

ORIGINAL

1 BELLSOUTH TELECOMMUNICATIONS, INC.
2 REBUTTAL TESTIMONY OF WILLIAM N. STACY
3 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

4 DOCKET No. 980119-TP

5 April 15, 1998

6
7 Q. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION WITH
8 BELLSOUTH TELECOMMUNICATIONS, INC.

9
10 A. My name is William N. Stacy. I am employed by BellSouth
11 Telecommunications, Inc. (BellSouth or BST). My business address is
12 675 West Peachtree Street, Atlanta, Georgia 30375. I am the Operations
13 Vice President - Interconnect Services for the Interconnection Operations
14 department of BellSouth. In this position, I am responsible for
15 development of the procedures used by BST personnel to process
16 Alternative Local Exchange Company (ALEC) service requests, and for
17 assisting the service centers in Interconnection Operations in
18 implementing ALEC contracts in a manner consistent with State
19 Commissions and the Federal Communications Commission (FCC) rules
20 and regulations governing local exchange competition. I have held
21 numerous positions with BST in Network Engineering, Operator Services,
22 Network Planning and Network Operations.

23
24 Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

1 A. I graduated from the University of Kentucky with a Bachelor of Science
2 degree in Electrical Engineering in 1970. I have held a number of
3 positions of increasing responsibility with BellSouth over 28 years,
4 including positions in engineering, operator services, and network
5 management. In the position I held prior to this assignment, I was
6 responsible for all of BellSouth's regional operations centers, including
7 the center that manages BellSouth's entire trunking network, and those
8 that monitor the switching systems and network transport elements of that
9 network. In my current assignment, I am responsible for developing
10 BellSouth's electronic interfaces for the ALECs, insuring that these
11 interfaces are operationally ready, and for managing issues relating to
12 BellSouth's operational policies relating to ALECs. I am a registered
13 professional engineer in the states of Alabama, Kentucky and Mississippi.

14

15 Q. HAVE YOU TESTIFIED PREVIOUSLY BEFORE ANY STATE PUBLIC
16 SERVICE COMMISSION; AND IF SO, BRIEFLY DESCRIBE THE
17 SUBJECT OF YOUR TESTIMONY.

18

19 A. Yes. I have testified before the state Public Service Commissions in
20 Alabama, Florida, Georgia, Kentucky, Louisiana, South Carolina, and
21 Tennessee on the subjects of Operations Support Systems (OSS), and on
22 Performance Measurements.

23

24 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY BEING FILED
25 TODAY?

1

2 A. The purpose is to rebut the direct testimony filed by Mr. Bradford Hamilton
3 and Mr. Olukayode A. Ramos of Supra Telecommunications & Information
4 Systems, Inc. ("Supra"). Specifically, I will address Operations Support
5 Systems ("OSS") issues.

6

7 **REBUTTAL OF DIRECT TESTIMONY OF OLUKAYODE A. RAMOS**

8

9 Q. MR. RAMOS CLAIMS THAT ALECS MUST FAX AN ORDER TO
10 BELLSOUTH AND WAIT A MINIMUM OF 48 HOURS TO RECEIVE A
11 FIRM ORDER CONFIRMATION (FOC). IS THAT CORRECT?

12

13 A. No. Supra has submitted over 2,000 orders via LENS since August,
14 1997. Since Supra is a LENS user, Mr. Ramos should know that orders,
15 especially correctly submitted orders, sent electronically via LENS can
16 and do receive FOCs in less than 24 hours. Even correct faxed orders
17 can and do receive FOCs in less than 24 hours. LENS provides a "View
18 FOC/CN" function, which returns electronic Firm Order Confirmations
19 (FOCs) and Completion Notices (CNs).

20

21 Q. MR. RAMOS STATES THAT THE EARLIEST TIME PERIOD IN WHICH A
22 RESELLER CAN HAVE SERVICE PROVISIONED TO A CUSTOMER IS
23 FOUR BUSINESS DAYS. IS THAT CORRECT?

