

.BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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In Re: Complaint of IDS Long  
Distance, Inc. n/k/a IDS Telecom,  
L.L.C., Against BellSouth  
Telecommunications, Inc.,  
and Request for Emergency Relief,

DOCKET NO. 010740-TP

Filed: September 7, 2001

DEPOSITION

OF

COPY

REBECCA WELLMAN

One Southeast Third Avenue  
Miami, Florida 33131  
Thursday September 13, 2001  
3:45 p.m. - 6:45 p.m.

DOCUMENT NUMBER CASE

12083 SEP 25 2001

FPSC-COMMISSION CLERK

APPEARANCES

For IDS:

BRIAN MILLER, ESQ.  
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of the Law Offices of  
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For BellSouth:

JAMES MEZA, III, ESQ.  
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JASON FUDGE, ESQ.  
Public Service Commission  
(Via Telephone)

I N D E X

Witness	Direct	Cross
REBECCA WELLMAN		
(By Mr. Meza)	3	

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THEREUPON,

REBECCA WELLMAN

a witness named in the notice heretofore filed,  
having been first duly sworn, deposes and says as  
follows:

DIRECT EXAMINATION

MR. MEZA: Jason. Are you guys ready?

MR. FITCH: Yes.

BY MR. MEZA:

Q. Good afternoon, Ms. Wellman?

A. Good afternoon.

MR. MILLER: Before we get started, I have  
here, I don't know what the numbers are, but the  
documents are BW 001 through 00109, and these are  
documents that Ms. Wellman looked at in preparing  
for her deposition. Pursuant to your notice for  
deposition they were produced. Jason, I don't  
know how you want a copy of these documents, they  
are 108 pages?

MR. FUDGE: Can you FedEx it up?

MR. MILLER: We will try. The hearing is a  
week from tomorrow. The only issue is whether  
FedEx is running.

BY MR. MEZA:

Q. My name is Jim Meza. I represent Bellsouth,

1 and I am here to take your deposition.

2 What is your full name?

3 A. Rebecca Wellman.

4 Q. Home address?

5 A. Home address, [REDACTED],

6 [REDACTED]

7 Q. Social security number?

8 A. [REDACTED]

9 Q. Have you ever been deposed before?

10 A. No, I have not.

11 Q. I ask that you provide me with a verbal  
12 response to my questions. At any time, if any of my  
13 questions are unclear, feel free to ask me to repeat  
14 it, or ask me another way. At any time you need a  
15 break I will accommodate you.

16 MR. MILLER: You might want to speak more  
17 slowly so the court reporter can take down  
18 everything that you are saying.

19 Q. Ms. Wellman, give me a summary of your  
20 education?

21 A. The latest education I had is one year at the  
22 University of Georgia from 1965 to 1966.

23 Q. Did you obtain a high school degree?

24 A. Yes, I did.

25 Q. From what high school?

1 A. Sandy Springs High School.

2 Q. In Georgia?

3 A. Yes.

4 Q. Can You please give me a summary of your work  
5 history, please?

6 A. Yes, I started with Bellsouth, actually prior  
7 to working for Bellsouth, I worked for North Carolina  
8 Bell, that was about a year, as an operator. Then I  
9 worked for Ohio Bell?

10 Q. That was for eight months as an operator?

11 A. Yes. Then I came to Atlanta. I became  
12 employed by Bellsouth from 1970, as an operator.

13 Q. How long were you an operator?

14 A. About a year and one-half.

15 Q. What did you do next?

16 A. Had a baby. I actually -- I quit for two  
17 years and I stayed at home. Then I came back to  
18 BellSouth as an operator for about six months.

19 Q. What did you do next?

20 A. Then, I became an administrative assistant.

21 Q. How long were you in that position?

22 A. This was a long time ago. Anything I give  
23 you is an estimate. I can't give you the exact  
24 information.

25 Q. That is fine.

1 A. Probably a year, a year and one-half.

2 Q. What did you do next?

3 A. I became a service representative.

4 Q. How long were you a service representative?

5 A. During that time I was a service  
6 representative. I was a service representative for  
7 about five years.

8 Q. Were you a service rep on the retail side?

9 A. Yes, I was.

10 Q. Were you a service rep for any additional  
11 time?

12 A. Yes, I was.

13 Q. For the first five year period, what years  
14 were those that you were a service rep?

15 A. It must have been from the beginning of 1974,  
16 until the winter of 1980.

17 Q. There was a second period of time in which  
18 you were a service rep?

19 A. That was mid 1984, until January or February  
20 of 1990.

21 Q. Were you on the retail side as well?

22 A. Yes.

23 Q. What did you do in between?

24 A. I got promoted to a CRSB supervisor.

25 Centralized Repair Service and Bureau--

1 Q. Why did you go back to being a service rep  
2 after CRSB?

3 A. Well, there were several reasons, but most of  
4 them had to do with personal issues in my family, and  
5 the hours that I had to work in the repair arena were  
6 very demanding on my time.

7 Q. Was that a cut in pay?

8 A. Yes.

9 Q. Were you ever promoted within the service  
10 representative group?

11 A. No. I was a team leader, and I was service  
12 assistant which is basically like s team leader.

13 Q. In 1990, what did you do?

14 A. They closed our office, and I was in a  
15 surplus condition, and from that place I got the  
16 maintenance administrator job.

17 Q. How long were you a maintenance  
18 administrator?

19 A. About two years.

20 Q. 1992?

21 A. Yes.

22 Q. What did you do in 1992?

23 A. They promoted me within that area as Load  
24 Control Manager.

25 Q. How long were you a Load Control Manager?

1 A. Until May of 1998.

2 Q. In 1998, did you take on a new position.

3 A. Yes.

4 Q. What was that?

5 A. I was the LCSC Staff Support Manager.

6 Q. That Staff Support Manager, what exactly were  
7 your job duties?

8 A. My specific job duties had to do with the  
9 developing and supporting products for orders that were  
10 issued out of the LCSC that were generated by the CLEC.

11 Q. That was your first experience or exposure  
12 with the wholesale side of the house?

13 A. Yes, it was.

14 Q. Did you take any type of training or  
15 refresher course to be a support manager for the LCSC?

16 A. No. I did not.

17 Q. How long did you obtain your knowledge to  
18 adequately assist the LCSC?

19 A. I understand, just from working on the  
20 development teams for product support. I did not  
21 actually support the LCSC, but a product that the  
22 service orders were generated.

23 Q. Let me see if I understand how it works, and  
24 correct me if I am wrong. BellSouth would develop a  
25 new product, and there were certain individuals



1 representing different divisions within the company, is  
2 that correct?

3 A. Yes.

4 Q. As staff support manager you represented the  
5 LCSC?

6 A. For specific products, that is correct.

7 Q. One of your duties as staff support manager  
8 was to make sure that whatever product was being  
9 developed, would be okay with your group?

10 MR. MILLER: Objection, foundation.

11 MR. MEZA: You can answer.

12 A. When you say, your group, I am not sure what  
13 you mean.

14 Q. You represented LCSC, is that correct?

15 A. Yes I represented staff on behalf of the  
16 LCSC.

17 Q. These are the individual employees who are  
18 responsible for processing wholesale orders?

19 A. That is correct.

20 Q. LCSC is just for the wholesale side and  
21 doesn't have anything to do with the retail side, is  
22 that correct?

23 A. Yes.

24 Q. Explain to me what your job role was in these  
25 product development teams?

1           A.    My role was to help the team develop the  
2 process, and once the process was developed, I would  
3 write the methods and procedures that would be used by  
4 the service reps in the LCSC, in the process with the  
5 LSR.

6           Q.    Although this was the first time you  
7 experienced or had experience with the wholesale side,  
8 one of your job duties was to write the manual or  
9 methods and procedures that the LCSC reps would be  
10 following for this particular product?

11          A.    Yes.

12          Q.    Did you ever have any difficulty with that at  
13 first?

14          A.    I am not sure what you mean by difficulty.

15          Q.    That is a fair response, and did you find  
16 there was a learning curve where you had to expend  
17 additional time to do extra studying at home to feel  
18 competent in order to do them?

19               MR. MILLER:   What time frame?

20               MR. MEZA:    When she took on the job in 1998.

21          A.    Yes.

22          Q.    What did you do to better prepare yourself?

23          A.    I reviewed the existing M&Ps for products  
24 that already had been assigned to me.  I spoke with the  
25 former Subject Matter Expert, SMEs.  That is what I

1 did, basically, talked with the Subject Matter Expert.  
2 I talked with the former SMEs that handled the products  
3 that I would be supporting, and I talked with the  
4 Interconnection staff who could give me development as  
5 to how the product got to where it was. I went and sat  
6 with the service reps in the LCSC.

7 Q. Did you enjoy your job?

8 A. I loved it.

9 Q. Why did you leave us?

10 A. Thirty years, lump sum. I felt like I could  
11 have made a difference for somebody out there. I could  
12 not make a difference for anybody at BellSouth.

13 Q. What do you mean by that?

14 A. The set of of BellSouth. I felt like coming  
15 to a small company that I could help, somebody who was  
16 struggling to be successful.

17 Q. How did you become aware of IDS as far as  
18 employment goes?

19 A. The person who mentioned it to me first was  
20 Bill Gulas.

21 Q. When did he do that?

22 A. February or March of 2000.

23 Q. What did he tell you?

24 A. He said that he was thinking about going to  
25 work for IDS and everybody on the team said, we want to

1 go with you.

2 Q. What team was that?

3 A. The switch UNE-P.

4 Q. He made this announcement in the team  
5 meeting?

6 MR. MILLER: Objection, foundation.

7 Q. How did he make this announcement?

8 MR. MILLER: Objection, foundation.

9 Q. How did he announce to the group he wanted to  
10 go to IDS?

11 A. Well, he said he had been called by the  
12 account team, that he had talked with IDS regarding an  
13 idea he had about a process that we might be able to  
14 initiate at the CLEC.

15 Q. What process?

16 A. A CLEC.

17 Q. What process was that?

18 A. The basic idea was to go to CLEC having  
19 difficulty in processing the UNE-P conversions and try  
20 to market them, and sell them a plan to have us do it  
21 for them.

22 Q. Did you and Bill get this idea, or was this  
23 Mr. Gulas?

24 A. It was Bill. He announced that in a team  
25 meeting at Grady's eating dinner.

1 Q. Who was present?

2 A. I know Sandra Harris was there. It is really  
3 hard for me to remember. We would go out and have fun  
4 at night.

5 Q. Were there a lot of people?

6 A. I am not sure what you mean by a lot.

7 Q. Were most of the team members present?

8 A. I can't say with certainty who was there or  
9 not.

10 Q. More than five people around the table?

11 A. Because I can't remember when the meeting  
12 was, what date; some times when we went out to our  
13 dinner meetings we would go out in Atlanta. All the  
14 Birmingham people and the Atlanta people would go home.  
15 I would say, five, is a reasonable number.

16 Q. What happened after he made that  
17 announcement, as far as your employment with IDS?

18 A. Nothing for months.

19 Q. Then what happened?

20 A. Well, he told us, and as I told you, he told  
21 people he was leaving; they all said, we want to go.  
22 We want go. I said, he said you know, I can't call, I  
23 know you can't, but I can call you. I kept pursuing  
24 the issue with Bill, and in May he called me and asked  
25 me what it would take for me to begin working with him.

1 Q. Do you know when he left BellSouth?

2 A. It was in May. He was still at BellSouth,  
3 but he was anticipating to leave. He already announced  
4 he was going to leave but -- it is hard to remember.

