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Catherine F. Boone
Regional Counsel

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2001 FEB 22 10 10 AM '01
001
February 22, 2001

VIA FEDERAL EXPRESS

Richard A. Moses
Chief Bureau of Service Quality
Division of Competitive Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0866

01 FEB 23 10 10 AM '01

RE: Docket No. 010214-TX

Dear Mr. Moses:

It was a pleasure to meet you on Tuesday when I was in Tallahassee.

Enclosed are copies of Covad's response to the six consumer complaints referenced in the above-referenced docket. As you will note, three of these complaints involve activities of the incumbent carriers, either BellSouth or Verizon, rather than behavior of Covad. One of the complaints is a billing issue between the customer and its Internet service provider that Covad is attempting indirectly to resolve. That complaint does not involve any wrongdoing by Covad. One complaint involves a distressed Internet service provider who failed to inform the customer that, due to its failure to pay Covad, Covad was not installing any additional orders for that ISP. Finally, one complaint involves a missed installation appointment by Covad. Covad regrets any inconvenience caused to the consumer.

Covad would note that it did not receive the complaints at the time the complaints were initially made. On March 1, 2000, Covad notified the Commission that its address and contact numbers were as follows:

Catherine F. Boone, Esq.
Regional Counsel
Covad Communications Company
10 Glenlake Parkway, Suite 650
Atlanta, GA 30328-3495
Telephone: 678-579-8388
Fax: 240-525-5673
E-mail: cboone@covad.com

REGO
SEC
SER
OTH

(A copy of the March 1, 2000 letter is enclosed). Covad receives numerous faxes each week from the Florida Public Service Commission and it is not clear why we did not receive any of the complaints.

DOCUMENT NUMBER-DATE

02559 FEB 23 01


FPSC-REG-03-REPORTING

We have discussed this issue with the Division of Consumer Affairs. Apparently, they were faxing the complaints to a phone number which is the general information number at Covad. It is not a fax number. Covad never received these complaints or any notice that the complaints existed prior to the Commission opening a show cause docket. As soon as Covad was alerted to the existence of these complaints, we acted with urgency in resolving the complaints and explaining to the Commission and to the customers what occurred. If Covad receives proper notice, Covad will respond promptly to any consumer complaints lodged in Florida.

Please contact me if you need any further information on any of these complaints. We look forward to resolving these issues and closing the above-referenced docket with all possible haste.

With best regards, I am

Yours truly,



Catherine F. Boone, Esq.

CFB/bls

Enclosures

cc: Bev DeMello, Director of Division of Consumer Affairs
(via Federal Express, w/enclosures)
Steve Brown, Senior Director of ILEC Relations (w/enclosures)
Vicki Kaufman (via facsimile, w/o enclosures)



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March 1, 2000

VIA FACSIMILE (850) 413-7118

Blanco S. Bayo
State of Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Replacing Attorney Name in all Databases

Dear Ms. Bayo:

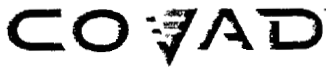
I am the Regional Counsel for Covad Communications Company. Please change the contact person in your databases from Christopher V. Goodpastor to the following:

Catherine F. Boone, Esq.
Regional Counsel
Covad Communications, Inc.
10 Glenlake Parkway, Suite 650
Atlanta, GA 30328-3495
Telephone: (678) 579-8388
Fax: (240) 525-5673
E-Mail: cboone@covad.com

Thank you for your assistance, and please do not hesitate to contact me if you need anything further.

Sincerely,

Catherine F. Boone, Esq.
Regional Counsel
Covad Communications Company



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February 19, 2001

State of Florida Public Service Commission
Consumer Request Division
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Request Number: 329052T
Customer: Ron Bibace

Dear Sir/Madam:

This is a response to the complaint submitted to the Florida Public Service Commission by Mr. Ron Bibace, 3021 NE 43rd Street, Fort Lauderdale, Florida 33308. In an attempt to respond to the customer's complaint, Covad has reviewed its records on the installation of DSL service to this customer and has concluded the following.

