

**ORIGINAL**

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In re: Petition by Telephone Company of )  
Central Florida, Inc. for Resolution of )  
Items Under Dispute in Resale Agreement )  
With BellSouth Telecommunications, Inc. )

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**Docket No. 981052-TP**

**Filed: December 3, 1998**

**DIRECT TESTIMONY AND EXHIBITS**

**OF**

**KENNETH E. KOLLER**

**ON BEHALF OF**

**THE TELEPHONE COMPANY OF CENTRAL FLORIDA**

DOCUMENT NUMBER-DATE

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FPSC RECORDS/REPORTING

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DIRECT TESTIMONY

OF

KENNETH E. KOLLER

Introduction

1 Q. Please state your name and business address.

2 A. Kenneth E. Koller, 3551 West Lake Mary Boulevard, Suite 208, Lake Mary,  
3 Florida 32746.

4 Q. By whom are you employed and in what capacity?

5 A. I am the Director of Engineering for the Telephone Company of Central Florida  
6 (TCCF). TCCF provides local dial tone and long distance services pursuant to  
7 resale agreements with BellSouth Telecommunications, Inc. (BellSouth), Sprint-  
8 Florida, Inc. and GTE.

9 Q. Please describe your education and professional experience.

10 A. I have a bachelors degree in General Studies from the University of Maryland, and  
11 I have done graduate studies in the EMBA program at Xavier University in  
12 Cincinnati, Ohio. My career spans some thirty years in the telecommunications  
13 industry. I have been trained by various telecommunications firms, including the  
14 Bell System under C & P Telephone, ITT, Stromberg Carlson, General Dynamics,  
15 United Technologies and Northern Telecom (Nortel). I am proficient in PBX  
16 system applications design, product sales and marketing, installation, programming

1 and customer care. I am qualified to design, install and certify category 5+ cable  
2 distribution systems and appenet. I have been trained to read and interpret tariff  
3 offerings, and I am a published author on the Year 2000 computer problem. I  
4 have been trained to design and implement Centrex complex services, including  
5 ESSX VS, S, M & L systems, MultiServ and MultiServ Plus. I have been trained  
6 to design and implement network services, including T1, DS3, Frame Relay, Point  
7 to Point Data services, FRADs, DSUs and Channel Banks.

8 I designed, sold, installed and programmed over 175 Automated IVR and  
9 voice mail systems in the state of Florida for hospitals, community colleges, local  
10 governments, school systems and private firms between 1984 and 1996. In 1996,  
11 I accepted a position with TCCF as Director of Engineering. My main area of  
12 responsibility was initially the implementation of ESSX services in 23 central  
13 offices strategically located in the state of Florida.

14 **Q. On whose behalf are you appearing and what is the purpose of your**  
15 **testimony?**

16 A. I am testifying on the behalf of the Telephone Company of Central Florida. My  
17 testimony will address Complaint Issue 1 (BellSouth's failure to provide TCCF  
18 with ESSX service under the current Resale Agreement).

19 **Q. Please describe your involvement with TCCF's attempt to resell ESSX.**

20 A. As Director of Engineering for TCCF, I have been closely involved with and am  
21 very familiar with the many problems which have arisen over the past two years,  
22 as well as BellSouth's apparent inability to provision ESSX for resale.

1 Q. In your opinion, has BellSouth ever been able to appropriately provision  
2 ESSX to TCCF for resale?

3 A. No. BellSouth has had a variety of problems, both from a technical perspective  
4 and from a management/personnel viewpoint. I describe these problems in detail  
5 below.

6 Q. Did personnel changes at BellSouth contribute to problems with BellSouth's  
7 delivery of ESSX?

8 A. Yes. BellSouth has had several management teams dealing with ESSX. The first  
9 BellSouth team consisted of Charlotte Webb, Wade Johnson and Rich Dender.  
10 They assisted in the initiation of the agreement which was to provide 23 ESSX  
11 systems and set a schedule for the implementation of those systems. This informal  
12 organization was in effect until October 1996. No ESSX lines were successfully  
13 provisioned by this team.

14 The second team (BellSouth Interconnection Services) was announced in  
15 August of 1996 and started to form in late September and early October of 1996.  
16 This team consisted of Joe Morrison, Neal Holden, Fred Monacelli, Joe Baker and  
17 Tom Bolding. Bill French was added as the manager of the team. This team did  
18 very little to move the Agreement to any type of fulfillment. No accounts were  
19 provisioned.

20 The third team transitioned between February 1997 and June 1997 and  
21 consisted of Judy Woods, Vicky Pearson, LaWayne Thrasher, Tom Bolding,  
22 Marcus Cathey, Rick Lagrange and Debbie Wilson. This team was able to

1 provision just a few accounts. Many customers were lost due to BellSouth's  
2 inability to transition them.

3 The final and present team transitioned beginning November 1997 and is  
4 presently in place, but being transitioned includes Bob McRae, Wayne Carnes,  
5 Darrell Ducote, Cynthia Hodges, Marcus Cathey and others. This final team  
6 became actively involved and responsible for the ESSX implementation in  
7 February 1998.

8 **Q. Can you give some real world examples of the problems TCCF experienced**  
9 **with ESSX?**

10 A. Yes. The first team established the initial ground rules for all 23 ESSX systems,  
11 including the configuration of those systems and the length of the contract for  
12 those systems. All systems were to be 201 line ESSX M systems contracted for  
13 a period of 73 months beginning when all were installed, cut over and accepted.  
14 A ramp-up period was set at 90 days from the time of cut over at 4 lines to 201  
15 lines.

16 On August 12, 1996, BellSouth provided a cut over schedule for all 23  
17 ESSX systems, beginning with the Orlando Magnolia DMS-100 system on August  
18 16, 1996. The last of the 23 systems, the 5ESS in Key West, Florida, was to be  
19 installed and cut over on October 15, 1996. The first ESSX systems were ordered  
20 moved in the August - September time frame of 1996. Exhibit No. \_\_\_\_ (KEK-1).

21 **Q. How did the move of the first ESSX customers go?**

22 A. This move of 1FB business accounts resulted in a catastrophic situation for TCCF

1 and its customers. All of the accounts experienced severe difficulties and some  
2 were out of service for over 5 business days. The end result was a loss of  
3 business as customers moved back to BellSouth from TCCF. Exhibit No. \_\_\_\_  
4 (KEK-2). A meeting was scheduled to deal with provisioning. Exhibit No. \_\_\_\_  
5 (KEK-3).

6 **Q. What happened after the first ESSX switch was so problematic?**

7 A. The ill-fated move of the first customers to ESSX and the retirement of Charlotte  
8 Webb resulted in the second team establishing a totally new installation and cut  
9 over schedule for the remaining ESSX systems. This schedule began with the  
10 Orlando 5ESS office on October 30, 1996 and set forth additional dates for twelve  
11 central offices through December 20, 1996. This schedule detailed the common  
12 block number for each central office, the location of the office, technical  
13 identification data for each office and provided a BellSouth order number for  
14 reference. Exhibit No. \_\_\_\_ (KEK-4).

15 **Q. Was this schedule implemented?**

16 A. No. Due to the implementation of the second team, which spanned a time frame  
17 including September - November 1996, the schedule established in September was  
18 not implemented. A meeting was scheduled and held during the final week of  
19 October and the first of November 1996 for BellSouth-provided training and a  
20 discussion on the implementation of ESSX service in the various central offices.  
21 Exhibit No. \_\_\_\_ (KEK-5).

22 **Q. Then what happened?**

1 A. Neal Holden became the primary technical contact for TCCF and several problems  
2 with the ESSX service implementation (such as T1 interface for long distance, dial  
3 tone problems in the 5ESS offices) were identified and scheduled for resolution.  
4 All ESSX service locations were scheduled for installation of dedicated T1 service  
5 from Witel in early June 1997 and BellSouth was in receipt of orders from Witel  
6 for those services.

7 **Q. Did these delays cause any problems?**

8 A. Yes. The delays detailed above caused an administrative burden on both TCCF  
9 and Witel because each time the schedule was changed, all 23 locations required  
10 a change in T1 service due dates from both TCCF and Witel.

11 **Q. Did TCCF attempt to move some accounts to ESSX in early 1997?**

12 A. Yes. An effort to move six accounts to ESSX service was made in January 1997.  
13 This again resulted in loss of service, feature deactivation and customer  
14 inconvenience. TCCF again lost customers to BellSouth. Problems associated  
15 with special features (caller ID, expanded service areas, feature codes) resulted in  
16 additional changes and delays. See Exhibit No. \_\_\_\_ (KEK-6) for a detailed  
17 problem list. It should be noted that this incident occurred in January 1997 --  
18 some 7 months after execution of the Resale Agreement. Amazingly, in 7 months  
19 BellSouth had been able to install less than 10 lines!

20 **Q. What happened next?**

21 A. Neal Holden and I worked out a format for the implementation of ESSX ordering  
22 and I used that format for ordering the ESSX service that we tried in vain to

1 implement. This order format was derived from the 3 approximately 72-page  
2 order forms used for ordering new ESSX service within the BellSouth  
3 organization. We had another meeting with executive BellSouth management  
4 personnel on January 20, 1997 to establish a time frame for moving TCCF  
5 customers to ESSX service within the 3 Orlando central offices. BellSouth agreed  
6 to process the orders for all existing customers of TCCF located in the Orlando  
7 Magnolia DMS-100, the Orlando Magnolia 1 AESS and the Pinehills 5ESS office.  
8 Exhibit No. \_\_\_\_ (KEK-7).

9 **Q. Were these orders processed as promised?**

10 A. No. Neal Holden called me in early February regarding two significant problems  
11 in the plan to provide ESSX services: (1) the T1 circuits needed to be changed  
12 to PRI circuits in order to identify and provide main BTN billing identification  
13 information; (2) the 5ESS office had a dual dial tone problem when the digit 1  
14 was used to access the T1 for long distance dialing. These new problems again  
15 impacted the ability to implement ESSX service. The move of local 1FB accounts  
16 could be accomplished, but the move of the long distance traffic to the T1 circuits  
17 could not be accommodated. Exhibit No. \_\_\_\_ (KEK-8).

18 **Q. What did TCCF do next?**

19 A. Eleven of the central offices to be used for ESSX are 5ESS offices. I sent 90  
20 orders to BellSouth for processing into ESSX from our existing base on February  
21 21, 1997. On March 13th I sent a facsimile to check on the progress of these  
22 orders. No orders had been scheduled for this planned implementation. I again

1 sent a facsimile regarding these orders on March 26th since I had received no  
2 response to my March 13th inquiry. Exhibit No. \_\_\_\_ (KEK-9).

3 **Q. Did you request resolution of this issue?**

4 A. Yes. I requested a resolution of the 5ESS problem and an answer on the viability  
5 of using the ESSX order form which we had jointly designed. On March 26th I  
6 received a letter from Bill French advising me that 70 of the orders were in  
7 progress and that orders for customer moves would be sent to the LCSC by March  
8 28th. I was instructed that the form designed by Neal and myself would not be  
9 adequate and that the full approximate 72-page form would have to be utilized.  
10 Exhibit No. \_\_\_\_ (KEK-10).

11 **Q. Did BellSouth again attempt to switch some ESSX accounts and were there  
12 any problems?**

13 A. Yes. On April 23rd, 6 accounts were switched to ESSX. Four of the customers  
14 had problems associated with feature capability and database errors. The other 2  
15 customers had problems associated with memory call. The T1 access did not work  
16 for long distance. All calls were directed out over the switched network, a more  
17 expensive path than the T1 access. Feature problems associated with this latest  
18 move persisted into the weekend with considerable customer anxiety. TCCF again  
19 lost customers due to this latest move of accounts to ESSX service. Exhibit No.  
20 \_\_\_\_ (KEK-11).

21 **Q. What happened next?**

22 A. On May 16th I received a letter from Tom Bolding informing me that the

1 resolution to the 5ESS dial tone problem was not a tariff offering and that a  
2 special assembly would be required. We rescheduled the T1 installations for July  
3 and August 1997, and I requested tariff references for the ARS/dial tone problem  
4 associated with the 5ESS offices. I requested an update on the remaining 64  
5 orders that were sent to BellSouth in February. Exhibit No. \_\_\_\_ (KEK-12). On  
6 June 30, 1997 we received a facsimile from Judy Woods regarding the additional  
7 orders and the next group of customers to be moved into ESSX service. This  
8 signified the transition from team two to team three. Exhibit No. \_\_\_\_ (KEK-13).

9 **Q. What happened with the new Account Team?**

10 A. The new Account Team immediately changed direction and sent a clarification  
11 facsimile. I responded to the information requested in this document and advised  
12 the third team through Judy Woods that the change in team members did not  
13 release BellSouth from the obligations regarding the move of 1FB accounts into  
14 ESSX as agreed to by Joe Baker. Exhibit No. \_\_\_\_ (KEK-14).

15 I was advised by the Account Team that special assemblies SE974897-01  
16 and SE974900-00 had been issued to address the PRI T1 requirement and a new  
17 issue, long distance via T1 access out of the 1AESS offices. Exhibit No. \_\_\_\_  
18 (KEK-15). The double dial tone problem still had not been effectively addressed.  
19 On August 14th, 24 additional accounts of the original 90 sent in February were  
20 identified for the move into ESSX service.

