

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

**REBUTTAL TESTIMONY**

**OF**

**MARY CONQUEST**

**ON BEHALF OF**

**ITC^DELTACOM COMMUNICATIONS, INC.**

**DOCKET NO. 030137-TP**

**JUNE 25, 2003**

DOCUMENT NUMBER 030137-TP  
05683 JUN 25 8  
FPSO-COMMISSION CLERK

1 **Q: PLEASE STATE YOUR NAME, POSITION AND BUSINESS**  
2 **ADDRESS.**

3 A: My name is Mary Conquest. I am Program Manager for Inter-  
4 Company Relations, at ITC^DeltaCom Communications, Inc.,  
5 ("ITC^DeltaCom"). My business address is 4092 S. Memorial  
6 Parkway, Huntsville, Alabama 35802.

7

8 **Q: ARE YOU THE SAME MARY CONQUEST WHO PRESENTED**  
9 **DIRECT TESTIMONY ON BEHALF OF ITC^DELTACOM IN THIS**  
10 **CASE?**

11 A: Yes.

12

13 **Q: WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

14 A: The purpose of my testimony is to respond to the direct testimony of  
15 BellSouth witnesses Ronald M. Pate, and John A. Ruscilli.  
16 My testimony rebuts Issues 9, 66, and 67 for Mr. Pate's testimony;  
17 Issues 2, 25, and 64, of Mr. Ruscilli's testimony.

18

19 **Issue 2: Directory Listings (Ruscilli Pages 4-6 Begin Line 18)**

20 **Q: WHY IS ITC^DELTACOM REQUESTING DIRECTORY LISTING**  
21 **INFORMATION FROM BELL SOUTH?**

22 A: To have parity with BellSouth retail customer directory listings.

23 BellSouth has stated in the UNE-P User Group forum that during

1 conversion "some" listings were "dropped." Also another CLEC has  
2 indicated a program error at BAPCO has impacted 30% of its listings.  
3 Attached (EXHIBIT-MC-4) is BellSouth Carrier Notification  
4 SN91083548 describing a "workaround" process. The above  
5 examples confirm a need to validate the customer listings prior to  
6 publication of the directory.

7

8 **Q: SHOULD BELLSOUTH BE REQUIRED TO PROVIDE AN**  
9 **ELECTRONIC FEED OF THE DIRECTORY LISTINGS FOR THE**  
10 **ITC^DELTACOM CUSTOMERS?**

11 BellSouth in Mr. Ruscilli's testimony is now agreeing to allow  
12 ITC^DeltaCom to adopt the AT&T language, however, they are stating  
13 they do not have the ability to deliver the listings for ITC's subscribers  
14 electronically. While the AT&T language clearly indicates a Directory  
15 Listing Database, BellSouth claims it is unable to provide ITC a file of  
16 its customer listings. Mr. Ruscilli attempts to cloud the issue by stating  
17 that BellSouth is required to provide access to its directory assistance  
18 database, rather than the publishing data and charges fees to do so.  
19 Discussions regarding Directory Publisher Database Service, a filed  
20 offering in Kentucky, Mississippi, Louisiana, and Florida, imply  
21 BellSouth is willing to sell the listing information to outside publishers,  
22 but not produce for its wholesale customer.

23

1 Q: HOW DOES ITC^DELTACOM RESPOND TO PARAGRAH (c) OF  
2 MR. RUSCILLI'S TESTIMONY, WHERE HE STATES, "DeltaCom  
3 has the right to review and edit its customers' directory listings  
4 through access to DeltaCom's own customer service records" ?

5

6 A: While ITC does have the listing information it requested, it is blind to  
7 the BellSouth created omissions, corrections, and the BAPCO activity.  
8 Therefore it is not possible to determine the exact listing using the  
9 ITC^DeltaCom data.