24

25 A. No. Mr. Ramos is mistaken. As explained above, a correctly submitted

1 order can receive a FOC in less than 24 hours. Supra also has the
2 published interval tables also used by BellSouth retail for activities not
3 requiring a dispatch to the premises, for example, a switch-as-is order will
4 be worked the same day if the order is placed before 3:00 p.m. EST, or
5 the next day if the order is placed after that time. Supra also has access
6 via LENS to the same database used by BellSouth retail to show
7 available dispatch appointment data, which is DSAP. Therefore, the
8 provisioning interval varies according to the service desired, but could be
9 worked as quickly as less than 24 hours.

10
11 Q. DOES SUPRA NEED ACCESS TO THE CUSTOMER RECORDS
12 INFORMATION SYSTEM ("CRIS") AND THE REGIONAL STREET
13 ADDRESS GUIDE ("RSAG") AS MR. RAMOS SUGGESTS?
14

15 A. No. BellSouth is required to provide access to pre-ordering and billing
16 functions. BellSouth has provided the required pre-ordering access via
17 LENS and EC-Lite, both of which access RSAG for address validations,
18 so direct access to RSAG is not needed. BellSouth has provided the
19 required billing access via the Daily Usage Files (DUF), which accesses
20 CRIS, so direct access to CRIS is not needed.

21
22 Q. MR. RAMOS STATES THAT BELL SOUTH INDICATED THAT ALECS
23 CAN RESERVE A MAXIMUM OF 100 TELEPHONE NUMBERS PER
24 CLLI (COMMON LANGUAGE LOCATION IDENTIFICATION), "A.K.A.
25 CENTRAL OFFICE." IS THAT CORRECT?

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A. No. Once again, Mr. Ramos is mistaken in his understanding of basic telephony. First of all, a CLLI is not the same as a Central Office. Any Central Office, which is a switching center, may have several CLLIs (a set of telephone numbers), and usually does. Secondly, BellSouth removed the 100 number telephone number reservation limit per Central Office on January 15, 1998. Therefore, Mr. Ramos' complaints here are no longer appropriate.

Q. MR. RAMOS CLAIMS THAT BELLSOUTH HAS FAILED TO PROVIDE ORDERING AND PROVISIONING TO SUPRA AT PARITY WITH ITS RETAIL UNIT SO THAT SUPRA WILL FAIL IN THE RESALE BUSINESS. IS THIS CORRECT?

A. Absolutely not. As my South Carolina and Louisiana FCC affidavits and numerous testimonies have explained at great length, BellSouth indeed provides ALECs ordering and provisioning at parity with its retail units. BellSouth's ordering and provisioning systems are

- Electronic Data Interchange (EDI), and LENS - both of which Supra uses or has used for electronic ordering - which feed the
- Local Exchange Ordering (LEO) system, which performs edit checks to ensure the proper data is correctly submitted on the order, which then feeds the
- Local Exchange Service Order Generator (LESOG), which mechanically generates a service order which it feeds into the Service

1 Order Control System (SOCS), which is the same system into which all
2 BellSouth's retail service orders flow as well.

3

4 As the South Carolina, Louisiana, and North Carolina Public Service
5 Commissions have all stated, BellSouth provides ordering and
6 provisioning functions at parity with its retail unit.

7

8 Q. WHAT IS YOUR RESPONSE TO MR. RAMOS' STATEMENT,
9 "BELLSOUTH REFUSES TO USE THE ELECTRONIC INTERFACE
10 EQUIPMENT THAT SUPRA HAS PURCHASED."?

11

12 A. BellSouth does not "use" electronic interface equipment that an ALEC
13 purchases -- the ALEC uses it. This shows a basic lack of understanding
14 of the electronic interfaces operations about which Mr. Ramos is
15 testifying.