21 On August 25th Judy Woods sent a facsimile informing TCCF that ESSX  
22 worksheets had to be sent for certain customers prior to their move. We sent a

1 response via facsimile reconfirming Joe Baker's commitment that the  
2 Interconnection Services Team would initiate that paperwork, not TCCF. Exhibit  
3 No. \_\_\_\_ (KEK-16).

4 On August 29th we received a letter from BellSouth presenting us with a  
5 BFR (Bona Fide Request) for the T1 service that was in progress via the above-  
6 mentioned special assemblies. This letter delayed any answer until September  
7 17th, at which time a preliminary analysis would be forthcoming. Exhibit No.  
8 \_\_\_\_ (KEK-17).

9 **Q. Were any customers ever switched to ESSX?**

10 A. Yes. On September 3rd and 4th, 7 customers were moved to ESSX service.  
11 Every line involved in this move was disconnected. This resulted in a credit being  
12 issued by TCCF and again a loss of customers to BellSouth. Exhibit No. \_\_\_\_  
13 (KEK-18). On September 17th, a letter was sent by BellSouth indicating that the  
14 T1 access had been developed for all three types of central offices and that a 16-  
15 week interval would be needed to implement this service requirement. Exhibit  
16 No. \_\_\_\_ (KEK-19).

17 This BFR response canceled the previously anticipated special assemblies  
18 for all items in progress. The new team had effectively changed directions again  
19 and initiated delays in all critical aspects of the ESSX implementation schedule.  
20 On September 22nd, we received a letter from Tom Bolding stating that  
21 implementation of PRI T1s in a certain central office could be completed in 4  
22 weeks, but that other central offices lacked facilities to accomplish this task. Now,

1 after 16 months of delays, BellSouth was informing us that the facilities were no  
2 longer available for implementation! Exhibit No. \_\_\_\_ (KEK-20).

3 **Q. Please continue.**

4 A. BellSouth then sent a letter on September 26th requesting a signature for a BFR  
5 for assumed dial 9. Exhibit No. \_\_\_\_ (KEK-21). This feature is a tariff offering  
6 under the GSST for ESSX service. I sent a facsimile back informing them of the  
7 inclusion of this feature in that tariff and reminding BellSouth that TCCF is  
8 grandfathered under that tariff.

9 I received a letter on October 3, 1997 regarding my request for DIN/DOR,  
10 two features detailed in the DECAS.ECAS manual, but not available to ESSX  
11 customer self-administration. Exhibit No. \_\_\_\_ (KEK-22). We received by mail  
12 a letter dated October 7, 1997 containing an agreement to present a viable  
13 schedule for the T1 arrangements by October 15, 1997, listing availability by  
14 central office and by date. This correspondence indicated that a response to the  
15 BFR must be received by October 15 with acceptance and a check and that the  
16 interface must be compatible with Digital ESSX service. Exhibit No. \_\_\_\_ (KEK-  
17 23).

18 **Q. Was this a change in the initial requirements?**

19 A. Yes. This represents a change in the initial requirements and precludes the  
20 capability to interface with the 1AESS analog systems. This same letter also  
21 required a release executed by TCCF and BellSouth for full release and settlement  
22 for previous delays by BellSouth. This letter by AVP Marcus Cathey represents

1 a strong-arm tactic centered around our requirement for the T1 ESSX interface.  
2 BellSouth knew that TCCF required this interface to offer direct long distance  
3 services as part of the ESSX service package. The inability to offer this long  
4 distance service would negatively impact the profitability of this offering.

5 **Q. What happened next?**

6 A. BellSouth then sent a letter requesting an ESSX workshop meeting on October  
7 15th. This meeting resulted in a new schedule for the implementation of the T1  
8 capabilities for each central office. This new schedule showed 10 central offices  
9 ready for ESSX service, but only one central office ready for DECAS, which is  
10 essential for the implementation of the service by TCCF. Exhibit No. \_\_\_\_ (KEK-  
11 24).

12 This schedule also showed the remaining central office would be ready for  
13 DECAS by November 22nd and one remaining central office on January 5th.  
14 Included in this list of central offices were 2 of the 3 1AESS offices. I received  
15 a BFR drafted on October 23rd for the DIN/DOR feature capability that we  
16 requested and I signed it and returned it with a check on October 29th, 1997.  
17 Exhibit No. \_\_\_\_ (KEK-25). Today is December 3, 1998 and DIN/DOR is not  
18 available in any central office via the DECAS feature.

19 I received a facsimile on November 24, 1997 confirming from Wade  
20 Johnson what services we had requested via the T1 arrangement. Exhibit No.  
21 \_\_\_\_ (KEK-26). It would appear that we had gone full circle and were back to  
22 the first Account Team.

1       **Q. Did you meet with the 4th Account Team?**

2       A. Yes. We met with the 4th Account Team in February 1998 to discuss the ESSX  
3       service implementation and the T1 services to be provided. No additional  
4       accounts had been moved between November and February. We met in February  
5       to again discuss the implementation of ESSX service and the T1 situation.

6               We received a letter from Wayne Carnes in April detailing the readiness  
7       of BellSouth to proceed with the ESSX service installations and suggesting that  
8       TCCF was delaying the installations. On April 29th, I sent an answer that detailed  
9       for BellSouth the items not completed and items that needed to be addressed prior  
10      the implementation of each ESSX system. On May 13th I sent a letter to Joe  
11      Baker of BellSouth requesting an answer to the letter I sent to Wayne Carnes on  
12      April 29th. Exhibit No. \_\_\_\_ (KEK-27).

13              On May 15th I received an account status facsimile from Wayne Carnes  
14      with detailed work sheets for each central office showing the status of each  
15      system. This facsimile shows that the DIN/DOR feature paid for in October 1997  
16      had not been completed and that a due date of May 20, 1998 was currently the  
17      scheduled completion date, 7 months after I sent the signed contract and sent a  
18      check for this service. Exhibit No. \_\_\_\_ (KEK-28).

19      **Q. In summary, has BellSouth ever properly provisioned ESSX to TCCF for**  
20      **resale?**

21      A. No, as the events discussed above clearly indicate, BellSouth has not properly  
22      provisioned ESSX to TCCF. As explained by Mr. Ripper, this has had a

1           disastrous effect on TCCF and its customers in contravention of the  
2           Telecommunications Act of 1996.

3       **Q.    Does this conclude your direct testimony?**

4       **A.    Yes.**

**KENNETH E. KOLLER**

**EXHIBIT NOS. \_\_\_\_\_ (KEK-1 - KEK-28)**



**BellSouth Access Customer Sales**  
South F4E1  
3535 Colonnade Parkway  
Birmingham, Alabama 35243

**Charlotte R. Webb**  
Systems Designer  
(205) 977-0877  
(205) 977-0037 FAX

August 12, 1996

Mr. Elder "Kip" Ripper  
President  
The Telephone Company of Central Florida, Incorporated  
3551 West Lake Mary Boulevard  
Suite 210  
Lake Mary, Florida 32746

Dear Kip:

Well, the time draweth nigh to began our journey into the world of ESSX system cutovers for The Telephone Company of Central Florida, Incorporated in Florida. According to my records, the first system to be cut is the Orlando Magnolia DMS-100 central office at 8:00 AM on August 16, 1996. That date is this coming Friday. Are you ready???

Shown below is the rest of the cutover schedule that I have established. Please review them.

<u>Type Switch</u>	<u>CLLI</u>	<u>NPA/NXX</u>	<u>Address</u>	<u>Cut Date</u>
D-100	ORLDFLMADS1	407-318	45 N. Magnolia Av. Orlando, Fla.	08/16/96
1A ESS	ORLDFLMA42E	407-236	45 N. Magnolia Av. Orlando, Fla.	09/06/96
SESS	ORLDFLPHDS0	407-290	5120 Silver Star Rd. Orlando, Fla.	08/30/96
SESS	COCOFLMADS0	407-636	712 Florida Ave. Cocoa, Fla.	09/10/96
D100	WPBHFLGRDS0	561-622	3700 RCA Blvd. West Palm Beach, Fla.	10/4/96
1A ESS	WPBHFLAN83E	561-387	325 Gardenia St. West Palm Beach, Fla.	10/1/96
SESS	VRBHFLMADS0	561-270	1976 16th Av. Vero Beach, Fla.	9/30/96

<u>Type Switch</u>	<u>CLLI</u>	<u>NPA/NXX</u>	<u>Address</u>	<u>Cut Date</u>
SESS	MLBRFLMADS0	407-676	728 Palmetto Av. Melbourne, Fla.	9/18/96
SESS	HLWDFLWHDS0	954-961	250 SW 62nd Av. West Hollywood, Fla.	9/25/96
D100	FTLDFLMRDS0	954-355	211 NE 2nd St. Ft. Lauderdale, Fla.	9/27/96
SESS	FTLDFLOADS0	954-484	4200 W. Oakland Park Blvd. Ft. Lauderdale, Fla.	9/27/96
D 1/2	JCVLFLSMDS0	904-346	2048 Hendricks Av. Jacksonville, Fla.	9/12/96
D100	JCVLFLCLDS0	904-353	424 N. Pearl St. Jacksonville, Fla.	9/12/96
D100	NDADFLGGDS0	305-651	18400 NE 5th Av. Miami, Fla.	10/8/96
D100	MIAMFLCADS0	305-220	2301 SW 100th Av. Miami, Fla.	10/9/96
SESS	MIAMFLHLDS0	305-362	1245 W. 6th St. Miami, Fla.	10/11/96
D100	MIAMFLAPDS0	305-526	5275 NW 36th St. Miami, Fla.	10/14/96
SESS	MIAMFLBRDS0	305-531	1550 Lenox Av. Miami, Fla.	10/7/96
D100	MIAMFLGRDS0	305-530	45 NW 5th St. Miami, Fla.	10/10/96
SESS	MIAMFLGRDS1	305-347	45 NW 5th St. Miami, Fla.	10/9/96
SESS	KYWSFLMADS0	305-292	530 Southard St. Key West, Fla.	10/15/96
SESS	GSVLFLMADS1	352-338	400 SW 2nd Av. Gainesville, Fla.	9/20/96
D 1/2	GSVLFLMADS0	352-334	400 SW 2nd Av. Gainesville, Fla.	9/20/96

The locations that were discussed in my letter of June 11, 1996, of Miami - Grande RCLM off the DMS-100 switch is just an "extension" of this DMS-100. The RCLM has the same NPA/NXX as the DMS-100. Therefore, an ESSX system in the RCLM was NOT ordered. The D 1/2 switch in the Jacksonville, Florida central office is the Tandem switch for the Jacksonville LATA. The ESSX service was NOT ordered for this switch.

I have been talking with Kelly at WilTel for the HICAP circuits coming into the above ESSX systems. BELLSouth is working with WilTel to try to get all of the Access Service Requests (ASRs) correct before the orders can be input into our systems. However, Kelly seemed not to

be too happy with some of the due dates that BELLSouth has given her. She said she did not have a problem with them, but she would need a "sup" from you. I hope that you can help us with this.

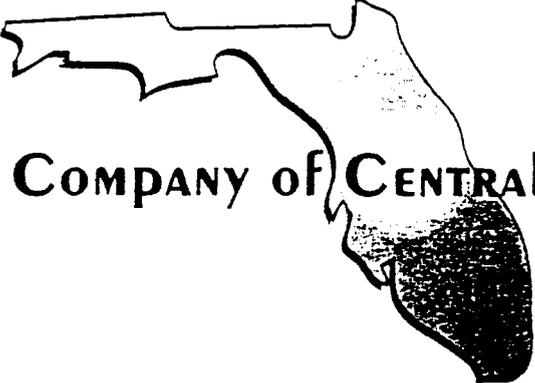
If you have any questions or need additional information regarding the above information, please call me at 205-977-0887.

Sincerely,



Charlotte Webb  
Systems Designer

copy: Wade Johnson



# TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.

Sent Via Fax  
September 20, 1996

Mark Feidler  
President-InterConnection Services  
BellSouth Telecommunications, Inc.  
Suite 4511  
675 West Peachtree Street, N.E.  
Atlanta, GA 30375

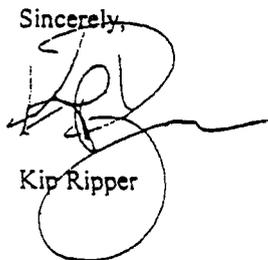
Dear Mark:

I need your assistance in a matter that is critical to the success of the Telephone Company of Central Florida. As you know on the weekend of August 30, 1996 several customers were cut out of service by BellSouth. Consequently TCCF has lost their business and revenue. Furthermore one of these customers has stopped payment on their first payment to TCCF, see the attached copy of his check. This customer owes TCCF about \$1,000.00 for services rendered to date. Paragraph III, H. of our contract indicates that we will work together to collect these funds.

