

ORIGINAL

1 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

2 DOCKET NO. 980119-TP

3 DIRECT TESTIMONY OF BRADFORD HAMILTON

4 SUPRA TELECOMMUNICATIONS & INFORMATION SYSTEMS, INC.

5 March 25, 1998

6  
7 Q. PLEASE STATE YOUR NAME AND ADDRESS.

8 A. My name is Bradford Hamilton. My business address is  
9 2620 S.W. 27th Avenue, Miami, Florida 33133-3001.

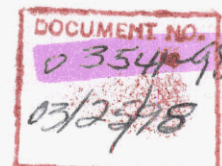
10  
11 Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

12 A. I am employed by Supra Telecommunications & Information  
13 Systems, Inc., ("Supra") as Customer Service Manager.

14  
15 Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND WORK  
16 EXPERIENCE.

17 A. I received a Bachelor's Degree from Nova Southeastern in  
18 Psychology 1992. I am two courses shy of my Master's  
19 Degree in Alternative Dispute Resolution from Nova  
20 Southeastern.

21 I worked for Northwestern Bell Telephone Company from  
22 May 12, 1978, until the divestiture of AT&T on January 1,  
23 1984. At that point, I worked in the long distance  
24 division, and my division was transferred to AT&T Long  
25 Lines where I worked until May 1997. In October 1997, I  
26 was employed by Supra Telecommunications & Information  
27 Systems, Inc. I have over 19 years experience working in



1 the Bell System and/or AT&T.

2

3 Q. WHAT ARE YOUR PRESENT RESPONSIBILITIES?

4 A. My present responsibilities include management of the  
5 Customer Service Department at Supra. My department  
6 handles all customer service activities, including the  
7 processing of orders for service and customer inquiries.

8

9 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

10 A. The purpose of my testimony is to address Issues 4d, 4e,  
11 5, and 10 identified in this proceeding.

12

13 ISSUE NO. 4: HAS BELLSOUTH FAILED TO PROPERLY IMPLEMENT  
14 THE FOLLOWING PROVISIONS OF ITS INTERCONNECTION,  
15 COLLOCATION, AND RESALE AGREEMENTS WITH SUPRA SUCH THAT  
16 SUPRA IS ABLE TO PROVIDE LOCAL EXCHANGE SERVICE ON PARITY  
17 WITH THAT WHICH BELLSOUTH PROVIDES:

18 d. ELECTRONIC ACCESS TO OPERATIONAL SUPPORT SYSTEMS  
19 (OSS) AND OSS INTERFACES (ORDERING AND  
20 PROVISIONING, INSTALLATION, MAINTENANCE AND  
21 REPAIR);

22 f. TIMELINESS OF INSTALLATION, REPAIR, AND  
23 MAINTENANCE.

24 A. In regard to Issues 4d and 4e, a most serious problem  
25 Supra has with BellSouth is that when a Supra customer  
26 dials 611 for repair, he is connected to BellSouth's Repair

1 Office. This is not how Supra understood the repair  
2 process was to work under the resale agreement. The first  
3 point of call for Supra customers with repair problems is  
4 supposed to be Supra. Supra is to receive the call from  
5 the customer and then call BellSouth to arrange to have the  
6 problem fixed. However, customers get BellSouth's Repair  
7 Office and BellSouth's customer service representatives  
8 have the opportunity to win back the account. Customers  
9 with service in need of repair are very vulnerable to  
10 communications from BellSouth's Repair Office that imply  
11 there may be problems in fixing their service "because it  
12 is a reseller account."

13 Even when Supra is given the opportunity to handle  
14 Supra's customers' repair problems, BellSouth has not  
15 provided repair service on parity with that it provides to  
16 its own customers.

17 An actual example of a repair problem with a Supra  
18 customer, a Mr. X, will illustrate the types of problems  
19 Supra has experienced in this area. A letter from this  
20 customer is attached as exhibit BH-1. On December 15,  
21 1997, Mr. X's home telephone went dead after a  
22 thunderstorm. The situation was reported to the BellSouth  
23 Repair Office at 12:00 Noon by Supra's Customer Service  
24 Department. BellSouth's Repair Office identified the  
25 problem as a phone off hook and told Supra to inform the  
26 customer to unplug all phones in the house, wait 15

1 minutes, and plug all phones back in. Supra informed the  
2 customer as directed, including telling the customer that  
3 cordless telephones often cause this, so he should leave  
4 the cordless telephone disconnected. This did not fix the  
5 problem.