5 Q. I don't mean to interrupt. Do you know if he  
6 made his announcement to leave BellSouth, before or  
7 after the bulk ordering incident?

8 A. Before.

9 Q. The phone call that you were referencing, or  
10 the conversation that you had where he asked what would  
11 it take for you come with him before or after the bulk  
12 ordering incident?

13 A. It was hard for me to remember that, because  
14 I was not involved in the bulk ordering incident. It  
15 is hard for me to relate those two issues.

16 Q. When you decided to leave BellSouth, did  
17 Mr. Gulas ask you to take any documents with you?

18 A. No.

19 Q. Did you receive any severance package or  
20 financial package?

21 A. I retired.

22 Q. As part of your retirement did you sign or  
23 execute any non-disclosure agreement?

24 A. No, sir.

25 Q. When was the first day of employment with

1 IDS?

2 A. The first day, the first day was, I believe,  
3 June 19, 2000.

4 Q. When did you announce your retirement to  
5 BellSouth?

6 A. Two weeks before then.

7 Q. You didn't take any time off for vacation?

8 A. I did take time off for vacation. My actual  
9 retirement was July 13th.

10 Q. When was your actual physical day at  
11 BellSouth?

12 A. Probably, the Friday before July 19th was  
13 Monday, June 16th, 2000.

14 Q. Are you familiar with a company called  
15 Unified Solutions?

16 A. Yes, I am.

17 Q. Can you explain to me what that is?

18 A. That is a company that Bill originally came  
19 up with, Unified Solutions. It is a company that  
20 contracts for CLECs to do resale conversions to UNE-P  
21 for them.

22 Q. Do you have an ownership interest in that  
23 company?

24 A. [REDACTED]  
25 [REDACTED]

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[REDACTED]

Q. What is your percentage?

A. [REDACTED]

Q. Do you actively pursue the CLEC?

A. No.

Q. Are you part of the sales team?

A. No.

Q. Who is responsible for soliciting and obtaining new business?

A. That would be Bill.

Q. Do you know what his percentage of ownership is in the company?

A. No, I don't.

Q. Have you received any commissions?

A. [REDACTED]

Q. Do you know approximately how much they had been?

A. [REDACTED]

[REDACTED]

[REDACTED]

Q. Can you give me an idea of what the checks, on an average, how many have you received?

A. [REDACTED]

[REDACTED]

[REDACTED]



1 Q. What are the checks based upon, quarterly?

2 A. No, it strictly pertains to the actual  
3 conversions that we do based on the amount of what we  
4 do for the CLEC.

5 Q. How many CLEC customers do you have, does  
6 Unified Solutions have today?

7 A. Today.

8 Q. Yes?

9 A. Conversions for today?

10 Q. Yes.

11 A. [REDACTED]

12 Q. [REDACTED]?

13 MR. MILLER: Objection, foundation.

14 Q. [REDACTED]

15 A. [REDACTED]

16 [REDACTED]

17 Q. When was Unified Solutions founded?

18 A. August of 2000, I believe.

19 Q. From August 2000, until the last date that  
20 you had customers, what was the most amount of CLEC  
21 customers that Unified Solutions had?

22 A. For one CLEC --

23 Q. From what I am understanding, a CLEC would  
24 hire Unified Solutions to convert it to a resale based  
25 UNE-P?

1 A. Yes.

2 Q. How many CLEC asked Unified Solutions to do,  
3 and don't tell me the names, just the amount.

4 A. [REDACTED]  
5 [REDACTED]

6 MR. MILLER: Can we have the same agreement  
7 with respect to each deposition to keep the entire  
8 transcript confidential for now?

9 MR. MEZA: Sure.

10 MR. MILLER: Is that all right with you,  
11 Jason?

12 MR. FUDGE: That is fine.

13 Q. When did you last finish converting the last  
14 CLEC?

15 A. I don't really know. I don't know.

16 Q. Do you know if Unified Solutions is still  
17 pursuing CLEC customers?

18 A. I believe it is.

19 Q. How does the company charge a CLEC?

20 A. I have no idea. I don't deal with the  
21 marketing or sales aspect of it whatever.

22 Q. Do you know how many conversion orders  
23 Unified Solutions has submitted?

24 A. No. I can't tell you that either.

25 Q. What is your role in Unified Solutions?

1           A.    I set up the training.  I hire the people to  
2 do it.  Basically, we subcontract these people.  I  
3 selected the people for the subcontracting.  I train  
4 them on the process.  I worked with the CLEC to resolve  
5 any repair issues they experience during the  
6 conversion. .

7           Q.    Does Unified Solutions hire from IDS or  
8 subcontract from IDS?

9           A.    Yes.

10          Q.    Does Unified Solutions help convert the  
11 resale to UNE-P or also convert BellSouth retail to  
12 UNE-P?

13          A.    That would be part of the contract Bill  
14 negotiates -- I don't know.

15          Q.    Is it your understanding, how does it work?  
16 Does CLEC give Unified Solutions just a large volume of  
17 numbers and convert them, or does it give it to them in  
18 a piecemeal fashion?

19          A.    My experience is that they submit them in  
20 phases to us.

21          Q.    How many are generally in a phase?

22          A.    There is no specific guidelines that we  
23 follow for that.

24          Q.    How long does it take Unified Solutions to  
25 convert a space on average?

1 A. That would be depending on the number.

2 Q. What is the longest amount of time to  
3 convert?

4 A. I don't know.

5 Q. Does Unified Solutions use The W activity  
6 type to submit the converse order?

7 A. That is one of the activity types we use.

8 Q. What other types?

9 A. We use a V, like in Victor.

10 Q. Are those THE only two?

11 A. For the conversion, yes.

12 Q. What percentage of time is used with activity  
13 types?

14 A. I don't really know the amount of the time.

15 Q. In your opinion, does Unified Solutions use W  
16 more times than it uses V?

17 A. No.

18 Q. Why is that?

19 A. Because the resale accounts generally have  
20 USOCs on them, and it is not valid for UNE-Ps?

21 Q. So today, there are certain situations in  
22 which, today, are there certain situations which in any  
23 CLEC has used the V to convert orders?

24 A. Yes.

25 Q. It is your opinion that Unified Solutions

1 used the V more than the W?

2 A. Yes.

3 Q. What SOCS are out that prohibit the use of  
4 the W?

5 A. I can't really tell you the specific SOCs.

6 Q. Do you have a list of ones that are the bad  
7 USOCs?

8 A. No. We really don't.

9 Q. How do you know to use the W or the V?

10 A. Well, because on the BellSouth Web Site there  
11 is a product, the CLEC product information package, and  
12 that outlines the service that cannot be on the UNE-P.

13 Q. Name a service?

14 A. Backup lines.

15 Q. Do you know any more?

16 A. With WATSAVER.

17 Q. Any others that you remember?

18 A. Calling cards.

19 Q. Any more?

20 A. ADSL.

21 Q. Any more?

22 A. Some calling plans.

23 Q. Any more?

24 A. Just off the top of my head, we use that as a  
25 reference when we look at the orders to determine how

1 we are going to process them.

2 Q. Do any of these resale accounts have those  
3 USOC codes on it that say you can't use a W?

4 A. There are some products and services in  
5 BXXAUP and that may be one of those. There are some  
6 that split off automatically when you use a W but not  
7 all of them do.

8 Q. Let me ask you this, if you see that a resale  
9 account has a USOC code that represents backup lines,  
10 Watsaver, calling card, ADLS, calling plans, you use W  
11 or V?

12 A. A V.

13 Q. Do you have to use a V in this situation?

14 A. Yes.

15 Q. When can you use a W?

16 A. When there are USOCS on there that don't  
17 impact end users service.

18 Q. In your opinion, how often are the USOCS, or  
19 do the USOCS effect service?

20 MR. MILLER: In what context.

21 Q. In your opinion, in your experience, how  
22 often do you find an account, based on the fact that  
23 you do [REDACTED] orders a day-- is that a realistic number?

24 A. We can do [REDACTED] a day, yes.

25 Q. If you do [REDACTED] a day, how many or what

1 percentage of those thousands, can you use the W on,  
2 generally?

3 MR. MILLER: Objection, that calls for  
4 speculation.

5 A. This is speculation, and I would say  
6 15 percent.

7 Q. And the remaining 85 percent of those  
8 accounts, would you have used the V?

9 A. That is correct.

10 Q. If the W was not available, could your  
11 company, whether IDS or Unified Solutions, still do up  
12 to [REDACTED] orders a day?

13 A. No.

14 Q. If you did not have the access to W, could  
15 you do--

16 MR. MILLER: Objection, call for speculation.

17 A. It is hard to say, because the amount of time  
18 to do an order is dependent upon the number of lines  
19 and features that need to be addressed on that order.  
20 So, I can tell you the difference between the length of  
21 time it takes to issue an order with the W versus the V  
22 for the same order, I cannot tell you overall, because  
23 the accounts are all different.

24 Q. How do you know you can do a thousand if you  
25 do not have excess to a W?

1 A. Because we can do more than [REDACTED] with a W.

2 Q. Did you and the rest of the founders of  
3 Unified Solutions create that condition, solely to take  
4 the average of the W activity code?

5 A. No, sir.

6 Q. To your knowledge, has Unified Solutions told  
7 any other CLEC or ALEC about the W activity code?

8 A. I can only speak for myself, I have not.

9 Q. Why is that?

10 A. Why have I not told them? They never asked  
11 me.

12 Q. What is your position with IDS?

13 A. I am an assistant vice-president of local  
14 operations.

15 Q. What are your job duties?

16 A. I support the provisioning side of the house.

17 Q. What does that entail?

18 A. The provision is equivalent to the service  
19 rep. They submit the LSRs to BellSouth provisioners.

20 Q. When you became employed by IDS, was there  
21 any discussion of the W activity code?

22 A. No.

23 Q. When you were employed by IDS, was there any  
24 discussion about you potentially testifying against  
25 BellSouth in any litigation?



1 A. No.

2 Q. Is your compensation from IDS in anyway  
3 related to or tied to the eventual outcome of this  
4 litigation?

5 A. No, sir.

6 Q. Are you in charge of the customer service  
7 reps at IDS essentially?

8 MR. MILLER: Objection, foundation.

9 A. No.

10 Q. You are in charge of provisioning reps?

11 A. Yes.

12 Q. How many are there?

13 A. I don't know. I don't know.

14 Q. Do you have a rough idea?

15 A. Yes.

16 Q. What is your rough estimation?

17 A. Twenty, just the provisioners themselves.

18 Q. What is their responsibility, the job duties?

19 A. Their responsibility is to take our folders  
20 that contain requests from customers to convert to IDS  
21 service, review LOAs to make sure it is valid, and to  
22 print the CSR and validate what types of service the  
23 customer has and see how they are eligible for UNE-P  
24 conversion.

25 Q. In your position are you in anyway

1 responsible in a supervisory capacity to those  
2 representatives to submit orders through electric  
3 interfacing?

4 A. They are part of my organization.

5 Q. Are those the provisioning reps you are  
6 talking about?

7 A. Yes.

8 Q. They have multiple duties, is that what you  
9 are telling us?

10 A. Yes.

11 Q. They verify LOAs, make sure that this account  
12 can be converted to UNE-P, and is it your testimony  
13 that they also submit conversion orders?

