

State of Florida



Public Service Commission
-M-E-M-O-R-A-N-D-U-M-

DATE: December 20, 2001
TO: ALL PARTIES AND INTERESTED PERSONS
FROM: DIVISION OF COMPETITIVE SERVICES (CASEY, BULECZA-BANKS)
DIVISION OF LEGAL SERVICES (B. KEATING, F. BANKS)
RE: DOCKET NO. 011077-TP - GENERIC INVESTIGATION INTO WHETHER
COMPETITIVE PRACTICES OF INCUMBENT AND ALTERNATIVE LOCAL
EXCHANGE CARRIERS COMPLY WITH SECTION 364.01(4)(G), F.S.

To follow-up the December 12, 2001 conference call regarding the above Docket, we are attaching a preliminary list of concerns which staff has compiled from interviews conducted by staff, complaints received, and issues filed in the previous three dockets. The concerns are in no particular order or priority.

As mentioned in the conference call, you can prioritize the items you deem are most important to your company, or list additional concerns if you believe your company is experiencing a problem not on the list regarding compliance with Section 364.01(4)(g), F.S. Also, please note those items that you believe are currently being adequately addressed in the Commission collaborative.

Your comments regarding the list of concerns, and proposed process to resolve the concerns are welcome. Please file all replies and comments with the Commission Clerk & Administrative Services Division using the above Docket number by January 11, 2002. If you have any questions, please don't hesitate to contact Felicia Banks at (850) 413-6191, Beth Keating at (850) 413-6212, Bob Casey at (850) 413-6974, or Cheryl Bulecza-Banks at (850) 413-6642.

CB/rjc

DOCUMENT NUMBER DATE

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FPSC-COMMISSION CLERK

Competitive Practice	Priority Ranking
Refusal to Convert Special Access	
Sharing of Information Between Retail and Wholesale Units	
Use of Remote Switches Create a Barrier to Entry	
Misinformation Provided to Customer Regarding A Competing Carrier	
Disparaging Comments Made to Customer Regarding a Competing Carrier	
Unreasonable Engineering Requirements for Conduit Entrance	
Refusal to Port Numbers To Customer Who Has Switched Carriers	
Refusal to Transfer Customers With Outstanding Bills	
Loss of Dial Tone and/or Ancillary Services During the Switch	
Phone Service Disruptions After the Switch	
Win-Back Programs	
Disconnect and New Connect Orders Separated During the Conversion Process	
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	
Multiple Billing Errors	
Escalation Procedures Do Not Result in the Timely Resolution of Issues	
Establishing Cross Connects Without Permission	
Caller ID Boxes Do Not Recognize Ported Numbers	
ILEC Techs Not Properly Trained on New Loop Products, Results in Bad Loops and ILEC Will Not Help Troubleshoot	
No Dispute Process for a PIC Change	
ILEC Charging ALEC for PIC Change Yet ALEC is Preparing the Paperwork	
Prolonged Period of Time Elapses Before ILEC Takes Action to Determine Service Quality Problem	
Problems with Directory Listing Data Base	
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	
Requirement to Ground the Smart Jacks	

Competitive Practice	Priority Ranking
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	
Porting of Large or Multiple Business Telephone Numbers Must Be Completed in Multiple Sessions	
ILEC Does Not Allow Change from Resale to UNE Pricing if a PIC Freeze is on the Account	
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	
Performance Measures Don't Apply to Special Access	
ILEC Sharing Information with Associated CLEC Operations	
ILEC Fails to Block Calls	
Customer Account Placed on Hold for 15 Days So They Can't Change to An ALEC	
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	
ALEC Refuses to Release Customer to an ILEC	