REDACTED

ATTACHMENT B

BellSouth Telecommunications, Inc.
FPSC Docket No. 030349-TP
Request for Confidential Classification
Page 1
07/21/03

REQUEST FOR CONFIDENTIAL CLASSIFICATION OF PORTIONS OF SUPRA'S DIRECT TESTIMONY AND EXHIBITS OF DAVID A. NILSON FILED IN FPSC DOCKET 030349-TP ON JUNE 30 AND JULY 1st, AND JULY 14, 2003.

TWO REDACTED COPIES OF THE TESTIMONY FOR PUBLIC DISCLOSURE

EXHIBITS WERE REDACTED IN THEIR ENTIREITY

REDACTED

SUPRA TELECOMMUNICATIONS & INFORMATION SYSTEMS, INC.

DIRECT TESTIMONY OF DAVID A. NILSON – DOCKET NO. 030349-TP

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

JUNE 27, 2003

Q. PLEASE STATE YOUR NAME AND ADDRESS

A. My name is David A. Nilson. My address is 2620 SW 27th Avenue, Miami, Florida 33133.

Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

A. I am the Chief Technology Officer of Supra Telecommunications and Information Systems, Inc. ("Supra").

Q. PLEASE DESCRIBE YOUR BACKGROUND AND WORK EXPERIENCE.

I have been an electrical engineer for the past 27 years, with the last 23 years spent in management level positions in engineering, quality assurance, and regulatory departments. In 1976, I spent two years working in the microwave industry, producing next generation switching equipment for end customers such as AT&T Long Lines, ITT, and the U.S. Department of Defense. This job involved extensive work with various government agencies. I was part of a three-man design team that produced the world's first microwave integrated circuit which was placed in production for AT&T within 30 days of its creation. I held jobs at two different companies in quality control management, monitoring and trouble-shooting

manufacturing process deviations, and serving as liaison and auditor to our regulatory dealings with the government. I spent 14 years in the aviation industry designing both airborne and land-based communications systems for various airlines and airframe manufacturers worldwide. This included ASIC and Integrated Circuit design, custom designed hardware originally designed for the Pan American Airlines call centers, and various system controllers used on Air Force One and Two, other government aircraft and the Royal Family in England. I designed special purpose systems used by both the FAA and the FCC in monitoring and compliance testing. I was responsible for design validation testing and FAA system conformance testing. Since 1992 I have been performing network and system design consulting for various industry and government agencies, including research and design engineering positions at the Argonne National Laboratories. I joined Supra Telecom in the summer of 1997. A programmer for more than 35 years, I have extensive experience systems analysis, design, and quality assurance procedures required by various US government agencies. I Have designed Internet Service Provider networks and organizations, including Supra's. I have done communications related software consulting to Fortune 500 corporations such as Sherwin Williams, Inc.

I have attended extensive management and engineering training programs with Motorola, Lucent, Nortel, Siemens, Alcatel, Ascend, Cisco, Call Technologies, Southwestern Bell Telephone, Verizon (formally known as Bell Atlantic), and others.

I am the architect of Supra's network, Internet Service Provider, designer of our central office deployments and network operations. This includes planning, capacity and traffic analysis to define equipment capacity from market projections for both voice services, Class 5 switch design and planning, transmission, data and Internet services, xDSL, voicemail and ILEC interconnection, ordering and billing. I have negotiated interconnection agreements with Sprint, Verizon, Ameritech (SBC), SWBT and SWBT(SBC), and BellSouth.

I participate in bill analysis and dispute resolution and am intimately familiar woth BellSouth retail and CLEC OSS systems, CRIS and CABS billing systems and standards. I have resolved tens of millions of dollars in over billed charges.

Q. HAVE YOU EVER TESTIFIED BEFORE?

Yes, I testified before the Florida Public Service Commission (FPSC) in numerous generic dockets and in various disputes between Supra Telecom and BellSouth regarding central office space availability, rates, requirements, and specifications for Collocation, Unbundled Network Elements (UNEs), and UNE Combinations. I have participated in settlement procedures before the FPSC staff on matters relating to OSS and OSS performance against BellSouth. I have testified before the Texas Public Utilities Commission (TPUC) on matters of collocation regarding disputes with SWBT. I have made ex-parte presentations before the Federal Communications Commission (FCC) regarding the Bell Atlantic / GTE merger, the UNE Triennial review in 2002, and the Department of Agriculture (RUS) regarding Network Design and Expansion policies for CLECs. I have appeared

before the FCC staff on several occasions in disputes against BellSouth regarding collocation. I have testified before regulatory arbitrators in Texas, and in Commercial arbitration against BellSouth. I have been deposed numerous times by BellSouth, and SWBT. I was qualified as an Expert Witness in Telecommunications by the Texas Public Utilities Commission in 2000. I have testified in Federal District Court and Federal Bankruptcy Court.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

A. The purpose of my testimony is to address the issues identified in this proceeding. I will address:

Issue 1) Whether BellSouth can share carrier-to-carrier information acquired from its wholesale OSS and / or wholesale operations, with its retail division to market to its current and potential customers.

Issue 2) Whether BellSouth can share carrier-to-carrier information acquired from its wholesale OSS and / or wholesale operations, to furnish leads and / or marketing data to its in-house and third party marketers.

Issue 3) Has BellSouth shared and / or used carrier-to-carrier information acquired from its wholesale OSS and / or wholesale operations, in its retail division, with its in-house marketers and / or third party marketers for marketing purposes. If such practices are improper, what penalties should be imposed.

Specifically I will address the retail and wholesale functionally of BellSouth's ordering / preordering OSS, the provisioning, Customer records and billing OSS, and

the way these system provide marketing feeds to BellSouth, from BellSouth's own documents.

OSS Overview

Q. FOR THE PURPOSES OF THIS PROCEEDING, WHAT IS THE FUNCTIONALITY OF BELLSOUTHS OSS?

A. BellSouth's OSS is a distributed system of networked system organized into functionalities of Interfaces and engines. The engines are typically the older, function specific legacy systems and databases created at a time when ordering / provisioning / billing process was less integrated. Many people, each expert in their assigned systems was required to place a customer order.