10

11 **Issue 9: OSS Interfaces (Pate Page 7-9)**

12 Q: DOES MR. PATE ACCURATELY DESCRIBE OSS PARITY IN HIS  
13 TESTIMONY?

14 A: Yes, he sites the orders, but fails to address the issues.  
15 ITC^DeltaCom proposed that BellSouth provide access to all functions  
16 for pre-order which are provided to the BellSouth retail groups. And I  
17 quote, "Systems may differ, but all functions will be at parity in all  
18 areas, i.e. operational hours, content, performance. All mandated  
19 functions, i.e. facility checks, will be provided in the same timeframes  
20 in the same manner as provided to the BellSouth retail centers." Mr.  
21 Pate refuses to clearly state what is objectionable about this language.

22

1 **Q: MR. PATE ON PAGE 8 LINE 18-19, STATES “DeltaCom includes**  
2 **in its issues matrix the phrase “same time frames and in the**  
3 **same manner as provisioned to BellSouth retail customer”**  
4 **because that is exactly what BellSouth already provides to**  
5 **ALECs.” DOES BELLSOUTH PROVIDE PARITY TODAY?**

6  
7 **A:** No, in my opinion Mr. Pate is aware of numerous differences. For  
8 example BellSouth retail sees pending service order information in  
9 detail, however CLECs must call the center to obtain a subset of the  
10 data. BellSouth has SOCS updates almost real time, but CLECs must  
11 use CSOTS updated nightly. BellSouth clearly does not in every  
12 instance provide the information in the same time frames and in the  
13 same manner.

14  
15 **Issue 25: Provision of ADSL Where ITC^DeltaCom is the UNE-P Local**  
16 **Provider (Ruscilli, Pages 9-15)**

17  
18 **Q: ON PAGE 9 OF MR. RUSCILLI’S TESTIMONY HE STATES**  
19 **BELLSOUTH DOES NOT HAVE ACCESS TO THE HIGH**  
20 **FREQUENCY PORTION OF THE LOOP AND LACKS PERMISSION**  
21 **TO PROVISION DSL, WOULD YOU COMMENT?**

22 **A:** Yes. In the past BellSouth has disclosed that it provisioned xDSL on  
23 approximately 700 customers on UNE-P lines, a portion of these were

1 ITC^DeltaCom end users. It should be noted that no issues were  
2 encountered with the service. In fact ITC^DeltaCom offered to give  
3 BellSouth the use of the upper or high frequency portion of the UNE-P  
4 line for free. Mr. Ruscilli claims on page 9 that, "many databases  
5 would be need to be created to track which ALEC's are allowing  
6 BellSouth to use their HFPL." This claim seems questionable since  
7 ALEC's today have different relationships with BellSouth and with  
8 each other.

9  
10 **Q. WHY SHOULD THE FLORIDA COMMISSION BE CONCERNED**  
11 **ABOUT BELL SOUTH'S TYING PRACTICES AND REQUEST FOR**  
12 **REVERSAL OF THE FDN AND SUPRA RULINGS WITH RESPECT**  
13 **TO DSL AND LOCAL VOICE SERVICE?**

14  
15 A. This Commission has ruled that the Florida consumer's should have  
16 the right to choose their local service provider and DSL service  
17 provider. It has further ruled that DSL may be provided via UNE-P and  
18 UNE loop. BellSouth is asking for the Commission to reverse its  
19 position and agree to BellSouth's tying its arrangements. While I'm  
20 not an attorney and do not claim to address the many legal rulings Mr.  
21 Ruscilli has noted, I would note that consumers deserve the right to  
22 choose, and it is apparent that technical ability is not an issue.

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**Issue 64: ADUF(Ruscilli, Page 44-45)**

**Q: MR. RUSCILLI STATES THAT ITC^DELTACOM IS ASKING FOR A CUSTOMIZED REPORT, IS THIS TRUE ?**

A: No, we are asking that only access charges be passed via ADUF. Previously Mr. Ruscilli had stated that the only local calls on the ADUF file that ITC^DeltaCom pays for would be calls dialed as 1010XXX. Mr. Ruscilli fails to acknowledge that UNE Port/Loop Switched Combination Billing Arrangements, Call Flow 12 (EXHIBIT-MC-5) states that until BellSouth modifies its billing system to not charge for Unbundled Local Switching a ADUF record is sent, and the CLEC pays for this record. BellSouth should only be placing call records and billing the CLEC the ADUF charges for access. BellSouth is placing records on the ADUF file inappropriately because of internal issues, of which the billing system problem is one example.

