

ORIGINAL



ALLTEL COMMUNICATIONS

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January 10, 2002

Ms. Blanca Bayo, Director  
Division of Commission Clerk & Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**Re: Docket No. 011077-TP**

Enclosed for filing in the above referenced docket are comments of ALLTEL Communications.

Sincerely,

Bettye Willis

Enclosure

APP	_____
CAF	_____
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**DOCKET NO. 011077-TP**  
**ALLTEL Communications**  
**Ranking of Issues**

<b>Competitive Practice</b>	<b>Priority Ranking</b>
Refusal to Convert Special Access	1
Sharing of Information Between Retail and Wholesale Units	1
Use of Remote Switches to Customer Regarding a Competing Carrier	1
Misinformation Provided to Customer Regarding a Competing Carrier	1
Disparaging Comments Made to Customer Regarding a Competing Carrier	1
Unreasonable Engineering Requirements for Conduit Entrance	2
Refusal to Port Numbers to Customer who has Switched Carriers	2
Refusal to Transfer Customers with Outstanding Bills	3
Loss of Dial Tone and/or Ancillary Services During the Switch	2
Phone Service Disruptions After the Switch	1
Win-Back Programs	1
Disconnect and New Connect Orders Separated During the Conversion Process	2
LSR Immediately Stamped "Pending Facilities", Even Though Facilities are Currently In-Service	1
Multiple Billing Errors	2
Escalation Procedures Do Not Result in the Timely Resolution of Issues	1
Establishing Cross Connects Without Permission	2
Caller ID Boxes Do Not Recognize Ported Numbers	1
ILEC Techs Not Properly Trained on New Loop Products, Results in Bad Loops and ILECs Will Not Help Troubleshoot	1
No Dispute Process for a PIC Change	2
ILEC Charging ALEC for PIC Change Yet ALEC is Preparing the Paperwork	3
Prolonged Period of Time Elapses Before ILEC Takes Action to Determine Service Quality Problem	1
Problems with Directory Listing Data Base	1
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	3

<b>Competitive Practice</b>	<b>Priority Ranking</b>
Requirement to Ground the Smart Jacks	3
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	2
Porting of Large or Multiple Business Telephone Numbers Must be Completed in Multiple Sessions	3
ILEC Does Not Allow Change from Resale to UNE Pricing if a PIC Freeze is on the Account	2
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	2
Performance Measures Don't Apply to Special Access	1
ILEC Sharing Information with Associated CLEC Operations	1
ILEC Fails to Block Calls	3
Customer Account Placed on Hold for 15 Days so they Can't Change to an ALEC	1
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	3
ALEC Refuses to Release Customer to an ILEC	2