Interfaces provide automation and communications between the legacy engines, implement the automated business rules previously performed manually, coordinate the retrieval of line and customer specific data, take user input to address customer requirements and coordinate the submission of new data and commands to the legacy engines and their associated databases.

Engines are the common portions of the OSS, both retail and wholesale data and orders are maintained by these core engines, in common databases. Interfaces differ distinctly between retail and wholesale operations as do the business rules they implement.

Q. WHAT ARE THE LEGACY ENGINES INVOLVED?

A. For preordering, BellSouth uses the following engines / databases: IMAT, ZTRK, SOLAR, OASIS[1], CRIS, ORBIT, RSAG, ORION, WOLF, ATLAS, GIMI, AAND, SWISH, CLUE, DSAP, LIST, QUANTUM, CBI, AMOS, ORBIT, OLD, P/SIMS, COFFI, DSAP and CDIA. For Ordering, BellSouth uses OPI, SOCS and BOCRIS., MARCH, COSMOS and LFACS.

Of these the most important to this docket are CRIS, BOCRIS and SOCS. CRIS ("Customer Records Information System") contains customer records for both retail and wholesale customers. The CRIS engine, in addition to storing all customer records also provides both retail and wholesale billing, although some wholes billing is processed by CRIS, and then sent to IBS ("Industrial Billing System") for final bill rendering. BOCRIS, among its many functionalities, provides interfaces and additional functionality to the interfaces. SOCS ("Service Order Creation System") is the core ordering engine. All retail and wholesale orders are processed and validated by SOCS before being dissociated into commands to individual engines.

The SOCS routes service orders to SOAC[2] whose function is to distribute the orders to appropriate databases/systems such as:

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[1] OASIS is linked to COFFI, ATLAS, CRIS & FUEL.

[2] SOAC – Service Order Analysis Center

- MARCH[3] - where Service Orders are converted into data format compatible with the switch data format
- LFACS[4] - database containing the information on loops and facilities.
- COSMOS[5] - contains data relevant to Central Office i.e. new numbers, equipment inventory etc.

Q. WHAT ARE THE RETAIL INTERFACES?

A. BellSouth retail interfaces are BellSouth OSS Systems such as RNS (residential), ROS(business), which replace the older legacy interfaces DOE(Southern Bell region) , and SONGS(South Central Bell region). The newer interfaces provide higher levels of automation and integration, modern implementations, and GUI interfaces that character based DOE and SONGS do not possess. However there is one common denominator between all 4 retail interfaces.

They all directly connect to SOCS to submit orders without any intervening systems.

Q. WHAT ARE THE WHOLESALE INTERFACES?

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[3] MARCH – Message and Recent Change

[4] LFACS – Loop Facility Assignment Control System

[5] COSMOS – Computer System for Mainframe Operations

A. The interfaces are best understood by referring to the OSS schematics, **Supra Exhibit # DAN12, Supra Exhibit # DAN13, and Supra Exhibit # DAN13.** Whether the CLEC is ordering resale, UNE-P, UNE-L, interconnection UNEs, there are 4 interfaces, three of which are shown clearly on **Supra Exhibit # DAN12, and Supra Exhibit # DAN13.**

1. LENS (and from LENS through TAG)
2. TAG
3. EDI (Which today either flows through TAG, or has implemented the same set of validation rules used by TAG).
4. Paper LSR. (Not shown in the OSS Schematic exhibits)

EDI was initially created as an interim solution to AT&T's request for industry standard Direct Access to BellSouth OSS. When the ATIS organization ratified EDI as a standard electronic record exchange format, and identified 850 and 860 telecommunications record standards, EDI was converted to a standard offering. SBC and Verizon implemented EDI pre-ordering and ordering. BellSouth developed EDI ordering, but supported pre-ordering through the proprietary TAG while EDI pre-ordering systems did not exist.

TAG is BellSouth's proprietary interface, based upon the CORBA standard. It performs pre-ordering according to BellSouth's Local Exchange Ordering Guide ("LEO") and BellSouth Business Rules ("BBR") according to BellSouth's local implementation to the Telcordia LSOG. TAG Interfaces with CRIS, RSAG, ATLAS,

P/SIMS, COFFI, and DSAP customer, line and other input data, updating these systems as required by the order. TAG outputs is processed LSR to LEO .

LENS is BellSouth's first mass market ALEC OSS to replace manually prepared paper orders. LENS is an electronic web-based system used for pre-ordering and ordering of services from BellSouth. Initially LENS had its own interfaces to the Legacy engines listed above, but in 2001 was converted to interface solely to TAG. In this Manner TAG has become both an interface and an engine capable of clarifying LSRs which do not meet it's internal business rules.

A. Paper orders, and any order that falls out. Paper orders arerquired for virtually all services except POTS. **Supra Exhibit # DAN12** shows a line leaving the LESOG OSS called manual fallout. This represents orders which LESOG cannot translate the LSR into a Service Order Format. These orders must be handled manually, they are BellSouth caused errors, and are reported on performance reports as manual fallout. These orders must be manually input into LENS, LEO/LESOG or DOE / SONGS by personnel at BellSouth's Local Carrier Service Center ("LCSC"), depending on the product or the nature of the clarification being resolved. Thus manually handled orders are restored to the same stream as automated orders before the order arrives at SOCS.

Q. DOES TAG SUBMIT SERVICE ORDERS TO SOCS?

A. No. Tag processes ATIS/OBF industry "standard[6]" LSRs only. BellSouth has not made it possible for SOCS to understand an LSR as input. Instead two additional engines are added to the OSS; LEO and LESOG. These are not legacy engines, in fact they did not exist in 1996 when the Act was signed. The order serially flows from LENS through TAG, LEO and LESOG before being submitted to SOCS. Prior to the TAG validations, LEO validated LSR accuracy, a role it still shares with TAG. LESOG is the Service Order generator that converts an ALEC LSR, into the Service orders used by BellSouth retail. SOCS understands Service Orders as input and receives them from RNS and ROS (retail), DOE and SONGS (Legacy retail or Wholesale), and LESOG (Wholesale).