16

17 Q. MR. RAMOS CLAIMS THAT LENS IS THE PRIMARY SYSTEM FOR
18 (CHANGE) ORDERS. IS THAT CORRECT?

19

20 A. No. As stated several times in my state testimonies and federal affidavits,
21 EDI is BellSouth's primary ordering system, which does indeed support
22 change orders.

23

24 Q. MR. RAMOS COMPLAINS ABOUT LENS NOT BEING ABLE TO
25 ACCEPT ORDERS FOR MORE THAN 6 LINES OR PBX TRUNKS.

1 DOES BELLSOUTH HAVE A SYSTEM WHICH CAN ACCEPT ORDERS
2 FOR MORE THAN 6 LINES AND PBX TRUNKS?
3

4 A. Yes. BellSouth's primary ordering system, EDI, can accept orders for well
5 over 6 lines, and is available to and occasionally used by Supra. PBX
6 trunks can also be ordered via EDI. Centrex orders are handled manually
7 for both BellSouth retail and ALECs.
8

9 Q. MR. RAMOS CLAIMS THAT SUPRA WAS NOT TOLD THAT LENS
10 CANNOT ACCEPT ORDERS FOR MORE THAN 6 LINES. IS THIS
11 CORRECT?
12

13 A. No. Supra was indeed told that LENS cannot support more than 6 lines
14 per order. Supra received the same training on LENS that all other
15 ALECS received. The LENS instructor informs the class several times
16 during the courses that LENS cannot be used for more than 6 lines or
17 complex orders. Also, the LENS User Guide states that LENS will support
18 simple residence and business for six lines or less. The first Supra
19 employee was trained on LENS in July, 1997, and two others were trained
20 in November, 1997, so the LENS User Guide was explained and given to
21 them. Finally, the LCSC personnel advised Supra to manually issue 6
22 lines or more on paper orders.
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24 Q. MR. RAMOS CLAIMS THAT THERE WAS NO RECORD OF A PBX OR
25 CENTREX ORDER SUPRA SUBMITTED. PLEASE COMMENT.

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A. Supra sent their Customer Services Manager (CSM) a list of 78 handwritten telephone numbers, names and addresses, on plain paper with no Local Service Requests (LSRs), asking that they be switched on August 15, 1997. The CSM advised Supra that they must use the Ordering Guide for ALECs to place their paper orders on the proper forms.

Q. SUPRA CLAIMS THAT FAXED ORDERS TO BELLSOUTH ARE OFTEN LOST. PLEASE COMMENT.

A. As Mr. Milner notes, BellSouth installed a fax server in October, 1997. BellSouth's fax server at the LCSC (Local Carrier Service Center) boasts above a 95% completion rate for faxes. This is not a problem.

Q. CAN YOU COMMENT ON SOME OF THE ORDERING AND PROVISIONING PROBLEMS SUPRA CLAIMS TO HAVE HAD WITH BELLSOUTH'S INTERFACES?

A. Yes. BellSouth is continually enhancing its OSSs to give ALECs more and more features. Some of those ordering problems were incorrect Universal Service Order Codes (USOCs) submitted in their orders to BellSouth. Correct USOCs are clearly identified in the Local Exchange Ordering Guide, which has been available since a year ago. Also, BellSouth has posted downloadable USOCs on its interconnection web page.

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Another of the problems Supra has had involved LENS not being able to handle supplemental orders electronically. As of March 16, 1998, LENS can indeed handle supplemental orders electronically.

Q. WHAT IS BELLSOUTH'S RESPONSE TO SUPRA'S ALLEGATION THAT BELLSOUTH HAS NOT PROPERLY NOTIFIED SUPRA OF CHANGES (E.G. PASSWORD CHANGES) TO BELLSOUTH'S OPERATIONS SUPPORT SYSTEMS USED BY ALECs?