**Issue 66: Testing of End User Data(Pate, Page 10-16)**

**Q: MR. PATE STATES ITC^DELTACOM SHOULD ACCEPT THE TEST FACILITY AS PRESENTED, AND WAIT FOR THE CHANGE CONTROL PROCESS TO WORK. DO YOU AGREE?**

1 A: ITC^DeltaCom has participated in the Change Control groups and  
2 testing subcommittee and attempted to establish an effective test  
3 methodology. Exhibit MC-5, May 9, 2002 clearly indicates  
4 ITC^DeltaCom's request and BellSouth's knowledge of that request.  
5 Mr. Pate states, CR 897 has been updated by the CLEC's; however,  
6 BellSouth has recently been denying requests due to cost and  
7 capacity. Currently, ITC^DeltaCom is not afforded the same testing  
8 capabilities that BellSouth enjoys.

9 **Q: CAN YOU BE MORE SPECIFIC ABOUT BELLSOUTH'S TESTING?**

10 A: The BellSouth web site indicates the FID ETET is used for retail  
11 testing. It is my understanding that this enables BellSouth to enter  
12 their customer data as if a real order had been placed, flowing the test  
13 data through the order, provisioning, billing and maintenance systems  
14 as if a live request. Then the process removes the order and negates  
15 the charges. BellSouth tells the CLEC's they may place real orders  
16 and pay the applicable charges to do their testing.

17

18 **Q: WOULD YOU CARE TO RESPOND TO MR. PATE'S COMMENT**  
19 **REGARDING ISSUES THAT ITC^DELTACOM HAS CONCERNING**  
20 **CAVE TESTING?**

21 A: Yes, Mr. Pate is aware ITC^DeltaCom has spent weeks testing EELs  
22 ordering. Test cases prepared by BellSouth SME's are not under the  
23 control of CCP, and had to be corrected and resubmitted three times.



1 ITC^DeltaCom was told when it did not receive its acknowledgement  
2 that it was because of a "defect," ITC^DeltaCom followed Mr. Pate's  
3 suggestion and filed a change request (CR 1170). CCP strongly  
4 suggested this be cancelled, while clearly a coding defect existed in  
5 the CAVE area. ITC^DeltaCom was told it was inappropriate to post a  
6 CR for a CAVE defect, yet no process other than a CR exists. Were  
7 ITC^DeltaCom afforded the same testing as BellSouth, the orders  
8 would have ITC^DeltaCom's own customer data, and both BellSouth  
9 and ITC^DeltaCom could both benefit from the resources used to test  
10 data. In fact BellSouth indicates as of April 14,2003, 86% of the  
11 coding capacity has been used to correct defects. ITC^DeltaCom also  
12 agreed to assist Birch in the beta testing of allowing CLEC's to view  
13 each other's Customer Service Record data. After completing the  
14 BIRT (BellSouth Interface Registration Tool) requests, exchanging  
15 Letters of Authorization, Operating Company Numbers and account  
16 data, Birch and ITC^DeltaCom were advised that no test ability was  
17 being provided for CR 184/246. (EXHIBIT- MC-6 attached.)

18

19 **Issue 67: Availability of OSS Systems (Pate, Page 16-20)**

20 **Q: DO YOU AGREE WITH MR. PATE THAT NO ALEC VOICED**  
21 **OPPOSITION TO THE OUTAGE?**

22 **A:** No. In fact because of my escalation, the CLECs were granted 1-hour  
23 additional time. EXHIBIT- MC-7 attached is the correspondence

1 between myself and Jill Williamson, documenting my escalation.  
2 ITC^DeltaCom does not believe that BellSouth can work on all of its  
3 systems at the same time, and should agree to staggering the outages  
4 at least until 5 PM during normal work days. ITC^DeltaCom  
5 understands that emergency outages will occur, but planned system  
6 upgrades should be outside of normal scheduled work hours. A  
7 system upgrade is not an emergency situation.

