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July 16, 2003

VIA HAND DELIVERY

Blanca S. Bayo, Director
Division of Records and Reporting
Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida 32399-0870

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COMMISSION
CLERK

Re: Docket No.: 011077-TL

Dear Ms. Bayo:

On behalf of DIECA Communications, Inc., Covad Communications Company (Covad), enclosed for filing and distribution are the original and 15 copies of the following:

- ▶ DIECA Communications, Inc. d/b/a Covad Communications Company's Filing of Answers to Staff's Informal Questions.

Please acknowledge receipt of the above on the extra copy of each and return the stamped copies to me. Thank you for your assistance.

RECEIVED & FILED
lh
FPSC-BUREAU OF RECORDS

Sincerely,

Vicki Gordon Kaufman
Vicki Gordon Kaufman

- AUS _____ VGK/bae
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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Generic investigation into whether competitive practices of incumbent and alternative local exchange carriers comply with Section 364.01(4)(g), F.S.

Docket No.: 011077-TL

Filed: July 16, 2003

**DIECA Communications, Inc. d/b/a Covad Communications Company's
Answers to Staff's Informal Questions**

DIECA Communications, Inc. d/b/a Covad Communications Company (Covad) files its response to the informal questions raised by Staff in its June 25, 2003 Notice of Workshop.

1. Does your company notify customers of their rights and obligations once it has been advised that the customer will be switching to a new carrier?

Response: No.

2. If the answer to No. 1 is yes, please answer the following questions:

- a. What is the frequency and form of communication(s) used to notify the customer;
- b. Do you ask your customers to contact you regarding the notification provided;
- c. Once your company is advised that the customer is switching providers, at what point is the notification issued to the customer?
- d. Does the notification contain any offers to attempt to retain the customer?

Response: Not applicable.

3. If the answer to Question 1 is yes, please provide a copy of your company's typical notification.

Response: Not applicable.

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Charles Watkins

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Attorneys for DIECA Communications, Inc.

d/b/a Covad Communications Company

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing DIECA Communications, Inc. d/b/a Covad Communications Company's Answers to Staff's Informal Questions has been furnished by (*) hand delivery or by U. S. Mail on this 16th day of July, 2003, to the following:

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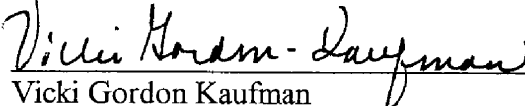
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