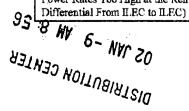
## DOCKET NO. 011077-TP MEMORANDUM PAGE 2

Digital Express, INC. 4709 Mobile Hwy. Pensacola, FL 32506

## Competitive Practice Priority Ranking N/A Refusal to Convert Special Access Sharing of Information Between Retail and Wholesale 08 Units N/A Use of Remote Switches Create a Barrier to Entry Misinformation Provided to Customer Regarding A 06 Competing Carrier Disparaging Comments Made to Customer Regarding a 05 Competing Carrier Unreasonable Engineering Requirements for Conduit N/ARefusal to Port Numbers To Customer Who Has 19 Switched Carriers Refusal to Transfer Customers With Outstanding Bills Loss of Dial Tone and/or Ancillary Services During the 03 Switch 04 Phone Service Disruptions After the Switch 10 Win-Back Programs Disconnect and New Connect Orders Separated During 07 the Conversion Process LSR Immediately Stamped "Pending Facilities", Even 16 Though Facilities Are Currently In-Service Multiple Billing Errors Οİ Escalation Procedures Do Not Result in the Timely 21 Resolution of Issues N/AEstablishing Cross Connects Without Permission 20 Caller ID Boxes Do Not Recognize Ported Numbers ILEC Techs Not Properly Trained on New Loop N/A 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 12 Preparing the Paperwork

## **ORIGINAL**



Prolonged Period of Time Elapses Before ILEC Takes

Power Rates Too High at the Remote Switch (Large

Action to Determine Service Quality Problem

Problems with Directory Listing Data Base

DOCUMENT NUMBER-DATE

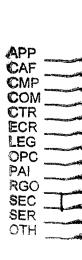
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N/A

00281 JAN-98

FPSC-COMMISSION CLERK



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Competitive Practice	Priority Ranking
Requirement to Ground the Smart Jacks	N/A
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	N/A
Porting of Large or Multiple Business Telephone Numbers Must Be Completed in Multiple Sessions	N/A
ILEC Does Not Allow Change from Resale to UNE Pricing it a PIC Freeze is on the Account	N/A
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	22
Performance Measures Don't Apply to Special Access	N/A
ILEC Sharing Information with Associated CLEC Operations	/3
ILEC Fails to Block Calls	OZ
Customer Account Placed on Hold for 15 Days So They Can't Change to An ALEC	09
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	15
ALEC Refuses to Release Customer to an ILEC	14