Let me state that this customer, Specialty Insulation and Waterproofing, would have generated revenue of at least \$6000.00 annually. TCCF has lost this revenue. The customer has also stated that due to the out of service time that occurred they will not be willing to pay TCCF. Please remember that they were out of service for almost four days. What can you do in this situation to help TCCF to recover its loses? I would suggest that BellSouth offer to give TCCF a credit for an amount to be determined by you or you staff. Lastly, TCCF is currently working on a list of customers that have switched back to you because of similar problems and the amount of lost TCCF billing and annual revenue.

Please let me know how you would like to deal with this. Barbara Jean Warren has indicated that she would be able to give us credits on our account for lost billed revenue. I look forward to a favorable outcome for all of us.

Sincerely,



Kip Ripper

SPECIALTY INSULATION AND WATERPROOFING CO. INC. 061390  
3609 SHADER RD.  
ORLANDO, FL 32808  
(407) 295-7868 FAX (407) 293-5302

SUN BANK, N.A.  
ORLANDO, FL 32897  
63-215/631  
0526138

1 00012597

12597

\*\*\*\* FIVE HUNDRED ONE & 36/100 CENTS

**STOP PAYMENT**  
**STOP PAYMENT**

PAY TO THE ORDER OF: Telephone Co. of Cent Fl.  
Department #1126  
Tulsa, OK.  
74182

AMOUNT

09/05/96 \*\*\*\*\*\$501.36

*Mark E. [Signature]*

040124185 5304 5502 07 89 15 96 AUTHORIZED SIGNATURE

⑈012597⑈ ⑆ 31021521 6759251537 ⑈ ⑆ ⑈0000050136⑈

SECURITY FEATURES INCLUDED. DETAILS ON BACK. B



BellSouth Telecommunications, Inc. 404 529-5600  
Suite 4511 Fax 404 521-2311  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

Mark L. Feidler  
President - InterConnection Services

September 23, 1996

Mr. Elder "Kip" Ripper  
President  
Telephone Company of Central Florida, Inc.  
3551 W. Lake Mary Blvd.  
Suite 210  
Lake Mary, FL 32746

Dear Kip:

I received late Friday afternoon your fax regarding the situation with Specialty Insulation and Waterproofing. As you had previously requested, I had a representative in my carrier operations group contact Specialty Insulation and Waterproofing to discuss with them directly the cause of their recent service interruption. That part of my organization is managed by Ann Andrews, who you met with in Florida last Friday. I have forwarded your letter to Ann to handle in light of the fact that she has operational responsibility for matters of this sort, and a much more detailed understanding of the particulars of this situation. Ann or someone in her organization will be contacting you promptly to discuss the particulars surrounding this situation, and any suggestions as to how to move ahead.

I will continue to follow the situation to make sure that it receives an appropriate level of attention.

Sincerely,

cc: Ann Andrews  
Joe Baker  
Fred Monacelli

## BELLSOUTH MEETING

DATE: September 12, 1996

Time: 9:00 AM - 12:00 Noon

PURPOSE: To discuss major issues and solutions to create an OLEC environment which benefit all parties of the partnership, including BellSouth, TCCF and the End-user customer.

### AGENDA ITEMS

#### Major Issues

1. ESSX Service (Turning Up Circuits and Moving Existing Accounts To ESSX)
2. Service Outages
3. Repair Service (Interfacing with End-User Customer and Re-routing to TCCF)
4. Directory and Additional Listings dropping
5. Yellow Page Issues
6. PIC Changes (Some are not completed)
7. Cover Form for Freeze Pic
8. Billing with ALEC Discounts
9. BellSouth Promotions and Discounts (Residential Service/Feature Offering)
10. Pay Phone Rates and Discounts (For Existing and New Service)
11. Non-recurring Service Order Charges to Switch Service to TCCF

#### Other Issues

1. Ameritech Services Information
2. Service Orders
  - a. Providing weekly, completed orders, dates orders are processed, status of PIC, any rejections, and etc., rather than faxing confirmations on daily basis.
  - b. "Switch as is" versus "Switch with changes"
  - c. Service charges for the various "Change" orders, business or residence.

- d. Accounts with Omitted Phone Numbers on TCCF service request should be provided TCCF once identified by BellSouth.

### 3. Repair Service

- a. Procedure that ensures end-user customer is not confused by repair reps about the status of their service, and a better and more helpful method to route customers to TCCF to resolve their service problems.

- 4. OLEC Discounts on service and service features as outlined in the guidelines recently established by the FCC.

Telephone Company of Central FL

✓ 1024745  
 ✓ 102469678  
 ✓ 102469994  
 ✓ 4469785  
 ✓ 4469587  
 ✓ 4469546  
 ✓ 4469674  
 ✓ 4469812  
 ✓ 4469603  
 ✓ 4476343  
 ✓ 4476227  
 ✓ 4476472  
 ✓ 4476925  
 ✓ 4476741  
 ✓ 4476423  
 ✓ 4476541  
 ✓ 447931  
 ✓ 4469858  
 ✓ 4476800

CITY, FL	TYPE C.O	SWTCH CLLI	CTX #	CLUB ACCT #	ACCT #	CSPS #	EOMS #	SLA #	ORDER #	ORDER #	DUE DATE
ORLANDO	DMS100	ORLDFLMADSI	061:0	904-Q95-0007	407-318-8000	PAPER	PAPER				
"	5 ESS	ORLDFLPHDS0	TCCCTX06	"	407-290-3485	FL071096206	23	TI	CYB6P8P8		10/30/96
"	"	"	"	"	"	"	"	2	CYQWR917	DYLF5992	12/5/96
"	"	"	"	"	"	"	"	3	CYTL5465	DYPGC819	12/5/96
"	"	"	"	"	"	"	"	5	CYX7G134	DYK23046	12/5/96
"	IA ESS	ORLDFLMA42E	49	"	407-425-4222	FL071996196	22	TI			
"	"	"	"	"	"	"	"	1	NYWFJ337		11/22/96
"	"	"	"	"	"	"	"	2			
"	"	"	"	"	"	"	"	4	CYHC3955		12/20/96
"	"	"	"	"	"	"	"	5			
"	"	"	"	"	"	"	"	6			
"	"	"	"	"	"	"	"	8			
"	"	"	"	"	"	"	"	9	CYHCJ677		12/20/96
"	"	"	"	"	"	"	"	10			
"	"	"	"	"	"	"	"	11			
"	"	"	"	"	"	"	"	12	CYJ2P481		12/20/96
COCOA	5 ESS	COCOFMLADC0	TCLCTX39	"	407-636-4614	FL071196185	16	TI	CY91DMX68		12/20/96
JACKSONVILLE	DMS100	ICVFLFLSMDC0	015:0	"	904-396-0118	FL071196100	20	TI	CY00NIQ2		12/20/96
"	"	ICVFLFLCLDC0	002:0	"	904-350-0326	FL071196091	21	TI			
WEST HOLLYWOOD	5 ESS	HILWDFLWHDS0	TCCCTX41	"	954-894-0112	FL071196185	14	1	NRRDD536		12/20/96
"	"	"	"	"	"	"	"	TI			
FT LAUDERDALE	DMS100	FTLDFLMRDC0	024:0	"	954-462-0105	FL071196203	13	1	NRW19090		12/20/96
"	"	"	"	"	"	"	"	TI			
"	5 ESS	FTLDFLOADS0	TCCCTX46	"	954-484-1123	FL071196136	15	1			
"	"	"	"	"	"	"	"	TI			
MIAMI (Gold)	DMS100	NDADFLGGDC0	033:0	"	305-650-0534	FL071296061	9	1	NQTYL280		12/20/96
"	"	"	"	"	"	"	"	TI			
MIAMI BEACH	5 ESS	MIAMFLBRDS0	TCCCTX85	"	305-531-2819	FL071296086	5	TI			
CANAL	DMS100	MIAMFLCADCO	200:0	"	305-220-2728	FL071296068	8	TI			
"	5 ESS	MIAMFLGRDS1	TCCCTX22	"	305-350-2113	FL071696142	2	TI			
"	DMS100	MIAMFLGRDS0	200:0	"	305-536-0018	FL071296108	4	TI			
"	5 ESS	MIAMFLHDS0	TCCCTX05	"	305-556-8782	FL071296068	7	1			
"	"	"	"	"	"	"	"	TI			
AIRPORT	DMS100	MIAMFLAPDS0	200:0	"	305-526-0002	FL071296080	6	1	NQTIJ749		COMPL
"	"	"	"	"	"	"	"	TI			
WEST PALM BEACH	IA ESS	WPBIFLANRJE	42	"	561-650-8154	FL072296016	1	TI			
"	DMS100	WPBIFLGRDC0	200:0	"	561-622-0126	FL071296021	11	TI			
KEY WEST	5 ESS	KYWSFLMADS0	TCCCTX45	"	305-292-1797	FL071296029	10	TI			

IAESS 849-3026 3029 3030-3047  
 Jimmy Workman  
 Page 1

Telephone Company of Central FL

407-676-3922

WZ 469540

WZ 476983

WZ 475921

WZ 508477

CITY, FL	TYPE CO	SWITCH CLLI	CTX #	CLUB ACCT #	ACCT #	CSPS #	EOMS #	SLA #	ORDER #	ORDER #	DUE DATE
MELBOURNE	5 ESS	MLDRFLMADS0	TELCTX52	904-Q93-0007	407-676	FL071196122	17	1			
"	"	"	"	"	"	"	"	T1			
GAINESVILLE	5 ESS	GSVFLMADS1	TELE0044	"	352-335-1228	FL071196116	18	1			
"	"	"	"	"	"	"	"	T1			
"	DMS100	GSVFLMADS0	038.0	"	352-334-0085	FL071196107	19	1			
"	"	"	"	"	"	"	"	T1			
VERO BEACH	5 ESS	VRBHFLMADS0	TCCCTX06	"	561-562-0179	FL071196021	12	1			
"	"	"	"	"	"	"	"	T1			

# BELLSOUTH (e)

Docket No. 981052-TP  
Exhibit # \_\_\_ (KEK-5)



To: Kip Ripper  
Company: |  
At: 914073211454

From: Wade Johnson  
Company: BellSouth  
Voice: (205) 977-8955

Date: 10/16/96  
Time: 8:01AM  
Pages Including Cover: 1

## MEMO

Notes. I lied. Didn't mean too.

My schedule of events for the 4th Quarter of 96 shows 10/16, start date of new account team members. Turns out that only Bill Morrison is coming on today. The other two, the ones that you and I are concerned with, are not coming in until the first of November. I don't know why they couldn't get away earlier. I just learned about the Nov. 1 date yesterday in our Atlanta meeting.

I think we should get with the LCSC and try to turn up a few of those ESSXs. What is your thoughts?

By-the-way, I noticed on your first issue (your letter to me) that you said you had been promised tape billing from day one. Who promised you? We can provide that service, but we may charge for it. No determination has been made yet, and I want to have my gun loaded.

Wade



# BELLSOUTH

BellSouth Interconnection Service

# FAX

To: Ken Koller  
Company:  
At: 914073211454

From: Wade Johnson  
Company: BellSouth  
Voice: (205) 977-8955

Date: 10/21/96  
Time: 3:56PM  
Pages Including Cover: 1

# MEMO

Notes: Fred Monacelli and Rich Dender have asked me to contact you to set up a meeting either in Atlanta or Birmingham, the sooner, the better.

This is to coordinate the ESSX service that has been worked on by Charlotte Webb, probably first in Orlando. Give me a call tomorrow (10-22-96) and maybe we can work out the details of who should attend, and where.

Thanks

# FAX

FACSIMILE COVER SHEET

THE TELEPHONE COMPANY OF CENTRAL FLORIDA

3551 W. Lake Mary Blvd.  
Suite 210  
Lake Mary, FL 32746

(407) 328-5002  
FAX (407) 321-1454

<b>SEND TO:</b> Company Name: BELLSOUTH	From KEN KOLLER
Attention: WADE JOHNSON	Date: 10/22/96
Fax Number: (205) 977-8955 0037	Phone Number: 407-328-5002

- Urgent       Reply ASAP       Please Comment       Please Review       For your information

Total pages, including cover sheet: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

Subject: **Your facsimile of 10/21/96 re: ESSX Coordination Meeting**

I have reviewed your request for a meeting and I suggest the following:

Our efforts to implement ESSX-M Service have been delayed since August. It is imperative that we meet to resolve these issues at your earliest convenience.

We are requesting that this meeting take place in our office in Lake Mary, Florida as soon as possible. Please advise.

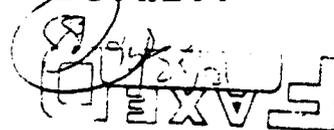
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# FACSIMILE COVER SHEET

## THE TELEPHONE COMPANY OF CENTRAL FLORIDA

3551 W. Lake Mary Blvd.  
Suite 210  
Lake Mary, FL 32746

(407) 328-5002  
FAX (407) 321-1454



SEND TO: Company Name: <i>BellSouth</i>	From: <i>KEN KOLLER</i>
Attention: <i>Neal Holden</i>	Date: <i>10-23-96</i>
Fax Number: <i>205-977-0037</i>	Phone Number: <i>407-328-5002</i>

Urgent     
 Reply ASAP     
 Please Comment     
 Please Review     
 For your information

Total pages, including cover sheet:

*14* *13*

### COMMENTS:

*Neal, let's pick one from each office to start with.*

*Ken Koller*

*28<sup>th</sup> - 29<sup>th</sup> OLEC to include*      *30<sup>th</sup> 31<sup>st</sup> 1<sup>st</sup>*

*Monday Nov. 4<sup>th</sup> AM*      *Monday PM*

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Dec. 1996

TO: NEAL HOLDEN - BELLSOUTH INTERCONNECTION SERVICES

FROM: KEN KOLLER 

SUBJECT: ESSX SERVICE IMPLEMENTATION.