6 On December 16, 1997, Mr. X again contacted Supra and  
7 Supra personnel reviewed the steps BellSouth had given the  
8 customer. Unable to resolve the issue in this fashion,  
9 Supra again filed a complaint with BellSouth's Repair  
10 Office at 11:35 A.M. Supra informed the Repair Office that  
11 this was not an equipment problem and requested that  
12 BellSouth run a test report. A technician was scheduled to  
13 go to Mr. X's house, test the circuits and effect repair  
14 before 6:00 P.M. the same day.

15 The following morning on December 17, 1997, Mr. X  
16 called Supra angry because, while he had waited at home for  
17 the technician to arrive, the technician never came. Supra  
18 immediately filed another report with BellSouth's Repair  
19 Office at 10:00 A.M. The Repair Office stated the  
20 technician had not been able to make it to the customer's  
21 premises. However, the Repair Office had not notified  
22 Supra or the customer of this. Another technician was  
23 scheduled to visit the customer before 3:00 P.M. on  
24 December 17, 1997, if the customer was going to be home.  
25 Supra contacted Mr. X, but due to the time he had already  
26 taken off from work on this issue, Mr. X was unable to meet

1 the technician that day and made a new appointment for the  
2 following day at 11:00 A.M. BellSouth's Repair Office was  
3 contacted and agreed to have a technician visit the  
4 customer at 11:00 A.M.

5 On December 18, 1997, the customer called, very upset,  
6 to inform Supra that the BellSouth technician never arrived  
7 as agreed. Supra placed the fourth call on this issue to  
8 BellSouth's Repair Office at 12:30 P.M. BellSouth informed  
9 Supra that this time the technician did go to the  
10 customer's premises to effect repair, and no problems were  
11 found. Supra asked to speak with the technician that had  
12 performed the testing. The technician called Supra and  
13 told us that he was asked ~~to~~ not go into the customer's  
14 premises by his supervisor because the account belonged to  
15 a reseller company. He tested the line outside the  
16 customer's premises and discovered that it was OK up to the  
17 terminal. Because of the supervisor's <sup>is the floor</sup> ~~request~~, the  
18 technician did not speak with the customer, inform the  
19 customer of testing the line, allow the customer to insist  
20 the technician execute the inside wire plan maintenance, or  
21 let the customer know that he could return to work.

22 Supra then called BellSouth's Repair Office for the  
23 fifth time and informed them that the customer had an  
24 inside wire plan and that Supra is allowed to resell the  
25 inside wire maintenance plan. BellSouth claimed to be  
26 unaware that Supra could resell this service, although the

1 customer records clearly indicate that the customer has  
2 continued to pay for this service since transferring to  
3 Supra. Due to the problems with making contact, BellSouth  
4 requested that the customer leave a key with his neighbor  
5 and BellSouth would send a technician the next day.  
6 Surprisingly, Mr. X agreed to this condition.

7 On December 19, 1997, Mr. X again called Supra to  
8 inform us that the BellSouth technician did not arrive as  
9 scheduled. Supra called BellSouth's Repair Office, making  
10 a sixth complaint on this line. Numerous telephone calls  
11 were exchanged between personnel at various levels in Supra  
12 and BellSouth, and an appointment was made for the  
13 following morning, Saturday, December 20, 1997.

14 At 2:00 P.M. on December 20, 1997, Supra was able to  
15 verify Mr. X's line and found it to be repaired and in  
16 working order.

17 There is no doubt that had Mr. X been a BellSouth  
18 customer, this particular chain of events would never have  
19 happened. Mr. X's service would have been restored on the  
20 first visit, which would have occurred much sooner than it  
21 did. The repair supervisor would never have advised the  
22 technician not to enter the customer's premises, the  
23 technician would have spoken to the customer, allowing Mr.  
24 X to inform him of the inside wire maintenance plan and  
25 insist on the technician solving the problem right then.  
26 There would not likely have been so many missed

1 appointments, as the BellSouth Repair Office would have had  
2 to face the wrath of Mr. X directly.

3 Supra retained this customer. Under similar  
4 circumstances, we have lost many more. The customers Supra  
5 has lost due to BellSouth's failure to execute timely and  
6 effective repairs remain upset at Supra. We have lost many  
7 accounts due to repair problems. These customers do not  
8 realize that it is the same company that could not fix  
9 problems when the customers were Supra customers that could  
10 fix them promptly when they were again BellSouth customers.  
11 Given the chronology of this case, one can certainly see  
12 the attraction in going back to BellSouth when the customer  
13 is told that there are problems because "it's a reseller  
14 account."

15 It is inappropriate for BellSouth to offer to switch a  
16 customer back in order to more quickly effect repairs. It  
17 is inappropriate for BellSouth to receive 611 calls for  
18 Supra customers and treat them as sales leads by attempting  
19 to convert the customer back to BellSouth.

