALL HIM BACK TO LET HER HEAR TPV...JR  
01/16/01 CUS CALLED SAID THAT HE NEVER AUTH THE SWITCH OF HIS SVC & THAT  
WE DO NOT HAVE A TPV PER THE LAST REP.ADVISED CUST THAT WE DO HAVE ONE  
PULLED TAPE & LISTENED TO WITH CUST.CUST WIFE AUTH SWITCH OF SVC.CUST  
UNDERSTANDS.CUST TTHEN SAID THAT HE HAS NO DIAL TONE & WANTS TO KNOW WHY.  
ADVISED CUST,PER ANGELA @ LCSC THAT OUR ORDER COMPLETED,BUT CUST CALLED

Memo 1      Date 01/16/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MTB491UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF

Memo Standard Information      ENTER to edit

01/16/01 CONT'BELL TO SWITCH HIS SVC BACK.CUST SAID THAT HE CALLED BELL  
TO SWITCH BACK.TOLD CUST THAT OUR ORDER COMPLETED AND THE ORDER WITH  
BELL WENT IN AND NOW WE ARE WAITING ON BELLS ORDER TO COMPLETE.....RH

Memo 2      Date 01/16/2001

F2 Add

F3 Delete

F1 Help      ATS Customer Maintenance Program      ENTER to edit

Customer # MTB491UP      Group #      Type B      SIC Code      0  
Name      [REDACTED]      Phone      [REDACTED]      Exempt  
USF



January 5, 2001

Via Facsimile and U.S. Mail

Mr. Lee Provo  
Alabama Public Service Commission  
P.O. Box 991  
Montgomery, AL 36101-0991

Re: Complaint filed by [REDACTED]

Dear Mr. Provo:

Kindly allow this letter to serve as a formal response to the complaint filed by [REDACTED] on behalf of [REDACTED] dated 1/2/01 against IDS Telecom.

I have reviewed the customer record and contacted the Complainant on 1/3/01 and again on 1/4/01. The complaint is regarding two lines that, when converted from BellSouth to IDS, would not ring and the calls were going directly to voice mail. IDS entered a trouble ticket on 1/2/01 and was told that repair would be out to the customer premise on 1/3/01 by 2:00 PM to resolve the problem. I personally contacted BellSouth repair and spoke with David Smith a Supervisor and he indicate that he would expedite the order for 1:00 PM on 1/3/01.

I again contacted the customer on 1/4/01 to determine if the problem was corrected. [REDACTED] indicated that only one of the lines was repaired. By now the customer had already placed an order to switch back to BellSouth. When the IDS CSR contacted BellSouth repair again to find out why both lines were not fixed, Ann the BellSouth CSR indicated that because there was a pending new connect order to switch the customer they would not open a new trouble ticket and further stated that the previous trouble ticket did not exist in their system. This still did not explain why BellSouth did not repair the problem the first time thereby causing further delay for the customer and despite the fact that the customer did have service performed on 1/3/01. When we further explained that the new connect order was to switch the customer back to BellSouth, not only did BellSouth now say that it would be fixed by 4:00 P.M. but they were out by 11:34 AM but did not complete repair until 2:30 PM. [REDACTED] also experienced a loss of his voice messages; a constant problem experienced with conversions to and from BellSouth and one that BellSouth has consistently stated has been corrected. This is also not the case.



██████████ indicated that when he contacted BellSouth's business office himself, the repair personnel told him that the reason he was having the problem is that he was with IDS and that if he switched back to BellSouth the problem would be resolved. ██████████

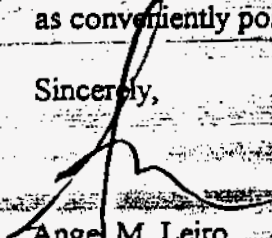
██████████ was kind enough to offer a written explanation of the discussion with BellSouth concerning IDS.

I spoke with ██████████ today and he indicated that the lines have in fact been switched back to BellSouth and he again was dealing with some services problems as I spoke with him on the phone.

IDS Telcom sincerely apologizes to the Complainant for the inconvenience caused by this matter.

Therefore, IDS Telcom respectfully requests that this Commission close this case as soon as conveniently possible.