14 A. That is correct.

15 Q. Where did you hire your reps?

16 A. We put ads in the paper, referrals from  
17 friends that already work there.

18 Q. Do you hire any from BellSouth?

19 A. We don't have -- no, we don't have any from  
20 BellSouth. That I know of. I don't believe we do.

21 Q. You live in Atlanta, correct?

22 A. Correct.

23 Q. Does IDS have any reps in Atlanta?

24 A. No.

25 Q. They are all in Miami?

1 A. Yes.

2 Q. You come down to Miami a lot?

3 A. Every week basically.

4 Q. Do you stay the entire week here?

5 A. It depends on what issue I have that needs to  
6 be resolved locally -- I have been here all week this  
7 week. It just depends on the issue that I need to  
8 resolve in person.

9 Q. Your testimony today regarding Unified  
10 Solutions is the use of the W versus the V?

11 A. Yes.

12 Q. Would that be consistent with Unified  
13 Solutions use of the W versus V?

14 A. Yes.

15 Q. And the 85, 15 percentage, is that accurate  
16 for IDS as well?

17 A. Again, that is an estimate.

18 Q. I understand.

19 A. That is my estimate, yes.

20 Q. Ms. Wellman, on page four, line seven and  
21 eight, in your testimony, you state that you actually  
22 wrote BellSouth methods and procedures that are  
23 currently used by BellSouth Service Representative and  
24 all LCSCs?

25 (Recess)

1 Q. This is direct testimony.

2 A. Yes.

3 Q. Why is it that you believe that to be the  
4 case?

5 A. The reason I believe that to be the case is  
6 because the M&Ps that I wrote were used and passed on  
7 to the CLEC information package that is posted on the  
8 Web for the CLECs to look at. Very little of that has  
9 changed. I am sure there have been updates but  
10 essentially they are still there.

11 Q. Have you seen the BellSouth current M&Ps?

12 A. Not at the time of this testimony, no.

13 Q. What exactly are the M&Ps?

14 A. Methods and Procedures that tell the service  
15 rep how to issue service orders. It gives them  
16 instructions on what changes they need to make to a  
17 basic service order in order to generate an order for  
18 this service that I support.

19 Q. Are the M&Ps internal documents for  
20 BellSouth?

21 A. Yes.

22 Q. That is not the information that you were  
23 describing on the BellSouth Web Sites?

24 A. No. That is the CLEC information package  
25 derived from the M&Ps.

1 Q. Where did the Business Rules fit in?

2 A. They are posted on the Web Site.

3 Q. Is that part of the CLEC information package?

4 A. No.

5 Q. How does that differ from the CLEC  
6 information package?

7 A. The BellSouth Business Rules define every  
8 field on the LCR and the end user form, port form and  
9 every field of what characters are valid for those  
10 fields.

11 Q. Did you have any responsibility for the  
12 Business Rules?

13 A. Yes.

14 Q. For which product?

15 A. For the UNE-P.

16 Q. That is also for the bulk ordering feature?

17 A. I did not participate in that development.

18 Now--

19 Q. You can talk as much as you want?

20 A. I know. I was going to say that I was the  
21 owner of that document, so any changes that were  
22 developed outside of ours, our team, I had to add to  
23 the M&Ps because I owned the document, it was my  
24 document.

25 Q. Are you talking about Business Rules or the

1 M&Ps?

2 A. M&Ps.

3 Q. What do you mean that you were the owner of  
4 the document?

5 A. When you are the SME that supported a  
6 product, you are the Subject Matter Expert, and nobody  
7 is allowed to make changes to your product, unless you  
8 go to the team with a change request, and then we  
9 decide whether or not it is a beneficial change. That  
10 document has to be updated by the SME.

11 Q. How do the Business Rules differ from the  
12 M&Ps?

13 A. The M&Ps are for the service reps, and the  
14 Business Rules are for the CLECs.

15 Q. You wrote those?

16 A. Yes.

17 Q. For the UNE-P product?

18 A. Yes.

19 Q. The LCSC rep, and what was your title again?

20 A. The Operation Staff Support for the LCSC is  
21 the SME.

22 Q. Does that person write the Business Rules and  
23 the M&Ps?

24 A. Yes.

25 Q. Did you ever forward or develop a final draft

1 of the M&Ps?

2 A. I had to write a final draft, yes.

3 Q. Does someone in BellSouth have that document,  
4 do you know?

5 A. I don't know if they kept the original ones.  
6 It has been updated.

7 Q. Page five, line 12 and 14; you state that you  
8 were directly involved in the development and testing  
9 of BellSouth's internal procedure related to processing  
10 of LSR on behalf of CLECs, as directed by the FCC's 319  
11 Remand during November of 1999?

12 A. Yes.

13 Q. What testing are you referring to that is in  
14 the portion of your testimony?

15 A. BellSouth's internal process on that team  
16 were tested from the point of SOCs downstream

17 Q. What do you mean by internal processes?

18 A. What do you mean?

19 Q. I am trying to understand your understanding?

20 A. The order, once it is put in SOCs goes down  
21 stream through BellSouth systems to determine  
22 translations, capability facilities and billing issues.  
23 So SOCs is the points in which we input those orders  
24 and let them flow downstream.

25 Q. Is this before or after March?

1 A. Yes.

2 Q. You stopped in March?

3 A. Yes.

4 Q. You stopped when, when did you stop?

5 A. After the order flows all the way to the end  
6 of the process.

7 Q. Go through CRIS and all the other stuff?

8 A. Yes.

9 Q. Now, before you get to SOCs, what do you  
10 have?

11 A. Are you talking internal BellSouth DOE &  
12 SONGS.

13 Q. Where does LESOG and all the other stuff fit  
14 in?

15 A. Prior to DOE & SONGS and it does not  
16 necessarily involve DOE & SONGS.

17 Q. DOE & SONGS does not come into play unless it  
18 falls out?

19 A. Yes.

20 Q. Let us say an order doesn't fall out that the  
21 CLEC submits, where does it go from the LSR, where does  
22 the LSR go? When the CLEC submits an LSR, what is the  
23 first stop along the route of the BellSouth internal  
24 process?

25 A. I am not sure I understand.



1 Q. Where does it go, what system handles it?

2 A. There are several systems. First of all, the  
3 CLEC has to use some kind of interface to submit that  
4 LSR and whether it is Web based or some other type of  
5 interface. Then it will go to LEO.

6 Q. What does LEO do?

7 A. He looks for fatal errors.

8 Q. Submitted by the CLEC?

9 A. Yes.

10 Q. Assuming there are no fatal errors, where  
11 does the order go?

12 A. LESOG.

13 Q. What does LESOG do?

14 A. We are talking about the UNE-P, are we not?

15 Q. Yes.

16 A. They are different -- LESOG has edits in it  
17 as well, and does some editing of the LSR submitted to  
18 it, and determines whether or not it can generate an  
19 order in LESOG.

20 Q. What type of edits in LESOG or what edits  
21 were in LESOG that causes orders to fall out?

22 A. I am not very proficient in the editing  
23 capabilities of LESOG.

24 Q. Do you know what feature or USOC code would  
25 cause the order to fall out in LESOGs?

1           A.     In LESOG?

2           Q.     Falling out of LESOG? Can you name them for  
3 me?

4           A.     I don't know that I would necessarily say  
5 USOCs. I don't know if the SOCs would drop to LCSC to  
6 be clarified back, or if it could be clarified back, or  
7 if it will be stripped. Okay.

8                     For example, if a CSR, the Customer Service  
9 Record that BellSouth has, has an embedded error in it  
10 such as, no Yellow Pages heading, YMP, because it has  
11 become a requirement that it be present on an order, if  
12 LESOG does not see one in the CSR, it will drop it to  
13 the LCSC handler.

14          Q.     Is it your understanding that if the LESOG  
15 drops out the order, it goes directly to the LCSC?

16          A.     Because I represented the LCSCs, or because  
17 of the LCSCs, I am not sure what happens--

18          Q.     Do you know if the LESOGs sends clarification  
19 back to the CLEC?

20          A.     I don't know that it can. I think it -- I  
21 don't know that it can.

22          Q.     LEO sends clarification back and LESOG sends  
23 it to the LCSC?

24          A.     Yes.

25          Q.     If the order falls out to LCSC, what happens

1 next?

2 A. It does not fall out to LCSC.

3 Q. Where does it go?

4 A. It drops to the LEO bucket.

5 Q. What does that mean?

6 A. There are different categories in which these  
7 will drop, depending on not specific errors but the  
8 type of errors it finds. They reside in those buckets  
9 until somebody in the LCSC goes in and retrieves them.  
10 They are a software bucket.

11 Q. Is that for all orders that fall out, they  
12 first have to go to the LEO buckets?

13 A. Yes. Yes.

14 Q. Is this your understanding of the system  
15 today, or when you were working at BellSouth?

16 A. When I was working at BellSouth.

17 Q. You don't know if it is the same today, do  
18 you?

19 A. No, I do not.

20 Q. All right, the LCSC representative retrieves  
21 it from the bucket, what happens next?

22 A. She or he addresses whatever caused it to  
23 drop out of the LESOG and determines whether it can be  
24 processed, or if it needs to be clarified back.

25 Q. The LCSC has two options, it can send it back

1 to CLEC for clarification if it is a problem that he or  
2 she can't fix or correct, that is the problem that  
3 caused the order to fall out, and sends it back through  
4 the system?

5 A. Yes.

6 Q. Assume that the LCSC representative is able  
7 to fix it? Where does the order go after it is  
8 resubmitted into the process?

9 A. It would go into DOE & SONGS.

10 Q. From there, where does it go?

11 A. SOCs.

12 Q. What happen in SOCs?

13 A. In SOCs -- actually there is a system called  
14 SOAC that distributes these downstream systems, and  
15 that is part of SOCs, I believe.

16 Q. Was the service order generated in SOCs?

17 A. SOCs generates the service order.

18 Q. What does that mean?

19 A. It means that when the LCSC rep uses DOE &  
20 SONGS to compile the information that is necessary for  
21 an order to be generated, they send that. This  
22 information is fed to SOCs, and it generates the actual  
23 service order with a service order number, and  
24 everything for it is to be distributed down.

25 Q. Let us say that the order doesn't fall out

1 and doesn't touch LCSC, does SOCs work in the same  
2 fashion?

3 A. Yes.

4 Q. After SOCs, where does the order go?

5 A. If it is a conversion, with no change?

6 Q. Yes?

7 A. Okay, I want to make sure we are talking  
8 about the same thing, it will flow down stream through  
9 AFIG.

10 Q. What about MARCH?

11 A. It goes to MARCH as well. SAIC takes it and  
12 sends it out together, but when it goes to AFIG it gets  
13 still two separate orders. Then when it goes to AFIG,  
14 it becomes equivalent to a single order.

15 Q. So, but from my understanding is that MARCH  
16 is when -- MARCH is what?

17 A. MARCH is AFIG.

18 Q. Okay. When did you consider the conversion  
19 to actually have taken place during that process?

20 MR. MILLER: Objection to the form.

21 A. I am not sure what you mean by the  
22 conversion; I don't know what you mean.

23 Q. The actual technical aspects of converting  
24 this customer from resale to UNE-P, where does that  
25 actually occur in the process?

1           A.    From my perspective, the actual technical  
2 conversion takes place when this order completes  
3 through our system.

4           Q.    When does that happen?

5           A.    After it completes through CRIS.

6           Q.    What is your definition of parity?

7           MR. MILLER:  Objection, that calls for a  
8 legal conclusion.

9           Q.    As a lay person,  what is your definition of  
10 parity?

11          A.    My definition of parity is that the CLEC  
12 should have equivalent systems to process an order that  
13 BellSouth has for its retail side of the house.

14          Q.    Are you not suggesting that BellSouth provide  
15 CLECs greater service than it provides itself do you?