Thus all orders, manual, via one of the three interfaces, and orders that must be manually handled by the LCSC all flow through to SOCS.

Q. DO THE ALEC AND RETAIL INTERFACES OPERATE IN ESSENTIALLY THE SAME TIME AND MANNER?

A. No. BellSouth's retail interfaces make direct machine to machine entry into the SOCS system. Supra's orders, once typed into LENS, are reviewed by additional systems, TAG, LEO and LESOG, and / or are reviewed manually by BellSouth CSRs. However, once an order is submitted to SOCS, whether retail, resale or UNE, it is treated the same:

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[6] BellSouth makes its own local changes and exceptions to the ATIS / OBF industry standard.

[redacted] (Emphasis Added) Bellsouth motion for interpretation in [redacted]

Here Mr. Pate testifies that SOCS behaves in the same manner regardless of who submits an order into SOCS. This becomes quite important later as we discuss Marketing Information Systems.

[7] [redacted]

[redacted]

Integration of Marketing related or other systems into the OSS.

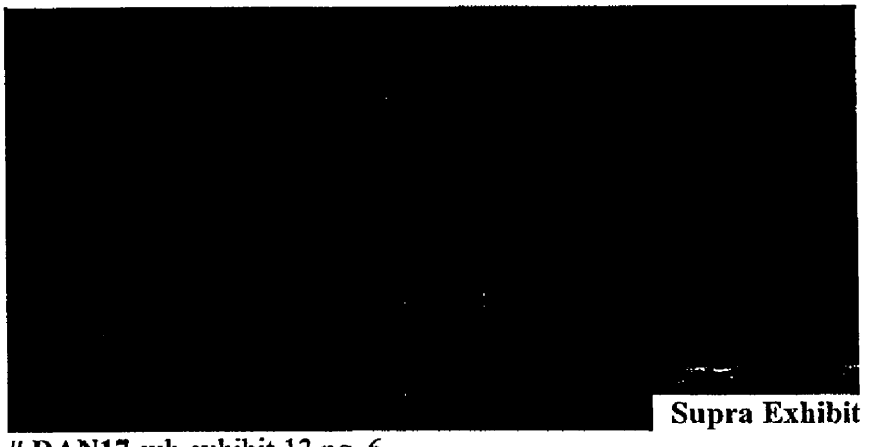
Q. HOW DO THE ENGINES AND INTERFACES "COMMUNICATE"?

A. I have reviewed BellSouth's Regional Negotiation System, Technical Architecture Document, Exhibit 13 attached to **Supra Exhibit # DAN17.** According to that document:

[redacted] **Supra Exhibit # DAN17** sub exhibit 13 Page 1. (Emphasis added.)

The Network Infrastructure for RNS provides the LAN (Local Area Network) and WAN (Wide Area Network) that allows users and local applications to access applications and services across the BellSouth region on the BOSIP network (BellSouth Open Systems Interconnect Platform). **BOSIP is the region-wide TCP/IP routed network for data communications.**

BellSouth's chose standard TCP/IP as their common network access protocol. Where Legacy engines pre-date this protocol (for example the older DOE interface using bisynchronous TN3270 protocol), BellSouth made these systems accessible to or from the BOSIP network as well.



Supra Exhibit # DAN17 sub exhibit 13 pg. 6.

BellSouth has built a high-level gateway interface to its bisynchronous mainframe network to support RNS, ROS and direct users from the BOSIP network. Thus a common TCP/IP over Ethernet connection serves to provide access to ALL BellSouth's OSS is directly via **BOSIP.** All that is needed is a simple, common Ethernet jumper wire between the existing TCP/IP LAN and the router in BellSouth's

data center connecting to the BOSIP network to a connection.

In this manner it is relatively easy to add new systems to provide additional functionality. The systems need only be programmed to send data to each other, the infrastructure is pre-built.

Obtaining Marketing data from ALEC orders.

Q. WHAT IS [redacted]

A. Know to some as the [redacted], Marketing Information Support, Strategic Information Wharehouse, and other names, [redacted] is a BellSouth Corporate program of activities with many diverse capabilities all aimed at increasing the number customers and products purchased directly from BellSouth Telecommunications on a retail basis. These include:

1. For existing retail customer – product winback activities intended to identify customer disconnected products and resell or up sell the customer to regain the lost revenue.
2. Local toll winback, aimed at reclaiming lost intraLATA toll customers (via change in LPIC assignment).
3. Local Service win-back to reclaim customers lost to another carrier.
4. Possibility and probability that the systems can be used effectively for interLATA toll winback and could be in service today on behalf of Bellsouth Long Distance, Inc.

[redacted]

[redacted]

[redacted]

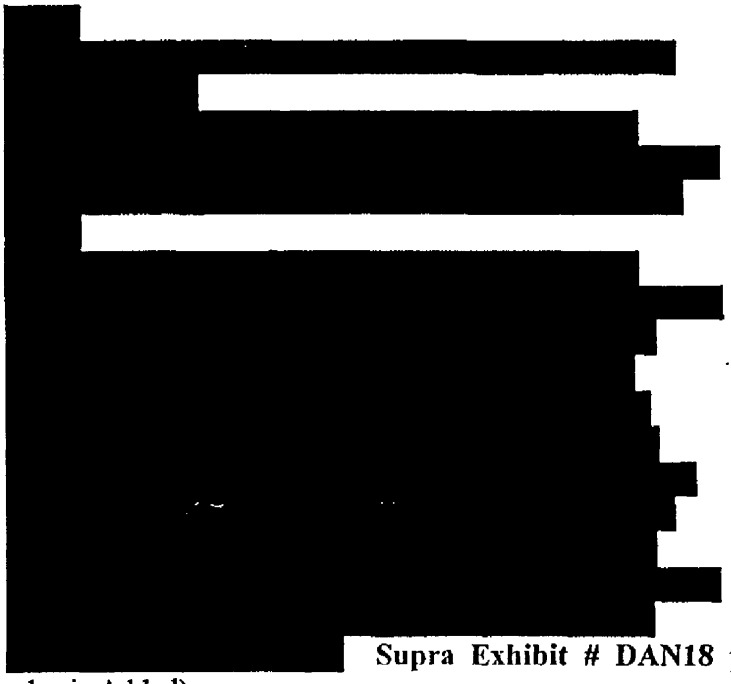
[redacted]