A. BellSouth denies Supra's allegation. BellSouth has never changed an ALEC's password to LENS without notifying that ALEC. Of all the ALECs that use LENS, BellSouth had to change a LENS password for only one ALEC. That one ALEC is Supra and BellSouth has had to disconnect Supra's access to LENS twice. BellSouth changed Supra's LENS password twice due to Supra's slamming activities and Supra's non-payment of its bill to BellSouth. BellSouth notified Supra in advance both times.

Q. HOW DOES BELLSOUTH NOTIFY ALECs OF UPCOMING CHANGES TO LENS AND EDI?

A. Approximately one month in advance of a release of new features for LENS and/or EDI, BellSouth sends the ALECs written notification of those changes, which also contains a brief explanation of those upcoming

1 changes.

2
3 Q. MR. RAMOS COMPLAINED ABOUT A PIC ADDS/DISCONNECTS
4 REPORT THAT BELLSOUTH SENDS OUT, STATING THAT IT'S
5 INTENDED FOR LONG DISTANCE CARRIERS, AND THAT IT DOESN'T
6 MATCH LENS. PLEASE COMMENT.

7
8 A. The PIC Adds/Disconnects Report-BellSouth is a report that has been
9 generated for Access Carriers since Divestiture. This report whose
10 acronym (PIC) means **Preferred Interexchange Carrier**, is sent to all
11 ALECs to advise them of PIC activity for their customers. This report has
12 a corresponding matrix that is provided to the ALEC by their account
13 team. This matrix helps them to track activity according to the code
14 placed on the order. This report's intent is not to track revenue. PIC
15 changes happen so frequently that any comparisons to previous data
16 would be pointless. This is why the PIC report will not necessarily match
17 LENS. Additionally, at a recent on-site, 3-day meeting a BellSouth team
18 had with Supra in Miami, this PIC report never surfaced as a problem, and
19 Mr. Ramos was present at this meeting.

20
21 Q. MR. RAMOS CLAIMS THAT LETTERS INDICATING CUSTOMERS
22 SWITCHING BACK TO BELLSOUTH ARE RECEIVED BY SUPRA
23 THREE WEEKS AFTER THE SWITCH. IS THIS CORRECT?
24

1 A. No. BellSouth's policy is to send any Local Exchange Company (LEC)
2 change notice out 1-2 days after the switch occurs. These notices are
3 sent via U.S. Mail, so the receipt time will vary by U.S. Mail time, which
4 means that the ALEC receives the notice 2-5 days after the switch occurs.
5 This letter is sent to the billing name and address. Some ALECs seem to
6 have problems with internal routing of such letters, so that all the
7 interested parties within that ALEC are notified of LEC changes.

8

9 Q. MR. RAMOS STATES THAT LENS IS THE ONLY BELLSOUTH
10 OPERATIONAL SUPPORT SYSTEM SUPRA HAS AT ITS DISPOSAL.
11 HE ALSO CLAIMS THAT BELLSOUTH HAS NOT PROVIDED SUPRA
12 PRE-ORDERING, ORDERING, MAINTENANCE & TROUBLE
13 REPORTING, AND DAILY USAGE FILES BILLING FUNCTIONS. IS
14 THAT CORRECT?

15

16 A. No. Mr. Ramos is clearly mistaken. As BellSouth has indicated in
17 numerous testimonies, filings, and affidavits since a year ago, BellSouth
18 offers ALECs two ordering systems - EDI and LENS, both of which Supra
19 has used - and now two pre-ordering systems - LENS and EC-Lite.
20 Additionally, BellSouth offers two maintenance and trouble reporting
21 systems - Trouble Analysis and Facilitation Interface (TAFI) and the
22 Electronic Communications Trouble Administration (ECTA) interface.
23 BellSouth's billing interface is provided via the Daily Usage Files (DUF).