16          MR. MILLER:  Objection, foundation.

17          A.    No.

18          Q.    Does BellSouth have a UNE-P product?

19          A.    BellSouth retail?

20          Q.    Yes.

21          A.    No, not that I am aware of.

22          Q.    Did BellSouth use DOE & SONGS when you were a  
23 service rep?

24          A.    Yes.

25          Q.    And you were a service rep until 1994, is

1 that right?

2 A. 1990.

3 Q. 1990, and that was before the  
4 Telecommunication Acts of 1996?

5 A. Yes.

6 Q. Was that before the advent of the CLEC local  
7 service industry?

8 A. I was not paying attention to it much at this  
9 point, but given the Telecommunication Act of 1996, I  
10 would assume.

11 Q. You have not personally been involved in the  
12 ordering process on the BellSouth side, as an LCSC rep  
13 for a CLEC conversion order?

14 A. It would not impact the retail side of the  
15 house.

16 Q. I know, but I am asking you, have you  
17 personally submitted an order through DOE & SONGS as a  
18 LCSC representative?

19 A. No.

20 Q. When was the last time you actually sat down  
21 and worked on DOE & SONGS?

22 A. When I was on the retail side of the house.

23 Q. That would be 1990?

24 A. 1990.

25 Q. Do you know if any changes took place in DOE

1 & SONGS from 1990 until 1996?

2 A. Yes.

3 Q. What type of changes?

4 A. Edits were added. There may be other things,  
5 I don't know.

6 Q. Do you know if any additional changes were  
7 made from 1996, until the time you left in 2000?

8 A. No.

9 Q. Is your belief that THE DOE & SONGS that you  
10 worked on is the same DOE & SONGS that is being used  
11 today by LCSC reps?

12 A. Basically the same, yes.

13 Q. Are there any differences?

14 A. I can't tell you what the differences are.

15 Q. Do you think there are differences?

16 A. There are more edits.

17 Q. Why do you believe that?

18 A. Because when we put in orders for testing, we  
19 hit edits that I had never seen before.

20 Q. Do you know if DOE & SONGS still prompts the  
21 rep?

22 A. Yes, they do.

23 Q. How do you know that?

24 A. Because I saw the reps that input data where  
25 it asks questions and are told to do certain



1 activities.

2 Q. Page ten, line 17 and 18, you state, that the  
3 clarifications that are returned are often invalid; and  
4 a call to the LCSC is required to get the LSR  
5 processed. Do you see that?

6 A. Yes.

7 Q. How often in your opinion are clarifications  
8 returned or invalid?

9 A. I don't know.

10 Q. [REDACTED] e

11 [REDACTED]

12 A. [REDACTED]

13 Q. [REDACTED]

14 A. [REDACTED]

15 Q. [REDACTED]

16 A. [REDACTED]

17 Q. Of those [REDACTED] LSRs, how many clarifications  
18 do you get back from BellSouth a day, on average?

19 A. I don't know. I can't tell you on a daily  
20 basis but monthly.

21 Q. What is the monthly total?

22 A. [REDACTED]

23 [REDACTED]

24 Q. Of those clarifications that you received,  
25 how many were invalid?

1 A. I don't have that data available.

2 Q. Have you ever sat down and actually looked at  
3 it to see how many were invalid?

4 A. No. They bring them to me to find out why  
5 they are getting clarified back, but I never tracked  
6 them.

7 Q. Is that something that you get once a day?

8 A. No. It is just they don't provide us a list.  
9 It is one at a time.

10 Q. [REDACTED] clarifications as  
11 a result of a BellSouth probe or cause or as well as  
12 the IDS cause, would you agree with that?

13 A. I don't know. It was just a figure given to  
14 me by BellSouth.

15 Q. Is it your belief that both CLECs and  
16 BellSouth can cause an order to be clarified back to  
17 the CLEC?

18 A. Yes.

19 Q. If you don't know how many clarifications you  
20 get back are invalid, how is it that you believe they  
21 are returned -- those that are returned are often  
22 invalid as set forth in your testimony. What makes you  
23 believe this occurred often?

24 MR. MILLER: Objection to the form.

25 A. Because I am the person to whom the manager

1 and provisioner come to find out why this was clarified  
2 back. They don't understand.

3 Q. In your experience, when this happens, is it  
4 always the result that BellSouth incorrectly sent a  
5 clarification back?

6 A. Did you say always?

7 Q. Yes.

8 A. No.

9 Q. There are some times when the clarification  
10 that was sent was proper?

11 A. Yes.

12 Q. It was just-- it is just a misunderstanding  
13 with IDS's provisioning rep?

14 A. That does happen.

15 Q. Page ten, lines 21 and 22. You state that  
16 although the LCSC Service Representative should provide  
17 all clarifications after the first review, often this  
18 process will have to be repeated several times.

19 Again, my question is how often does that  
20 happen?

21 A. I don't have the answer to that.

22 Q. Of the [REDACTED] percent clarification that you  
23 got back last month, do you know how many you received  
24 multiple times?

25 A. No, I don't.

1 Q. Look on page 12, lines five and six;  
2 During the development and testing process  
3 for the UNE-P program, the project team experienced end  
4 user outages.

5 What time period are you referring to?

6 A. I am referring to June of 1999.

7 Q. Even though you are calling it the UNE-P  
8 program?

9 A. I probably should have been more specific; by  
10 the time UNE-P was developed, everybody at BellSouth  
11 called any product that had any association with UNE-P,  
12 UNE-P.

13 Q. I know.

14 A. I should have been more specific, Network  
15 Combination.

16 Q. Are you talking about the testing, that was  
17 done in developing the Network Combination product?

18 A. Yes. Can I clarify something? I misspoke.  
19 This is during the development and testing, and that  
20 was not June of 1999, when we did the conversions.  
21 Actually the testing for that time period would have  
22 been, November 1998 through March, June, March or  
23 April, May, June of 1999 but it began the November  
24 before, I would say.

25 Q. What testing was done, do you remember?

1           A.    We created test accounts and the LCSC -- we  
2 gave the test accounts to the LCSC and they generate  
3 order via SONGS & DOE to simulate the actual LSR  
4 generated order.

5           Q.    Pick it up in SOCs down stream?

6           A.    Yes.  We used DOE & SONGS at that point.

7           Q.    You skipped LEO, LSI and the buckets?

8           A.    And the bucket.

9           Q.    And what were the results of those tests?

10          A.    We experienced end user outage, loss of mail  
11 boxes and that type of thing.

12          Q.    How often, do you remember?

13          A.    We had some bad experiences, I am trying to  
14 think.  Probably, when we would do one set of testing,  
15 we would test numerous types of lines and numbers,  
16 different stuff, and I would say we had a failure on  
17 virtually every test of some sort.

18          Q.    That was when; I know you started in  
19 November 1998?

20          A.    1998.

21          Q.    You had the same results -- you were  
22 experiencing the same results in March of 1999, as  
23 well?

24          A.    No.  As I said, they may not have been the  
25 same issues but we found new issues every time we

1 issued orders.

2 Q. Even in March of 1999, you were still having  
3 substantial problems?

4 A. Yes.

5 Q. Were you part of the team that George Estaban  
6 ran?

7 A. Yes.

8 Q. You were present for his testimony, weren't  
9 you?

10 A. Yes.

11 Q. Do you remember him saying that he was  
12 brought in to reduce the error rate?

13 A. I don't recall him saying that.

14 Q. Do you recall him saying that the product  
15 team was able to get disconnects down to less than  
16 1 percent?

17 A. Yes. After all the tests, but disconnect was  
18 not the only error that we encountered.

19 Q. What other errors did you encounter?

20 A. Loss of features, dispatched orders, anything  
21 of that nature that would effect their service.

22 Q. Let us say, in June of 1999?

23 A. June of 1999.

24 Q. Would you agree with me that the disconnect  
25 rate was less than 1 percent?

1           A.    Yes.

2           Q.    For the other feature service disruptions  
3 that you were describing, what percentage of orders  
4 experience those type of disruptions?

5           A.    I don't believe -- if that was tracked I am  
6 not aware of it.

7           Q.    Page 12, lines 13 to 15, did the use of  
8 Single C format eliminate frequent service outages  
9 associated with the D&N procedure during retail to  
10 resale conversions. You said, yes.

11                    When you used the phrase service outages, are  
12 you referring to disconnects in addition to feature  
13 loss, or just disconnects?

14           A.    This is information that was told to me by my  
15 boss. This has to do with retail to resale, I had  
16 never been on a team that developed the Single C that I  
17 can not really tell you.

18           Q.    Who was your boss?

19           A.    Cathy Swift.

20           Q.    She was the boss at BellSouth, yes?

21           A.    She used to be a retail SME until she got  
22 promoted.

23           Q.    You have no personal knowledge of the effect  
24 of the Single C format to resale?

25                    MR. MILLER: She testified to that.

1 MR. MEZA: Right.

2 Q. What somebody else told you?

3 A. Yes. That is correct.

4 Q. Page 12 line 19 through 21; during conversion  
5 to UNE-P, using the D&N procedure, end users  
6 experienced service outages. Additionally, end users  
7 experienced several service feature disruptions.

8 A. Yes.

9 Q. What product are we talking about?

10 A. Network Combinations. Sorry for the  
11 confusion.

12 Q. Again, in relation to this part of your  
13 testimony, in June of 1999, would your responses be the  
14 same as to what you previously told me?

15 MR. MILLER: Objection date.

16 A. Are you talking about this disconnect rate  
17 reduced to less than one percent?

18 Q. Yes.

19 A. For the type of conversion that we performed  
20 at that time, that is correct.

21 Q. Now, it is your testimony that there was some  
22 discussion of using the Single C format in the  
23 development of the Network Combination product, is that  
24 correct?

25 A. Yes.



1 Q. Whatever happened to that? What was the  
2 result of those discussions?

3 A. It was shelved.

4 Q. Why?

5 A. After one meeting, when all the risks were  
6 assessed, they were presented to upper management who  
7 came back to the team and told us that they didn't have  
8 the resources or the money to develop it, nor was it  
9 high priority to them.

10 Q. What risks are you referring to?

11 A. The risk had to do with developing the  
12 process, which would include some changes to the Single  
13 C process as it currently existed for resale.

14 Q. What was the problem with that?

15 A. It could -- if we changed it -- it might  
16 impact the way that the Single C was working for  
17 resale.

18 Q. You said there were personnel issues and what  
19 else?

20 A. As to I T issues.

21 Q. Upper management said the Single C was not a  
22 viable option?

23 A. They didn't say it was not a viable option.

24 Q. What did they tell you again?

25 A. They told us, at this time it was not a high

1 priority.

2 Q. What time was that?

3 A. March of 1999.

4 Q. Look on page 13, lines 8 through ten:

5 As such, one or more of the members of the  
6 project team concluded that the only process that would  
7 work, albeit with consequences, was the D&N process.

8 Which member of the team came to that  
9 conclusion?

10 A. Me, Bill, Debbie Williams, Frank Eberly,  
11 those are the ones that I remember specifically having  
12 agreed with that.

13 Q. Was there any dissent among the project team,  
14 as to that conclusion?

15 A. Not that I remember.

16 Q. What time period was this?

17 A. This was in the spring, early spring or March  
18 or so, of 1999.

19 Q. Page 13, line 15 through 17: Before I ask  
20 you that, what upper management, which persons at  
21 BellSouth told the team that the Single C was not a  
22 priority?

23 A. My boss told me.

24 Q. Who was that?

25 A. Cathy.

1 Q. Who told Cathy Swift?

2 A. I have no idea.

3 Q. Page 13, line 15 through 17, you state that  
4 everyone on the project team expressed serious concern  
5 about the end user outages to upper management  
6 throughout the development and testing of the UNE-P.