20  
21 **ISSUE NO. 5: HAS BELLSOUTH PROVIDED ADEQUATE WRITTEN**  
22 **RULES, REGULATIONS, CODES, INSTRUCTIONS, DESCRIPTIONS OF**  
23 **PROCEDURES, OTHER WRITTEN MATERIALS, TECHNICAL GUIDANCE,**  
24 **AND ACTUAL SUPPORT SERVICE, OR MADE ANY MODIFICATIONS OF**  
25 **PROCEDURES, IF NECESSARY, IN TIMELY FASHION, TO PERMIT**  
26 **SUPRA TO UNDERSTAND AND UTILIZE EFFECTIVELY BELLSOUTH'S**

1           PROCEDURES FOR BILLING, ORDERING, PROVISIONING,  
2           INSTALLATION, REPAIR, ETC., THAT ARE ESSENTIAL TO SUPRA'S  
3           ABILITY TO PROVIDE LOCAL EXCHANGE SERVICE ON PARITY WITH  
4           BELLSOUTH?

5  
6           A. I attended a Local Exchange Navigation System (LENS)  
7           training class put on by BellSouth for ALECs. Because I  
8           have worked for many years in the telecommunications  
9           industry and specifically within the Bell System, I had  
10          questions I wanted answered that were based on my knowledge  
11          of provisioning local telephone service. These questions  
12          were:

13                 1) How do I find the customer's previous "customer  
14                 code"?

15                 With the previous customer code, we are able to view  
16                 the customer's service record. The previous records are  
17                 essential for us to verify customers' billing addresses,  
18                 service features, installation dates, etc. The trainers,  
19                 Mr. and Mrs. Story, did not answer my questions. They were  
20                 just stone-faced. I could tell they knew the answer, but  
21                 would not or could not answer it.

22                 2) Why is it not possible for Supra to order new  
23                 installation requests, which include jack installation  
24                 requests, in LENS?

25                 The instructors said LENS does allow you to order  
26                 service with "jack request" however, whenever I place an  
27                 order, I get an error message: "refnum 0001 JK-POS



1       REQUIRED", i.e., jack position required. After several  
2       attempts by the instructor, who received the same message,  
3       I was told to just place those orders on "paper." The  
4       instructors did not know how to place the order in LENS.

5             3) My third question was about how to change the  
6       number of rings the calling party receives prior to the  
7       call going into the "Call Forwarding" mode. The instructor  
8       said "I'm not supposed to tell you, but since I know the  
9       answer, I'll give it to you."

10            It was apparent to me that the instructors were  
11       uncomfortable with me in the class. I was an experienced  
12       telephone worker and I knew the right questions to ask.  
13       Their reluctance appeared to come from the fact that the  
14       purpose of the training classes is not to help the  
15       resellers become successful, but rather that the class is  
16       another avenue for BellSouth to sell something and to have  
17       something to show the Florida Public Service Commission and  
18       the FCC that BellSouth is helping to develop competition in  
19       the local telephone service market.

20  
21       **ISSUE NO. 10: HAS BELLSOUTH RESPONDED APPROPRIATELY TO**  
22       **CONSUMER QUERIES REGARDING SUPRA?**

23       A. As Customer Service Manager at Supra, I am aware of  
24       over 30 calls from Supra customers who were coached into  
25       calling our business office and asking us "Who will repair  
26       my phone if it goes out of order?" See exhibit BH-2

1 attached hereto. This question is part of BellSouth's  
2 tactic to install doubt in the customer's mind about the  
3 quality of Supra's and other ALECs' networks.

4 The tactic of questioning the repair abilities of the  
5 ALEC is part of a program called "Call Them On It," a  
6 coordinated effort of brochures and television spots  
7 designed to prevent customers from changing from the RBOCs  
8 to an ALEC. Composite exhibit BH-3 attached hereto  
9 includes one of these brochures and some of the television  
10 spots. The brochure asserts that long distance companies  
11 will be "harassing you with an avalanche of confusing  
12 offers" and that competition in the local market means  
13 "more annoying phone calls and more confusing offers."  
14 Furthermore, there is an Internet web site sponsored by the  
15 United States Telephone Association of which BellSouth is a  
16 member, *www.callthemonit.com*. See exhibit BH-4 attached  
17 hereto. The web site is full of propaganda designed to  
18 discourage consumers from selecting an ALEC for their local  
19 telephone service.

20 Exhibit BH-5 attached hereto contains two customer  
21 letters reflecting problems Supra has had with BellSouth  
22 not timely provisioning service to Supra's customers.