Sincerely,

  
Ange M. Leiro  
Regulatory Affairs

Cc: ██████████ Complainant

C:/states/Alabama/complaintresponses/010501 future electric



DSC

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/21/00 CHERLINE TPV 14885  
01/02/01 CUST CLLD HAS PROBLEM W/ NEW LINES ..HE HUNG UP.....JORGE M  
01/02/01 SPOKE WITH CUSTOMER TWICE TODAY CONCERNING NOT HAVING DIAL TONE  
I CHECKED WITH BS AND THEY SAID THEIR IS A PSO ON THIS ACCT. I CALLED  
THE LCSC AND THEY SAID THAT OUR CONVERSION WAS COMPLETED BUT THEIR IS  
ANOTHER PSO ON ACCT. REP ADVISED ME TO QUESTION CUSTOMER ABOUT THIS NEW  
PSO CAUSE IT IS ALSO A CONVERSION ORDER. SARAH FROM THE LCSC CALLED  
BS AND HAD A RFEPAIR ORDER PUT IN FOR ME WITH COMMITMENT TIME OF 1/3/01

Memo 1      Date 12/21/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

1/3/01 SPOKE WITH DAVE SMITH AT REPAIR WILL EXPIDITE TICKET FROM 2PM TDY  
TO 1PM TDY.....ELIO  
1/3/01 SPOKE WITH CUSTOMER AND ADVISED HIM I WOULD CALL BACK IN 1 HOUR TO  
SEE HOW LINES ARE...BARBT  
1/4/01 SPOKE WITH KATHY AT BELL REPAIR CUST IS STILL HAVING TROUBLE ON  
WHEN YOU CALL THIS NUMBER IT IS GOING STRAIGHT TO  
VOICE MAIL KATHY STATED TO ME SHE WAS UNABLE TO OPEN A TICKET  
BECAUSE THERE IS A PSO TO CONVERT TO BELL DUE TODAY...MERCEDES

Memo 2      Date 01/02/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

.....Memo Standard Information.....ENTER to edit.....

1/4/01 I SPOKE WITH ANN AT BELL REPAIR AND SPOKE WITH ANN SHE WAS ABLE TO  
OPEN A TICKET TO FOR ME AND PROBLEM WILL BE CORRECTED BEFORE 4PM  
TODAY.....MERCEDES  
01/08/01 UNI DONE CARI A

Memo 3      Date 01/04/2001

F2 Add

F3 Delete



F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

ANGEL L. - COMPLT FILED W/APSC 1/2/01 COMPLAINING THAT BOTH LINES WERE VM

Memo 4      Date 01/16/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

GOING INTO VM. TT FOR 1/3/01 AT 2:00PM; REQUESTED EXPEDITE AND WAS GIVEN  
1 PM. CALLED CUST 1/4/01 TO GET STATUS. CUST REQUESTED SWITCH BACK TO BS  
AND STILL HAD ONE LINE DOWN. IDS CONTACTED BS REPAIR AND ANN INDICATED TO  
PENDING NC, THEY WOULD NOT OPEN TT AND FURTHER STATED THAT PREVIOUS TT  
THAT WAS WORKED DID NOT APPEAR IN THE SCREEN. WHEN WE EXPLAINED THAT CUS  
WANTED TO SWITCH BACK TO BS, BS REPAIR GAVE A 4:00 PM REPAIR AND WERE AT  
CUST PREM AT 11:34AM 1/4/01. CUST LOST VM. CUST INDICATD THAT WHEN HE  
SPOKE WITH BST REPAIR, THEY TOLD HIM THE PROBLEMS HE WAS EXPERIENCING

Memo 5      Date 01/16/2001

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # FEC921UP      Group # LOCAL      Type B      SIC Code 432  
Name      Phone      Exempt  
USF

.....Memo Standard Information.....ENTER to edit:.....

WERE DUE TO HIS SWITCHING TO IDS. CUST SAID HE WOULD SEND A SUMMARY OF  
EVENTS.