7 A. Yes.

8 Q. The UNE-P you are referring to is the Network  
9 Combination or the UNE-P 319 product?

10 A. Network.

11 Q. Were you one of those?

12 A. Yes, actually, yes.

13 Q. Was this before or after you concluded that  
14 the process would work, albeit, with some consequences?

15 A. Yes, it was after. It was before and after.

16 Q. You had concerns prior to concluding that the  
17 only process that would work would be the D&N process?

18 A. Yes.

19 Q. You still considered and concluded that the  
20 D&N process would be the only process that would work?

21 A. Without access to the Single C, that is  
22 right.

23 Q. Despite that decision, you still have some  
24 concerns?

25 A. Yes.

1 Q. Look on page 14, lines four through eight.  
2 You state that the project team was very concerned that  
3 if we who developed the process still experienced end  
4 user outages in varying forms, there was a great  
5 likelihood of serious complications occurring during  
6 thousands of daily conversions between BellSouth and  
7 various CLECs on any given day.

8 What period of time?

9 A. Network Combination development time.

10 Q. Was this before or after you reached the  
11 conclusion that the D&N was the only workable process?

12 MR. MILLER: Objection, mischaracterizes the  
13 witness's testimony.

14 Q. Did you express this concern before or after  
15 you made the decision or reached the conclusion on page  
16 13, lines eight through ten?

17 A. Both.

18 Q. What type of end user outages are you  
19 referring to on page 14, line six?

20 A. User outages in various forms --

21 Q. Yes.

22 A. Loss of hunting, loss of dial tone and loss  
23 of features.

24 Q. At that time, did you have any idea how  
25 frequently those service outages would occur?

1 A. No.

2 Q. Look on page 14, line 21 through page 15,  
3 line one. You state that the UNE-P order process was  
4 developed with a conscious effort by the project team  
5 to avoid end user outages and feature disruptions  
6 caused by the D&N format; however, the process relies  
7 heavily on effective manual, and efficient manual, and  
8 electronic handling of each order.

9 What do you mean by that last portion?

10 A. Well, if the process would-- the correct use  
11 of the M&Ps in issuing orders, and all the M&Ps in the  
12 down stream system had effective use of those, it would  
13 reduce the number of disruptions that we suffered.

14 Q. Are you talking about RRSO here?

15 A. That is one of them.

16 Q. So, RRSO would be one way that you could  
17 reduce the number of disconnects?

18 A. Yes.

19 Q. Yes?

20 A. It can be if it is used effectively.

21 Q. Do you know if the CLEC reps are trained to  
22 make RRSOs on the LSR?

23 A. It is my understanding they are trained four  
24 times on that process, and the process has been  
25 unchanged.

1           Q.    Look on page 16, lines eight through 12.  You  
2 state, I cannot say that the intention of BellSouth  
3 management was to mislead the Florida Public Service  
4 Commission and the CLEC community concerning this  
5 presence.  What presence are you referring to?

6           A.    I don't know.  I further explain it in the  
7 answer.  I explain it in the second paragraph of the  
8 answer.  We were told the product must be rolled out  
9 even if not one hundred percent reliable.

10          Q.    I want to make clear that it is not your  
11 testimony that BellSouth intentionally attempted to  
12 mislead the Commission or the CLEC community?

13          A.    That is what it says.

14          Q.    That is correct?

15          A.    Yes.

16          Q.    What do you mean that the product team did  
17 not have adequate time to work, as set forth on lines  
18 10 and 11?

19          A.    I mean that when we addressed it in the  
20 Network Combination scenario in March, we were told it  
21 would take a minimum of six months up to 12 months, to  
22 develop the process.  We only had three months to  
23 develop the UNE-P as ordered by the 319 Remand.

24          Q.    What you are telling me, and correct me if I  
25 am wrong, when the 319 order came out, you were

1 instructed to develop the UNE-P product?

2 A. Yes.

3 Q. When you were instructed to do that, did you  
4 look at the Single C option?

5 A. Yes, we looked at a number of options.

6 Q. And do you know when you were required to  
7 have a workable UNE-P product ready?

8 A. Yes, February 17th, 2000.

9 Q. Was that the date mandated by BellSouth?

10 A. The FCC Mandate.

11 Q. Page 16, lines 12 through 15, you can say  
12 certain BellSouth management knew this then and has  
13 known it since then, and had failed to remedy the  
14 situation in any fashion other than temporary quick  
15 fixes at the requests of the CLECs. What did they know  
16 and have known since then?

17 A. It has known, in my opinion, since Single C  
18 was sold for resale that it was a more efficient  
19 process to use in converting lines and accounts.

20 Q. Didn't you just tell me though, that pursuant  
21 to the inquiry in March of 1999, you were told that it  
22 would take six months to a year to develop the Single  
23 C?

24 A. That is true.

25 Q. How long did you have to develop the UNE-P

1 product as a result of the Remand order?

2 A. We had to roll out the product, and we were  
3 directed that we had to roll out the product by 2/17 --  
4 they told us that we were not going to start us  
5 working on it until January. They announced we would  
6 have to do it in November. They would give us all  
7 December off.

8 Q. Assuming that you started on the day after  
9 the FCC Remand order came out, in your opinion, would  
10 that have been enough time to develop the Single C  
11 format?

12 MR. MILLER: Objection, calls for  
13 speculation?

14 A. Not if you wanted the rest of the product to  
15 be developed.

16 Q. You were there during all the depositions we  
17 had in Atlanta, Birmingham, of all of your fellow  
18 co-workers, and I am sure you heard some of them say  
19 that Peggy Caldwell instructed them or instructed the  
20 team to roll out a quality product.

21 MR. MILLER: Objection, foundation.

22 A. I remember it.

23 Q. Do you recall that being said?

24 A. That is not what she said, but I remember  
25 being at the meeting where there were implications.



1 Q. That appears to be inconsistent with what you  
2 said in your testimony on lines 17 through 18?

3 A. Even if was not 100 percent reliable?

4 Q. Yes.

5 A. She gave an analogy of what she meant.

6 Q. What was that analogy?

7 A. That it was like a car. It had to have four  
8 tires, but they didn't have to match, and if the spare  
9 was on the roof, that was okay, we can go back and fix  
10 it later. Those were her words.

11 Q. Did she say, I want to have a quality  
12 product?

13 A. That is what I recall.

14 Q. Are those other team members mistaken or  
15 remember it differently, do you know?

16 A. Well, I would say it was not our team that  
17 was assembled, and if that was said, then it was all  
18 the UNE-P team which includes up to one hundred people.  
19 You could find more people who could corroborate that  
20 statement.

21 Q. Page 17, lines one through three: BellSouth  
22 management was not and is not serious about correcting  
23 the problems the UNE-P process has caused IDS and other  
24 CLECs?

25 A. Yes.

1 Q. What is your basis for that statement?

2 A. There are several reasons I feel that way.

3 Q. Okay?

4 A. First of all, I have identified the problems  
5 in the UNE-P CLEC prospective, and it took five or six  
6 months for them to investigate it and fix it. They  
7 have had since March of 1999-- they have had two and  
8 one-half years to develop the Single C, and it is not  
9 yet available. There are a lot of problems that we  
10 still experience with loss of dial tone. Up until our  
11 complaint was filed, the loss of dial tone and loss of  
12 memorycall that we continually complained about, and we  
13 were told we will retrain the services reps. That is  
14 it.

15 Q. Are you basing this statement on the your  
16 experience as an IDS employee or a BellSouth employee?

17 A. Well, as a BellSouth employee I can speak to  
18 the Single C. That was a major concern of everybody  
19 who was involved with the D&N process. And, as a CLEC  
20 employee, I can tell you that I have identified the  
21 processes and have to give them to my customer service  
22 manager to try and get them corrected, over and over  
23 again.

24 Q. Let us talk about the fact that you were a  
25 BellSouth employee, what that statement says is that

1 BellSouth Management was not and is not serious about  
2 correcting problems that the UNE-P caused the IDS or  
3 other CLECs. As a BellSouth employee, what facts or  
4 evidence are you relying on to support your  
5 allegations, on page 17, lines one through three?

6 A. Like I stated, lack of development of the  
7 Single C that would greatly reduce, if not eliminate  
8 disruptions of service.

9 Q. Disruptions of service or loss of dial tone?

10 A. Same thing.

11 Q. You would not say feature loss is a  
12 disruption of service?

13 A. Yes.

14 Q. The Single C prevents feature loss?

15 A. If there are no changes being made to the  
16 features.

17 Q. You can have a loss of dial tone without loss  
18 of features?

19 A. No. Yes, you can. I mean if this customer  
20 has no features except for hunting, and is only  
21 impacted by incoming calls, you can have a loss of dial  
22 tone and still receive calls with hunting. In certain  
23 circumstances, it depends on the cable facilities.

24 Q. Are you familiar with Ken Ainsworth's  
25 testimony?

1 A. Yes.

2 Q. Do you feel competent to respond to some  
3 requests or to be asked some questions?

4 A. It depends on the questions.

5 Q. Are you familiar with the analysis that he  
6 has done regarding the percentage of loss of dial tone,  
7 since June or so of this year?

8 A. After the complaint was filed, yes, I am.

9 Q. Like .1 percent?

10 A. Right.

11 Q. Do you agree with that?

12 A. I don't know. I have not seen his general  
13 analysis, I don't know. I assume and I don't know if  
14 it was IDS or every CLEC. I never have seen the data.

15 Q. Would you agree with me that feature loss  
16 occurs a little bit more effectively than loss of dial  
17 tone?

18 A. Yes.

19 Q. If you lose your feature loss, if you lose  
20 your features, when you lose your dial town, why would  
21 they not be the same?

22 A. You might lose your features without losing  
23 your dial tone.

24 Q. Why is that? Is that associated with the  
25 D&N?

1 A. Yes.

2 Q. Loss of features and loss of dial tone are  
3 both associated with the D&N process?

4 A. Generally speaking, yes, that is correct.

5 Q. Let us not speak generally?

6 A. All right.

7 Q. When is that not the case?

8 A. Are you talking about in comparison to  
9 anything -- that is the case.

10 Q. All the time?

11 A. Every D&N -- I must be getting confused. Can  
12 we go back to the original question.

13 Q. The original question was, would the Single C  
14 alleviate or remedy problems of feature loss, and your  
15 answer was yes, that is what I am asking about?

16 A. That is an assumption, and I never  
17 participated in the development of the Single C.  
18 Sorry, if I misunderstood your question.

19 Q. That is fine. It is late in the day. Do you  
20 know if BellSouth would have implemented the Single C,  
21 is it your opinion that it would have cured the  
22 disconnect problem?

23 A. I have no reason to think it would not.

24 Q. But it is your testimony today that you never  
25 worked on the Single C development?

1           A.    We were not allowed to do that.

2           Q.    Do you remember the discussion during  
3 development of the UNE-P product of three order  
4 process?

5           A.    That was one of the processes that we  
6 considered.

7           Q.    As an alternative to the D&N?

8           A.    Yes.

9           Q.    Would that have cured the disconnect problem?

10          A.    I don't know that it would.  I don't know.  
11 We never went into the development of it and we never  
12 tried before any other -- any other BellSouth system or  
13 processes.

14          Q.    Did you voice an opinion about the three  
15 order process?

16          A.    I don't recall.  I am sure I did but I don't  
17 recall what it was.

18          Q.    As part of the UNE-P product -- is that the  
19 product team?

20          A.    Just say UNE-P team -- I will understand --  
21 it was the product.

22          Q.    UNE-P team; was there a requirement before  
23 the product was released?  Did all team members have  
24 to vote on it to decide whether the product was ready  
25 to be rolled out?