23 Supra recently received a complaint from a customer  
24 who called to say that he had had a problem with a  
25 BellSouth repairman. This customer called to report a  
26 problem with his bedroom telephone jack on March 18, 1998.

1       Supra reported the problem to the BellSouth repair office  
2       quickly and we verified that the customer has the Inside  
3       Wire Maintenance Plan. With this plan, the customer does  
4       not have to pay for inside jack repairs. When the  
5       BellSouth repairman arrived at the customer's residence,  
6       the repairman told the customer that he would have to  
7       charge to repair the jack because the customer "was no  
8       longer our [BellSouth's] customer." The customer turned  
9       the repairman away and called Supra to find out what the  
10      problem was. I called the BellSouth repair office and they  
11      confirmed that the cusomter was not to be charged for  
12      inside wire jack repairs. Furthermore, BellSouth confirmed  
13      that the repairman was not to make any such statements.  
14      BelSouth sent another repairman out to fix the problem on  
15      March 19, 1998. However, because of the problems getting  
16      the jack fixed, the customer now wants to transfer his  
17      service back to BellSouth.

18             Exhibit BH-6 contains a list of customers who were  
19      told by BellSouth that BellSouth had never heard of Supra.  
20      Exhibit BH-7 contains a list of customers who were told by  
21      BellSouth employees to report Supra to the Florida Public  
22      Service Commission. Exhibit BH-8 contains a list of  
23      customers who were told by BellSouth that Supra is  
24      "unreliable." Exhibit BH-9 contains a list of customers  
25      who were told they would lose their yellow pages  
26      advertising if they stayed with Supra. Exhibit BH-10

1 contains a list of customers who were told by BellSouth  
2 employees that they did not have to pay Supra's bill if  
3 they disputed it. These exhibits do not contain the total  
4 numbers of customers who reported to Supra that such  
5 statements had been made to them by BellSouth, but they are  
6 an effort to reflect at least some of the customers who  
7 have made these statements to Supra.

8

9 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

10 A. Yes.

[REDACTED]

March 4, 1998

RE: ATTENTION TO A REPAIR PROBLEM

Dear Sir or Madam:

On December 15, 1997, My home telephone went dead after a thunderstorm. The situation was reported to Supra Telecoms Repair Office at 12:00 Noon. After a couple of hours, I received a call from Supra employee identifying the problem as a phone off hook, and told me to unplug all phones in the house, wait 15 minutes, and plug all phones back in. He said cordless telephones often cause this, so I was instructed to leave the cordless telephone disconnected. I carried out the process but it did not work. The next day, I called Supra again; spoke with Victor (Supra personnel) reviewed the steps he had given me the previous day. Being unable to resolve the issue in this fashion, I again filed a complaint with Victor. He called me back at my office and informed that a technician was scheduled to go to my house, test the circuits and effect repair before 6:00 PM the same day [December 16, 1997].

The following morning I called Supra again, because while I had waited at home for the technician to arrive, nobody showed up. I insisted that Supra file another report with BellSouth Repair department since he made me understand that BellSouth technician is to be dispatched to fix my telephone. The next day another technician was scheduled to visit the my house before 3:00 PM on 12/17/1997, but due to the time I had already taken off work on this issue I was unable to meet the technician that day and made a new appointment for the following day at 11:00 AM. The next day nobody showed up to, fix my telephone. The following day, I was very upset I called Supra that the BellSouth repair technician never arrived as agreed.

On the 18<sup>th</sup> of December I was asked to leave my keys with my neighbor the next morning, a technician is to be dispatched to fix my telephone the next day. Surprisingly again, my neighbor told me nobody showed up. Finally my line was fixed on a Saturday 20<sup>th</sup> of December.

Sincerely,

[REDACTED SIGNATURE]

WITNESS: [REDACTED]

DATE: 3/4/98

**CONFIDENTIAL**

*Attachment A*

Date	Customer Name	Telephone	Comments
15-Oct			BellSouth told to ask:"Who will repair my phone?"
15-Oct			BellSouth told to ask:"Who will repair my phone?"
15-Oct			BellSouth told to ask:"Who will repair my phone?"
15-Oct			BellSouth told to ask:"Who will repair my phone?"
15-Oct			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
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13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
13-Nov			BellSouth told to ask:"Who will repair my phone?"
18-Nov			BellSouth told to ask:"Who will repair my phone?"
18-Nov			BellSouth told to ask:"Who will repair my phone?"
18-Nov			BellSouth told to ask:"Who will repair my phone?"
17-Dec			BellSouth told to ask:"Who will repair my phone?"
17-Dec			BellSouth told to ask:"Who will repair my phone?"
17-Dec			BellSouth told to ask:"Who will repair my phone?"