NEAL, I HOPE YOU HAD A FINE HOLIDAY. I'VE BEEN AWAY ON A SPECIAL PROJECT AND HAVE JUST RETURNED. IT IS MY OBJECTIVE TO BRING THE FIRST THREE ESSX SYSTEMS ON LINE THIS WEEK IN ORLANDO 100% AND ADD ALL OF OUR CUSTOMERS TO THESE SYSTEMS. IN ADDITION, I WANT TO ESTABLISH A SCHEDULE TO BRING THE REMAINING SYSTEMS ON LINE ASAP.

I HAVE NOT RECEIVED ANY INFORMATION REGARDING THE DECAS ACTIVATION FOR TCCF OR ANY MATERIALS TO ACCOMPLISH THAT TASK. AS YOU KNOW OUR LAST EFFORT TO BRING THE ORLANDO ESSX ON LINE RESULTED IN SERVICE OUTAGE AND CUSTOMER OUTRAGE. I WOULD LIKE TO KNOW WHAT HAS BEEN DECIDED AND OR IMPLEMENTED TO ASSURE TCCF THAT THIS SITUATION WILL NOT OCCUR IN THE FUTURE.

IT IS IMPERATIVE THAT THE CUSTOMER DATABASE INFORMATION REMAIN WITH THE ACCOUNT TO INSURE A SMOOTH AND EFFECTIVE TRANSITION FROM BELLSOUTH TO TCCF. I WILL BE IN THE OFFICE AT 407-328-5002 THIS MORNING AND I WOULD LIKE TO RESOLVE ANY OUTSTANDING ISSUES THAT ARE STILL CAUSING CONCERN. :

PLEASE CALL ME AT YOUR EARLIEST CONVENIENCE SO WE CAN PROCEED ALONG THESE LINES. THANKS, I WILL AWAIT YOUR CALL.

TO: NEAL HOLDEN - BELLSOUTH INTERCONNECTION SERVICES

FROM: KEN KOLLER

DATE: JANUARY 9, 1997

SUBJECT: ESSX SERVICE IMPLEMENTATION.

NEAL, I HAVE THE FOLLOWING CONCERNS ABOUT THE IMPLEMENTATION OF THE ESSX SYSTEMS FOR TCCF:

I HAVE NOT RECEIVED ANY INFORMATION REGARDING THE DECAS ACTIVATION FOR TCCF OR ANY MATERIALS TO ACCOMPLISH THAT TASK. I MUST BE ON LINE WITH THAT CAPABILITY IN ORDER TO EFFECTIVELY IMPLEMENT ANY OF OUR REQUIRED CUSTOMER DATABASE CHANGES. IT IS IMPERATIVE THAT THIS HAPPEN ON AN IMMEDIATE BASIS.

THE CUSTOMER SPECIFIC DATABASE INFORMATION MUST REMAIN WITH THE ACCOUNT TO INSURE A SMOOTH AND EFFECTIVE TRANSITION FROM BELLSOUTH TO TCCF. I ALSO SEE THIS A REQUIREMENT IF THE CUSTOMER DECIDES TO RETURN TO BELLSOUTH FOR ANY REASON.

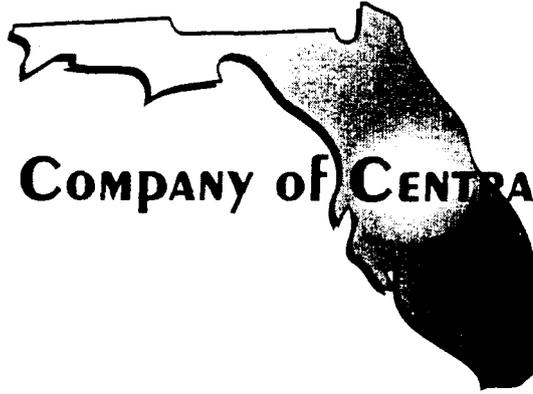
THERE ARE SEVERAL OTHER AREAS WHICH MUST BE ADDRESSED IN ORDER TO PROPERLY SERVICE THE CUSTOMER UNDER THE ESSX CONFIGURATION. THEY ARE ITEMS SUCH AS CALLER ID INFORMATION REQUIRED TO REFLECT THE CUSTOMER NAME TO THE CALLED PARTY INSTEAD OF SHOWING TCCF AS THE CALLING PARTY. OTHER CUSTOMER SPECIFIC DATABASE INFORMATION WHICH IS ALSO LOST WHEN DISCONNECT AND NEW CONNECT ORDERS ARE USED TO IMPLEMENT THIS PROCESS.

IT APPEARS TO ME THAT BELLSOUTH WANTS TO REQUIRE TCCF TO FIT INTO THE EXISTING ORDER PROCESSING FRAMEWORK. THIS DOES NOT ACCOMMODATE THE REQUIREMENTS OF TCCF AND PROTECT IT'S CUSTOMERS FROM PROBLEMS RESULTING FROM THE NORMAL BELLSOUTH ORDER DOCUMENTATION FLOW. EVERYTIME WE HAVE TRIED TO IMPLEMENT A CHANGE TO ESSX, THE CUSTOMER HAS BEEN DISCONNECTED AND INCONVENIENCED. THE END RESULT IS THAT THE CUSTOMER LEAVES TCCF AND RETURNS TO BELLSOUTH.

THE OVERALL SUPPORT PROCESS DOES NOT SEEM TO BE IN PLACE AND CONTINUES TO CHANGE. THE SUPPORT CENTER FOR ORDER INPUT HAS MOVED TO BIRMINGHAM, WHICH NOW REQUIRES THE TRAINING OF OTHER INDIVIDUALS TO PROVIDE OUR SUPPORT. WE CONTINUALLY SEEM TO BE REINVENTING THE WHEEL, WITH LITTLE OR NO PROGRESS TO SHOW FOR OUR EFFORTS.

THE ESSX SYSTEMS FOR ORLANDO MUST BE IMPLEMENTED PRIOR TO THE END OF JANUARY. THIS PROCESS STARTED AT THE END OF MAY AND WE HAVE LESS THAN TEN LINES IN THE ORLANDO ESSX SYSTEMS. THIS IS UNACCEPTABLE SINCE THE DS1'S ARE ALSO INSTALLED AND THE EXPENSE FOR THOSE SERVICES ARE BEING INCURRED WITHOUT THE OFFSET OF A REASONABLE SIZE CUSTOMER BASE.

NEAL, THE TIME FOR POSITIVE ACTION AND PROBLEM RESOLUTION IS NOW. PLEASE CALL ME AT YOUR EARLIEST CONVENIENCE WITH SOME ANSWERS SO WE CAN PROCEED ALONG THESE LINES. THANKS.



# TELEPHONE COMPANY of CENTRAL Florida, Inc.

Sent via Fax  
January 20, 1997

TO: Mr. Neal Holden

FROM: Ken Koller 

RE: Move of IFB Accounts to ESSX Service Magnolia DMS100, Magnolia 1 AESS & Pinehills 5 ESS. -  
Orlando CO's

Our meeting with Mr. Baker, Mr. English and Lynn Smith was very productive and we want to take advantage of Mr. Baker's offer to have BellSouth's staff move our existing customers to ESSX service where the NXX's are applicable.

We would like to proceed with this on an immediate basis. It is crucial that all of these customers be moved in a timely and efficient manner. I will try to address the NAR requirements for each ESSX system as they grow.

It is my understanding that upon review of our customer base the BellSouth Interconnection Services support team will implement the move of these accounts. I will be available for questions regarding features, NARS and special services.

I believe that we can start this process this week beginning with the Magnolia DMS 100 CO and moving through to complete the other two CO's. Once this initial Database is moved, we will provide order input and customer specific feature applications via the ECAS/DECAS system.

Mr. Baker has assured us that until the system is functional for us and we have been properly trained the Interconnection Services Support Team will provide this assistance.

Lets put the wheels in motion as soon as possible. Thanks

TO: NEIL HOLDEN - BELLSOUTH INTERCONNECTION SERVICES  
1997

FEBRUARY 18,

FROM: KEN KOLLER 

SUBJECT: 5ESS CENTRAL OFFICE LONG DISTANCE PROBLEM.

The problem with the 5ESS central office as I understand it is as follows:

- a. If the digit (I) used for directing calls to the T1 and a full condition is encountered, no other LD calls can be placed and the customer receives a busy tone.
- b. When the ARS table is utilized for LD access the customer receives a second dial tone during the dialing sequence.

Neither of these two scenarios accomplish exactly what we need to provide for the customer during long distance dialing. I don't understand why calls cannot be redirected to another trunk group under scenario (a) or why the dial tone cannot be masked under scenario (b). We seem to be in another situation which is causing us to delay bringing the ESSX systems fully on line.

Eleven of the central offices are 5ESS offices, and one of the initial three is a 5ESS. It is imperative that we resolve this problem on an immediate basis. Everyday that goes by increases the number of customers in our database which will require double orders and handling by both of our companies. Each customer that is moved as a 1FB account is put in double jeopardy for a second move to ESSX.

I will be sending a package of 90 customers to move into the three Orlando ESSX systems. These accounts have already been moved to TCCF as 1FB customers and some experienced problems during that process. It is my understanding that these customers will be handled with special consideration.

The LOA's and original paperwork have already been sent for the 1FB change to TCCF. This information also included the features and hunting arrangements. It is my understanding that the LCSC will verify the customer's telephone numbers, hunt groups and features and notify us of any potential problems.

If this is not your understanding please notify me at your earliest convenience so that any problems can be addressed and resolved on the front end.

Thanks for your attention to this matter.

**The Telephone Company of Central Florida,  
Inc.**

Docket No. 981052-TP  
Exhibit # \_\_\_\_\_ (KEK-9)

3575 West Lake Mary Boulevard  
Suite 107  
Lake Mary, Florida 32746  
Phone (407) 328-5002 Fax (407) 328-7454



**Fax**

To: Neil Holden From: Ken Koller  
Fax: 205-977-0037 Pages: 43  
Phone: 205-977-0887 Date: 02-21-97  
Re: MOVE OF 1FB ACCOUNTS TO ESSX CC: Bill French

Urgent       For Review       Please Comment       Please Reply

● Comments:

THESE ARE THE ACCOUNTS WHICH WE HAVE IDENTIFIED THAT CAN BE MOVED INTO THE 5ESS ESSX SYSTEM AT PINEHILLS IN ORLANDO, FLORIDA. PLEASE REVIEW THIS INFORMATION AND MAKE THE NECESSARY ARRANGEMENTS TO MOVE THESE ASAP.

*42 A accounts*

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**The Telephone Company of Central Florida,  
Inc.**

3575 West Lake Mary Boulevard  
Suite 107  
Lake Mary, Florida 32746  
Phone (407) 328-5002 Fax (407) 328-7454



*Ken,  
Sent ✓  
2/21 @ 3:20*

**Fax**

To: Neil Holden From: Ken Koller  
Fax: 205-977-0037 Pages: 17  
Phone: 205-977-0887 Date: 02-21-97  
Re: MOVE OF 1FB ACCOUNTS TO ESSX CC: Bill French

Urgent       For Review       Please Comment       Please Reply

• Comments:

THESE ARE THE ACCOUNTS WHICH WE HAVE IDENTIFIED THAT CAN BE MOVED INTO THE DMS 100 ESSX SYSTEM AT 45 NORTH MAGNOLIA IN ORLANDO, FLORIDA. PLEASE REVIEW THIS INFORMATION AND MAKE THE NECESSARY ARRANGEMENTS TO MOVE THESE ASAP.

*16 Accounts.*

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*The Telephone Company of Central Florida,  
Inc.*

3575 West Lake Mary Boulevard  
Suite 107  
Lake Mary, Florida 32746  
Phone (407) 328-5002 Fax (407) 328-7454



205 -  
977-0037  
Sent ✓  
2/21 5:50

**Fax**

To: Neil Holden

From: Ken Koller

Fax: 205-977-0037

Pages: 32

Phone: 205-977-0887

Date: 02-21-97

Re: MOVE OF 1FB ACCOUNTS TO ESSX CC: Bill French

Urgent

For Review

Please Comment

Please Reply

• Comments:

THESE ARE THE ACCOUNTS WHICH WE HAVE IDENTIFIED THAT CAN BE MOVED INTO THE 1AESS ESSX SYSTEM AT 45 NORTH MAGNOLIA IN ORLANDO, FLORIDA. PLEASE REVIEW THIS INFORMATION AND MAKE THE NECESSARY ARRANGEMENTS TO MOVE THESE ASAP.