1           A.    No.  We never voted on anything.

2           Q.    During the UNE-P product team -- and when I  
3 am talking about UNE-P, I am talking about the 319  
4 product?

5           A.    I understand.

6           Q.    During the development of the 319 product,  
7 did you ever express any concern to the product team  
8 leader or the manager, Sandra Harris, about the use of  
9 the D&N process?

10          A.    Specifically, whether I -- me -- no, I think  
11 I raised my concerns substantially during Network  
12 Combination.  We knew that the Single C was no longer  
13 viable at that point in time.

14          Q.    That was in March of 1999?

15          A.    Yes.  Sandra was not on our team then.

16          Q.    If you had said, Ms. Harris, Sandra, that is  
17 not going to work.  We have to find something else.  Do  
18 you believe that BellSouth would have done something to  
19 rectify your concerns?

20                MR. MILLER:  Objection, calls for  
21 speculation.

22          A.    I, in fact, did not say that to her.  It was  
23 said to her by other people, and that is why we  
24 addressed other processes.

25          Q.    Were all those processes addressed in some

1 form or fashion, analyzed or evaluated?

2 A. Yes.

3 Q. After you did all of the analysis, what was  
4 the conclusion of the team?

5 A. The conclusion was that for one reason or  
6 another, none of them would work.

7 Q. You did what?

8 A. We continued to try to make a deadline by  
9 using the Network Combination as the base line straw  
10 man for the development of the 319 product.

11 Q. That includes use of the D&N?

12 A. Yes.

13 Q. Look on page 21, line 14. It is not unusual  
14 to have an order kicked back for clarification several  
15 times before the order flows through to completion,  
16 because the BellSouth's LCSCs do not comply with the  
17 requirement that all clarifications must be made on the  
18 first order review?

19 A. Yes.

20 Q. How often does that happen?

21 A. I don't have any documents and numbers.

22 Q. Do you know of any specific instance?

23 A. Yes, I know of several in this past week.

24 Q. Look on page 20, lines 17 and 18. Beginning  
25 on line 16.



1 A. Yes.

2 Q. I know personally that the LCSCs are not  
3 following the Methods and Procedures established for  
4 their proper operation.

5 A. Yes.

6 Q. How do you know that?

7 A. Well, I know it because they are not putting  
8 RRSOs on the orders. I wrote those M&Ps.

9 Q. Let me ask you about RRSO. If the service  
10 representative put the RRSO on it-- let me ask, does  
11 the CLECs have to put RRSO?

12 A. No.

13 Q. It is either done electronically through LEO,  
14 or LESOG, or manually?

15 A. Yes.

16 Q. If that is done, is there a problem with D&N?

17 A. Yes, there can be.

18 Q. Explain to me that situation?

19 A. The experience that we had during the  
20 development was that the orders would flow, if there is  
21 an error or some kind of problem in the order, that  
22 would keep it from being sent down stream. However, if  
23 the order would process down stream, and we get to  
24 AFIG, they have objected to their meeting certain dates  
25 for the processing of the orders that received. If

1 they did not get that order in time, they end the  
2 order. They would take the RRSO off of it and process  
3 it independently of the order.

4 Q. Let us go to the [REDACTED] lines a day. What  
5 percentage or what number of lines experience a  
6 disruption, because of the D&N?

7 MR. MILLER: Objection, foundation.

8 A. Can I answer? In the first place it is -- I  
9 don't have the exact data. That is something we  
10 expected the LCSC to accumulate for us.

11 Q. As a CLEC?

12 A. Yes.

13 Q. Do you have any data whatsoever that gives  
14 you any idea as to how often the D&N problem happens?

15 A. I personally do not.

16 Q. Go to your panel testimony with Mr. Kramer?

17 A. Yes.

18 (RECESS)

19 Q. Ms. Wellman, what are the benefits of the  
20 Activity W code?

21 A. Benefits to the CLEC?

22 Q. Yes.

23 A. It allows the CLEC to process the requests in  
24 a much quicker fashion, and it reduces the possibility  
25 to make errors.

1 Q. Are you involved in any way with the  
2 development of the bulk ordering feature?

3 A. I attended one meeting.

4 Q. What was discussed at that meeting?

5 A. The product had been developed by a different  
6 team, and they had called me and asked me about the use  
7 of W, and I told them the W was not designed to be used  
8 in that respect. They asked me to attend the meeting.  
9 when I got there, I found they had designed the W to be  
10 used exactly as it was used for resale bulk conversion.

11 Q. Who told you that?

12 A. The teams -- in the team meeting it was said  
13 that they designed it to emulate the resale bulk  
14 conversion.

15 Q. When was that discussion?

16 A. Very late March of 2000 or early April of  
17 2000. I believe because I was still in the UNE-P  
18 meetings when they called me and asked me about that.

19 Q. Resale is a conversion of as is, right?

20 A. It can be. It can be as is or as specified,  
21 just like the UNE-P combo.

22 Q. Is it your belief and understanding that the  
23 W was intended to be used solely for the as is  
24 conversions?

25 A. As developed by the bulk team.

1 Q. Prior to the bulk -- it was my understanding  
2 that the W was in existence prior to the bulk ordering  
3 feature?

4 A. Yes.

5 Q. Do you know what the intent was in developing  
6 or the use of the W prior to the bulk ordering feature?

7 A. In what arena?

8 Q. In resale, that is the only place it existed?

9 A. It existed in UNE-P too. Resale began -- the  
10 definition of W was decided when the ordering processes  
11 for resale were developed.

12 Q. What is the definition of W?

13 A. W is conversion as is.

14 Q. What does that mean?

15 A. None of the end users; it means to me that  
16 none of the feature or services that the end user is  
17 requesting in his line change. It is transparent to  
18 one hundred percent.

19 Q. Do you have line class code changes when  
20 converting from resale -- retail to resale?

21 A. You can.

22 Q. When?

23 A. When the customer wants to go to measured  
24 service.

25 Q. Let us exclude that example?

1 A. Okay.

2 Q. Do you have line class code changes in a  
3 general situation when they don't want to go to  
4 measured service in conversion from retail to resale?

5 A. I don't know. I am not a SME for that  
6 product.

7 Q. Was the W ever intended to be used for  
8 conversions that involved line class code changes?

9 A. Yes.

10 Q. How do you know that?

11 A. Because the instructions for bulk ordering  
12 using the W was in the BellSouth Business Rules Online.

13 Q. You only attended one meeting of the bulk  
14 ordering team, is that correct?

15 A. Yes.

16 Q. If you need to change the line class code, do  
17 you consider that an as is change?

18 A. If it is transparent to the end user, I do.

19 Q. That is your personal opinion?

20 A. Yes.

21 Q. Prior to being asked to come to the bulk  
22 ordering team meeting, did you, in any way, have any  
23 special knowledge or expertise regarding the W?

24 A. Yes, I did.

25 Q. In what capacity?

1           A.    We had to define when the W or the V would be  
2 used on conversions, and under what circumstances.

3           Q.    Who defined it?

4           A.    Joy Lofton.

5           Q.    Were you part of that decision?

6           A.    I went to her with the team's concerns, when  
7 do we use the V and the W. She was at that time the  
8 manager over the electronics group that wrote the  
9 requirement for the electronics ordering. I told her,  
10 and she said, you cannot use the W. Don't even consider  
11 it. I said, all right.

12          Q.    Why not?

13          A.    I did not ask her.

14          Q.    What was your opinion, what did you tell her?

15          A.    I told her that the team was looking at the  
16 possibility and trying to define when the activity  
17 types would be used and under what circumstances and  
18 she said, you can't use a W for UNE-Ps. Don't even  
19 consider it; not for conversion as is, unless, from one  
20 CLEC to another where there is no change.

21          Q.    How was it that, if you know, that the bulk  
22 ordering developing team decided to go to the W?

23                MR. MILLER:  Objection.

24          A.    I have no idea. I know they called me after  
25 they defined the definition and today that definition

1 still exists in the Online BellSouth Business Rules.

2 Q. Don't the rules also say that the W is not  
3 available and should not be used for "Onezies" and  
4 "Twozies", and that is my paraphrasing and not a  
5 definition?

6 A. No. It can be used for bulk ordering.

7 Q. What does it say for per account conversions?

8 A. You can do bulk ordering of one.

9 Q. Is bulk ordering available today?

10 A. They have taken away the initial input screen  
11 for bulk ordering for UNE-P Combo, even though it is  
12 still on the Web, it can be used.

13 Q. But in effect you cannot use it?

14 A. It doesn't come up and allow you to put in  
15 multiple lines, that is correct.

16 Q. So, what do the rules say regarding  
17 conversion for a single line basis? Is there a  
18 specific rule as to any type code?

19 A. From conversion to resale -- from resale to  
20 UNE-P?

21 Q. Yes.

22 A. For a CLEC to convert their own retail base  
23 to UNE-P, there is no activity code that is valid for  
24 that.

25 Q. How do you know?

1 A. Through the BellSouth Business Rules.

2 Q. The BellSouth Business Rules do not say you  
3 need to use a V?

4 A. A V is defined as conversion as specified.

5 Q. Which means what?

6 A. With changes.

7 Q. Okay?

8 A. To a new LSP.

9 Q. What is an LSP?

10 A. That is a Local Service Provider. If it  
11 already belongs to that local service provider it  
12 should be applicable to conversion within the same  
13 company according to that definition.

14 Q. What is definition of W according to the  
15 BellSouth Business Records?

16 A. According to that Combo part of the Business  
17 Rules, it says, in one place it is defined generally as  
18 conversion as is, but, there is a matrix at the top of  
19 the page that indicates that the W Activity code is  
20 footnoted. In the footnote it says that the W can be  
21 used when you are converting to a new local service  
22 provider with no changes, or for bulk ordering.

23 Q. If you convert to a new local service  
24 provider?

25 A. Right, for bulk ordering?



1 Q. Could that be from retail to UNE-P?

2 A. Retail, yes.

3 Q. The rules says you can use a W for retail to  
4 UNE-P conversion?

5 A. Yes. But the rules say you can't use it for  
6 your own conversion.

7 Q. You said there was no activity code or  
8 activity type?

9 A. There is not. In other words, there is no  
10 means according to the Business Rules that will allow  
11 you to convert your resale base to UNE-P.

12 Q. The rules don't say anything, is that what  
13 you are saving?

14 A. No, I am saying there is no rule. The rule  
15 states that those can only be used for conversion to a  
16 new LSP provider, which means, if you are the LSP  
17 provider, on resale, and you want to convert to UNE-P.  
18 The Business Rules do not allow you to use the W or the  
19 V.

20 Q. But the Business Rules do state if you are  
21 converting from BellSouth retail to UNE-P, you could  
22 use the W?

23 A. No. It does not specifically state that.

24 Q. It says when you are going to convert to a  
25 new LSP, you can use the WE?

1           A.    That can mean from any CLEC, any other CLEC  
2 from the BellSouth CLEC, in any of those circumstances,  
3 yes it could be used.

4           Q.    Do you know when these rules were in effect?

5           A.    No, the most current version was August, but  
6 I don't know specifically. It appears they were put in  
7 when the bulk ordering was designed, and it was never  
8 changed to remove it.

9           Q.    In this rebuttal panel testimony, you state  
10 there is a video tape attached as Exhibit KKBW2. Have  
11 you ever seen the video tape?