SUPRA  
Page 1 of 2  
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Exhibit (BH-2)

**CONFIDENTIAL**

18-Dec
18-Dec
18-Dec
18-Dec

BellSouth told to ask:"Who will repair my phone?"
BellSouth told to ask:"Who will repair my phone?"
BellSouth told to ask:"Who will repair my phone?"
BellSouth told to ask:"Who will repair my phone?"

**CONFIDENTIAL**

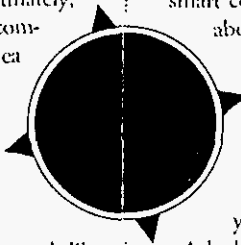
**F**or years, long-distance companies have been harassing you with an avalanche of confusing offers. Unfortunately, some things never change. Soon, long-distance companies will be calling to try and sell you on the idea of providing your local phone service, too.

Why? Because the Telecommunications Act of 1996 has opened up the telecommunications market to competition, allowing long-distance companies to compete to provide your local service for the first time.

So you can expect they'll battle for your local business much like they've fought for your long-distance business — and that means

more annoying phone calls and more confusing offers. Be a smart consumer and arm yourself with information, especially about what long-distance companies don't want you to know — such as the fact that they don't own, invest in or repair the local networks they'll use to carry your local calls. Those networks have been built and are maintained by your local telephone companies.

So when long-distance companies bother you with yet another call or confusing offer, call them on it: Ask them some of your own questions, such as those listed below, which they'll find hard to answer.



**Q. Will you repair my phone line?**

Your local phone company comes out in all weather and at any time to repair lines and to ensure that every customer has service they can always depend on. Ask a long-distance company if they'll do the same for you and your community.

**Q. What will your company be investing in my telephone network?**

Your local telephone company has invested more than \$298 billion to develop and maintain America's telephone network, helping commerce and industry grow and connecting family members and friends.

Long-distance companies now want a free ride on this network, without contributing the money and resources required to maintain and improve it — an investment essential to keeping our nation's communications system the best in the world and for ensuring affordable basic telephone service for everyone, no matter where they live. Will the long-distance companies pay their fair share? Ask them.

**Q. Will you introduce as many new technological innovations as my local phone company has?**

Local telephone companies have been building innovative technology into your local network for years — the kind of technology that has helped businesses grow and helped people everywhere to keep in touch. Advanced and customized services such as Call Forwarding and Caller ID and many other new features have transformed telecommunications for us all. For example, Enhanced 911 allows a dispatcher to see the name, address and telephone number of each caller and to relay information faster and easier in an emergency.

Local telephone companies will continue to invest in the network and bring you more improvements. Ask a long-distance company if they'll do the same.

**Q. Will you make the same kind of commitment to my community as my local telephone company?**

Local telephone companies are a cornerstone in the communities where they do business. In addition to providing reliable, affordable service, they and their employees support everything from fund-raising events, health programs, disaster relief and education projects to Little League games.

Local phone companies also support the communities they serve by paying billions of dollars each year in local taxes. Just as important, local phone companies also provide jobs for thousands of local people. Ask a long-distance company how they plan to match or improve upon this level of commitment.

**JUST CALL THEM ON IT!**



*Attachment C*

**Call Them on It!**

Your Local  
Phone Companies

What You  
Need to Know

The Details

"CORPORATE COURIER"

Another long-distance phone company asking me if I want to buy local phone service from them.

So I say to the guy, what happens if my local phone line breaks? Are the long distance companies going to come and repair it?

Those guys have to answer a lot of questions before I'd even *think* of switching.

If I don't have a phone, I don't have a business.

When long-distance companies call...I'm ready to call *them* on it.

YOUR LOCAL PHONE COMPANIES  
WE BRING IT ALL HOME TO YOU  
1-800-646-9999

Sponsored by the United States Telephone Association

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**TWO-THIRDS OF THE WORLD IS WITHOUT PHONE SERVICE.**

**If MCI gets its way, you could be among them...**

Much of the world still struggles to achieve what we already have in the United States: quality, affordable, local phone service for virtually everyone. Now, we're beginning a new era of competition in local service that can mean even better service and pricing. But competition has to work for everyone, not just the privileged few.

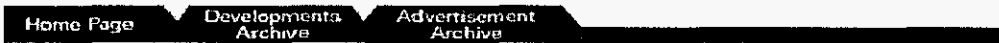
That's why MCI's approach to local phone service is so disturbing. MCI says they only want to serve the top 30% of the local phone market. But, worse, they want to weaken the foundation of quality, affordable, local phone service for the rest of us. MCI wants to drastically cut access charges that make this possible for everyone.