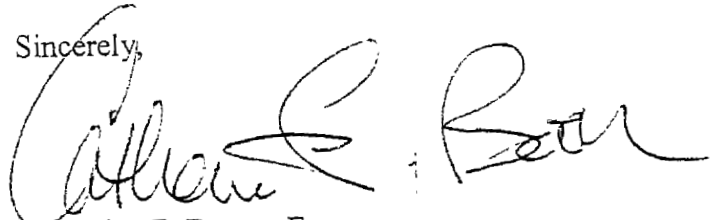
Covad received this customer's order on June 27, 2000. This order required BellSouth to go to the customer premise to provision the loop. According to the customer, on July 21, 2000, the customer watched BellSouth work for 2-3 hours on his property and reported that BellSouth informed him that everything was ready for the Covad install. At that same time, BellSouth did not perform cooperative acceptance testing, a process by which Covad and BellSouth jointly test the provisioned loop to insure it is functioning properly. Likewise, BellSouth did not provide any demarcation point information to Covad, the information usually given at the completion of an install to assure Covad that BellSouth has, in fact, completed the provisioning of the loop. Furthermore, in BellSouth's electronic provisioning information system SOTS, BellSouth reported this install as a missed appointment, meaning that BellSouth was not able to get into the customer's residence to perform the necessary work. This information is contrary to the information provided by the customer.

On July 26, 2000, BellSouth informed Covad that BellSouth had completed the installation work on the pole to this order, but needed to get inside the home to bury wire. Therefore, BellSouth needed the customer to be at home for that work and Covad attempted to schedule the same. BellSouth informed Covad that it would be able to perform this work on August 4, 2000, and Covad subsequently informed the customer through its ISP that the customer needed to be home for this work. On August 4, 2000, BellSouth failed to perform work at the customer's location. Subsequent to that, Covad scheduled an appointment to perform its part of the loop provisioning process and confirmed that the loop was in fact provisioned by BellSouth. As of August 11, 2000, Covad DSL service was successfully provisioned and functioning properly for this customer.

Unfortunately, Covad must rely on the information provided to us by BellSouth regarding the status of loops ordered. This customer's inconvenience appears to be the result of the incumbent's failure to provision loops in a timely manner or to adhere to its obligations regarding installation appointments. We are continuously working with the incumbents in Florida to improve their performance in this area. We deeply regret any inconvenience this has caused the customer.

If you have any further questions on this issue, please contact me.

Sincerely,



Catherine F. Boone, Esq.

CFB/bls
cc: Ron Bibace



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February 19, 2001

State of Florida Public Service Commission
Consumer Request Division
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Request Number: 346759T
Customer: Barry Rubin

Dear Sir/Madam:

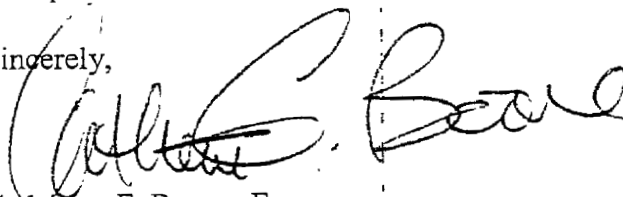
Covad Communications Company ("Covad") has received a complaint from customer Barry Rubin, 1000 Venetian Way, Apt. 107, Miami Beach, Florida 33139. Covad has investigated this installation and has the following response.

Mr. Rubin placed an order for Covad DSL service through Bazillion, and Internet service provider in Florida. As the Commission is aware, Covad is a wholesaler of DSL services and works largely through Internet Service Provider ("ISP") partners. These ISPs have the direct contact and relationship with customers, rather than Covad. Unfortunately, Bazillion experienced some financial difficulties and was unable to pay Covad for DSL services already being provided by Covad to Bazillion customers. As a result, Covad informed Bazillion that it would no longer accept and install Bazillion customer orders. It appears Mr. Rubin's order was submitted by Bazillion after Covad was no longer installing Bazillion orders. Since Covad has no direct relationship with Bazillion customers, it would be inappropriate for Covad to have informed Mr. Rubin directly that it could not provide service because Mr. Rubin's ISP had defaulted on its financial obligations to Covad. Because Mr. Rubin is a Bazillion customer, Covad must rely on Bazillion to explain to its customers why service is not being installed.

Mr. Rubin has the option of contacting Covad directly or going to our web site to find a list of alternative ISP providers to obtain DSL. We deeply regret any inconvenience this may have caused this customer.