8 **Q: MR. PATE CLAIMS THAT HIS EMPLOYEES WERE**  
9 **INCONVENIENCED BY THE ALECs BECAUSE THEY HAD TO**  
10 **WORK DURING THE HOLIDAY, WOULD YOU CARE TO**  
11 **COMMENT?**

12 **A:** Yes. This is clearly another example of BellSouth's poor management  
13 of the business. It should also be noted that BellSouth refuses to  
14 answer if their retail internal systems were down during this period. To  
15 have staff available to work on all systems at the same time is  
16 inconceivable to a small ALEC. While ITC^DeltaCom did not track  
17 prior to 2002 the down time, it would suggest a trend developed in  
18 2002. First Carrier Notification SN91082957 extends the downtime by  
19 one hour, then in September Carrier notice SN 91083330 extends the  
20 EDI down time by five hours, finally in December as indicated in my  
21 direct testimony, systems were down during normal business hours.  
22 This indicates a possible trend toward extended down times. Also  
23 given the number of coding defects, emergency maintenance

1 releases, etc., the potential for further outages during normal working  
2 hours should be deemed a valid concern.

3

4 **Q: DOES THIS CONCLUDE YOUR REBUTTAL TESTIMONY?**

5 **A:** Yes.

6

7

8

9

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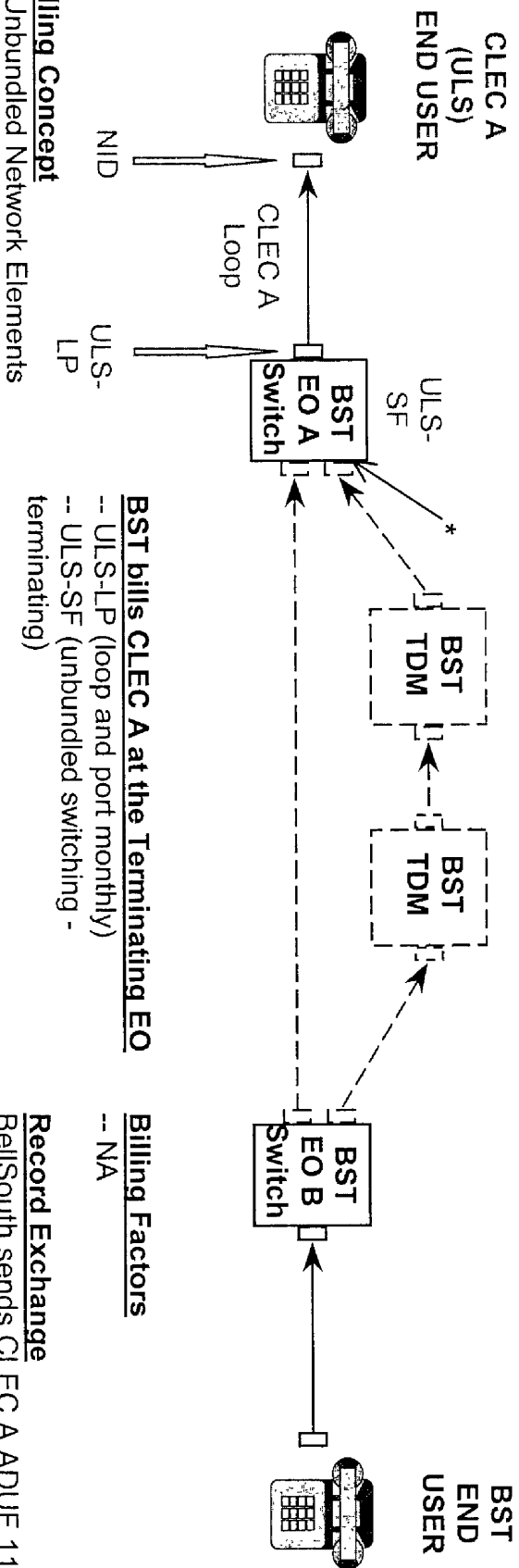
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13

# UNE PORT/LOOP SWITCHED COMBINATION BILLING ARRANGEMENTS

## 12. BST Network - Call terminating outside of the originating 7 & 10 digit dialing arrangement but within the lata (i.e. 1+ call) - Interoffice



**Billing Concept**  
 -- Unbundled Network Elements

**Usage Recordings**

-- Call Code 006/072 is made at the End

Office B. No tandem indicator, no access

time, no attempts. No term recording.  
 -- Normal EO recordings appropriate to the type of service will be made.  
 NOTE: Call code 006 records are related to ELCA plans.