12          A.    Yes. I was not part of the filming, but I  
13 have seen it.

14          Q.    How is it you have seen it, and you are not  
15 in it?

16          A.    No, I was in Atlanta.

17          Q.    How is it--

18          A.    At a deposition or something.

19          Q.    How is it that tape is attached to your  
20 testimony? Who is in it, do you know?

21          A.    The product manager, our product manager,  
22 Brad Hamilton, and one of my team leads in  
23 provisioning.

24          Q.    You are not in it?

25          A.    No.

1 Q. Did you have any role in the development of  
2 it?

3 A. I gave them the guidelines that needed to be  
4 followed when doing it.

5 Q. Did you view the edit of it?

6 A. No.

7 Q. You were not in Miami when this was filmed?

8 A. No. Actually I was in Birmingham at the  
9 depositions. That may not be true, but I was not  
10 there.

11 Q. Look on page nine, lines six through nine.  
12 Until just days ago, August 27, 2001,  
13 BellSouth told none of the ALECs that Activity W could  
14 be used for ordering individual customer conversions  
15 from BellSouth retail, or ALEC resale to ALEC UNE-P?

16 A. Yes.

17 Q. I thought you told me that is what it said  
18 in Business Rules?

19 MR. MILLER: Objection, mischaracterization  
20 of the witness's earlier testimony.

21 Q. BellSouth retail to ALEC UNE-P?

22 A. No.

23 Q. Would that be service to a new LSP?

24 A. I agreed with you that the W would be  
25 appropriate under those circumstances because the LSP

1 is changing.

2 Q. That is in the Business Rules, correct?

3 A. Yes.

4 Q. Page ten, line 15 through 18.

5 December 2, 2001 to June 2001, the BellSouth customer  
6 support manager that works with IDS informed me that  
7 the Activity W was considered by BellSouth to be a  
8 defect, and requested that IDS discontinue its use for  
9 Activity W? Who is the former support manager?

10 A. Joyce Martin.

11 Q. Do you know specifically, when in December  
12 and June she told that to you?

13 A. No. I only know the approximate time frame.

14 Q. How did the topic of the W come up?

15 A. Well, it basically came up because when  
16 things would drop out to the center, the center would  
17 clarify them back. You can't use Activity W, and our  
18 position from IDS was that it was dropping out to them,  
19 not because of the W, because of something that was on  
20 the CSR that was incorrect and that W was appropriate  
21 because they did flow through if there was no error on  
22 the CSR.

23 Q. Why did the service reps believe that the W  
24 was inappropriate?

25 A. I guess the interpretation of the Business

1 Rules, as I wrote them for the UNE-P product  
2 originally, was still what they were using, and the  
3 BellSouth Business Rules did not necessarily agree with  
4 that document.

5 Q. What document?

6 A. M&Ps.

7 Q. They were following the M&Ps or the Business  
8 Rules?

9 A. They follow the M&P.

10 Q. What do the M&Ps say regarding the use of the  
11 activity code W for single conversions?

12 A. I can't quote it exactly, but I can summarize  
13 it probably, relatively accurately. It states that W  
14 is only valid for conversions to UNE-P between two  
15 LSPs, as if it is ordered, if it is used for bulk  
16 ordering and the way you would be able to get that, it  
17 is used for bulk ordering, is that the rules systems  
18 that would follow would be TCIF.

19 Q. In your opinion what does that mean?

20 A. Well--

21 MR. MILLER: Objection, calls for  
22 speculation.

23 A. I did not develop W for bulk ordering, and it  
24 is hard for me to define.

25 Q. What in your opinion, after reciting your

1 understanding of what the rules say, what is your  
2 understanding of what that means?

3 A. BellSouth was participating in updating of  
4 their processing systems and TCIF, was, I believe, is a  
5 process that was related to OSS99.

6 It changed the version of LSR forms,  
7 conversion two to conversion four, and four was related  
8 to TCIF9. It dropped into the center in two different  
9 ways, and if it was --

10 Q. That is what I get for asking that question.  
11 Did the M&Ps say that you can use bulk activity type W  
12 for a single conversion to UNE-P?

13 A. What type of conversion?

14 Q. The UNE-P conversion?

15 A. Yes.

16 Q. What did Ms. Martin say in response to your  
17 position that IDS should be able to use the W?

18 A. She said, I understand why you feel that way,  
19 but it is BellSouth's position that it is a defect in  
20 the electronics systems, and you should stop using it.  
21 She said it was the staff's decision that it was a  
22 defect.

23 Q. Did you stop using the W?

24 A. No, it worked.

25 Q. And did the staff; was any work around the

1 document created by BellSouth that would allow you to  
2 use the W?

3 A. No. Not that I am aware.

4 Q. You are not aware of E-mail which told the  
5 reps not to send orders back that had a W?

6 A. Well, there was an E-mail sent back sometime  
7 in the summer, and it didn't come to me. Somebody sent  
8 it to me, but I had seen it, but I was not involved in  
9 that.

10 Q. That E-mail was not in response to the  
11 conversation that you had with Joyce Martin?

12 A. I don't know. It was not from Joyce Martin.  
13 I don't know where it came from. I don't know the  
14 person who sent it.

15 Q. Do you know how IDS obtained that E-mail?

16 A. Somebody from BellSouth sent it to one of my  
17 supervisors.

18 Q. Who?

19 A. Gus Morales.

20 Q. Sent it to your supervisor?

21 A. Yes.

22 Q. Do you know who at BellSouth sent it to him?

23 A. I don't recall.

24 Q. So, despite BellSouth's request to stop using  
25 the W and IDS, continued to use the W?

1 A. Yes.

2 Q. Are you sure, or do you believe that  
3 BellSouth knew that IDS was using the W?

4 A. Yes, I am sure they knew, otherwise they  
5 could not have asked me to stop.

6 Q. The only discussion you had in BellSouth  
7 regarding this W was Joyce Martin? Who else?

8 A. I discussed it with Linette Noel.

9 Q. What Department?

10 A. She is with the LCSC staff support. She is  
11 the manager over the SME who took my place when I left.

12 Q. Who else?

13 A. Joy Lofton.

14 Q. What was she?

15 A. She was director.

16 Q. What division or section?

17 A. Like staff support. She was my director when  
18 I left.

19 Q. Is it fair to say those were the only persons  
20 you talked to at BellSouth that have been involved with  
21 LCSC regarding the W?

22 A. As far as I can remember. Could you repeat  
23 that question again.

24 (The question referred to was read back by  
25 the court reporter)



1 Q. That was a bad question? I will ask it again.

2 A. Okay.

3 Q. Is it fair to say that the only people that  
4 you talked to at BellSouth regarding the W, were  
5 associated or involved with the LCSC?

6 A. As far as I recall, that is true.

7 Q. Page 12, line 14 and 21. You talk about some  
8 defects or malfunctions that IDS experienced using the  
9 W. Can you explain those defects?

10 A. All right -- I should probably qualify my  
11 answer by saying these are not specific to the W, these  
12 defects, but they do involve the W.

13 Q. Okay.

14 A. If you have a customer service record, and  
15 see it is a BellSouth retail customer, that CSR,  
16 resides in BellSouth's systems for the CLEC to look at  
17 to determine what process it must use to convert it to  
18 UNE-P. There are some CSRs that are incorrect. They  
19 have missing or invalid data on them, and when you use  
20 a W, they will fall out, and BellSouth was sending them  
21 back to IDS to correct the errors resided on their  
22 accounts.

23 Q. Has that been fixed?

24 A. Yes, they do them now instead of sending them  
25 back. They fixed them.

1 Q. Do you know if in the Business Rules or M&Ps  
2 doing bulk ordering, and there were certain limitations  
3 put on as to what specific types of accounts could be  
4 submitted through the W?

5 A. No. I have no idea.

6 Q. Is it your testimony as far as today is  
7 concerned, that the W only works on certain accounts,  
8 the types of accounts with certain features?

9 A. No. I don't believe that was my testimony.

10 Q. Let me try again, the W does not work for all  
11 conversion orders, is that correct?

12 A. That is correct.

13 Q. For the majority of the orders, the V is the  
14 appropriate activity code to use, is that correct?

15 MR. MILLER: Objection, foundation.

16 A. In my experience, that is true.

17 Q. Would you agree with me that BellSouth is  
18 utilizing a different system rather than DOE & SONGS  
19 currently?

20 A. Would you like to be specific?

21 Q. Is BellSouth using DOE & SONGS today?

22 A. Yes.

23 Q. Do they plan on using it for the next year,  
24 do you know?

25 MR. MILLER: Objection, calls for

1 speculation.

2 A. I don't know.

3 Q. Did you ever read Mr. Wilson's testimony?

4 A. Yes.

5 Q. Did you address that in this portion of your  
6 rebuttal testimony?

7 A. I may have, and if you show me where I did, I  
8 will tell you.

9 Q. Page 32, Lines 8 through 20.

10 A. Okay.

11 Q. I understand that BellSouth retail has  
12 replaced DOE & SONGS with a newer and more powerful  
13 front end editing and order input systems called ROS  
14 and RNS?

15 A. Yes.

16 Q. What is the basis of your understanding?

17 A. The basis of my understanding is Mr. Wilson's  
18 testimony.

19 Q. So, pursuant to Mr. Wilson's testimony, would  
20 you agree with me that BellSouth no longer using DOE &  
21 SONGS?

22 A. I would not agree with that.

23 Q. You understand that to be the case?

24 A. No. I don't agree with that either.

25 Q. What do you mean by understanding that

1 BellSouth retail has replaced DOE & SONGS?

2 A. Retail has, but wholesale has not.

3 Q. BellSouth retail is using DOE & SONGS?

4 A. BellSouth what?

5 Q. Retail?

6 A. I don't understand that for a fact. That was  
7 Mr. Wilson's testimony.

8 Q. You understand that to be the case?

9 MR. MILLER: Objection, asked and answered?

10 A. According to Mr. Wilson. I don't have any  
11 direct knowledge of it.

12 Q. Look on page 9, line 16 through 18, although  
13 I no longer work for BellSouth, my knowledge regarding  
14 BellSouth's operations are current in all pertinent  
15 respects. How do you know that?

16 A. I know it from BellSouth's information that  
17 they provide to us. They give us access to their Web  
18 Site. I have a customer support manager who helps me.  
19 I have an account team that helps the UNE-P change  
20 control process. There are all different venues that I  
21 have access to that provide me with current information  
22 about BellSouth's process as they relate to CLECs.

23 Q. Are you limiting that statement to the  
24 wholesale side?

25 A. Yes.

1 Q. So, your knowledge regarding BellSouth's  
2 wholesale operation in your opinion is current in all  
3 respects?

4 A. Yes.

5 Q. What about the retail side?

6 A. I have not been involved in the retail side  
7 since I left other than superfluous information that I  
8 received from when I was the manager.

9 Q. I was confused.

10 A. Yes, I was referring to wholesale. That is  
11 my area of expertise.

12 Q. On page ten, lines four and five, you say  
13 DOE & SONGS enable the LCSC service representative to  
14 eliminate thousands of errors in a service request at  
15 the data entry stage.

16 How did you know that?

17 A. There are thousands and thousands and  
18 thousands of SOER edits that reside in DOE & SONGS, and  
19 you can put on every entry in there what is wrong, and  
20 it will tell you, this is wrong, this is why. This is  
21 what you need to do to fix it.

22 Q. I asked you have you ever done that?

23 A. When I was working for retail.

24 Q. That was in 1990, the last year you worked in  
25 retail?

1 A. That I personally used it, yes.

2 Q. Page 11, lines two to three, invalid or  
3 missing data on a local service request can be the  
4 result of problems with the way the ALEC enters the  
5 data or problems on BellSouth's end.