[redacted]

[redacted]

[redacted]

[redacted]



Supra Exhibit # DAN18 pg 16-17

(Emphasis Added)

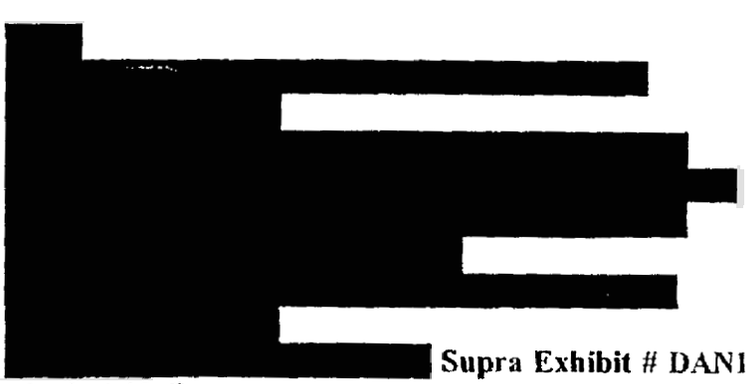
Q. IS BELLSOUTH ALLOWED TO USE WHOLESALE INFORMATION IN WINBACK OF CUSTOMERS LOST FROM ITS RETAIL DIVISION?

A. No. Per FPSC Order PSC-03-0726-FOF-TP they must use commercially available information in a form available throughout the retail industry.

Q. WHERE DOES BELLSOUTH OBTAIN ITS INFORMATION FOR LOCAL SERVICE WIN-BACK (WHAT DOES BELLSOUTH CONSIDER COMERCIALLY AVAILABLE INFORMATION)?

A. **For local winback, BellSouth developed a feed, ostensibly** from SOCS, that would feed retail customer disconnects information and LPIC changes[8]. The feed is called Harmonize. In reality the so called "retail customer disconnects" are the result of an ALEC LSR. When Supra wins a customer from BellSouth, BellSouth doesn't know to put in a disconnect order, they receive a conversion order from Supra is all they get. In addition the Harmonize feed does not connect to CAR and CARE.

Harmonize was developed specifically to extract retail disconnect information from SOCS.

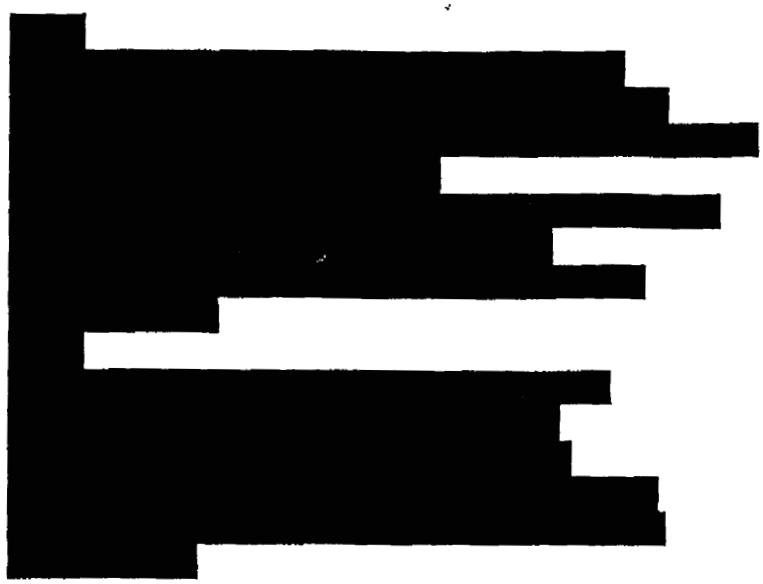


Supra Exhibit # DAN18 pg 22

(Emphasis Added)

[8] Here Ms. Summers contradicts herself.

Harmonize is the only source of information. Harmonize does not connect to CAR or CARE.



Supra Exhibit # DAN18 pg 25-26 (Emphasis Added)

CAR is NOT used for local win-back

Supra Exhibit # DAN18 pg 35 (Emphasis Added)

Q. WHAT INFORMATION IS INDICATIVE OF THE TOLL WINBACK SITUATION DESCRIBED ABOVE?

A. For toll winback, whether local or interLATA toll the indicator is the change of the PIC or LPIC information in the customer record.

A.

Q. IS THIS INDUSTRY STANDARD OR COMMERCIALLY AVAILABLE INFORMATION?

A. BellSouth claims that CAR and CARE data is purchased with this information. This does not seem plausible, and even if it is true, the data would have been supplied to "the industry" from BellSouth's own records, Here is how.

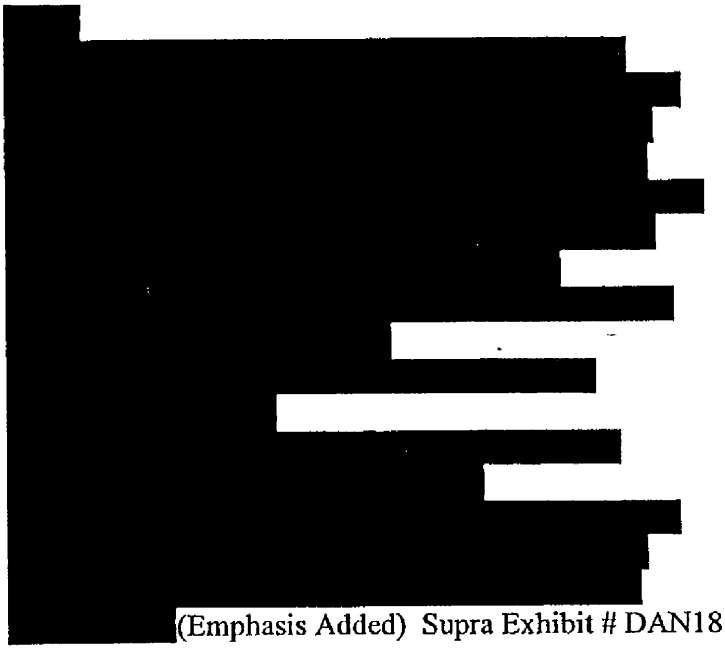
There is a misconception over the carrier who changes the PIC/LPIC designations nationwide. It is not an IXC, it is the LEC. In the case of Supra's customers, even AT&T cannot request that Bellsouth make this change on the BellSouth switches, Supra must make the change in response to an AT&T or customer request. The same is true for Bellsouth or the customers of any ALEC.