In fact, *The New York Times* reported that without adequate funding, phone rates could skyrocket for millions of Americans.

If MCI gets its way, millions of Americans will be priced out of local phone service. While MCI may not care if that happens, the rest of us should.

**AMERICA'S LOCAL PHONE COMPANIES -- dedicated to keeping our phone network the best in the world.**

©1997 U.S. Telephone Association/1401 H Street, NW/Washington DC 20005





"CORPORATE COURIER"

Another long-distance phone company asking me if I want to buy local phone service from them.

So I say to the guy, what happens if my local phone line breaks? Are the long distance companies going to come and repair it?

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When long-distance companies call...I'm ready to call *them* on it.

YOUR LOCAL PHONE COMPANIES  
WE BRING IT ALL HOME TO YOU  
1-800-646-9999

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Let's not make the same mistake twice

The Titanic is unsinkable. 1912

Quality, affordable phone service can be taken for granted. 1997

Eighty-five years ago the Titanic went down. It was supposed to be unsinkable.

Today, many people assume the local phone network will always be there. Let's hope they're not wrong.

Much like the Titanic, America's local phone network is not indestructible.

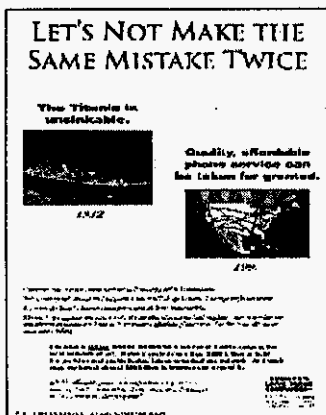
The fact is, if companies like AT&T and MCI are allowed to use the local telephone network at below cost and without an incentive to invest in it, the reliable, affordable phone service that Americans depend on could hit an iceberg.

America's local phone companies are committed to keeping the local network afloat. We've invested more than \$298 billion to build the world's most sophisticated telecommunications network. And each year, we invest almost \$20 billion to improve and expand it.

*Reliable, affordable phone service depends on every company investing their fair share to keep the network strong. It is simply too important to be taken for granted.*

**AMERICA'S LOCAL PHONE COMPANIES** -- dedicated to keeping our phone network the best in the world.

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**Call Them on It!**Your Local  
Phone CompaniesWhat You  
Need to Know

The Details

## "The Network"

Most of us know how to work the phones, but ever wonder how the phones really work?

It seems simple...you pick it up...you get a dial tone--Big deal. But behind your dial tone is an amazing network that takes voice and data almost anywhere...

It's network built and maintained by America's local phone companies ...not AT&T and MCI.

What's the difference? Well local phone companies do some important things AT&T and MCI don't...

Like spending almost \$20 billion a year to modernize the local phone network...\$2 billion to bring technology to our schools...

...Like fixing your local phone line if it breaks...the long-distance guys don't do that...

Universal access to make sure everyone gets phone service...

And we're in thousands of local communities, employing your neighbors...and supporting everything from the symphony to Little League.

Call now for a free booklet. It explains why the local phone companies are better than the rest.

**YOUR LOCAL PHONE COMPANIES  
WE BRING IT ALL HOME TO YOU  
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*Attachmore D*

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The History of the Telecom Act of 1996

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- [Feb 23, 1998](#) - BellSouth Response to the MCI Complaint to the Florida Public Service Commission
- [Feb 18, 1998](#) - BellSouth Response to CFA Charges
- [Feb 16, 1998](#) - Bell Atlantic's AT&T Smoke Detector
- [Feb 12, 1998](#) - Testimony Before the House Committee on Small Business Argues for Review of Regulatory Burdens

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- [Feb 26, 1998](#) - Vice President Gore to Connect with Buffalo Area Students via Bell Atlantic Distance Learning Technology
- [Feb 26, 1998](#) - Bell Atlantic Network Brings Students Into Operating Room to Observe Heart Operations, Talk with Doctors
- [Feb 23, 1998](#) - Bell Atlantic Wiring Low-Income Urban, Rural Areas
- [Feb 23, 1998](#) - Bell Atlantic Mobile Reaffirms Its Commitment To Fight Domestic Violence
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- [Implementing the Telecom Act -- Access Reform, Interconnections and Universal Service](#)
- [Map of Over 1200 Interconnection Agreements Signed](#)
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Paid for by the United States Telephone Association



March 28, 1998 - Join this nationwide effort to connect America's schools to the Internet.

