

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

Complaint of Supra Telecommunications) Docket No. 980119-TP
 and Information Systems, Inc., Against)
 BellSouth Telecommunications, Inc. for) Filed: August 6, 1998
 violation of the Telecommunications)
 Act of 1996; petition for resolution)
 of disputes as to implementation and)
 interpretation of interconnection,)
 resale and collocation agreements;)
 and petition for emergency relief.)

SUPRA TELECOMMUNICATIONS & INFORMATION SYSTEMS, INC.'S
MOTION FOR RECONSIDERATION AND CLARIFICATION
OF ORDER NO. PSC-98-1001-FOF-TP

Supra Telecommunications and Information Systems, Inc., ("Supra") hereby files this Motion for Reconsideration and Clarification of Order No. PSC-98-1001-FOF-TP ("the Order") issued July 22, 1998. Pursuant to Florida Public Service Commission ("the Commission" or the "FPSC" hereafter) Rule 25-22.060, Florida Administrative Code, Supra moves the Commission to reconsider and clarify its decision that BellSouth has provided Supra adequate access to BellSouth's operational support systems (OSS) and order BellSouth to immediately provide Supra direct electronic access to all of BellSouth's OSS.

ACK _____ It is essential to recognize that there are two basic issues
 AFA _____
 APP _____ in this discussion. One issue is "What does manually faxing
 CAF _____ orders to BellSouth do to an ALEC or a CLEC's ability to compete
 (CMU) _____ with BellSouth?" The second issue is "Why do CLECs and ALECs
 CTR _____
 EAG _____ choose to manually fax their orders to BellSouth?" As discussed
 LEG 1 below, there is a great deal of evidence in the record that
 LIN 3 demonstrates that manually faxing orders to BellSouth causes
 OPC _____
 RCH _____ tremendous problems for ALECs and CLECs. Regarding the second
 SEC 1 **RECEIVED & FILED**
 WAS _____ **FPSC BUREAU OF RECORDS**
 QTH _____

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issue, the evidence in the record strongly supports that ALECs and CLECs only manually fax orders because there has been no superior alternative provided by BellSouth. BellSouth's LENS and EDI systems are fatally flawed. Supra's witnesses testified that BellSouth's own employees encouraged manual faxing of orders because they would be more reliable than electronically submitted-orders.

Supra respectfully points out that the Commission has overlooked a great deal of evidence in the record that supports Supra's position that BellSouth has not provided Supra adequate access to its OSS. Much of this evidence comes directly from BellSouth's witnesses. For instance, BellSouth's witness Stacy provides an extremely detailed description in his deposition of the process used by BellSouth's customer service representatives to take in orders for new service and provide telephone numbers to new customers within the same initial conversation, which capability is a direct result of the BellSouth customer service representative's direct electronic access to BellSouth's RNS system, as well as numerous other BellSouth OSS systems. This capability of BellSouth's customer service representatives must be contrasted with the Local Service Request system, as well as LENS and EDI, created by BellSouth for ALECs and CLECs. The Local Service Request system, whether an ALEC or CLEC uses EDI or LENS or manual submission of orders, does not compare in any meaningful way to the internal processes used by BellSouth for processing its own orders for new or modified service. Without parity in the ability to process orders for new or modified

services, no ALEC or CLEC has any possibility of competing effectively with BellSouth.

The deposition transcripts of BellSouth employees Stephanie Hurt and Teresa Gentry provide detailed descriptions of how these employees in the Local Carrier Service Center in Birmingham, Alabama, process orders for ALECs and CLECs. These employees' depositions painfully detail the numerous instances of human intervention in BellSouth's manual processing of ALEC and CLEC orders (Local Service Requests). The human intervention required for the processing of these orders causes unbelievable critical delays and increased errors for ALECs and CLECs. These depositions also make clear the direct electronic access to numerous essential BellSouth OSS systems that these BellSouth employees are able to utilize in checking the incoming Local Service Requests from ALECs and CLECs. These OSS systems of BellSouth are not comparably available to the ALECs and CLECs. With minimal training, BellSouth's LCSC employees can efficiently check the accuracy and appropriateness of an ALEC or CLEC's Local Service Request in the many data fields required by simply accessing BellSouth's extremely user-friendly internal OSS systems. Neither Supra nor any other ALEC or CLEC has marginally sufficient access to these systems. This assures that ALEC and CLEC orders will have more errors and will take much more time to process. The difference in terms of hours and days for the processing of ALEC and CLEC orders translates into serious lack of parity. It is as simple as visualizing calling up your phone company and asking for service, only to be told "I'm sorry, but

we'll have to get back to you in the next couple of days to let you know when your service can be hooked up and if you can have that number you want." Today's consumers demand instantaneous delivery of services, especially telecommunications services. The difference between the type of response BellSouth has permitted ALECs and CLECs to offer based on BellSouth's restrictions on access to its OSS and what BellSouth provides for itself simply dictates that no serious local competition can exist, period. In this situation, no competition of any sort will exist in the residential local service market.