24

25 Q. WHAT IS YOUR RESPONSE TO MR. RAMOS' CLAIM THAT

1 BELL SOUTH HAS NOT PROVIDED ADEQUATE WRITTEN RULES,
2 CODES, INSTRUCTIONS, DESCRIPTIONS OF PROCEDURES, OTHER
3 WRITTEN MATERIALS, TECHNICAL GUIDANCE, OR ACTUAL
4 SUPPORT SERVICE?

5
6 A. BellSouth denies this allegation. BellSouth has provided Supra and other
7 ALECs extensive documentation on its electronic interfaces. This
8 documentation includes:

- 9 - 3-Volume Local Exchange Ordering Guide
- 10 - LENS User Guide
- 11 - CGI-LENS Specification
- 12 - TAFI User Guide
- 13 - EDI-PC Harbinger documentation
- 14 - The edits used by LEO, LESOG, and SOCS, which are the
15 extensive edits used for both BellSouth retail and ALEC service
16 orders.
- 17 - The Rejects Requirements binder, where BellSouth documented
18 its requirements for rejecting orders containing errors, in advance
19 of any OBF standards.
- 20 - The USOC Manual.

21 All of these documents are available on BellSouth's interconnection web
22 site also. The above is extensive documentation on BellSouth's
23 electronic interfaces covering rules, codes, instructions, descriptions of
24 procedures, and technical guidance (also provided verbally and in
25 person). Other personal support includes on-site visits to Supra, the most

1 recent of which was on March 24-26, 1998.

2
3 Q. MR. RAMOS COMPLAINED ABOUT ALEC ORDER PROCESSING
4 TRAINING, PRESUMABLY LENS TRAINING (THE SPECIFIC CLASS
5 WAS NOT INDICATED), STATING CONFUSION INVOLVING AN
6 ORDER FORM BEING FAXED AND THE PROPER PLACE TO RECEIVE
7 ITS INSTRUCTIONS. PLEASE COMMENT.

8
9 A. Mr. Ramos, who has not attended any LENS training classes, is confused.
10 LENS training concentrates on how to use the system LENS, as it should.
11 If an order was *incorrectly* submitted to LENS, prior to March 16, 1998,
12 any supplemental orders were faxed to the LCSC. As of March 16, 1998,
13 LENS can now handle supplemental orders *electronically*, so this is not
14 an issue. The proper class to learn all about manual forms completion is
15 a 5-day ALEC Basic class which BellSouth also offers to any ALEC.

16
17 Q. IS MR. RAMOS' CLAIM THAT BELLSOUTH WILL NOT ACCEPT
18 ORDERS WHEN LENS IS DOWN CORRECT?

19
20 A. No. The LCSCs are 24x7 operations, and accept orders any time of any
21 day, *totally independent* of LENS availability, which is frequently at or
22 almost 100%.

23
24 Q. MR. RAMOS CLAIMS THAT LENS WAS DOWN FOR AN ENTIRE WEEK
25 FROM JANUARY 23 TO JANUARY 30. IS THAT CORRECT?

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A. No. The reason why Supra could not access LENS during that time is because they were denied LENS access due to bill non-payment.

Q. MR. RAMOS CLAIMS THAT BELLSOUTH HAS NOT PROVIDED SUPRA WITH ACCESS TO UNES AT PARITY WITH BELLSOUTH. IS THAT CORRECT?

A. No. First of all, BellSouth does not use UNEs; they were created entirely for the ALECs. Secondly, BellSouth has provided Supra with electronic access via EDI to the most common UNEs: loop, port, interim number portability, and loop plus interim number portability. Additionally, Supra can order infrastructure UNEs such as trunking and signaling via the Exchange Access Control and Tracking system (EXACT).

REBUTTAL OF DIRECT TESTIMONY OF BRADFORD HAMILTON

Q. MR. HAMILTON CLAIMS THAT BELLSOUTH'S LENS TRAINING DID NOT ANSWER HIS QUESTION ON HOW TO FIND THE CUSTOMER'S PREVIOUS CUSTOMER CODE. PLEASE COMMENT.