\*\*\*\*\*ACCOUNT CLOSED CUST SWITCHED BACK TO BELL DO NOT ENTER) \*\*\*\*\*

Memo 6      Date 01/16/2001

F2 Add

F3 Delete

## Service Order N13V1D95

Last Pass Received: 12/29/00 6:04:52 PM

Days in Current Status: 12

CPX004 N3V1D9 205425 BM Y N  
 106 12-27- 00 BESM 12- 26-00 1357 12-26  
 N13V1D95A UEPBX YAXQBND 12- 27- 00 W

Number of times in this status: 004

ZRTI N, QS, 800 773-4967, ALM, 205321  
 SPO M3Y1  
 IAECN 8368, UEPBX  
 ICENT 80Y  
 RRSO D14BJ836  
 SEQ (A) D14BJ836  
 IDSA VMS

## ---LIST

ILN  
 ILA  
 ISA  
 IDZIP  
 IYPH 026960  
 ISIC 1731  
 IFCTN

## ---DIR

IDDA  
 IDEL A1  
 IZDDE

## ---BILL

IBN1 I D S TELECOM LLC  
 IBA2 1525 N W 167TH ST  
 IBA3 SUITE 200  
 IPO MIAMI FL 33169  
 ITAR 019,714  
 ITAX ONNO  
 ISS 000-00-0000;N  
 IPON VERV12231232P  
 IZPTX Y  
 IBIR BSB  
 IBIR BSBOL  
 IMAN C8368  
 IBTN 205 992-1090-090

## ---S&amp;E

IHTG  
 I1 UNECN/ZRCI I D S TELECOM LLC, 305/ 913-4000, FRANCISCO COR  
 /TN  
 I1 UEPBL/TN /BI WIC/PIC 0432/LPIC 0432/PCA BO, 12-26-00  
 /HTG A/LPCA BO, 12-26-00  
 I1 UEPLX/TN /BI WIC  
 I1 MBB/TN /BI WIC/MBTN /VMO P,01  
 /VMAN /DLNM 2-FUTURE ELECTRIC  
 I1 USACC/TN  
 I1 ESM/TN  
 I1 UEPVF/TN  
 I1 GCE/TN /CFNB

*This was a flow thru order*

*When converted*

*Went into voice mail  
 did not ring -  
 Repair was dispatched  
 2 times. they failed to connect  
 when the first guy (one of 2 guys)  
 was still down  
 after initial repair visit,*

I1 GCJ/TN [REDACTED]/RCYC 3/CFND [REDACTED]  
I1 LNPCX/TN [REDACTED]  
I1 MWW/TN [REDACTED]  
I2 HTG  
I1 UNECN/ZRCI IDS TELECOM,305 913-4000,/ FRANCISCO CO  
/TN [REDACTED]  
I1 UEPBL/TN [REDACTED]/BI WIC/PIC 0432/LPIC 0432/PCA BO, 12-26-00  
/HTG A/LPCA BO, 12-26-00  
I1 UEPLX/TN [REDACTED]/BI WIC  
I1 VMSAX/TN [REDACTED]/BI WIC/MBTN 205 425-3567/TMB [REDACTED]  
I1 USACC/TN [REDACTED]/BI ALC  
I1 UEPVF/TN [REDACTED]  
I1 GCJ/TN [REDACTED]/RCYC 3/CFND 205 424-9456  
I1 LNPCX/TN [REDACTED]  
I1 UNECN/ZRCI I D S TELECOM LLC,305/ 913-4000, FRANCISCO CO  
/TN 205 425-9205  
I1 UEPBL/TN [REDACTED]/BI WIC/PIC 0432/LPIC 0432/PCA BO, 12-26-00  
/LPCA BO, 12-26-00  
I1 UEPLX/TN [REDACTED]/BI WIC  
I1 USACC/TN [REDACTED]/BI ALC  
I1 CREX4/TN [REDACTED]/CBK B  
I1 LNPCX/TN [REDACTED]  
G1 DPA 1-115 KNOLL CIR, MCCALLA/LSO [REDACTED]/TAR 000,714  
I1 EXF/TN [REDACTED]  
I1 1SESX/TN [REDACTED]/SSP  
G1  
I1 SOMEK