\* indicates demarcation between UNE Network and other Networks

**BST bills CLEC A at the Terminating EO**  
 -- ULS-LP (loop and port monthly)  
 -- ULS-SF (unbundled switching - terminating)

**Billing Factors**  
 -- NA

**Record Exchange**

BellSouth sends CLEC A ADUF 11-01-01, so the CLEC may be able to quantify end office usage. Terminating switched access charges shall not apply.

**Reciprocal Compensation:**

Currently, for this call flow CLEC A may bill BellSouth ULS-SF for end office switching at EO A. This is due to the fact that BellSouth's billing system currently bills ULS-SF to CLEC A at EO A. Because these rates are the same and the charges net to zero, BellSouth would normally not charge, but until BellSouth modifies its billing system to not charge CLEC A for ULS-SF, CLEC A may bill the equivalent charges back to BellSouth.

A terminating access (ADUF) record is provided as this is the only means available to provide CLEC A a way to quantify the terminating usage. However, access charges shall not be billed to BellSouth as BellSouth treats such calls that it terminates as Local calls and bills the originating ULS CLEC Unbundled Local Switching at the UNE rates and not terminating access.



**May 9, 2002**  
**BellSouth Testing Process**  
**MEETING MINUTES**

MEETING NAME	MINUTES PREPARED BY	DATE PREPARED
<b>BellSouth Testing Process Meeting</b>	Change Management Team	5/9/02

**Participants/Attendees**

PARTICIPANT	COMPANY
Vickie Beachley	BST
Valerie Cottingham	BST - CCP
Linda Jones	BST - CCP
Mel Wagner	Birch
John Duffey	Fla. PSC
Matt Beymon	Tel Excel Partners
Tyra Hush	WorldCom
Dale Donaldson	Epb Telecom
Bernadette Seigler	AT&T
Annette Hardy	Access Integrated
Steve Huff	BST
Rose Kirkland	BST
Rich Bobik	AT&T
Nicole Drier	Birch

PARTICIPANT	COMPANY
Mary Conquest	ITC Deltacom
Bill Grant	Telcordia
Jimmy Patrick	BST
Graham Watkins	KPMG
Tammy Swanson	Accenture
Jay Bradbury	AT&T
Eric Paschal	BST
Blanche LaFavor	BST
Marcia Moss	BST
Dave Riley	BST
Brenda Thomas	BST
Colette Davis	Covad
Donna Cain	AT&T
Bob Caris	NightFire

**Meeting Information History**

DATE	START TIME	END TIME
5/9/02	9:30 AM ET	3:00 PM ET
Conf. Bridge	205 968-9300	176589

**MEETING PURPOSE**

- Review and Refine New BellSouth Testing Process
- Revise Language in Section 10 of CCP
- Create CRs for CAVE Enhancements



**May 9, 2002**  
**BellSouth Testing Process**  
**MEETING MINUTES**

**MEETING MINUTES**

<b>Agenda Items</b>	<b>Discussion</b>
<b>1. Introductions/Welcome</b>	Vickie Beachley opened the meeting and state that the purpose of this initiative, which is to improve the current testing process.