Supra has filed with this Motion for Reconsideration a Motion to Take Official Notice of the Record in Docket No. 960786-TL. The Commission has already taken official notice in this proceeding, by stipulation of the parties, of the order issued from the proceeding in Docket No. 960786-TL, Order No. PSC-97-1459-FOF-TL. Specifically Supra wants the Commission to take official notice in this proceeding of the testimony filed in July 1997 by Mr. Jay Bradbury, a witness for AT&T Communications of the Southern States, Inc., in Docket No. 960786-TL. The testimony of Mr. Bradbury directly contradicts the testimony of BellSouth witness Stacy who categorically stated that BellSouth had not received complaints from AT&T regarding its EDI processing of orders (see Transcript of April 30, 1998, Hearing, Page 574, Lines 20-25, through Page 578). Mr. Bradbury's testimony details the identical issues raised by Supra in this proceeding regarding the problems with BellSouth's LENS and EDI and the inherent problems with the human intervention required

for these systems. This testimony was presented to the Commission in Docket No. 960786-TL. BellSouth's witness Stacy also testified in the hearing in Docket No. 960786-TL and presumably is fully aware of the many problems and complaints AT&T has had with the access to OSS offered by BellSouth.

The Commission has also overlooked its own statements in Order No. PSC-97-1459-FOF-TL. The Commission stated in that order:

In summary, we find that the interfaces and processes offered by BellSouth do not permit an ALEC to perform OSS functions in substantially the same time and manner as BellSouth performs the functions for itself.

Supra respectfully requests that the Commission carefully consider its own Order No. PSC-97-1459-FOF-TL and the testimony it is based on. Practically every single issue Supra has raised regarding its problems with BellSouth is corroborated by the testimony in that proceeding and reflected in that order. Nothing has changed. BellSouth is still failing to provide Supra and other CLECs and ALECs adequate electronic access to its OSS. Manual processing of orders is still the only viable option, and it still creates so many problems that no CLEC or ALEC will be able to stay in business for long in this fashion. Direct access to BellSouth's OSS for Supra and other ALECs and CLECs can remedy this problem now. The Commission has the power to order this remedy.

Contrary to BellSouth witness Stacy's explanation for why AT&T left the resale business, and why all of the other CLECs and ALECs are choosing to manually fax their orders, the simple fact

is that BellSouth has not provided an adequate electronic interface to BellSouth's OSS for any ALEC or CLEC. Although it may be true that BellSouth did not originally have to provide direct electronic access to its own internal systems, the Commission certainly has the authority to determine that, at this point in time, BellSouth has had enough time to fix the problems delineated in great detail in Mr. Bradbury's testimony filed in July 1997 and the tremendous losses and burdens caused those ALECs and CLECs that have tried to operate, like Supra, indicate that the only way competition will develop in the local service market is to require BellSouth to provide direct electronic access to BellSouth's OSS for ALECs and CLECs.

The Commission's Order in this proceeding provides the following "Determinations:"

At page 18:

Upon consideration of the evidence, we find that the evidence does not support Supra's claim that BellSouth has required Supra to manually fax all of its orders. Witness Ramos admitted that Supra has access to LENS and EDI. He also conceded that neither one of these electronic interfaces require Supra to fax orders. Witness Hamilton indicated, however, that one of supra's employees has had trouble using EDI to process orders. Supra did not identify what problems were experienced. In addition, BellSouth stated that Supra has submitted over 2,000 orders through LENS. Supra did not dispute this assertion.

With regard to Supra's allegation that BellSouth has lost orders, BellSouth admitted that prior to installing a fax server in October 1997, lost orders were a problem. Nevertheless, it appears to us that BellSouth has taken appropriate steps to minimize this problem. Finally, we find that Supra was adequately informed of the limitation that LENS cannot support more than 6 lines per

order. Nevertheless, as we have previously discussed herein, we find that BellSouth shall be required to modify LENS to give Supra the same ordering capability that BellSouth's RNS system provides itself in order to comply with the parity provision in the parties' agreement.

At page 21-22:

Although BellSouth has indicated that LENS provides Supra with the same USOC code information that it provides to itself through RNS, Witness Stacy did state that the information is provided in a different format. The record is unclear as to the exact format that USOC code information is provided to BellSouth customer service representatives. To the extent, however, that USOC code fields are automatically populated in RNS, BellSouth shall provide this same capability in LENS and EDI. We note that Supra does not explain what feature details and service and customer information prompts it needs. Therefore, there is insufficient evidence to require that BellSouth provide this information differently than it currently does.

