

State of Florida



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

DATE: January 14, 2002
TO: Blanca Bayó, Director, Division of Commission Clerk and Administrative Services
FROM: Bob Casey, ^{PLC}Regulatory Analyst Supervisor, Division of Competitive Markets & Enforcement *CRB RD*
RE: Docket No. 011077-TP, NuVox Communications, Inc. Correspondence

Please place the attached correspondence from NuVox Communications, Inc. in Docket File 011077-TL, Generic Investigation Into Whether Competitive Practices of Incumbent and Alternative Local Exchange Carriers Comply with Section 364.01(4)(g), F.S. Thank You.

/RJC

cc: Division of Competitive Markets & Enforcement (Salak, Trapp, Bulecza-Banks, Moses, Wright, Cater)
Division of Legal Services (F. Banks)

DOCUMENT NUMBER-DATE

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Bob Casey

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January 11, 2002

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Docket No. 011077-TP

Dear Staff:

Enclosed please find the ranking of issues by NuVox Communications, Inc.

If additional information is required, please do not hesitate to call me at (864) 331-8252.

With best regards,

Mary Campbell
Mary Campbell
Tariff Manager

2002 JAN 14 AM 10:02
DIVISION OF
COMPETITIVE SERVICES

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 MEMORANDUM
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Competitive Practice	Priority Ranking
Refusal to Convert Special Access	1
Sharing of Information Between Retail and Wholesale Units	8
Use of Remote Switches Create a Barrier to Entry	
Misinformation Provided to Customer Regarding A Competing Carrier	16
Disparaging Comments Made to Customer Regarding a Competing Carrier	17
Unreasonable Engineering Requirements for Conduit Entrance	
Refusal to Port Numbers To Customer Who Has Switched Carriers	
Refusal to Transfer Customers With Outstanding Bills	21
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	2
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	
Multiple Billing Errors	5
Escalation Procedures Do Not Result in the Timely Resolution of Issues	11
Establishing Cross Connects Without Permission	10
Caller ID Boxes Do Not Recognize Ported Numbers	18
ILEC Techs Not Properly Trained on New Loop Products, Results in Bad Loops and ILEC Will Not Help Troubleshoot	3
No Dispute Process for a PIC Change	
ILEC Charging ALEC for PIC Change Yet ALEC is Preparing the Paperwork	19
Prolonged Period of Time Elapses Before ILEC Takes Action to Determine Service Quality Problem	
Problems with Directory Listing Data Base	9
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	

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Competitive Practice	Priority Ranking
Requirement to Ground the Smart Jacks	work in progress
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	6
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	14
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	15
Performance Measures Don't Apply to Special Access	
ILEC Sharing Information with Associated CLEC Operations	7
ILEC Fails to Block Calls	
Customer Account Placed on Hold for 15 Days So They Can't Change to An ALEC	20
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	18
ALEC Refuses to Release Customer to an ILEC	13