**May 9, 2002**  
**BellSouth Testing Process**  
**MEETING MINUTES**

Agenda Items	Discussion
<p><b>2. Coverage of CLEC Interface Testing Practices and Procedures</b></p>	<p>Eric Paschal began by reviewing the document and asking for CLEC opinions.</p> <ul style="list-style-type: none"> <li>• Jay Bradbury requested clarification on what phases of testing are required/available for CAVE vs. Traditional test environment. Eric will be sure the document addresses the difference between the two environments.</li> <li>• Mary Conquest expressed concern with the present testing structure. She wants to test new products in a production mode. Bernadette Seigler said AT&amp;T wants to be able to test in a mode that mirrors production. Eric explained that the CAVE environment ties to production systems, and that there won't be extensive blackout periods in which you can't test through CAVE.</li> <li>• Tyra Hush, Jay and Bernadette requested that testing be set for them to use real live data, especially the fields that are specific by CLEC. That way they can test their systems' use of BellSouth's systems.</li> <li>• Bernadette expressed concern that using pre-existing test data comes up with "canned" responses. Eric assured her that she sees the actual system response, and that only certain TAG testing phases hit a simulator returning pre-planned responses.</li> <li>• Another concern expressed was the ability to regression test all features, rather than being limited to set specifics. BellSouth will address these concerns in the action items.</li> <li>• Bernadette questioned BellSouth's testing environment and support hours. Vickie explained that BellSouth will continue to accommodate special request on a per case basis for CLECs who need to test in times other than 8 - 5. Vickie agreed to investigate expansion of the test environment availability hours and test manager support hours.</li> <li>• Rich Bobik recommended that in notification options used in the phases of testing be expanded to include e-mail vs. just verbal.</li> </ul> <p>There was discussion of the defect management process for CAVE testing. Bernadette asked that the detailed definition of test defect severity levels be communicated within the document. Tyra Hush also stated that an e-mail notification of validated defects would be helpful, in addition to the daily status report.</p>



**May 9, 2002**

**BellSouth Testing Process**

**MEETING MINUTES**

Agenda Items	Discussion
	<ul style="list-style-type: none"> <li>Matt Beynum expressed concern with regards to the test scenarios provided during TAG simulator based testing. Steve Huff explained that BellSouth is working on replacing the scenarios with test cases that match the Business Rules. The discussion ended with BellSouth still working toward a July completion date. The web site, which is contingent on the process being complete, must be developed before the old forms can be eliminated.</li> </ul>
	NEW ACTION ITEM: Dave Riley will check for any additional issues or further limitations involved with maintaining both test environments.
	NEW ACTION ITEM: Eric Paschal will add verbiage to explain which documents will go away (pg. 4)
	NEW ACTION ITEM: Eric will add clarity to the paragraph explaining the difference between the traditional and CAVE test environments (pg. 5).
	NEW ACTION ITEM: Eric will add a flow chart to the document showing general testing flow.
	NEW ACTION ITEM: Vickie Beachley will look into providing extended hours for testing both for systems and human support.
	NEW ACTION ITEM: Eric will add LENS and EDI examples (pg. 7).
	NEW ACTION ITEM: Vickie will address the ability to test all features (rather than specific sets) in building test case scenarios.
	NEW ACTION ITEM: Eric will true up the references to implementation teams and other phases (who goes with which phase) (Pg. 10, procedure).
	NEW ACTION ITEM: Eric will discuss timeframes for reporting on defects.
	NEW ACTION ITEM: Eric will look at further outlining the process of defects in progression testing.
	NEW ACTION ITEM: Valerie will verify whether CLECs (a) will have a vote on go-no-go of BellSouth production releases and (b) will be able to test on Bellsouth production releases.
	NEW ACTION ITEM: All should send specific recommendations or concerns about the testing process to the Change Control mailbox.
	NEW ACTION ITEM: Eric will provide a template of the daily status report within the testing document.





**May 9, 2002**  
**BellSouth Testing Process**  
**MEETING MINUTES**

Agenda Items	Discussion
<b>2. Develop Change Request s for potential CAVE Enhancements</b>	<p>The group stressed the desire to move away from the mandatory "9999" based testing in CAVE and use real data. Bernadette pointed out that she needed to test using AT&amp;T's systems. A certain amount of dummy customer information can work, but the BAN and other information specific to the CLEC needs to be allowable.</p> <p>Bernadette request that BellSouth draft the change request for the enhancements to CAVE, instead of the CLEC community. Once drafted, the CLECs would review to ensure that the intent was captured. The CLECs could then submit and prioritize those change request.</p>
	NEW ACTION ITEM: BST to prepare draft change request to allow CLECs to test in CAVE using their own data.
	NEW ACTION ITEM: BST to draft change request allowing multiple versions of TAG and EDI in CAVE testing.
<b>3. Proposed language for section 10. of Change Control Process</b>	The group went over the document, including Jay's email.
	NEW ACTION ITEM: The CLECs will re-write section 10 based on the proposals discussed in the meeting and submit to the group for concurrence/ review.
<b>Next Meeting</b>	May 30, 9:30 - 3:30 at BellSouth Center.