An LSR must be submitted through the process outlined above and processed by SOCS. BellSouth states they buy CAR and CARE records. But this is disingenuous at best. ILECs and ALECs are the vendors of CARE and CAR data. They are the ones with these records. And BellSouth does not buy, nor have they ever requested to buy CARE records for any of Supra's nearly 300,000 access lines. There is no other place to purchase this "industry data" other than the LEC serving the end user customer that placed the LSR to convert the line.

Other than buying these records from Supra, as even AT&T must do, there is no way to purchase this data other than by "monitoring" the orders flowing through SOCS, or accessing the BellSouth CRIS database(s).

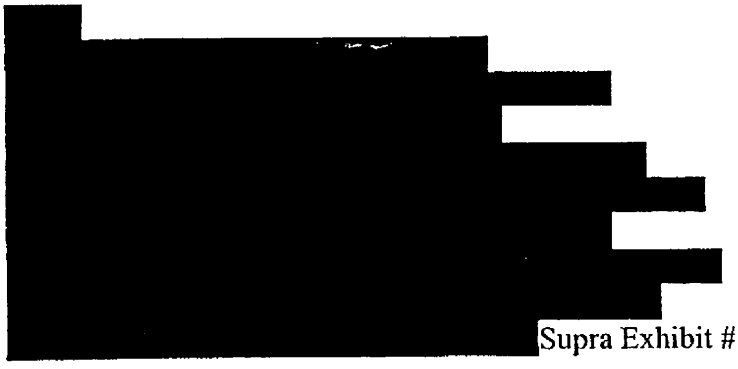
So how BellSouth knows they left from retail, is key question[9]

What is CAR?



(Emphasis Added) Supra Exhibit # DAN18

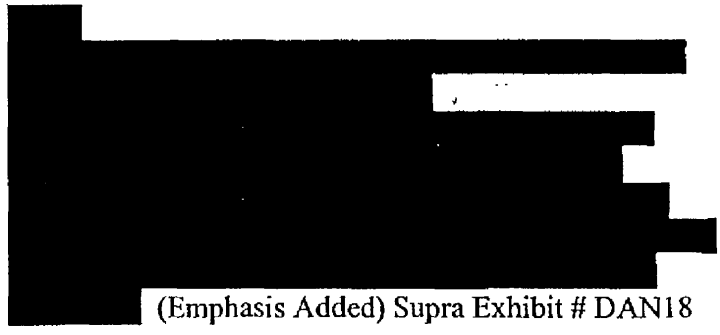
What info does CAR contain?



Supra Exhibit # DAN18

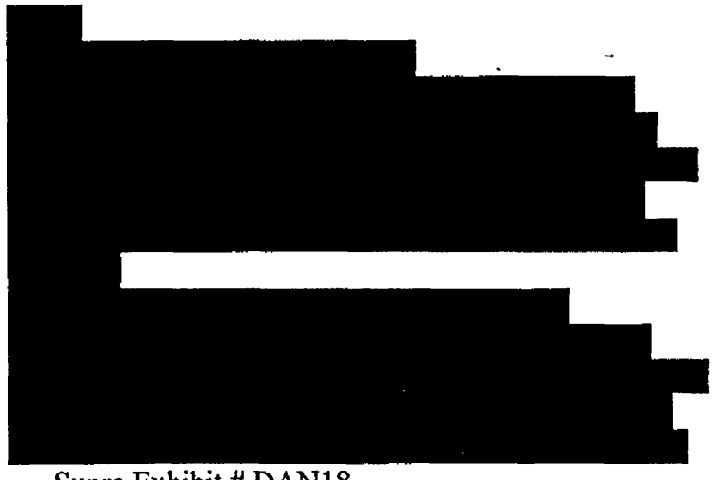
[9]

CAR does **not** support local win-back.



(Emphasis Added) Supra Exhibit # DAN18

What is CARE?



Supra Exhibit # DAN18

Q. WHAT INFORMATION IS INDICATIVE OF THE LOCAL SERVICE WINBACK SITUATION DESCRIBED ABOVE?

A. For local service, the ONLY information that exists is the ALEC's LSR initiating service. BellSouth now posts Supra lines lost on the PMAP website. Supra make no corresponding disconnect list available to any party. BellSouth doesn't market to the list of customers they post on PMAP, they market to the list of customers that Supra does not post or sell to anyone.

Yet Supra Exhibits Supra Exhibit # DAN2, Supra Exhibit # DAN3, Supra Exhibit # DAN4 are all examples of winback promotion letters that were sent to Supra customers in violation of CPNI rules.

Q. HOW IS THIS POSSIBLE?

A. BellSouth believe that the successful Firm Order Completion (FOC) of a CLEC conversion order does not constitute CPNI. As such BellSouth believes that it is not violating CPNI law by using the fact that a Supra LSR received a Firm Order Confirmation (was FOC'ed) to trigger its marketing department of activity on a particular Telephone number. BellSouth has created Sunrise Systems that "watch" CLEC completed orders, sending the customer information that "BellSouth retains on all of its previous customers" to Marketing where decisions are made as to whether this particular customer is going to be subjected to a winback promotion, or other BellSouth contact.