---STAT

SWO NA1

Angel Leiro

---

DSC

From: Mercedes Oteiza  
Sent: Friday, January 12, 2001 9:42 AM  
To: Angel Leiro  
Subject: DOWN DURING CONVERSION

GOOD MORNING ANGEL

I HAVE AN EXAMPLE OF A CUSTOMER WHO CALLED IN YESTERDAY AND REQUESTED TO SPEAK WITH A SUPERVISOR. THIS CUSTOMER BASICALLY JUST WANTED TO TELL ME THAT SHE HAS SWITCHED BACK TO BELL AS OF 1/04/01 AND THE REASON FOR THIS WAS THAT WHEN HER SERVICE WAS SWITCHED TO IDS SHE WAS DOWN FOR THREE DAY. CUSTOMER NUMBER CJD850UP [REDACTED]  
[REDACTED]

THANK YOU

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # CJD850UP      Group # LOCLD      Type B      SIC Code 833  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

12/18/00 SUNSIN TPV CODE 2632  
1/5/01-ENTERED USOCS FOR BTN ...LORI

Memo 1      Date 12/18/2000

F2 Add  
F3 Delete

F1 Help:ATS Customer Maintenance Program:ENTER to edit:

Customer # CJD850UP      Group # LOCLD      Type B      SIC Code 833  
Name      Phone      Exempt  
USF

Memo Standard Information:ENTER to edit:

ANGEL L. 1/12/01 REC. E-MAIL FROM MERCY, CUST SWITCHING BACK TO BELL  
CAUSE DURING CONVERSION TO IDS CUST WAS DOWN FOR 3 DAYS.

Memo 2      Date 01/16/2001

F2 Add  
F3 Delete

*BST cancelled  
N ord while  
due*

*on 12/18/00  
to convert  
cust. Did  
we submit to  
AT reg?*

## Angel Leiro

---

From: Dawn Reynolds  
Sent: Thursday, March 01, 2001 8:46 AM  
To: Angel Leiro  
Cc: Dawn Reynolds  
Subject: SOMETHING STRANGE

CUSTOMER WITH OUR SERVICE RESENTLY WE TOOK 3 OF HIS 4 LINES 2-28-01 2 OF HIS LINES WENT OUT YESTERDAY. WE PUT IN TT ON THIS AROUND NOON . BELL CLOSED IT AND CHANGED THE OE WHICH THYE SAY IT THE LINES PERSONAL SWITCH AND THEY CLOSED TICKET WITHOUT RETESTING . NOW THIS MORNING NOT ONLY ARE THOSE 2 LINES STILL DOWN BUT NOW IT IS EFFECTING A 3RD LINE . MIND YOU HIS LINE NUMBER [REDACTED] THAT IS WITH BELL NEVER WENT DOWN . I NOW HAVE ASHLEY THE SUPER OF REPAIR WORKING ON THIS WITH RYDELL GETTING THE RESPONCE .

SP W444up

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # SPW444UP Group # Type B SIC Code 0  
Name Phone Exempt  
USF

Memo Standard Information ENTER to edit

02/16/01 CASSANDRA TPV-0272072  
02/28/01 CLLD IN B/C SHE HS NO DL TN ON TWO OF HR THREE LNS, I  
TESTED LNS . . . THY BTH RNG WTH NO ANSWER...  
OPND TT 23426.FX NMBR & EML ADDRSS: COM..  
...DERRENF  
02/28/01 USOC'S ENTERED AND QA'D BY VERONICA...  
3-1-01 CALLED BACK ON HIS LINES STILL HAVING NO DAILTONE SINCE  
YESTERDAY IT WAS EFFECTING 2 LINES YESTERDAY NOW ITS EFFECTING ALL