DOCKET 030137-TP  
WITNESS: CONQUEST  
EXHIBIT \_\_\_\_\_ (MC-5)  
PAGE 6 OF 6

**May 9, 2002**  
**BellSouth Testing Process**  
**MEETING MINUTES**

06-04-2003

Please note that the feature that allows CLECs to view other resellers and UNE-P accounts will be available in Release 13.0; however this feature cannot be tested in the CAVE environment. The only accessible company code utilized in CAVE is "9999".

- \* The feature will be available in production on June 22, 2003
- \* DeltaCom will need to go into LENS and grant permission for Birch to view their customer's CSRs based on the company codes. Permission may also be ungranted by DeltaCom.
- \* Birch's test window will be extended until June 30, 2003 to allow them to test this feature in production.

Thank you,

Carol Nelson-ECAT  
205.321.5729 Phone

\*\*\*\*\*

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12-02-2002  
RE: SN91083483  
Mary,

BellSouth will agree to slide its implementation window for release 11.0 by one hour. CLECs will need to stop sending in LSRs at 1:00 EST on Friday, December 27, 2002. The production systems will be turned back up on December 29 at 10:00 pm EST. Once the installation is complete and the production systems are brought back up, BellSouth must complete its production verification testing and resolve any resulting issues prior to production on Monday. Thus, we cannot risk sliding the installation window any further out. I hope this helps. Thanks

Jill Williamson  
Director - BTS Network Services  
404-927-4790  
jill.williamson@bellsouth.com  
ipager: jillwilliamson

-----Original Message-----

From: Change.Control@bridge.bellsouth.com  
[mailto:Change.Control@bridge.bellsouth.com]  
Sent: Tuesday, November 26, 2002 4:33 PM  
To: mconquest@itcdeltacom.com  
Subject: Re: SN91083483

Mary,

BellSouth's intent with the original production date for Release 11.0 was to take the systems down at 5:00PM EST. However, given the large number of necessary hardware and configuration changes and the complications we've experienced with the release, BellSouth needs to take the system down earlier. This ensures that adequate time is allowed to make the necessary hardware and configuration changes to install all of the software and to test and debug prior to the release coming up in production on Monday morning.

Please let us know if you have questions.

Thanks,  
Change Management Team

=>Change Control or Jill,  
=>Can you please acknowledge the attached e-mail. Did you receive?  
Are you  
=>considering?  
=>I understand you may not have answer, but can you give an indication  
as to  
=>when you might be able to discuss? My VP is requesting an answer,  
and I  
=>don't have one.....  
=>Happy Thanksgiving!  
=>Mary

=>----- Forwarded by Mary Conquest/DeltaCom on 11/26/2002 08:15 AM ---

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Mary Conquest

=>

=>

To:

=>

=> 11/22/2002 04:19

Change.Control@bridge.bellsouth.c

=>om

=>

PM

cc: Nanette

=>

=>

Edwards/DeltaCom@DeltaCom,

(bcc:

=>Randy

=>

Tucker/DeltaCom)

=>

=>

Subject: Re:

SN91083483 (Document

=>link:

=>

Randy Tucker)

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=>Change Control,

=->I thought we were under the understanding that our people would be working,  
=->and to take away ALL our tools, EDI, LENS and TAG at 11 on Friday the 27th  
=->just isn't acceptable. I notice you propose to restore service Sunday evening at 8. I'd like to request you leave the systems working until 3  
=->and restore at midnight.  
=->Thank You for your consideration.  
=->Mary  
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