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- [Arctic Slope Telephone Association Cooperative](#), Anchorage, Alaska
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- [Armour Independent Telephone Company](#), Hartford, South Dakota
- [Armstrong Telephone Company of W Virginia](#), Butler, Pennsylvania
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- [Armstrong Telephone Company North](#), Duke Center, Pennsylvania

- Armstrong Telephone Company, Addison, New York
- Armstrong Telephone Company, Butler, Pennsylvania
- Armstrong Telephone Company, Rising Sun, Maryland
- Arrowhead Communications Corp, Hector, Minnesota
- Arthur Mutual Telephone Company, Defiance, Ohio
- Arvig Telephone Company, Pequot Lakes, Minnesota
- Asotin Telephone Company, Asotin, Washington
- Ayersville Telephone Company, Defiance, Ohio
- Ayrshire Farmers Mutual Telephone Company, Ayrshire, Iowa
- BPS Telephone, Malden, Missouri
- Baca Valley Telephone Company, Inc., Des Moines, New Mexico
- Badger Telecom, Inc., Neillsville, Wisconsin
- Baldwin Telecom Inc., Baldwin, Wisconsin
- Baraga Telephone Company, Baraga, Michigan
- Barnardsville Telephone Company, Barnardsville, North Carolina
- Barry County Telephone Company, Delton, Michigan
- Bascom Mutual Telephone Company, Bascom, Ohio
- Bay Springs Telephone Company, Bay Springs, Mississippi
- Bayland Telephone Inc., Abrams, Wisconsin
- Beehive Telephone Company, Salt Lake City, Utah
- Beggs Telephone Company, Beggs, Oklahoma
- Bell Atlantic-Delaware, Inc., Philadelphia, Pennsylvania
- Bell Atlantic-Maryland, Baltimore, Maryland
- Bell Atlantic-New Jersey, Inc., Newark, New Jersey
- Bell Atlantic-Pennsylvania, Inc., Philadelphia, Pennsylvania
- Bell Atlantic-Virginia, Richmond, Virginia
- Bell Atlantic-Washington, D.C., Washington, DC
- Bell Atlantic-West Virginia, Charleston, West Virginia
- Bell Atlantic Corporation, Philadelphia, Pennsylvania
- BellSouth Corporation, Atlanta, Georgia
- BellSouth Telecommunications, Birmingham, Alabama
- Belmont Telephone Company, Madison, Wisconsin
- Ben Lomand Rural Telephone Cooperative, McMinnville, Tennessee
- Benkelman Telephone Company, Benkelman, Nebraska
- Bentleyville Telephone Company, Bentleyville, Pennsylvania
- Benton Ridge Telephone Company, Benton Ridge, Ohio
- Beresford Mun Telephone Company, Beresford, South Dakota
- Bergen Telephone Company, Sharon, Wisconsin
- Berkshire Telephone Corp, Kinderhook, New York
- Bettles Telephone Company, Bettles, Alaska
- Big Bend Telephone Company, Inc., Alpine, Texas
- Big Sandy Telecom, Simla, Colorado
- Bixby Telephone Company, Bixby, Oklahoma
- Black Earth Telephone Company, Black Earth, Wisconsin
- Blackduck Telephone Company, Blackduck, Minnesota
- Blair Telephone Company, Blair, Nebraska
- Blanca Telephone Company, Alamosa, Colorado
- Blanchard Telephone Association, Blanchard, Michigan
- Bledsoe Telephone Cooperative, Pikeville, Tennessee
- Bloomington Telephone Company, Inc., Bloomington, Michigan
- Blossom Telephone Company, Blossom, Texas
- Blountsville Telephone Company, Blountsville, Alabama
- Blue Earth Valley Telephone, Blue Earth, Minnesota
- Blue Ridge Telephone Company, Blue Ridge, Georgia
- Bonduel Telephone Company, Bonduel, Wisconsin
- Border to Border Communications, Inc., Kerrville, Texas
- Bourbeuse Telephone Company, Sullivan, Missouri
- Brandenburg Telephone Company, Brandenburg, Kentucky

SUPRA

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Docket No. 980119-TP

Exhibit \_\_\_\_\_ (BH-4)



To Whom It May Concern:

I wish to report my frustration with getting my telephone line installed in my place of residence. On February 4, 1998, I called Supra Telecoms to have a telephone line installed in my home. I needed the telephone right away because I have children at home and I need to check on them while I am at work. Because of my urgent need, I requested that my order be expedited. The Supra Customer Service Rep told me she would do her best to get my line installed as soon as possible. I called the next day and inquired about the status of my order and I was told that the BellSouth center that processes the orders for Supra had not yet started my order! I called the next day and was informed of the same thing. Finally after two weeks of aggravation, BellSouth installed my phone for Supra.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: 3-18-98 \_\_\_\_\_

Witness: \_\_\_\_\_

**CONFIDENTIAL**

March 18, 1998

To whom it may concern:

This is a summary of my experience trying to order the telephone feature, Call Waiting Deluxe, for my number [REDACTED]. I repeatedly requested this feature to be added to my line. The response I received from Supra was that BellSouth says it cannot be installed on my line because it is not available in the 305-552 central telephone office. However, I pointed out that I have the feature on my home telephone number, which is in the same 305-552 central office. I called BellSouth several times to inquire about the availability of the feature, and every time the Customer Service Department confirmed it was available in my area, however, when I called Supra to install the feature, Supra would always come back and say that the BellSouth Ordering Center says that the Call Waiting Deluxe is not available in my area. Finally, after six weeks of back and forth calls, Supra got the feature installed.

*IT IS STILL NOT INSTALLED.*

Printed name: [REDACTED]

Signature: [REDACTED]

Witness: [REDACTED]

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Supra Customers who were told by BST that BellSouth had never heard of Supra					
Date	Customer	Telephone	Comments		
11/13/97			BellSouth told customer "never heard of Supra"		
11/13/97			BellSouth told customer "never heard of Supra".		
11/13/97			BellSouth told customer "never heard of Supra".		
11/13/97			BellSouth told customer "never heard of Supra"		
11/13/97			BellSouth told customer "never heard of Supra".		
11/13/97			BellSouth told customer "never heard of Supra"		
11/13/97			BellSouth told customer "never heard of Supra".		
11/13/97			BellSouth told customer "never heard of Supra".		
11/13/98			BellSouth told customer "never heard of Supra".		
11/18/97			BellSouth told customer "never heard of Supra".		
11/18/98			BellSouth told customer "never heard of Supra".		
12/15/97			BellSouth told customer "never heard of Supra".		
12/15/98			BellSouth told customer "never heard of Supra".		
12/15/98			BellSouth told customer "never heard of Supra".		
12/15/97			BellSouth told customer "never heard of Supra".		
12/15/97			BellSouth told customer "never heard of Supra".		
12/17/97			BellSouth told customer "never heard of Supra".		
12/17/97			BellSouth told customer "never heard of Supra".		
12/18/97			BellSouth told customer "never heard of Supra".		
12/18/97			BellSouth told customer "never heard of Supra".		

SUPRA  
 Page 1 of 1  
 Docket No. 980119-TP  
 Exhibit (BH-6)

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Supra Customers whom BellSouth told to Report Supra to the PSC

Date	Customer	Telephone	Comments
11/10/97			BellSouth told customer to "Report Supra to the PSC".
11/10/97			BellSouth told customer to "Report Supra to the PSC".
11/10/97			BellSouth told customer to "Report Supra to the PSC".
12/19/97			BellSouth told customer to "Report Supra to the PSC".
1/2/98			BellSouth told customer to "Report Supra to the PSC".
1/20/98			BellSouth told customer to "Report Supra to the PSC".
2/5/98			BellSouth told customer to "Report Supra to the PSC".
3/2/98			BellSouth told customer to "Report Supra to the PSC".
3/2/98			BellSouth told customer to "Report Supra to the PSC".

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Supra Customers whom BellSouth told "Supra is unreliable"			
Date	Customer	Telephone	Comments
11/12/97			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/12/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
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11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/13/97			BellSouth told customer "Supra is unreliable"
11/18/97			BellSouth told customer "Supra is unreliable"
12/15/97			BellSouth told customer "Supra is unreliable"
12/15/97			BellSouth told customer "Supra is unreliable"
12/15/97			BellSouth told customer "Supra is unreliable"

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Supra Customer whom BellSouth told would lose their Yellow Pages Advertising if they stayed with Supra.			Comments
Date	Customer	Telephone	
11/13/97	M	4	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	F	6	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	C	5	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/13/97	M	1	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	F	2	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	li	1	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
11/18/97	N	4	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	T	7	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	F	8	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	F	6	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/15/97	F	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/98	T	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/97	F	9	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/17/97	C	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	M	9	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	S	8	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	C	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	F	0	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/18/97	C	4	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	C	6	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	C	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/19/97	I	3	BellSouth told customer "Will lose your Yellow Pages listing with Supra"
12/24/97	l	9	BellSouth told customer "Will lose your Yellow Pages listing with Supra"

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**CUSTOMER DO NOT HAVE TO PAY SUPRA IF THEY DISPUTE SUPRA'S BILL:**

DATE	CUSTOMER	PHONE	REASON	COMMENTS
10/8/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/22/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/22/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/22/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
10/23/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/4/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/4/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/12/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/17/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED
11/17/97			COMPLAINT	DOESN'T HAVE TO PAY IF BILL IS DISPUTED

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