A. LENS training is based on what LENS displays, which is the current customer code, on the Customer Service Record. Previous customer codes are not needed, nor are they a function of LENS.

- 1 Q. MR. HAMILTON CLAIMS THAT HIS LENS TRAINERS COULD NOT
2 SHOW HIM HOW TO ORDER NEW INSTALLATIONS, INCLUDING
3 JACK INSTALLATIONS. IS THIS CORRECT?
4
- 5 A. No. Mr. Hamilton attended LENS training on November 5, 1997. New
6 installation orders, including ordering new jacks, is a valid function in
7 LENS. The error Mr. Hamilton mentions did not occur in this class. If an
8 error message had occurred, Mr. Hamilton would not have been told to
9 submit a paper order as he claimed. He would have been told to enter
10 the appropriate jack code information in the features/services section of
11 the line details page in LENS.
12
- 13 Q. MR. HAMILTON CLAIMS THAT WHEN ASKING A CALL FORWARDING
14 QUESTION ON HOW TO CHANGE THE NUMBER OF RINGS, THE
15 LENS INSTRUCTORS TOLD HIM THEY WEREN'T SUPPOSED TO
16 TELL HIM, BUT GAVE HIM THE ANSWER ANYWAY. IS THIS
17 CORRECT?
18
- 19 A. No. The LENS instructors indicated this question was not asked in the
20 November 5 class. If it had been asked, for a new installation, the ALEC
21 would be told to enter the ringing cycle field identifier information in the
22 feature detail section in LENS. The LENS instructors have never been
23 asked not to give this information to ALECs.
24
- 25 Q. WHAT IS YOUR REPONSE TO MR. HAMILTON'S CLAIM THAT

1 BECAUSE HE IS "AN EXPERIENCED TELEPHONE WORKER AND
2 KNEW THE RIGHT QUESTIONS TO ASK," THAT THE LENS
3 INSTRUCTORS WERE UNCOMFORTABLE WITH HIM IN THE CLASS?
4

5 A. The LENS instructors indicated that they remember Mr. Hamilton from the
6 November 5 class and that he was very pleasant and seemed to enjoy
7 being in class and seemed to be happy with LENS. They also indicated
8 that during the exercise portion of the class, Mr. Hamilton logged on to his
9 Supra LENS ID and issued some orders for which he received FOCs.
10 After progressing part way through the class, Mr. Hamilton made the
11 comment, "No wonder our orders were falling out. We were doing them
12 wrong."
13

14 Attached as Exhibit WNS-1 are the evaluations of the eight attendees in
15 the November 5, 1997 LENS class. Since they are anonymous, it is not
16 clear which evaluation is Mr. Hamilton's. What is clear is that they are
17 excellent evaluations, with 89% of the responses being the highest rating.
18

19 Q. PLEASE SUMMARIZE YOUR COMMENTS.
20

21 A. I have shown that Supra's comments related to OSSs are without merit.
22 The facts show that BellSouth is providing Supra with the required non-
23 discriminatory access to OSSs.
24

25 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

1

2 A. Yes.

COURSE EVALUATION
LOCAL EXCHANGE NAVIGATION SYSTEM (LENS) TRAINING CLASS
11/05/97

5=Highest level of agreement
1=Lowest level of agreement

| TOPIC | COMMENTS | RATING | | | | |
|----------------------|---|--------|---|---|---|---|
| Course Content | Course objectives were met. | 1 | 2 | 3 | 4 | 5 |
| | Course content is relevant to <u>my</u> job. | 1 | 2 | 3 | 4 | 5 |
| Course Materials | Materials were current. | 1 | 2 | 3 | 4 | 5 |
| | Course materials added value to the course. | 1 | 2 | 3 | 4 | 5 |
| | Pace of instruction was conducive to learning. | 1 | 2 | 3 | 4 | 5 |
| Course Delivery | Instructor was knowledgeable of the subject matter. | | | | | |
| | Cheryl Storey | 1 | 2 | 3 | 4 | 5 |
| Delivery Environment | Classroom environment was conducive to learning. | 1 | 2 | 3 | 4 | 5 |

Please provide suggestions for other topics you would like to have included in this course or in additional courses:

Was the length of the course sufficient for the material reviewed:

Additional suggestions for course improvement

Thank you for your participation in the BellSouth CLEC Training Program.