The argument that the ALEC's LSR is split into a new ("N") and disconnect ("D") order was all BellSouth had to justify its actions. Supra believes that use of its LSR in any form is a violation of CPNI, but the introduction of the "simple C" puts BellSouth's continued actions in this regard past March 22 in a completely different light. In "simple C" there are no separate pieces to the ALEC order that BellSouth can claim ownership of – there is but one order and it contains Supra CPNI.

The evidence in its possession proves CPNI violations occur every night in batches via this BellSouth process that affect "simple C" and "D & N" orders alike.

Q. WHAT IS THE ISSUE BETWEEN "D" & "N" ORDERS AND "SIMPLE C"?

The practice of submitting an "N" and a "D" (New and Disconnect) instead of a single "C" (Change) order has had the effect of this is that a customer's service is actually disconnected during the conversion process, despite the Supreme Court's finding that such should not happen. BellSouth will tell you that the "D" order and the "N" order are, in most cases, provisioned at the same time, and therefore consumers rarely go without service for any length of time. What is wrong with this philosophy is that **no consumer should ever go without service as a result of a conversion, ever.** Remember that the conversion is only a **billing change**. Service should remain unaffected. The fact that BellSouth has created its own billing system in a manner which requires a disconnection of service in this process is violative of state and federal law, and is harmful to Florida consumers.

What makes matters worse is that, when customers go without service as a result of this process, the customer will blame Supra, not BellSouth, for the problem. Supra can speak ONLY to the BellSouth LCSC in order to resolve problems in provisioning service. A customer, whether of BellSouth, of Supra, or in the transitional phase, cannot even locate the number for the LCSC, and it is only under the most extreme situations a three way call can be setup between Supra, LCSC and the customer. If the customer wants to complain to BellSouth, even if it is on behalf of Supra, the only number the public can see is for the BellSouth retail sales center.

And BellSouth's retail sales center will invariably tell the customer that the Disconnect order was issued by Supra, and "... I'm so sorry that I can't help you, you are not our customer any more." This is a formula designed for efficient conversion of winback customers.

Supra is not the only ALEC to encounter these anti-competitive tactics. As stated in the recent IDS complaint (*Complaint of IDS* in Docket 01-0740-TP at ¶ 31), BellSouth has a glaring tendency to allow ALEC LSRs submitted as "C" Change orders to slip through the LEO/LESOG/ Human Intervention cycle in a manner that sometimes generates both a "D" Disconnect and "N" New service order, from the ALEC LSR. However as Supra found, as long ago as June / July 2000, there are issues that can cause the "N" order to subsequently fail in SOCS, while the "D" Disconnect order is completed normally.

"Simple C" was supposed to reduce CLEC losses due to winback options exercised during conversion periods of lines that had conversion problems, by addressing the cause of the lost dialtone conversion problems.

Q. WHAT TYPES OF EVIDENCE DOES SUPRA SEE IN THIS REGARD?

Supra Exhibit # DAN2 is a mailing that was sent to my home on two occasions this year by BellSouth. The first time was when my Supra line of over 4 years was converted from resale to UNE combinations. The second time, my home

number was placed in a list of lines scheduled to be disconnected for non-payment. When the line was re-connected as if payment had been made, a second notice from BellSouth was sent.

This mailing says nothing about ALEC service. Instead it advertises "Here's important information about your new telephone service!" and it gives an "Order Number (BST)". This is not the Supra Purchase Order Number (PON) on this order. Additionally the customer is supplied with the BellSouth PIN number for this account, which would enable the customer to easily convert back to BellSouth, and change line features at the same time. Supra has tried for years to get access to this PIN number, changed on every PON on this line for years. BellSouth refuses to give Supra access to this code, but is now supplying it to Supra's customers as a result of a Supra order for a Supra customer. BellSouth's motives are patently obvious.

How many KPMG "customers" received this notice or another winback approach from BellSouth? An answer of zero begs the obvious question, why not KPMG if every other ALEC is subjected to this and the KPMG test was a real world test.

Supra Exhibit # DAN3 is an example of a letter sent to a Supra attorney within a week of the attorney converting to Supra from BellSouth.

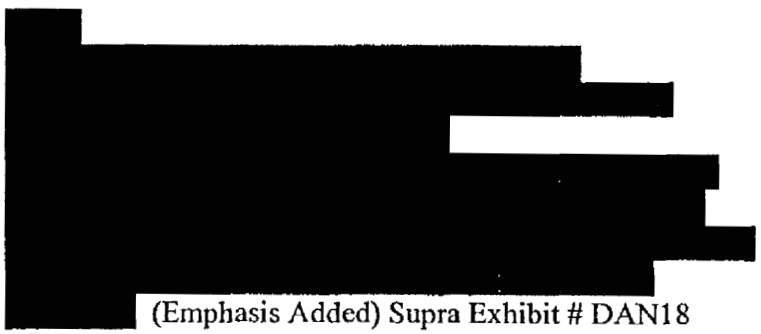
Supra Exhibit # DAN4 is the most disturbing of all, and casts doubt on the veracity of BellSouth's October 2002 depositions in light of what is happening right now. **Supra Exhibit # DAN4** clearly begins "We're always disappointed to lose a valued customer like you." Investigating this customer's activity shows that if [redacted] is involved in this winback letter, [redacted] no longer functions within the limited rules testified to last October.

This customer line has not had a single change on it, and has not flowed through SOCS for 619 days! This customer name and address information comes directly from CRIS and Bellsouth knows it is an active line – I myself have received no such letters from lines I transferred from BellSouth to Supra and then had disconnected. The only way for BellSouth to know which lines are still in service is to broach the retail / wholesale barrier and freely exchange information.