Memo 1 Date 02/16/2001

F2 Add

F3 Delete

F1 Help ATS Customer Maintenance Program ENTER to edit

Customer # SPW444UP Group # Type B SIC Code 0  
Name Phone Exempt  
USF

Memo Standard Information ENTER to edit

3-1-01 CON...3 HIS LINES HE SAYS ALL 3 WITH US ARE NOT WORKING YET HE  
HAS ONE THERE STILL WITH BELL THAT IS WORKING LEAVING HIM TO THINK  
IT'S A PROBLEM WITH OUR COMPANY YET I TOLD HIM IT'S JUST A QOSIDES  
I CALL SHARON IN REPAIR SHE TOLD ME THE TT WE OPENED YESTERDAY WAS  
SOMETHING DUE TO PROBLEM WITH OE AND THEY SWITCHED THINKING THAT  
BROUGHT THE LINE UP YET IT DIDNT SO I OPENED NEW TT WITH HER THAT  
HAS A COMMIT TIME OF 1PM TODAY..SINCE THIS IS SUCH A STRAGE THING  
GOT CYNTHIA REAPIR SUPER WORKING ON THIS AND WILL GET BACK WITH RH

Memo 2 Date 03/01/2001

F2 Add

F3 Delete

1 Help ATS Customer Maintenance Program ENTER to edit

Customer # SPW444UP Group # Type B SIC Code 0  
Name Phone Exempt  
USF



## Memo Standard Information

ENTER to edit

3-1-01 CON..WHEN THIS WILL BE FIXED I ALSO EMAILED ANGEL ON THIS INCASE  
IT GOES LEGAL....DAWN

03/01/01 DEBBIE CLD INQ ABOUT WHEN LINES WILL BE UP. ADVSD THAT WILL HAVE  
SOMEONE DISPATCHED OUT BY 1PM TODAY.LARIAS

03/01/01 CINTHIA CLLD IN SAID THAT SHE CLLD THE CUST & HIS SVC WAS BACK  
UP

03/15/01 CUST DEBBIE CLLD SAYS SHE ALREADY WENT BCK TO BELL,CUST WILL LKE  
TO CXL ACCT,CUST GOING TO FAX REQUEST.....JORGE M

Memo 3 Date 03/01/2001

F2 Add

F3 Delete

F1 Help

ATS Customer Maintenance Program

ENTER to edit

Customer # SPW444UP

Group #

Type B

SIC Code 0

Name

Phone

Exempt  
USF

## Memo Standard Information

ENTER to edit

3/16/01 CUST ALREADY SPOKE TO JORGE/WAITING ON FAX REQ TO CXL....JR.

03/23/01 SUBMITTED TO DEACT AND FOR CREDIT BCUZ CUST ALRADY WENT BCK TO  
BELL ON 3/07/01.....JORGE M

Memo 4 Date 03/16/2001

F2 Add

F3 Delete

Angel Leiro

---

MZ

**From:** Ronald Curry  
**Sent:** Tuesday, January 16, 2001 9:50 AM  
**To:** Elio Santana  
**Cc:** Angel Leiro  
**Subject:** RESET OF MEMORY CALL

EILO,

THE MEMORY CALL WAS RESET IN THE CONVERSION TO IDS. THE CUSTOMER WAS NOT HAPPY ABOUT IT.  
THE ACCT# RHS121UP THE MAIN BTN (904)281 [REDACTED]

RON CURRY  
CUSTOMER SERVICE  
EXT. 4324

..F1 Help:.....ATS Customer Maintenance Program.....ENTER to edit:..

|            |            |         |      |       |            |          |     |
|------------|------------|---------|------|-------|------------|----------|-----|
| Customer # | RHS121UP   | Group # | BOTH | Type  | B          | SIC Code | 0   |
| Name       | [REDACTED] |         |      | Phone | [REDACTED] |          |     |
|            |            |         |      |       |            | Exempt   | USF |

.....Memo Standard Information.....ENTER to edit:..

08/30/00 SET UP BY [REDACTED].TPV [REDACTED]  
1/16/01 S/W [REDACTED] IN REF TO MEMORY CALL( RESET) [REDACTED]  
01/16/01 [REDACTED] CLLD IN TO CXL & SWTCH BCK TO BELLSOUTH FOR THEIR  
LCL SRVC. SD HIS V/M DIDN'T WRK EVEN WHN HE ENTERED HIS BTN AS  
THE TMPRRY PSS CDE. WLL FX OVR LTR TO CXL SRVC AFTER HE CNTCTS  
BLLSTH TO RESTABLISH SRVC AS ADVSD.... [REDACTED]

Memo 1      Date 08/30/2000

..F2 Add .....

..F3 Delete .....