Please contact me if you have any further questions on this issue.

Sincerely,



Catherine F. Boone, Esq.

CFB/bis
cc: Barry Rubin



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February 19, 2001

State of Florida Public Service Commission
Consumer Request Division
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Request Number: 316997T
Customer: Joseph Williams

Dear Sir/Madam:

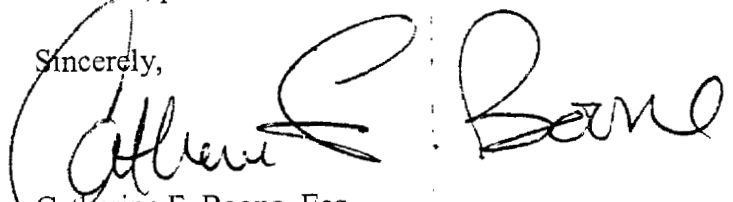
Covad Communication Company ("Covad") has received a consumer complaint from the Florida Public Service Commission by Joseph Williams, 1623 NE 8th Avenue, No. 6, Fort Lauderdale, Florida 33305. Covad has made an investigation of its records and finds the following.

As of July 7, 2000, this customer's DSL service was successfully installed and functioning properly. It appears that the customer's complaint stems from a problem with BellSouth. On April 7, 2000, the BellSouth technician reported that he did not have access to the customer's NID for provisioning of the loop. The customer later reported to Covad, and Covad reported to BellSouth, that the NID at the customer's residence was unobstructed and was accessible from the exterior of the residence. The customer believes that BellSouth then improperly placed a disconnection order, delaying further his service. The customer believes this is a "reverse slamming" incident.

As is clear from the customer's complaint, he reported this incident to Covad. Covad personnel do not have information regarding names or addresses with whom to file a complaint against BellSouth. Therefore, Covad employees were unable to provide the customer with that information. The customer has no complaint about Covad's service.

If you have any further questions on this issue, please contact me.

Sincerely,



Catherine F. Boone, Esq.

CFB/bls
cc: Joseph Williams



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February 19, 2001

State of Florida Public Service Commission
Consumer Request Division
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Request Number: 3501167T
Customer: Ronald K. Wright

Dear Sir/Madam:

Covad Communications Company ("Covad") has received a consumer complaint from the Florida Public Service Commission by Ronald K. Wright, 2101 SW 29th Avenue, Fort Lauderdale, Florida 33312. Covad has made an investigation of its records regarding this customer's order and has concluded the following.

According to Covad's records, on September 15, 2000, an order was submitted through AT&T Internet Services on behalf of this customer for Telespeed Remote 144 service, IDSL service. As of October 26, 2000, Covad had completed its installation and that service was successfully being provided to the customer. It appears the customer's complaint revolves around a billing issue with his Internet service provider. The customer states that he only wants IDSL service, and that is the service he currently has from Covad. We are working with the account team at AT&T Internet Services to assist them in resolving their billing issue with their customer. The customer has no complaint against Covad.

If you have any further questions on this issue, please contact me.

Sincerely,

Catherine F. Boone, Esq.

CFB/bls
cc: Ronald K. Wright



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February 21, 2001

State of Florida Public Service Commission
Consumer Request Division
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Request Number: 329306T
Customer: Arthur P. Browner

Dear Sir/Madam:

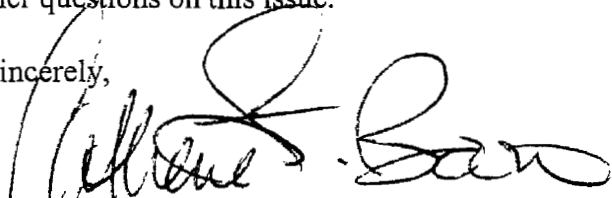
Covad Communications Company ("Covad") has received a consumer complaint from the Florida Public Service Commission by Arthur P. Browner, 413 Atlantic Boulevard, Pompano Beach, Florida 33060. Covad has made an investigation of its records and finds the following.