6 You would agree with me that clarification  
7 can be a result of an ALEC error or a BellSouth error?

8 A. Yes.

9 MR. MILLER: Objection, foundation.

10 Q. Look on page four, line six?

11 A. Yes.

12 Q. You see, you list a series of bullet  
13 underneath?

14 A. Yes.

15 Q. How do you know that?

16 A. From the Web Site.

17 Q. Do you have problems with the service  
18 requests fall out?

19 A. Do I experience the problems?

20 Q. Is that something that concerns you?

21 A. From a flow through perspective, yes, it  
22 does.

23 Q. But other than that, other than from the flow  
24 through prospective?

25 A. Well, it concerns me that any time you get

1 manual handling, it delays the process of the service  
2 order.

3 Q. It is your opinion that the BellSouth retail  
4 side does not have the same number of service requests  
5 that fall out?

6 A. For these reasons.

7 Q. What did you mean?

8 A. These reasons that we are talking about.

9 Q. I am asking you, does BellSouth retail have  
10 the same number of service requests that are designed  
11 to fall out?

12 A. Not that I am aware of. Not when I was  
13 working.

14 Q. How many service requests or design fall out  
15 on the retail side?

16 A. For simple services?

17 Q. Yes.

18 A. Well, it is difficult to answer. They don't  
19 have to use LEO or LESOG. They don't have that fall  
20 out to contend with.

21 Q. So, is it your testimony that you can't  
22 compare retail with the wholesale side, as far as  
23 ordering goes to compare the number of features or  
24 service requests that are designed to fall out?

25 MR. MILLER: Objection to the form.

1           A.    The fall out is created by LESOG.  The retail  
2 side of the house does not use LESOG.

3           Q.    Does the retail side of the house, to the  
4 best of your knowledge, have certain design fall outs?

5           A.    No.

6           Q.    How do you know that?

7           A.    You said to the best of my knowledge.

8           Q.    Not from personal experience?

9           A.    Yes.  From what I am talking about here are  
10 equivalent retail service to the types of simple  
11 services that IDS converts to UNE-P.  Basically, they  
12 are using superior systems to DOE & SONGS, but they are  
13 similar in their performance.

14          Q.    Who is they?

15          A.    Retail side of the house.  The service reps  
16 and LCSCs don't design fall out, and they are inputting  
17 orders as M&Ps directs them.  Therefore, my assumption  
18 is the same, and it is true on the retail side of the  
19 house

20          Q.    Let me ask you this, in your opinion, is it  
21 fair to truly compare the retail side to the wholesale  
22 side?

23                   MR. MILLER:  Objection, foundation.

24          A.    Is it fair?

25          Q.    Is that a true comparison?



1 MR. MILLER: Same objection.

2 A. No, it is not.

3 Q. Page 21, line 13 and 22?

4 MR. MILLER: What page.

5 MR. MEZA: 21.

6 Q. I believe you previously testified today that  
7 you were not involved in the development or  
8 implementation of the Single C process?

9 A. Yes.

10 Q. How is it that you are able to give a history  
11 of that process, if that is the case?

12 A. Because Bill Gulas -- are you talking about  
13 the C, the Single C or the history of the D&N.

14 Q. The history of the Single C?

15 A. My boss, Cathy Swift told me about it.

16 Q. That is not based upon personal knowledge?

17 A. No.

18 Q. Look on page 24, lines 16 through 19.

19 A. Yes.

20 Q. BellSouth finally put in place an internal  
21 edit to attempt to prevent the D and the N orders from  
22 separating. What internal edits did they put in place?

23 A. It is my understanding that they input the  
24 edits that required RSOB be present on orders when it  
25 was input into DOE & SONGS or in LESOG.

1 Q. How did you obtain that knowledge or  
2 understanding?

3 A. In the UNE-P user group meetings, we were  
4 told.

5 Q. Is it your testimony that edits will reduce  
6 the number of D&N orders from separating?

7 A. That is our hope.

8 Q. Do you have any other knowledge or  
9 expectation?

10 A. Well, that is as I told you before, just  
11 because it is on the order, doesn't mean it is going to  
12 be there at the time it processes through the system.

13 Q. Got you. These documents that you provided  
14 to me today.

15 A. Yes.

16 Q. What are they?

17 A. Minutes and activity action logs from UNE-P  
18 group meetings, all on the Web.

19 Q. Is IDS a participant in the UNE-P user group?

20 A. Yes, I have attended every one of them.

21 Q. Do you know if there are huge statistical  
22 variations in service related problems when placing  
23 accounts in resale versus putting accounts in UNE-P?

24 (The question referred to was read back by  
25 the court reporter)

1 MR. MILLER: Objection to the form.

2 A. I have no idea.

3 Q. Keith Kramer testified you would be the  
4 person who may have knowledge about that, and would  
5 that be incorrect?

6 MR. MILLER: Objection, that calls for  
7 speculation.

8 A. All I know is that, I don't have any access  
9 to any data at that time.

10 Q. Did you write your testimony?

11 A. I wrote it with the help of counsel.

12 Q. Did you review the version of your testimony  
13 that was filed?

14 A. Prior to filing?

15 Q. Prior to filing?

16 A. Yes, I did.

17 MR. MEZA: Those are all the questions I  
18 have. Thank you.

19 MR. FUDGE: No questions.

20 CROSS EXAMINATION

21 BY MR. MILLER:

22 Q. When did Mr. Gulas first tell you that he was  
23 leaving BellSouth for IDS specifically?

24 A. He told me I believe in May.

25 Q. Of what year?

1 A. 2000.

2 Q. What was the announcement that Mr. Gulas made  
3 in February or March 2000, that you referred to  
4 earlier?

5 A. That when he had this great idea doing  
6 contracting for CLEC, to process their orders for them.

7 Q. In this February or March announcement, did  
8 he mention anything about IDS?

9 A. I don't believe so. I don't believe so. He  
10 may have announced it in late April, and it is hard for  
11 me to remember, but we were still in development for  
12 UNE-P. I can remember that part of the year pretty  
13 well. We were at dinner one night after the team  
14 meeting.

15 Q. When did Mr. Gulas first mention to you that  
16 he was going to IDS?

17 A. Late April or early.

18 Q. Earlier you testified that approximately  
19 15 percent of orders could use the W activity code, is  
20 that correct?

21 A. That is an approximation, yes.

22 Q. Does that percentage refer to numerous lines  
23 or to customer orders?

24 A. Customer orders, because you have to issue  
25 the LSR with activity count type at the account level,

1 which I understand includes all the telephone numbers  
2 associated with that main line.

3 Q. Can you provide any approximation of how many  
4 line conversions would be effected with the W code?

5 A. I really can't. It would be different  
6 depending on the type of accounts we were converting.  
7 I don't have any idea. I can only speak to that at the  
8 account level.

9 Q. Last I would like to show you what is Exhibit  
10 KK/BW-4 to the rebuttal testimony of Keith Kramer and  
11 Becky Wellman?

12 A. Okay.

13 Q. Take a minute to familiarize yourself with  
14 that. Before I ask you any questions about that  
15 document, earlier during your deposition, when you were  
16 describing the Business Rules to Mr. Meza, did he  
17 provide you with a copy of the Business Rules during  
18 his questioning?

19 A. No.

20 Q. Could you please read for the record the  
21 first two sentences of Exhibit KK/BW/4.

22 A. BellSouth has observed that some wholesale  
23 CLEC customers have been utilizing the LENS ordering  
24 feature act of W, switch as is, with the purpose of  
25 submitting requests for conversion of a single resale

1 or BellSouth retail account to a bundle network element  
2 platform which is UNE-P. This practice currently  
3 conflicts with the BellSouth Business Rules regarding  
4 the conversion of a single resale or retail account to  
5 UNE-P.

6 Q. Does that Exhibit KK/BW/4 state that a  
7 conversion after retail to UNE-P account, conflicts  
8 with BellSouth Business Rules?

9 A. Yes.

10 Q. Does Exhibit KK/BW/4 conversion of a resale  
11 account to a UNE-P product conflict with the BellSouth  
12 Business Rules?

13 MR. MEZA: Objection to the form, leading.

14 A. Yes.

15 MR. MILLER: Nothing further.

16 REDIRECT EXAMINATION

17 MR. MEZA: I am confused. One question.

18 Q. I am probably wrong, but it has been a long  
19 day. I thought you told me that Mr. Gulas first  
20 approached certain members of the team at a dinner  
21 somewhere, where he said that he is thinking about  
22 going to IDS. He has this new idea, is that incorrect?

23 A. That is incorrect. If I said that, that was  
24 incorrect. I may have misunderstood. That was the  
25 point in which he told the team he had this great idea,

1 and at that point I believe he was thinking about  
2 starting his own company, and everybody wanted to go  
3 with him.

4 Q. So it is your testimony today that the first  
5 time he mentioned IDS was in late April, is that  
6 correct?

7 A. I believe so.

8 Q. You also testified that he said that he could  
9 not call you but you could call him. Do you recall  
10 that?

11 A. Yes.

12 Q. What did that mean?

13 A. Well, that meant I kept saying, take me with  
14 you, please. Take me with you, as everyone else did.  
15 He said, well, I don't know if there will be a place  
16 for you. I can't call you. I said, could I call you  
17 and he said, yes.

18 Q. Did you know where he was going during that  
19 time period?

20 A. Probably, at the very end of May, right  
21 before he left, I did.

22 Q. How long did you call him to find out to  
23 remind him you wanted to go?

24 A. We were still working on the project team. I  
25 saw him two or three times a week at least.

1 Q. For what time period did you talk to him  
2 about the issue of employment with another company,  
3 whether it be IDS, or his own?

4 A. We did not really start discussing this and  
5 this was like a dream idea. In February or March  
6 whenever it came up, we probably started discussing the  
7 realization of that dream in April maybe. It is foggy.

8 Q. I am confused. You said that he told you in  
9 response to your question about whether he could call  
10 you, and that he did not know if there would be a spot  
11 for you, is that what he said?

12 A. Yes.

13 Q. How would he know that unless he was talking  
14 to a specific company?

15 MR. MILLER: Objection, calls for  
16 speculation.

17 A. The whole thing is that at that point in time  
18 he was not giving me any details of how he was going to  
19 set this up. I can't reference exactly what he was  
20 talking about.

21 Q. Do you remember the first time he mentioned  
22 IDS as a place of employment?

23 A. Not really.

24 Q. Do you know whether BellSouth was interested  
25 in his idea, or if he approached BellSouth?



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A. I don't know.

MR. MEZA: No further questions. Thank you.

We need it Monday.

(Thereupon, the deposition was concluded.)

CERTIFICATE OF NOTARY

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STATE OF FLORIDA:

SS.

COUNTY OF DADE:

I, ILENE J. POMERANZ, a Shorthand Reporter and Notary Public in and for the State of Florida at Large, do hereby certify that I reported in shorthand the deposition of Rebecca Williams, a witness called by BellSouth in the above-styled cause; that the witness was first duly sworn by me; that the reading and signing of the deposition were not waived by the witness; that the foregoing pages, numbered 1 to 98, inclusive, constitute a true record.

I further certify that I am not an attorney or counsel of any of the parties, nor related to any of the parties, nor financially interested in the action.

WITNESS my Hand and Official seal this 17th day of September 2001.

  
\_\_\_\_\_

ILENE POMERANZ

Notary Public - State of Florida

My Commission No. CC 825724

Expires: May 30, 2003