COURSE EVALUATION
LOCAL EXCHANGE NAVIGATION SYSTEM (LENS) TRAINING CLASS
11/05/97

5=Highest level of agreement
1=Lowest level of agreement

| TOPIC | COMMENTS | RATING | | | | |
|----------------------|---|--------------|---|---|---|---|
| Course Content | Course objectives were met. | 2 | 3 | 4 | 5 | |
| | Course content is relevant to <u>my</u> job. | 2 | 3 | 4 | 5 | |
| Course Materials | Materials were current. | 1 | 2 | 3 | 4 | 5 |
| | Course materials added value to the course. | 1 | 2 | 3 | 4 | 5 |
| | Pace of instruction was conducive to learning. | 1 | 2 | 3 | 4 | 5 |
| Course Delivery | Instructor was knowledgeable of the subject matter. | | | | | |
| | Cheryl Storey | 1 | 2 | 3 | 4 | 5 |
| Delivery Environment | Classroom environment was conducive to learning. | 1 | 2 | 3 | 4 | 5 |

Please provide suggestions for other topics you would like to have included in this course or in additional courses:

Was the length of the course sufficient for the material reviewed:

not the right amount

Additional suggestions for course improvement

Thanks for a great learning experience

Thank you for your participation in the BellSouth CLEC Training Program.

COURSE EVALUATION
LOCAL EXCHANGE NAVIGATION SYSTEM (LENS) TRAINING CLASS
11/05/97

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| | Pace of instruction was conducive to learning. | 1 | 2 | 3 | 4 | 5 |
| Course Delivery | Instructor was knowledgeable of the subject matter. | | | | | |
| | Cheryl Storey | 1 | 2 | 3 | 4 | 5 |
| Delivery Environment | Classroom environment was conducive to learning. | 1 | 2 | 3 | 4 | 5 |

Please provide suggestions for other topics you would like to have included in this course or in additional courses:

I would suggest processing LSIR first, then show inquiry since issuing FOC is the most common function, it would logical to show first

Was the length of the course sufficient for the material reviewed:

Yes

Additional suggestions for course improvement

More business exercises or choice of BUS or RAC.

Thank you for your participation in the BellSouth CLEC Training Program.

COURSE EVALUATION
LOCAL EXCHANGE NAVIGATION SYSTEM (LENS) TRAINING CLASS
11/05/97

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| TOPIC | COMMENTS | RATING | | | | |
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| Course Content | Course objectives were met. | 1 | 2 | 3 | 4 | 5 |
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| | Course materials added value to the course. | 1 | 2 | 3 | 4 | 5 |
| | Pace of instruction was conducive to learning. | 1 | 2 | 3 | 4 | 5 |
| Course Delivery | Instructor was knowledgeable of the subject matter. | | | | | |
| | Cheryl Storey | 1 | 2 | 3 | 4 | 5 |
| Delivery Environment | Classroom environment was conducive to learning. | 1 | 2 | 3 | 4 | 5 |

Please provide suggestions for other topics you would like to have included in this course or in additional courses:

Was the length of the course sufficient for the material reviewed:

YES

Additional suggestions for course improvement

Thank you for your participation in the BellSouth CLEC Training Program.