As you know, to properly provision Covad DSL service to a customer, Covad must arrange with a customer to gain access to his or her home to complete any necessary inside wiring and to otherwise install and set up the DSL router and related equipment. In an effort to schedule these installations in the most convenient way possible for customers, Covad generally schedules installation appointments 7 to 14 days in advance of the appointment. Covad makes every effort to meet all of its installation appointments. If for any reason Covad will not be able to install the service at the appointed time, Covad procedures require that we call the end user 24 hours in advance, if possible, to alert the end user that a technician is not going to arrive at the scheduled appointment. Unfortunately, Covad missed the scheduled installation for this customer and, according to our records, no telephone call was placed to the customer advising him of the same. We are looking into this matter further to see why procedures were not followed in this instance.

We deeply regret that Mr. Browner was inconvenienced by Covad. By canceling his order, Mr. Browner has already sent a strong message that Covad cannot and does not take lightly. We endeavor to deliver superior service to our customers and we regret that was not Mr. Browner's experience.

Please contact me if you have any further questions on this issue.

Sincerely,



Catherine F. Boone, Esq.

CFB/bls
cc: Arthur P. Browner



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February 19, 2001

State of Florida Public Service Commission
Consumer Request Division
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Request Number: 3478219T
Customer: Theodore I. Bahn

Dear Sir/Madam:

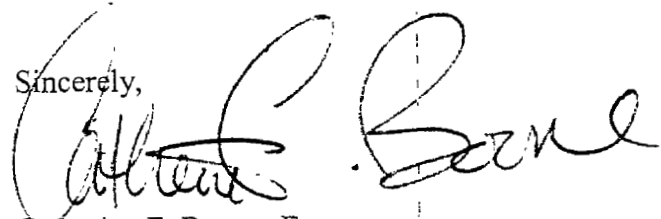
Covad Communications Company ("Covad") has received a consumer complaint from the Florida Public Service Commission by Theodore Bahn, 160 Columbia Drive, No. 407, Tampa, Florida 33606. Covad has made an investigation of its records and finds the following.

According to Covad's records, Covad completed the installation and the service was up and working as of August 14, 2000. Subsequent to that, apparently Mr. Bahn's line experienced trouble. Covad appropriately reported a trouble ticket to Verizon and asked Verizon to repair the line. After that, it appears from our records that Verizon reported it had no access to the phone closet at the customer's premise, despite the fact that Verizon apparently owns and maintains that phone closet. Covad opened repeated trouble tickets to get the service working and Verizon continues to report that it has no access to the phone closet.

Unfortunately, Covad often experiences difficulty with the incumbent carriers who provide the lines and the maintenance of those lines to Covad for DSL service. According to the customer's own comments, this is one instance in which apparently Verizon had disconnected its wires so that the problem was caused by Verizon, not Covad.

Please contact me if you have further questions.

Sincerely,



Catherine F. Boone, Esq.

CFB/bls

cc: Theodore I. Bahn

From: Catherine F. Boone, Esq (678)579-8388
COVAD COMMUNICATIONS COMPANY
10 Glenlake Parkway, Suite 650

SHIPPER'S FEDEX ACCOUNT #



Atlanta, GA, 30328

To: Richard A. Moses (800)342-3552
Florida Public Service Commission
Division of Competitive Services
2540 Shumard Oak Boulevard
Tallahassee, FL, 32399

SHIP DATE: 22FEB01
WEIGHT: 1 LBS

Ref:



DELIVERY ADDRESS

TRK # 7904 7826 9313 FORM 0201

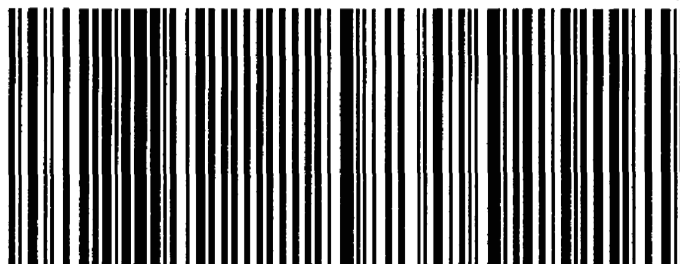
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Shipment Complete	Cancel Shipment	

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2. Fold the printed page along the horizontal line.
3. Place label in shipping label pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.
4. To print a receipt of your shipment, please click on "Shipping History."

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Ship Inside U.S.	Ship Outside U.S.	Ship to Same Recipient
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