Q. IS THERE ANY SUPPORT FOR THIS IN THE BELLSOUTH TESTIMONY?

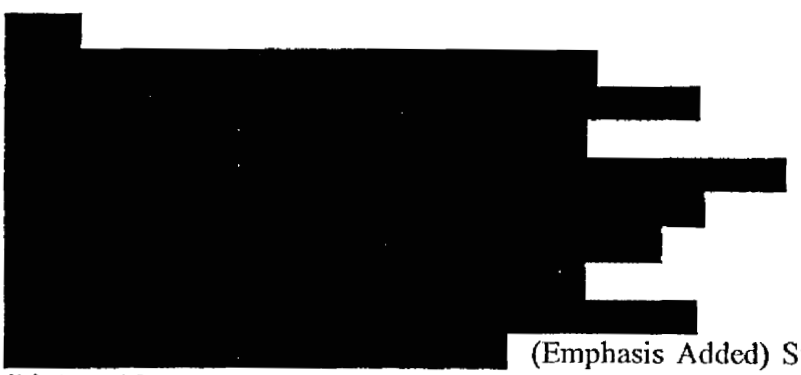
A. Yes. Ms. Summers goes on to describe how BellSouth populates the Strategic Information Warehouse ("SIW") used by Marketing Information Systems by extracting not only from the SOCS / [redacted], but also by direct access to BellSouth's CRIS billing system, the very system containing the customer service records and other SUPRA CPNI information on each and every Supra customer.

What is SIW? It is a database system which contains retail customer information, product information, billing information, and demographic information. From other testimony it appears to have credit rating and other customer value "scoring" capabilities.



(Emphasis Added) Supra Exhibit # DAN18

SIW is populated with Billing information is obtained from CRIS or BOCRIS, and supposedly retail ordering information from SOCS



(Emphasis Added) Supra Exhibit # DAN18

SOCS feeds SIW with order information. Earlier we saw Mr. Pate, as the IT representative on how SOCS works, stating SOCS handles all orders in an identical fashion. Ms. Summers is the director of MKIS – marketing information support which

means that she is only interested in order information if the customer is no longer a BellSouth customer. This perspective must be kept in mind when examining her next answer.

[redacted]

(Emphasis Added) Supra Exhibit # DAN18

[redacted] Table," then a separate program executes off of the [redacted] for local service win-back.

[redacted]

(Emphasis Added) Supra Exhibit # DAN18

The [redacted] Table resides in SIW.

[redacted]

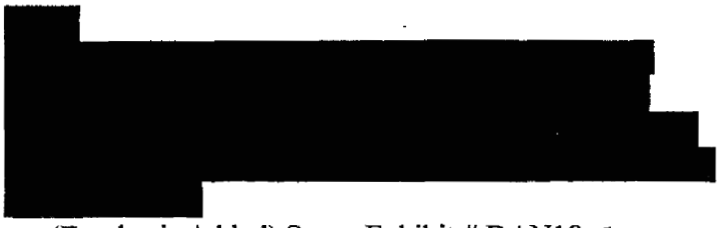
(Emphasis Added) Supra Exhibit # DAN18

[redacted] is solely designed to support win-back campaigns. This is an important point when examining her next answer.

[redacted]

(Emphasis Added) Supra Exhibit # DAN18

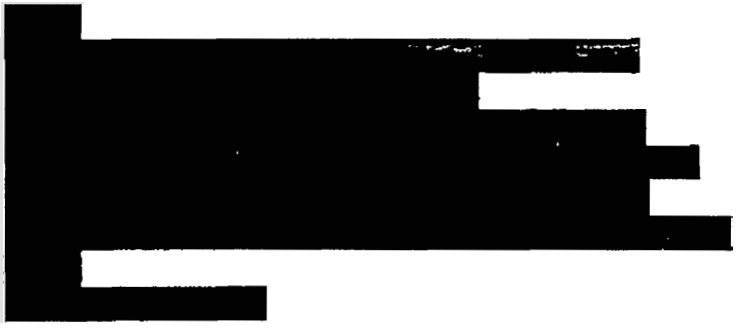
MKIS gets information from [redacted]