**COURSE EVALUATION
LOCAL EXCHANGE NAVIGATION SYSTEM (LENS) TRAINING CLASS
11/05/97**

5=Highest level of agreement
1=Lowest level of agreement

| TOPIC | COMMENTS | RATING | | | | |
|----------------------|---|--------|---|---|---|---|
| Course Content | Course objectives were met. | 1 | 2 | 3 | 4 | 5 |
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| Course Delivery | Instructor was knowledgeable of the subject matter. | | | | | |
| | Cheryl Storey | 1 | 2 | 3 | 4 | 5 |
| Delivery Environment | Classroom environment was conducive to learning. | 1 | 2 | 3 | 4 | 5 |

Please provide suggestions for other topics you would like to have included in this course or in additional courses:

EDI interface

Was the length of the course sufficient for the material reviewed:

yes

Additional suggestions for course improvement

need to know drawbacks of systems -
what it doesn't support

Thank you for your participation in the BellSouth CLEC Training Program.

**COURSE EVALUATION
LOCAL EXCHANGE NAVIGATION SYSTEM (LENS) TRAINING CLASS
11/05/97**

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| | Cheryl Storey | 1 | 2 | 3 | 4 | 5 |
| Delivery Environment | Classroom environment was conducive to learning. | 1 | 2 | 3 | 4 | 5 |

Please provide suggestions for other topics you would like to have included in this course or in additional courses:

Was the length of the course sufficient for the material reviewed:

Yes

Additional suggestions for course improvement

Thank you for your participation in the BellSouth CLEC Training Program.

COURSE EVALUATION
LOCAL EXCHANGE NAVIGATION SYSTEM (LENS) TRAINING CLASS
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| TOPIC | COMMENTS | RATING | | | | |
|----------------------|---|--------|---|---|---|---|
| Course Content | Course objectives were met. | 1 | 2 | 3 | 4 | 5 |
| | Course content is relevant to my job. | 1 | 2 | 3 | 4 | 5 |
| Course Materials | Materials were current. | 1 | 2 | 3 | 4 | 5 |
| | Course materials added value to the course. | 1 | 2 | 3 | 4 | 5 |
| | Pace of instruction was conducive to learning. | 1 | 2 | 3 | 4 | 5 |
| Course Delivery | Instructor was knowledgeable of the subject matter. | | | | | |
| | Cheryl Storey | 1 | 2 | 3 | 4 | 5 |
| Delivery Environment | Classroom environment was conducive to learning. | 1 | 2 | 3 | 4 | 5 |

Please provide suggestions for other topics you would like to have included in this course or in additional courses:

Was the length of the course sufficient for the material reviewed:

Additional suggestions for course improvement

Thank you for your participation in the BellSouth CLEC Training Program.

COURSE EVALUATION
LOCAL EXCHANGE NAVIGATION SYSTEM (LENS) TRAINING CLASS
11/05/97

5=Highest level of agreement
1=Lowest level of agreement

| TOPIC | COMMENTS | RATING | | | | |
|----------------------|---|--------|---|---|---|---|
| Course Content | Course objectives were met. | 1 | 2 | 3 | 4 | 5 |
| | Course content is relevant to my job. | 1 | 2 | 3 | 4 | 5 |
| Course Materials | Materials were current. | 1 | 2 | 3 | 4 | 5 |
| | Course materials added value to the course. | 1 | 2 | 3 | 4 | 5 |
| | Pace of instruction was conducive to learning. | 1 | 2 | 3 | 4 | 5 |
| Course Delivery | Instructor was knowledgeable of the subject matter. | | | | | |
| | Cheryl Storey | 1 | 2 | 3 | 4 | 5 |
| Delivery Environment | Classroom environment was conducive to learning. | 1 | 2 | 3 | 4 | 5 |

Please provide suggestions for other topics you would like to have included in this course or in additional courses:

Was the length of the course sufficient for the material reviewed:

YES

Additional suggestions for course improvement

I was looking for more details on CSR'S and answers to numerous questions about the delay in receiving information by the CSR'S for over 50 pages & why CLEC'S are NOT being used & equality as the customer. (CLEC issue)

Thank you for your participation in the BellSouth CLEC Training Program.