31 Accounts

This information is intended only for the use of the individual or entity named on this transmission sheet. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking of any action in response to the contents of this tele-copied information is strictly prohibited, and that the documents should be returned to this company immediately. Therefore, if you have received this telecopy in error, please notify us by telephone at (407) 328-5002 so that we may arrange for the return of the documents to THE TELEPHONE COMPANY OF CENTRAL FLORIDA, at no cost to you.

*The Telephone Company of Central Florida,  
Inc.*

3575 West Lake Mary Boulevard  
Suite 107  
Lake Mary, Florida 32746  
Phone (407) 328-5002 Fax (407) 328-7454



**Fax**

To: NEIL HOLDEN

From: KEN KOLLER 

Fax: 205-977-0037

Pages: 1

Phone: 205-977-0887

Date: MARCH 13, 1997

Re: ESSX SERVICE ORDERS

CC:

Urgent     For Review     Please Comment     Please Reply

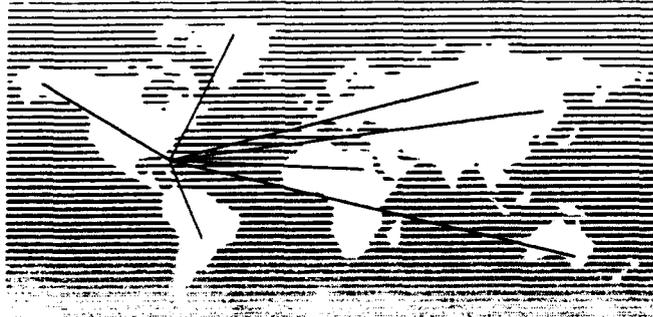
• Comments:

IT WAS MY UNDERSTANDING THAT WE WOULD BE ABLE TO MOVE AT A MINIMUM 10 ACCOUNTS PER DAY INTO THE RESPECTIVE ESSX SYSTEMS THAT ARE ON LINE IN THE ORLANDO AREA. WE ARE ABOUT TO ENTER INTO A TELEMARKETING AND ON PREMISE VENTURE WHICH WILL RESULT IN A MINIMUM OF 1000 ORDERS PER MONTH INTO SELECTED ESSX SYSTEMS THROUGHOUT THE STATE OF FLORIDA, AS WELL AS, IFB CUSTOMERS. I HAD HOPED THAT THE INITIAL 90 ACCOUNTS WHICH I SENT IN FEBRUARY WOULD HAVE BEEN MOVED AS OF THE 15<sup>TH</sup> OF MARCH. PLEASE PROVIDE SOME KIND OF SCHEDULE FOR THE MOVE OF THESE ACCOUNTS ASAP. IT IS IMPERATIVE THAT WE GET THE MECHANISM IN PLACE PRIOR TO THE 1<sup>ST</sup> OF APRIL. THANKS.

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*The Telephone Company of Central Florida,  
Inc.*

3575 West Lake Mary Boulevard  
Suite 107  
Lake Mary, Florida 32746  
Phone (407) 328-5002 Fax (407) 328-7454



**Fax**

To: NEIL HOLDEN

From: KEN KOLLER

Fax: 1-205-977-0037

Pages: 1

Phone: 1-205-977-0887

Date: MARCH 13, 1997

Re: T1/ISDN FOR ANI INFORMATION

CC:

Urgent     For Review     Please Comment     Please Reply

● Comments:

NEIL, PLEASE CONFIRM THAT THE ISDN MEGALINK ARRANGEMENT WILL PROVIDE THE ANI INFORMATION REQUIRED FOR BILLING TO THE SLA MAIN ESSX NUMBER. I HAVE MADE ARRANGEMENTS TO CHANGE ALL OF THE ESSX T1 CIRCUITS TO MEGALINK ISDN. ALSO PLEASE ADVISE ME OF THE RESOLUTION OF THE 5ESS SECOND DIAL TONE EXPERIENCED WHEN LD CALLING IS INITIATED. THANKS.

This information is intended only for the use of the individual or entity named on this transmission sheet. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking of any action in response to the contents of this tele-copied information is strictly prohibited, and that the documents should be returned to this company immediately. Therefore, if you have received this telecopy in error, please notify us by telephone at (407) 328-5002 so that we may arrange for the return of the documents to THE TELEPHONE COMPANY OF CENTRAL FLORIDA, at no cost to you.

**The Telephone Company of Central Florida,  
Inc.**

Docket No. 981052-TP  
Exhibit # \_\_\_\_ (KEK-10)

3575 West Lake Mary Boulevard  
Suite 107  
Lake Mary, Florida 32746  
Phone (407) 328-5002 Fax (407) 328-7454



**Fax**

To: NEIL HOLDEN

From: KEN KOLLER

Fax: 1-205-977-0037

Pages: 1

Phone: ~~1-205~~-977-0887

Date: MARCH 26, 1997

Re: ESSX ORDERS

CC:

Urgent     For Review     Please Comment     Please Reply

• Comments:

REFERENCE MY FACSIMILE OF MARCH 13, 1997. I HAVE NOT RECEIVED A RESPONSE TO THIS INQUIRY. PLEASE ADVISE ME AT YOUR EARLIEST CONVENIENCE WHEN ESSX ORDERS ARE GOING TO BEGIN PROCESSING THROUGH THE SYSTEM. THE DELAY IN THIS PROCESS IS AGAIN CAUSING ORDERS THAT WOULD BE ESSX TO BE MOVED AS 1FB ACCOUNTS. WE ARE AGAIN BUILDING A BACKLOG OF CUSTOMERS THAT WILL HAVE TO BE MOVED TWICE. I ALSO NEED A FINAL AND DEFINITIVE RESPONSE ON THE #5ESS DIALTONE ISSUE. HAS THIS BEEN RESOLVED OR NOT?? I WANT YOU TO UNDERSTAND THAT WE ARE GOING TO BE SENDING 150-200 ORDERS NEXT WEEK AND THAT NUMBER WILL CONTINUE TO INCREASE WITH EACH SUCCESSIVE WEEK. PLEASE ADVISE ME IF THE ESSX SERVICE REQUEST FORM THAT I SENT TO YOU IS ACCEPTABLE TO IMPLEMENT ORDERS. KIP RIPPER AND BILL FRENCH DISCUSSED HAVING AN ORDER THIS WEEK.

This information is intended only for the use of the individual or entity named on this transmission sheet. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking of any action in response to the contents of this tele-copied information is strictly prohibited, and that the documents should be returned to this company immediately. Therefore, if you have received this telecopy in error, please notify us by telephone at (407) 328-5002 so that we may arrange for the return of the documents to THE TELEPHONE COMPANY OF CENTRAL FLORIDA, at no cost to you.

BellSouth Interconnection  
Room South E4E1  
3535 Colonnade Parkway  
Birmingham, Alabama 35243

March 26, 1997

Ken Koller  
3551 West Lake Mary Boulevard  
Suite 210  
Lake Mary, FL 32746

Dear Ken:

We have been working on and looking up the 1FB accounts on the +/- 70 orders that you sent to BellSouth on 2-21-97. Some of the requests will be sent to the LCSC by 3-28-97.

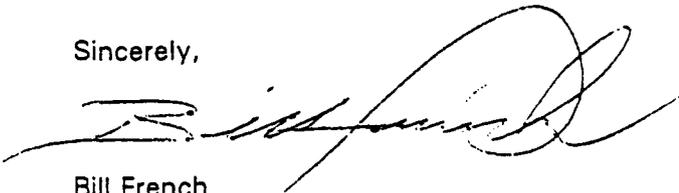
Additionally, we cannot accept the LSR sheet that TCCF made up for BellSouth's ESSX service, and we have rejected similar forms from other CLEC customers. All CLEC customers must fill out completely and accurately the BellSouth LSR form and any additional documents for the service being ordered. The ESSX worksheets that you made for each switch type can only be used for these +/- 70 orders.

New 1FB to ESSX requests need to be sent directly to the LCSC with the LSR and the BellSouth ESSX Service Request sheets filled out. All CLEC's are to fill out the applicable BellSouth ESSX or MultiServ Service Request sheets that pertain to whatever or how many stations, NARs, features, and restrictions are being ordered. You will need to put in the remarks section of the LSR what the 1FB account number is and if you want us to disconnect the entire account. The LCSC will issue an order for exactly what the forms indicate.

New OLEC-to-BELLSOUTH Ordering Guidelines (Resale) will be handed out at the OLEC Conference to be held in Atlanta on 4-1-97. The information and forms in the new guidelines will supersede all information and forms in the old guidelines.

If you have any questions, please call Bill French at 205-977-0535 or Neal Holden at 205-977-0887.

Sincerely,



Bill French  
Sales Director

cc: Joe Baker  
Bill Bolt  
Fred Monacelli  
Barbara Gene Warren  
Neal Holden

Telephone Company of Central Florida, Inc.



TO: KIP RIPPER

APRIL 28, 1997

FROM: KEN KOLLER

There were six accounts switched to ESSX service on April 23<sup>rd</sup>, 1997. , at 5:00 a.m. and then moved into DECAS at 6:00 p.m. The systems that were moved were typical of the systems that we have in our 1FB database. The following problems have occurred since that change. Four of the customers have had problems since the conversion to ESSX service. The customer specific database information for any customer with MemoryCall experiences the loss of passwords and must re-input the BellSouth provided passwords.

MemoryCall was a problem for two of the accounts. The feature access codes change when the account is moved from 1FB to ESSX. This causes problems with all 1FB feature access codes that the customer uses on a regular basis. The code for call forward variable, a commonly used feature changes from 72# to \*72. This caused a severe problem for one of the switched accounts. The last situation which we experienced is the most significant, since it affects the long distance and calling capability of the customer. The T1 associated with the ESSX system in Orlando is backhauled through Wiltel Atlanta. The dialing access over the normal network is carried through Wiltel Ft. Lauderdale.

The customer specific information resident in the Ft. Lauderdale switch is not resident in the Atlanta switch, therefore, account codes and other dialing information is not available for the ARS table to act upon. Two customers experienced difficulties due to this situation. The customer database information must be moved to the Atlanta Wiltel switch for this to operate correctly.

We will also need to verify where each database is stored and what affect the change from 1FB to ESSX will have on each individual customer, based upon his features and dialing patterns. A program must be implemented to notify customers that they are being moved to Metro Service and that new feature codes will be applicable. A small feature guide from TCCF will be necessary to avoid the type of problems that we experienced with this last group of customers. The dialing pattern problem also affects 800/888 dialing access since this is part of the program entered into the Wiltel database.

The temporary fix for the dialing problem is to change the ARS table to direct calling out over the NARs and not the T1 access. This should allow the calls to be directed through the Wiltel Ft. Lauderdale switch where they can be handled properly. The only fix for the feature code problem is to call the customers and educate them on the use of the new codes.

All American Truck and Trailer is very upset and wants to direct his frustration at the organization responsible for his problems this weekend. His organization could not call forward lines until Friday evening, when that part of the problem was resolved. The dialing problems still existed as of Saturday evening when I talked to Donna Hartley with the BellSouth Interconnection Services Team. She was trying to get someone to finish the translations to move the long distance calling back to the NARs for normal network access.

We must construct and implement a plan to resolve these problems prior to moving forward with the change over to ESSX service from 1FB. All departments should be involved with the implementation of this plan since it impacts all departments. Please advise me of your evaluation of this situation and tell me how you would like me to proceed.

CC: Marisela Rivera – Customer Service

# DMS 100

## SLA NUMBERS

1 = TCF.

- 1 ALL AMERICAN TRUCK & TRAILER
- 2 DANIEL VNADESSTRUCK
- 3 INSURANCE MANAGEMENT GROUP
- 4 JOHN DADDYSMAN
- 5 MCCLANE PROFESSIONAL ORGANIZATION
- 6 MYSTIC GRANITE & MARBLE INC.
- 7 ORLANDO SOCCER, INC.
- 8 PATRICIA MILLER
- 9 KEVIN PRIBALL
- 10 RACHAEL BAIL BONDS
- 11 RAY RAMU
- 12 STUART SMITH
- 13 RUSS RUSSELL - UPSTAIRS DOWN
- 14 USA TOURIST SERVICES
- 15 UNITED AMERICAN BANK OF CENTRAL FLORIDA
- 16
- 17
- 18
- 19
- 20

## HUNT GROUP DESIGNATORS

A  
B  
C  
D  
-  
E  
F  
-  
G  
H  
-  
I  
J  
K  
L

~~SLA 5 - McClane Prof.~~  
SLA 13 - Florida Mac  
SLA 14 - Vanderstreek  
SLA 15 - Ins. Mgmt Group  
SLA 16 - All Amer. Truck  
SLA 4 - PR. Miller Engineering  
SLA 3 - Charles Landry OCA Orlando  
SLA 2 - Whittaker Stump

①-

② Ins Mgmt - Memory call did not work

③ McClane Professionals

① Memory call did not work - Now they have reset mail boxes but they are not working -

② Acct codes do not work

③ Unable to dial 800 #'s

④ Maptic Granite & Marble

① Unable to dial 800 #'s

② Able to dial l.d., however when they dial l.d and depress the #1, the dial tone does not go away.