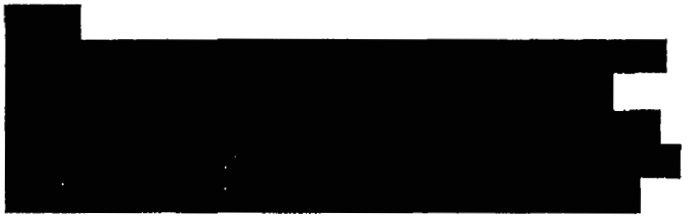


(Emphasis Added) Supra Exhibit # DAN18

Q. SO BELLSOUTH USES THE [redacted] SIW INFORMATION INTERNALLY. IS IT SUPPLIED TO THIRD PARTIES AS DEFINED IN ISSUE #2?

A. Yes. BellSouth itself supplies this to third party vendors engaged in direct mail winback campaigns.

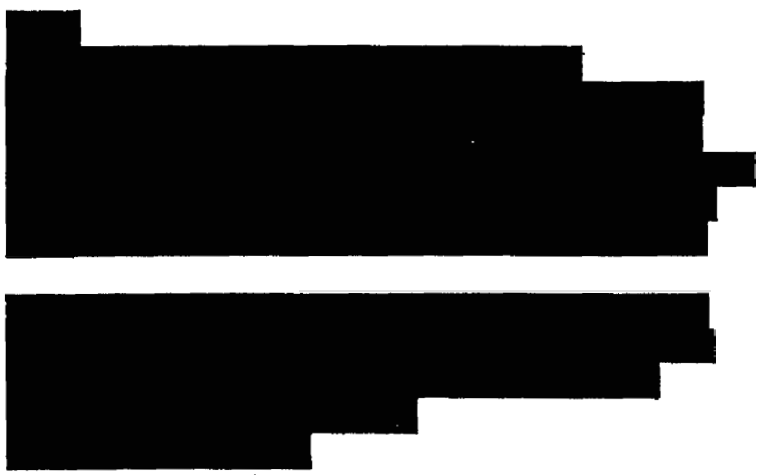




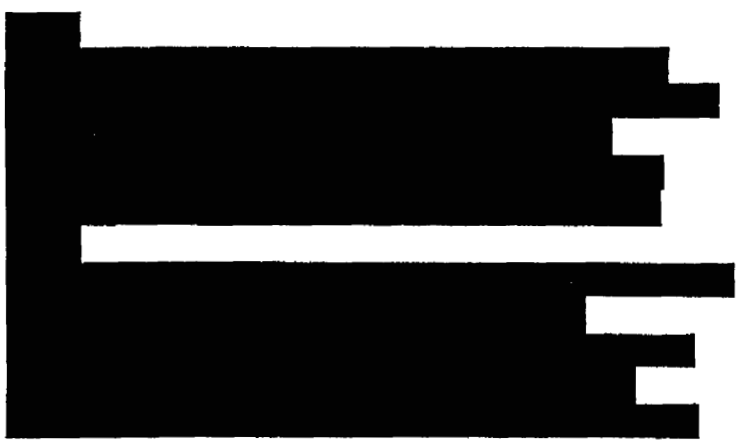
(Emphasis Added) Supra Exhibit # DAN18

Q. DOES MKIS GET LOCAL SERVICE DISCONNECT INFORMATION FROM ANY OTHER SOURCE?

A. No. The only feed is from [redacted] / SOCS.



(Emphasis Added) Supra Exhibit # DAN18



[redacted]

(Emphasis Added) Supra Exhibit # DAN18

Q. DOES ANY CLEC HAVE UNBUNDELD ACCESS TO ANY OF THE OPERATION [redacted] DATABASE, OR RECEIVE A FEED OF THE DISCONNECT DATA USED FOR WINBACK?

A. No.

[redacted]

Supra Exhibit # DAN18

Q. SHOULD ANY CLEC HAVE UNBUNDELD ACCESS TO ANY OF THE OPERATION [redacted] DATABASE, OR RECEIVE A FEED OF THE DISCONNECT DATA USED FOR WINBACK?

A. Yes, if its operation is not shut down completely by this commission.

Q. WHAT OTHER STEPS SHOULD BE TAKEN BY THE COMISSION?

A. One very simple step that could be taken is to require BellSouth to personalize any mailing with the date of printing at the same time the letter is printed for mailing. No such letter, despite having been printed with he customer name and address, has ever been dated in my recollection. This in itself is quite suspicious. A dated letter would help to clearly identify trigger events after the fact and would have an effect on BellSouth's policies to preclude any further violations.

Q. WHAT PENALTIES SHOULD BE IMPOSED UPON BELLSOUTH FOR VIOLATING ISSUE #1 AND #2?

A. The FPSC must send a clear an unequivocal message that this policy will no longer be tolerated by imposing serious penalties for a violation.

1. $25K for each day that violation has been occurring until now. (Statutory option)

2. Suspension of certificate. (Statutory option)

3. Dismantle the [redacted] feed/or order that BST provide direct access to the [redacted] feed for when a customer switches away from the CLEC, the CLEC can send a Letter of Acknowledgment.

4. Require BST to print a date on the letter at the same time they personalize the customer name / address showing "when" the letter was mailed. This date must not be preprinted, or postdated. It must be the actual date the letter is printed.

5. Prohibit a Letter of any sort from being sent to the customers for 90 days - presently Commission policy is 10 days. The [redacted] feed takes 7 days for the letter to be generated so 10 days is right on target for when a customer could receive the letter at the earliest. 90 day ban would ensure that if BST continues to use [redacted] in the future, the customer is with the competitor for at least three billing cycles.

6. Order that BST shall be required to allow a OSS expert to examine BST's system, twice a year at random. The expert shall be chosen by Supra, but paid for by

BellSouth. This expert will report back to see if BellSouth is still utilizing this [redacted] feed or some other similar system.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

5. Yes, this concludes my testimony.

Exhibits

BST Winback letters / Documents

Supra Exhibit # DAN1 [redacted]

[redacted]

Supra Exhibit # DAN2 Example of a BellSouth mailing to a customer stating "Here's important information about your new telephone service!" to a Supra customer, showing a BellSouth order number and PIN number not available to Supra. This is triggered by a Supra conversion of this line from resale to UNE on this line and is clear violation of Section 22 CPNI rules, as the order never flowed from or to BellSouth.

Supra Exhibit # DAN3 BellSouth "complete choice" letter, late 2002.

Supra Exhibit # DAN4 BellSouth "unlimited Answers" Winback letter. Early 2003.

Supra Exhibit # DAN5 DAN5 Intentionally left Blank.

[redacted]

Supra Exhibit # DAN6 -- [redacted]

[redacted]

[redacted]

Supra Exhibit # DAN7 -- [redacted]

[redacted]

Supra Exhibit # DAN8 -- [redacted]

[redacted]

[redacted]

Supra Exhibit # DAN9 --

Supra Exhibit # DAN10 --

OSS Schematics

Supra Exhibit # DAN11 –DAN 11 Intentionally left Blank.

Supra Exhibit # DAN12 CLEC Ordering Process Flow

Supra Exhibit # DAN13 --

ALEC Pre-ordering Interface Flow. Exhibit 6 contained within Supra Exhibit # DAN17. Originally presented in

Supra Exhibit # DAN15 Intentionally left Blank.

Supra Exhibit # DAN16 Intentionally left Blank.

Depositions

Supra Exhibit # DAN17 --

Supra Exhibit # DAN18 --

Supra Exhibit # DAN19 –

EXHIBIT DAN6

REDACTED IN ITS ENTIREITY

EXHIBIT DAN7
REDACTED IN ITS ENTIREITY

EXHIBIT DAN8
REDACTED IN ITS ENTIREITY

EXHIBIT DAN9
REDACTED IN ITS ENTIREITY

EXHIBIT DAN10
REDACTED IN ITS ENTIREITY

EXHIBIT DAN13
REDACTED IN ITS ENTIREITY

EXHIBIT DAN14
REDACTED IN ITS ENTIREITY

EXHIBIT DAN17
REDACTED IN ITS ENTIREITY

EXHIBIT DAN18
REDACTED IN ITS ENTIREITY

EXHIBIT DAN19
REDACTED IN ITS ENTIREITY

EXHIBIT DAN20
REDACTED IN ITS ENTIREITY