Furthermore, upon consideration, we find that BellSouth has appropriately addressed Supra's concerns regarding supplementing orders by adding the capability to supplement orders electronically in both LENS and EDI. We do, however, note that Supra contended that BellSouth's ALEC ordering systems do not provide the same online edit checking capability that BellSouth's retail ordering systems provide. We believe the same interaction and edit checking capability must take place when an ALEC is working an order as when BellSouth's retail ordering systems interact with BellSouth's FUEL and SOLAR databases to check the accuracy of BellSouth's orders. Based upon the evidence, it does not appear that this interaction currently takes place in a manner that gives Supra adequate online edit checking ability.

At page 22:

4. Access to OSS Interfaces

Supra's witness Reinke stated that unless Supra is allowed electronic access to

BellSouth's OSS systems, Supra will not be able to provide service at parity with BellSouth. Witness Ramos also asserted that LENS does not allow Supra to provide service at parity with BellSouth. Witness Ramos further emphasized that Supra requires access to the very same interfaces that BellSouth uses for its retail service ordering, including such interfaces as RNS, DOE, RSAG, and CRIS.

BellSouth's witness Stacy stated that BellSouth has provided Supra with access to LENS, EDI, and TAFI as required by the Interconnection Agreement. In addition, witness Stacy stated that BellSouth is not required to provide ALECs with the exact same systems that BellSouth uses for itself. According to witness Stacy, BellSouth is simply required to provide access to functions in substantially the same time and manner that an incumbent LEC does for itself, in accordance with the Telecommunications Act of 1996, and the FCC's Order 96-325, issued August 8, 1996. Witness Stacy argued that BellSouth has met this obligation through the interfaces that are available to Supra.

DETERMINATION

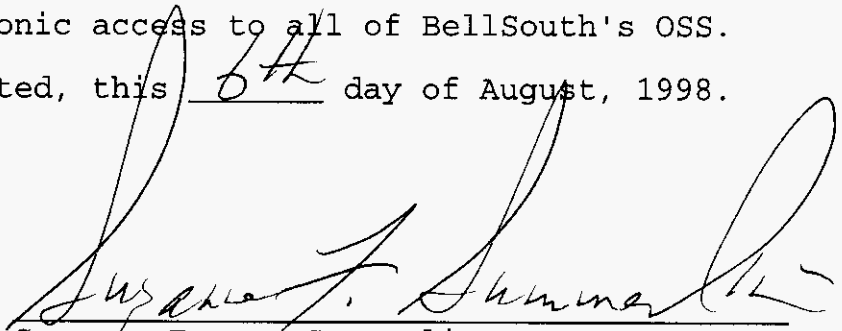
We agree with witness Stacy that BellSouth is not required to provide Supra with the exact same interfaces that it uses for its retail operations. Based upon the evidence, it appears that BellSouth has made available to Supra the electronic interfaces required in Attachment 6 of the Interconnection Agreement. Therefore, we find that BellSouth has provided the interfaces that are required by the interconnection agreement between the parties.

The above provisions of the Commission's Order do not clarify exactly when and how BellSouth is to provide the various required elements and/or modifications. Without specific clarification, Supra will have no way to assure that these requirements are fulfilled.

Supra has not and does not argue that BellSouth has not complied with the **words** in its Interconnection Agreement that

state that BellSouth will provide LENS and EDI. However, Supra does argue that there is no way the Commission can expect that Supra or any other ALEC or CLEC, including AT&T, would be able to know ahead of time what LENS and EDI would mean in practical implementation. If the Commission has any intention of actually addressing the fundamental, serious issues that are keeping local service competition from developing, Supra respectfully requests that the Commission reconsider this issue and require BellSouth to provide direct electronic access to all of BellSouth's OSS.

Respectfully submitted, this 6th day of August, 1998.



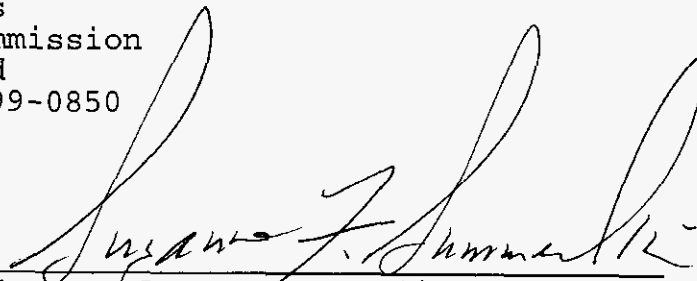
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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by U.S. Mail or hand delivery to the following parties of record this 6th day of August, 1998:

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