⑤ Russ Russell

Unable to dial 800 #'s

All Am Truck.

① Unable to dial 800 #'s

② Acct codes are not working

③ Unable to transfer line to their answering service.

SLA 2-56 W MURIEL ST

DAN Vandestreek

872-0263

CY6FQ7G2

246-1690

Due Date 4-23-97

~~SLA 3-620 E COLONIAL DR.~~

Ino. Management Corp.

*Murray call*

839-0057-(HAS DECAS FEATURE - CALL FORWARD DON'T ANSWER)

CYINN229

426-9161

648-2190

648-2191

839-0125

Due Date 4-23-97

~~SLA 5-712 BRYN MAWR ST.~~

McLare Prof Assoc.

*Murray call*

872-0600-(HAS DECAS FEATURE CALL FORWARD DON'T ANSWER)

872-0688-(HAS DECAS FEATURE CALL FORWARD DON'T ANSWER) CY5WNPL6

872-1196

Due Date 4-23-97

*Account - call Murray with [unclear]*

872-1227-(HAS DECAS FEATURES CALL FORWARD DON'T ANSWER & CALL FORWARD BUSY LINE)

872-2205

872-8617-(HAS DECAS FEATURE CALL FORWARD DON'T ANSWER)

SLA 6-100 W. COLONIAL DR.

Mystic Granite  
F Marble

872-7717

872-7063

872-7905

872-7816

872-7750

872-7340

872-7712

872-7805

CY01HPL1

Due Date 4-23-97

SLA 13-35 W PINE ST Russ Russell  
Upstairs Down

426-7541

426-1279

426-1280

426-1286

426-9588

648-8000

872-0476

CYDXMKK8

Due Date 4-23-97

All American Truck & Trailer

SLA 16-2109 S DIVISION AV

872-7818-(HAS DECAS FEATURE - CALL FORWARD VARIABLE)

CYTQ9808

872-7817

Due Date 4-23-97

872-7034



ConQuest

F A X T R A N S M I S S I O N

ConQuest Telecommunication Services Corp.  
5500 Frantz Road, Suite 125  
Dublin, OH 43017  
Phone: (614) 764-2933  
Fax: (614) 764-4801  
World Wide Web: <http://www.smartpages.com/conquest>

---

Date: April 27, 1997 08:01  
To: 4073211454  
From: ConQuest Live800 Operator  
Pages: 1 (including this page)

---

Message From: Jay Hopkins  
Phone: 4078727818  
Date: Apr 26, 1997 1:17:58 PM

All American Truck and Trailer Repair. He said that they can't dial out 800 numbers and can't block long distance calls. He said that there is a 4 digit code to access long distance calls and he said that the system is letting them call long distance without the code. He wants this fixed as soon as possible. He spoke with someone from Bell South and they are looking into it on their end also. He is with Bell South. He said that he has been having this problem for the past 2 days and no one has repaired it yet. He would like someone to get in contact with him as soon as possible.

Paged on call at 1:17



---

BellSouth Interconnection  
Room South E4E1  
3535 Colonnade Parkway  
Birmingham, Alabama 35243

May 16, 1997

Ken Koller  
The Telephone Company of Central Florida  
3575 W. Lake Mary Blvd.  
Suite 106  
Lake Mary, FL 32746

Dear Ken:

I have researched the issue in a 5ESS switch of turning off the second dial tone when a T1 terminated in an ESSX common block is accessed through ARS (automatic route selection). This is not a tariffed offering and would require a Special Assembly. New Special Assembly's are not allowed to CLEC's.

Sincerely,

Tom Bolding

cc: Bill French  
Neal Holden

**TELEPHONE CO OF CENTRAL FLORIDA**

3575 W. Lake Mary Boulevard, Suite 107  
Lake Mary, Florida 32746  
Phone: (407) 328-5002 X106 Fax: (407) 328-5895

For Your Information

To: Neil Holden	Fax Number: 1-205-977-0037
Company : BellSouth Interconnectiion Services	Date : 6/20/97
From : KENNETH E. KOLLER	Fax Number : 1-407-328-5895
Company : TCCF	Pages including cover page: 1
Subject : T1'S for ESSX	

**Comments:**

Neil, the T1's from Witel for the ESSX systems are now scheduled for installation during July and August. This will include all circuits for all 23 central offices where we have ESSX systems scheduled. We want all ESSX systems turned up by the end of August. We are implementing a sales program to populate all of these systems. I have a schedule for the implementation of this project which I will provide to you. In addition, we need to implement the T1 arrangement in all three of the Orlando central offices. This requires operational testing of the ISDN T1 circuits from Witel to BellSouth.

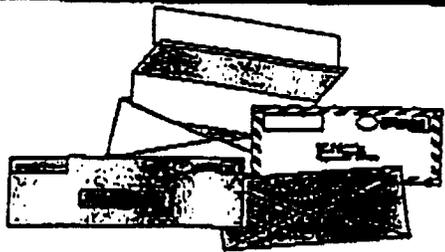
The #5ESS dialtone problem needs to be resolved. Please provide the tariff number and section that describes ARS and assumed dial 9 and the second dial tone associated with the implementation of these two features. I don't believe that assumed dial 9 and ARS are mutually exclusive of each other, nor have I read a tariff section that describes the second dial tone problem associated with the implementation of these two features together. It appears that this dial tone problem is a technical problem within the #5ESS office and not a special assembly problem for the end user.

Please provide an update on the remaining orders sent in February. We are anxious to implement the remainder of these orders and proceed with the move of new accounts.

I also need the documentation that describes the calling features, their access codes and their use and implementation for an end user customer. We will be providing a brochure for the end user of these services. I also want a formal and final clarification of the features you will not provide on ESSX service so that we can evaluate the impact this will have on the move of our customer base into these systems.

Time is now of the essence. Please address this fax at your earliest convenience. Thanks.

**FAX COVER SHEET**



**BellSouth Interconnection Services**  
Your Interconnection Advantage

DATE 6-30-97

407 328-5002 X113

TO Norman Ripper

FAX # (407) 302-0406

**FROM: BellSouth Interconnection Services Account Team**

**JUDY WOODS  
ROOM SO. E4E1  
3535 COLONNADE PKWY.  
BIRMINGHAM, AL 35243**

**(TEL) 205-977-1724  
(FAX) 205-977-0037**

Total number of pages including cover 2

COMMENTS: I've attached a list of the customers  
with features going into ESSX 407 290-3485.  
Also access codes are provided for  
the features. If you have any questions  
please call.

Internet Address: BellSouth Interconnection product/services information is available via internet @  
<http://sl.iweb.net/interconnect/>

407 290-3485

1. Michelle Price - 407 292-6715  
Call waiting

2. Jose's Coat Shop Auto Body - 407 297-8544  
Call return

3. Q & B Electric - 407 293-5984  
Call forward number

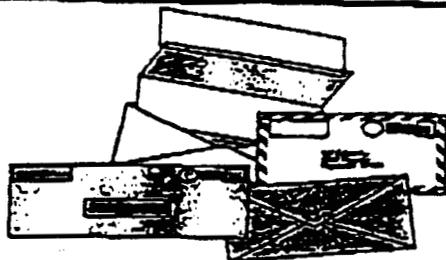
4. Q. Ruano - 407 296-2716  
Call waiting Call Forward

5. Feature Shallowing Inc - 407 292-5757  
Call forward number  
Call waiting

### Access Codes

- CALL HOLD - # 76
- CALL FWD VARIABLE - ACTIVATE #72 DEACTIVATE #73
- CALL PICK UP - GRP 1 = #95 GRP 2 = #96
- CALL WAITING - TO CANCEL - \*70
- CALL RETURN - \*69

# FAX COVER SHEET



## BellSouth Interconnection Services

Your Interconnection Advantage

DATE 7-1-97

TO Ken Koller

TN 407 328-5002 X106  
FAX# (407) 328 7454

FROM: BellSouth Interconnection Services Account Team

JUDY WOODS  
ROOM SO. E4E1  
3535 COLONNADE PKWY.  
BIRMINGHAM, AL 35243

(TEL) 205-977-1724  
(FAX) 205-977-0037

Total number of pages including cover 6

COMMENTS: Attached is a list of customers to  
be switched into Essex 407 425-4222,  
that either can't be switched or need  
clarification. Please send information needed  
to proceed. Any questions please call  
me.

Internet Address: BellSouth Interconnection product/services information is available via internet @:  
<http://sl.iweb.net/interconnect/>

EXHIBIT 1  
(Page 1 of 2)

### CLARIFICATION FORM

DATE: 7-1-97

PAGE 1 OF 5

OLEC: TELEPHONE COMPANY OF CENTRAL FLORIDA PON: LOT AVAILABLE

ISSUED BY: KEN KOLLER TEL #: 407 328-5002 X 106

REASONS FOR CLARIFICATION REQUEST:

- 1. 407 636-0274 - Jilden Sobnitz  
Mileage 40.48 too far for esx.
- 2. 407 841-4221 - Paul & Lynn Knepper  
Mileage 5.86 too far for esx.
- 3. 407 425-2515 - Roderic Lacy  
This is not a TCCF account & is not Roderic Lacy.
- 4. 407 783-0776 - Roderic Lacy  
This is not a TCCF account & is not Roderic Lacy.
- 5. 407 422-6709 - Beth Green  
Account hasn't been switched to TCCF, you will need to send a LSR.
- 6. 407 422-3811 - Milton Clement  
Customer has remote access to call forward & they have a special PIN # for access. It's not available to me & in order to keep same PIN # customer will need to provide it.

SPOKE WITH: \_\_\_\_\_ CBR #: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

Sent By: Judy Woods  
205 977-1724

EXHIBIT I  
(Page 1 of 2)

CLARIFICATION FORM

DATE: 7-1-97

PAGE 2 OF 5

OLEC: TELEPHONE CO OF CENTRAL FL

PON: \_\_\_\_\_

ISSUED BY: KEN KOLLER

TEL #: 407 328-5002 x106

REASONS FOR CLARIFICATION REQUEST:

7. 407 422-8358 - Darlene Spaggi  
Customer has wire maintenance plan, its not available with complex esxx. Also they have remote access to call forward & will need to provide PIN # in order to keep the same.

407 843-8558 - Thomas Goldman  
Customer's service disconnected on 1-15-97 order # DYK3R081.

9. 407 423-1093 - Charles Skillet's Atty  
Customer has foreign central office meaning they have telephone #s from a central office other than their own serving central office. Can't put it into the esxx.

10. 407 849-6590 - Value Title  
Customer has ringmaster service, its not available with esxx.

SPOKE WITH: \_\_\_\_\_

CBR #: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

Sent by: Janey Thode  
205 977-1724

PRIVATE/PROPRIETARY

132

CONTAINS PRIVATE AND/OR PROPRIETARY INFORMATION.

May Not Be Used or Disclosed Outside the BellSouth Companies Except Pursuant to a Written Agreement.

EXHIBIT I  
(Page 1 of 2)

CLARIFICATION FORM

DATE: 7-1-97

PAGE 3 OF 5

OLEC: TELEPHONE CO OF CENTRAL FL

PON:

ISSUED BY: KEN KOLLER

TEL #: 407 328-5002 X 106

REASONS FOR CLARIFICATION REQUEST:

11. 407 843-1591 - Gary + Terry Ryan

Customer has caller ID service, not available with ESX.  
They can have basic caller ID but will not provide calling  
party names.

12. 407 422-8948 - Orange Ave Autos

Customer back to BellSouth on 6-2-97.  
Will need LSR to switch back to  
TCCF.

went in  
February

13. 407 841-3731 - Days Inn of Orl

Customer has PBX trunks in multi line limit.  
If moved into ESX it will bill an  
additional 35.22 per month for each  
main station line terminating as trunk.  
Do you want this?

11/2-28-97  
PRIFE

14. 407 841-8746 - Arnold Eagan Matheny

Customer on maintenance plan, this is not  
available with complex ESX.

15. 407 423-0003 - Commercial First Properties

Customer has 3 new lines 841-9761, 843-3511 + 843-1067.  
These are on your request. OK to put in ESX?  
SPOKE WITH: \_\_\_\_\_ CBR #: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

Sent by: Jody Hoels  
205 977-1724

EXHIBIT I  
(Page 1 of 2)

## CLARIFICATION FORM

DATE: 7-1-97

PAGE 4 OF 5

OLEC: TELEPHONE CO OF CENTRAL FL

PON: \_\_\_\_\_

ISSUED BY: KEN KOLLERTEL #: 407 328-5002 X106

## REASONS FOR CLARIFICATION REQUEST:

16. 407 423-1200 - Commercial First  
Customer has new line 423-1041, not on records at time request sent. Will move into essx. Is this OK?

17. 407 841-1080 - Hunter Agency  
Telephone: ~~422-7893~~ 422-9988 is not T&E account + it has been disconnected.

18. 407 849-1144 - Matthew Darden  
Customer has wire maintenance plan, this is not available with complex services (ESSX).

19. 407-843-7935 - Timothy Murray  
Customer has wire maintenance plan, this is not available with complex services (ESSX).

20. 407 841-9050 - Silden Sobritz  
Customer has PBX DID trunks.

21. Please provide PON #'s for all accounts converting to Essx system 407 425-4222

SPOKE WITH: \_\_\_\_\_

CBR #: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

Sent By: Judy Woods  
205 977-1724

PRIVATE/PROPRIETARY

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### CLARIFICATION FORM

DATE: 7-1-97

PAGE 5 OF 5

OLEC: TELEPHONE CO OF CENTRAL FL

PON: \_\_\_\_\_

ISSUED BY: KEN KOLLER

TEL #: 407 328-5002 X106

**REASONS FOR CLARIFICATION REQUEST:**

22. 407 855-9917 - Advantage Fire Protection  
 This customer is @ 3510 Admiralty Ct,  
 Bll Isle Fl Mileage 5.65 too far for east.

23. 407 843-8241 - Advantage Fire Protection  
 This customer is @ 515 18th St, Orlando &  
 associated #'s 843-8164, 843-8267, 843-8528  
 + 843-8701 can be moved into east.

24. 407 855-9927 - Advantage Fire Protection  
 This is a residence customer & not  
 JCF account.

25. 407 849-1988 - WALKER INSURANCE  
 CUSTOMER HAS A BACK UP LINE ON 849-1972,  
 this is not available on East services.

SPOKE WITH: \_\_\_\_\_ CBR #: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA  
ISSUED: July 1, 1996  
BY: Joseph P. Lucher, President -FL  
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

Original Page 466

EFFECTIVE: July 15, 1996

**A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS'** (N)

**A112.28 Digital ESSX® Service - Vintage II (Cont'd)**

**A112.28.7 Common Rates And Charges (Cont'd)**

**A. General (Cont'd)**

**1. Station Lines (Cont'd)**

**j. Main Station Line Terminated as a PBX Trunk**

(1) Where a Digital ESSX® service Main Station Line is terminated as a PBX Trunk in customer provided equipment, the appropriate recurring charge specified in A112.28.7.C.6. of this Tariff will apply in addition to the appropriate main station line rate (intercom and mileage).

**2. Subsequent Training**

a. After the initial installation of the subscriber's system, subsequent training will be provided at the charges indicated in Section A12.20.8.D of this Tariff.

**B. Nonrecurring**

1. The following nonrecurring charges for service are in addition to any applicable service connection, move, change and installation charges provided for in other sections of this Tariff.

**a. Service Establishment Charge**

(1) Initial Service Establishment Charge

	Nonrecurring Charge	USOC
(a) Each Digital ESSX® service-VS system	\$1,000.00	NA
(b) Each Digital ESSX® service-S system	1,000.00	NA
(c) Each Digital ESSX® service-M system	1,500.00	NA
(d) Each Digital ESSX® service-L system	2,000.00	NA

**b. Installation Charges**

(1) These charges apply as specified, when an optional feature is added or changed. These charges apply in addition to other applicable nonrecurring charges.

(2) One or more optional features may be provided at the same time and in such instances the specified installation charge will apply for each feature provided.

**c. Service Connection Charges**

(1) Service charges as specified for business service in Section A4 of this Tariff are applicable for each main station line, console access loop, extension station line, etc.

Note 1: Text is shown as new due to reissue of all Tariff Sections. No Changes in rates or regulations were made with this filing.

To: Judy Woods

July 29, 1997

From: Ken Koller

Subject: ESSX Service

We have requested that all ESSX systems be turned up in the 23 central offices throughout the State of Florida. We have identified the following items that need to be either addressed or implemented to assure us of a smooth transition for our customers from 1FB to Metro Service.

- First, the second dial tone problem when dialing in the #5ESS central office still remains. BellSouth has notified us that they can fix the problem, but only with a "special assembly", which is not available to Reseller organizations. Please provide the tariff and section which addresses this specifically for ESSX Service.
- Second, Inside Wire Maintenance. What product or alternative is available to satisfy this requirement?

The following are responses to your facsimile dated 7-1-97, but not received until 7-28-97.

- Items 1 & 2 reference "to far for ESSX". Please explain what this means.
- Items 6, 7, 14, 18, & 19 reference inside wiring maintenance. What options are available to TCCF to replace this capability?
- Items 6 & 7. The initial 90 orders sent to BellSouth in February were to be put into the order system by your account team. The delay in writing and implementing these orders does not excuse your organization from meeting the original obligation and commitment by Joe Baker.
- Item 9 references separate central offices. Several customers are located in an area served by two central offices and have numbers from both. We have ESSX for both C.O.s. I don't see why our customer cannot have numbers in both ESSX systems. Please advise.
- Item 10 may be served in some cases by distinctive ringing. I need to know the ringmaster arrangement to make this determination.
- Item 11 should be dependant upon the serving central office. Please reference the tariff and section which precludes our providing this feature.
- Item 12. This customer went back to BellSouth in June, 1997. If you had provided the ESSX change prior to June we probably would have been able to keep this customer with TCCF.
- Item 13, Don't forget that we are grandfathered for ESSX service prior to May 30, 1996. Move this customer anyway.
- Item 15 & 16, these changes took place because of the lengthy delay by BellSouth in moving this customer from 1FB to ESSX.
- Item 20, use incoming only NARS to accommodate this requirement.
- Item 21 reference PON numbers. We will not be providing PON numbers for these initial 90 customers per our agreement with your organization. The delay in your implementation does not supercede your requirement to attain the required information to properly move these accounts into our ESSX database.

Please provide an accounting of all items submitted in the original order transmittal from my offices to BellSouth. I want to know the status of all remaining ESSX orders.

To: Kip Ripper

August 3, 1997

From: Ken Koller 

Subject: T1 special assemblies for ISDN and CAMA Trunk ANI information processing.

Special Assembly Number SE974897-01 has been issued to provide for the provisioning and installation of ISDN T1's for the DMS systems and the #5ESS systems.

Special Assembly Number SE974900-00 has been issued to provide for CAMA Trunk Format to provide the required ANI information out of the #1AESS offices. This has never been used in this capacity prior to this special assembly arrangement.

This also should allow us to have BellSouth issue and implement the special assembly which we know they have to correct the #5ESS central office problem with the double dial tone situation.

If you have any questions or input regarding these items please let me know.

Urgent

BellSouth Interconnection  
Complex Service Center  
3535 Colonnade Parkway  
Birmingham, AL 35243  
Office 205-977-1724  
Fax 205-977-1171



# Fax

<b>To:</b> Norman Ripper	<b>From:</b> Judy Woods
<b>Fax:</b> 407 321-1454	<b>Pages:</b>
<b>Phone:</b> 407 328-8002 x113	<b>Date:</b> August 25, 1997
<b>PON:</b> 198, 1255, 1256 & 1242	<b>CC:</b>

Urgent     For Review     Please Comment     Please Reply

• **Comments:** These #'s are in Dms ofc & I will need Essx worksheet for that switch. 246-1641 Pon 198, 872-1014 Pon 1255, 648-0840 & 648-8496 Pon 1242. 894-7186 Pon 1256 is in 5e ofc & will need Essx worksheet for that switch. Pon 1242 American Phoenix & Pon 198 Commercial First had a mixture of lines in 1a ofc & Dms ofc. When I get Essx worksheets for the lines in Dms ofc I will move 1a lines also. This will keep Everything together for customer. Any quests please call.

Judy,

Per our previous conversations with Joe Baker it is up to the Interconnection Department to generate this paper work. It is no longer TCCF's responsibility. If you have any questions call Ken Koller. 407-328-5002

EXT:K



---

BellSouth Telecommunications, Inc.  
Room 34S91 BellSouth Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

August 29, 1997

Norman Ripper  
Telephone Company of Central Florida  
3575 West Lake Mary Blvd.  
Suite 107  
Lake Mary, FL 32746

Dear Norman:

This letter is to acknowledge receipt of your Bona Fide Request for passing of calling line number information related to ESSX or MultiServ service to a dedicated T1 in the 1A, 5E, and DMS switches, dated 8/18/97. The request has been assigned the following reference number: BFR97-017TCCF.

Your request is currently being evaluated and BellSouth will respond with a Preliminary Analysis of findings by September 17, 1997.

Should you have questions regarding your request, please feel free to call Tom Bolding at 205-977-9802.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Culver".

Michelle Culver  
Manager, Interconnection Services

cc: Jerry Hendrix  
Lawayne Thrasher  
Tom Bolding

Telephone Company of Central Florida

3575 West Lake Mary Boulevard

Lake Mary, FL 32746

(407) 302-1160

(R)

September 9, 1997

To: K. Ripper

From : D. Casement

Re: Lines disconnected by BellSouth

Kip,

During the evening of 9/3/97 a number of our accounts were to be moved by BellSouth into the ESSX system. Every line involved in this move was disconnected. There were seven business customers affected with a total of 72 lines. For more than half the business day of 9/4/97, all calls to these numbers received a disconnect recording.

I have attached the following:

- 1) a complete listing of the businesses / lines effected,
- 2) a copy of the letter we mail to our customers a week before an ESSX move,
- 3) a copy of a letter I received from one of the businesses effected by the disconnect.

In addition, Arnold, Matheny, & Eagan has left us as a result of this; and Walker Insurance is demanding a full page advertisement in the Orlando Sentinel explaining to their customers what transpired.

Should you need any additional information, I have a complete set of records, including all relevant dates, times and parties involved.

*Don*

cc: file

# Telephone Company of Central Florida

3575 West Lake Mary Boulevard

Lake Mary, FL 32746

(407) 302-1160

## Telephone Number

## Customer Name

(407) 841-1550

Arnold, Matheny & Eagan

407 423-7754

407 423-7824

407 423-7830

407 425-7068

407 841-8746

Contact - Lisa Booth

9/4/97 DISCONNECT RECORDING  
UNTIL AT LEAST 11:30PM

(407) 422-7487

ZHA Inc.

407 422-0071

407 422-0178

407 422-2843

407 422-3246

407 422-7413

407 422-7488

407 422-7498

407 422-7499

407 422-7509

407 423-8240

407 841-1529

407 841-5898

Contact - Sandra Foerster

9/4/97 MAIN # OKAY  
ALL OTHER LINES DENIED

(407) 849-1988

Walker Insurance

407 423-0018

407 423-0637

407 423-8170

407 849-0238

407 849-1972

407 849-5164

407 849-5165

407 849-5167

407 849-9843

407 849-9844

800 881-1988

Contact - Susan Roy

9/4/97 DISCONNECT RECORDING  
AT 9:55 AM

10:55 AM "ID FOR TREE"

12:35 PM "ID FOR TREE"

4H OKAY AT 1:40 PM

9/4/97 4:25 PM MAIN #  
RECORDING "LN BEING ID  
FOR TREE"

9/16/97 MAIN # " # DISCONNECTED "

RECORDING ON UNTIL 11:30 AM

# Telephone Company of Central Florida

3575 West Lake Mary Boulevard  
Lake Mary, FL 32746  
(407) 302-1160

## Vestal & Wiler

407 841-6694  
407 841-8512  
407 841-9019  
407 841-9112  
407 841-9205  
407 841-9512  
407 841-9519  
407 841-9533  
407 843-1383

Contact - Holly Grinnell

9/4/97 9:50 AM  
" # DISCONNECTED "

10:20 AM -> " # DISCONNECTED "

9/4/97 1:45. ALL LNS OKAY

## Harmon Glass

(407) 841-6168  
407 423-0249  
- 407 423-7606  
407 423-8004  
407 423-8013  
407 423-8020  
407 423-8023  
407 423-8036  
407 841-0309  
407 841-0558  
407 841-2605  
407 841-5428  
407 841-7575  
800 457-2627

Contact - Spencer Schnacky

9/4/97 10 AM - " # DISCONNECTED "

9/4/97 11:30 AM - ALL LNS OKAY

9/4/97 2:35 PM 407 423-7606 - DEAD

## Women's Center for Radiology

(407) 841-0795  
407 841-4451  
407 841-2298  
407 841-2297  
407 M291193

Contact - Ms. Vickie Crews  
(407) 841-0446

9/4/97 9:15 AM - " DISC "

9/4/97 9:50 AM - ALL OK

## Sunniland Travel

(407) 425-1334  
407 425-0782  
407 425-1335  
407 425-1336  
407 425-1337  
407 644-1330  
407 841-3549  
407 841-3791  
407 843-4191  
407 849-6321  
800 347-1334

Contact - Gwen Magyar

9/4/97

DISCONNECT RECORDING  
UNTIL 1:15 PM

9/4 1:35 PM - ALL LNS OK



TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.

Dear TCCF Customer,

We are now moving customer accounts to our Metro Service Plan. This is the plan that makes it possible for your company to receive the 9.9 cents a minute that has been in effect since you became a TCCF customer. Once your account is in our Metro Service System your feature codes will automatically change. This change has been scheduled to have a minimal affect on your business operation. We will move each Metro Service account after 4:00 P.M. on September 3rd & 4th. If you experience any difficulty please call our Special Services department at 407-328-5002 ext. 113 or 106.

Your new feature codes are as follows:

**Call Hold:**

The call hold feature can be utilized by following these instructions: When a call needs to be placed on hold enter (#76). Dial tone will then follow and another call can be made. Once the second call is finished enter (#76) again to speak with the original caller.

**Call Forward Variable:**

Call forward variable can be activated by following these instructions: Pick up the handset and listen for dial tone. Enter (#72) and listen for a second dial tone. Enter the designated number that calls are to be forwarded too: When the called number answers the call forwarding has been established. Call forwarding can be deactivated by lifting the handset to receive dial tone. Enter (#73) and listen for a second dial tone. Call forwarding has been deactivated.

**Call Waiting:**

Call waiting can be disabled for a particular phone call, preventing any interruption to that call. Lift the handset and receive dial tone. Enter (\*70), wait for dial tone, and enter the number that is to be called. Once the call is completed call waiting will be automatically reactivated.

**Call Return:**

The call return feature can be used by following these instructions: Lift the handset and receive dial tone. Enter (\*69) and the last number that called will automatically be dialed.

Thank you for your business.



**Sunniland**

TRAVEL BUREAU, INC.

13 SOUTH MAGNOLIA AVENUE • ORLANDO, FLORIDA 32801  
(407) 425-1334 • FAX (407)843-4191 • (800) 347-1334

THIS ACCOUNT  
WAS GIVEN A

ONE-TIME

\$ 1800.00  
CREDIT.

SEPTEMBER 8, 1997

CUSTOMER SERVICE  
ATTN: DON CASEMENT  
TELEPHONE COMPANY OF CENTRAL FLORIDA  
3575 WEST LAKE MARY BLVD SUITE 107  
LAKE MARY FL 32748

RE: ACCOUNT 4074251334

DEAR DON,

WE OBVIOUSLY HAVE A NUMBER OF SUBJECTS TO DISCUSS.

ON SEPTEMBER 4, 1997 I WAS ALERTED AT 715AM BY A MEMBER OF MY STAFF THAT OUR OFFICE PHONES HAD BEEN DISCONNECTED. I HAVE A NUMBER OF CONCERNS TO EXPRESS TO YOU.

THE FIRST CONCERN I HAVE IS THAT YOUR RECORDING INDICATES YOUR SERVICE DEPARTMENT OPENS AT 730AM. I PLACED CALLS LEAVING MESSAGES AT 736AM . . . 745AM . . . AND 755AM. NO ONE RETURNED MY CALL. FINALLY AT 800AM I SPOKE WITH FAYE WHO ADVISED ME TCCF WAS AWARE OF THE SITUATION, BUT OF COURSE, NO ONE BOTHERED TO CALL TO ADVISE ME.

MY SECOND CONCERN IS THE RECORDING CLIENTS WERE RECEIVING INDICATED THE PHONES HAD BEEN DISCONNECTED. THIS WAS RATHER OMINOUS SOUNDING SINCE TRAVEL AGENCIES HAVE A HISTORY OF GOING OUT OF BUSINESS "OVERNIGHT". SUNNILAND TRAVEL HAS BEEN IN BUSINESS SINCE 1930. I HAVE BEEN A PRINCIPAL IN THE BUSINESS FOR 21 YEARS AND FORTUNATELY, MOST CLIENTS KNOW THIS WAS NOT THE CASE. BUT WHAT ABOUT THE FIRST TIME REFERRAL CUSTOMER? I AM DEMANDING A LETTER OF APOLOGIZE BE PROVIDED TO ME GIVING A COMPLETE EXPLANATION OF THE PROBLEM. I AM HOLDING YOU RESPONSIBLE FOR PROVIDING THIS LETTER. MY CHECKS ARE WRITTEN TO TCCF AND AS FAR AS I AM CONCERNED MY SERVICE IS PROVIDED BY TCCF.

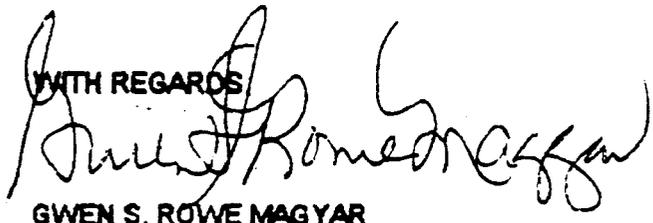
THE THIRD CONCERN IS MONETARY. SUNNILAND TRAVEL GENERATES BUSINESS IN THE AMOUNT OF APPROXIMATELY \$21,000.00 DAILY. IF YOU DISBELIEVE ME, I CAN CERTAINLY PROVIDE YOU WITH DATA PROVING THIS AMOUNT. FROM THAT MY NET EARNINGS DAILY ARE APPROXIMATELY \$2500.00. AGAIN, I NUMBER THAT CAN BE PROVEN TO YOU SHOULD YOU REQUIRE IT. APPROXIMATELY 85% OF MY BUSINESS IS CONDUCTED BY PHONE. I WAS "OUT OF BUSINESS" FROM 830AM UNTIL 130PM ON SEPTEMBER 4TH OR FIVE HOURS. WE ALSO EXPERIENCED A ROTARY LINE PROBLEM WHICH CAUSED US TO MISS A NUMBER OF INCOMING CALLS ONCE LINES BECAME ACTIVE. I DO NOT THINK IT UNREASONABLE TO ASK FOR A CREDIT OR CHECK IN THE AMOUNT OF \$1800.00. THIS AMOUNT IS NOT NEGOTIABLE. QUITE FRANKLY, THIS IS A SMALL AMOUNT TO PAY TO KEEP GOODWILL BETWEEN TCCF AND SUNNILAND TRAVEL.

I SHALL EXPECT YOUR RESPONSE NO LATER THAN SEPTEMBER 15, 1997. MAKE NO MISTAKE, DON, THIS IS NOT A DEAD ISSUE FOR ME. WE MUST COME TO AN AMIABLE SOLUTION.

THIS IS NOT A ...

THANK YOU FOR YOUR COURTESY AND PROMPT ATTENTION, DON.

WITH REGARDS



GWEN S. ROWE MAGYAR

(S)

**BELLSOUTH**

BellSouth Telecommunications, Inc.  
Room 34501 BellSouth Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

September 17, 1997

Norman Ripper  
Telephone Company of Central Florida  
3575 West Lake Mary Blvd.  
Suite 107  
Lake Mary, FL 32746

RE: BFR97-017TCCF

Dear Norman:

Your Bona Fide Request for passing of calling line number information related to ESSX or MultiServ service to a dedicated T1 in the 1A, 5E, and DMS switches, dated 8/18/97 has been developed. The estimated service interval following acceptance is sixteen weeks. Following are the rates and charges to provide a primary rate ISDN special access tie line termination that will support up to sixty-four Kbps voice and data transmission and signaling (D Channel). This service is associated with Digital ESSX service in a DMS100 and 5ESS central offices.

**REGULATIONS:**

Customer must provide an interface that is compatible with the IDS interface in the Central Office.

Voice calls may be completed to both IDS and non-IDS lines.

Data transmission on the B Channel will be circuit switched at 64 Kbps within the switch and between IDS compatible central offices.

Primary rate service will be a central office interface to a special access carrier consisting of twenty-three Kbps (B) channels and 64 KBPS (D) channel. This service is for the transmission of digital signals only and uses only digital transmission facilities.

Rates and charges contained herein are valid only for termination of primary rate ISDN special access tie lines from the customer's premises and from other DMS100 and SESS type central offices.

**RATES AND CHARGES**

<u>Rate Element</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Design/Project Plan Preparation	\$ 545.00	\$ 0.00
Primary Rate Access, Primary Rate ISDN Interface Utilized As A Tie Line (a) Per SESS central office	21,200.00	0.00
Integrated Digital Service, Primary Rate Access, Primary Rate ISDN Interface (23B+D) Utilized As A Tie Line Termination, Each	585.00	635.00
Integrated Digital Service, Primary Rate Access, Primary Rate ISDN Channel Tie Line Termination, Per B Channel	7.00	0.00
Digital ESSX Service DS1 Termination, Per DS1 Circuit Terminated	0.00	0.00
Digital ESSX Service DS1 Termination, Per DS0 Channel Activated	0.00	0.00

**NOTES**

All usual and applicable service connection charges and non-recurring charges as specified in the General Subscriber Service Tariff (GSST), Private Line Service Tariff ( PLST), and/or Access Service tariffs apply to the activation, move or change of channel equivalents within ISDN primary rate access service packages as well as for installation of the basic service.

Tariff rates and charges for DS1 service and clear channel capability required to provision this service are in addition to the rates and charges listed herein.

Please respond with your acceptance of the Bona Fide Request proposed rates by returning the enclosed form along with a check for the design/project plan preparation charge of \$545.00 by October 1, 1997. This charge represents the work involved with Marketing, Engineering, and Cost Analyst groups to develop costs and rates for the project, and is required in advance of implementation. Once received, an amendment to the interconnection agreement between BellSouth and Telephone Company of Central Florida (TCCF) will be provided to TCCF for execution of the requested provisioning.

Should you have questions regarding your request, please feel free to call Tom Bolding at 205-977-9802.

Sincerely,



Michelle Culver  
Manager, Interconnection Services

cc: Jerry Hendrix  
Lawayne Thrasher  
Tom Bolding

**\*\*\*PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.\*\*\***  
Please make check payable to BellSouth in U.S. funds.

CURRENT CHARGE DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
OCT 1, 1997	\$0.00	\$545.00	

REMIT PAYMENT TO:

BELLSOUTH  
ATTN: ICS FINANCE - CRAIG WILLIARD  
RM 34E38  
675 WEST PEACHTREE STREET  
ATLANTA, GEORGIA 30375

I ACCEPT THE PROPOSED RATES AND CHARGES FOR PROVISIONING OF BFR97-017TCCF

\_\_\_\_\_  
NAME AND TITLE

\_\_\_\_\_  
DATE



BellSouth Interconnection  
Room South E4E1  
3535 Colonnade Parkway  
Birmingham, Alabama 35243

September 22, 1997

Mr. Kip Ripper, President  
The Telephone Company of Central Florida  
3575 West Lake Mary Blvd.  
Suite 107  
Lake Mary, FL 32746

Dear Kip,

This letter is in regard to the Business Opportunity Request (BOR) recently submitted to you. We are pleased to inform you that upon receipt of a signed agreement, we can proceed immediately with implementation of your request in all DMS offices. We should be able to provide service to these locations in four weeks or less, depending on availability of facilities in each office.

I have also attached a spreadsheet showing availability of secure features 105 and 60 in our 5ESS Central Offices as well as mini T/PRI capacity. This is intended to show where we can implement your BOR request for mini T/PRI's into Witel's POP using the Centrex enhancement features for which we have submitted to you via the BOR. I have also included a technical description of the secure features 105 & 60. As you can see, we will not have PRI in the Pine Hills C.O. until January 1998 and in the Ft. Lauderdale-Oakland C.O until November 1997. However, we will escalate this request in an effort to provide capacity at an earlier date.

We have reviewed all costs with our pricing and rates experts and reaffirm that the prices quoted are based on actual costs incurred by BellSouth to implement your BOR. Upon your acceptance of the terms of the BOR agreement, we can provide service out of the 5ESS offices within four weeks if not sooner. We have begun issuing service inquiries to reserve PRI's in those offices that have low capacity and we will place firm orders upon acceptance of this agreement. In order to start the process, we will need the signed BOR returned to the account team with a check for the total non-recurring charges. This is necessary in order to load all the central offices at once and avoid additional non-recurring charges for individual installations.

If you would like to discuss this, please feel free to call me at (205) 977-9802 or Bill French at (205) 977-0535.

Sincerely,

A handwritten signature in cursive script, appearing to read "Tom Bolding".

Tom Bolding  
Regional Account Manager

cc: Bill French  
cc: Marc Cathey  
cc: Barbara Gaterman  
cc: Wanda Fee  
cc: Rick LaGrange

CENTRAL OFFICE	Mini T's/ PRI's Available	Feature 105 Centrex Enhancement	Feature 60 (NIZ)
Miami Grande	3	no	yes
Key West Main	2	no	yes
Gainesville Main	1	no	yes
Miami Hialeah	33	no	yes
Miami Beach	22	no	yes
Cocoa Main	11	no	yes
Orlando Pine Hills *	0	no	yes
Melbourne	37	no	yes
Vero Beach ***	6	yes	yes
Ft. Lauderdale Oakland **	0	no	yes
West Hollywood	7	no	no

\* Facilities due 1/25/98  
 \*\* Facilities due 11/97  
 \*\*\* In service - available without special assembly

**NOTE: All numbers are current in-service quantities which may vary with business demands**

# TRANSLATION GUIDE '5ESS(R)' SWITCH (TG-5) - 235-080-100 (AUGUST 1997)

## 4.4.1.28 SECTION 4x60 - METRO HUB

### 4.4.1.28.1 FEATURE DESCRIPTION

Available with 5E6 and later, the Metro Hub is an enhancement to the LIGI feature and also extends Terminal Group functionality to PRI (Primary Rate Interface) trunks. The Metro Hub capability will allow the calling number to be sent to and from PRI users as long as the call originates and terminates within the same terminal group.

### 4.4.1.28.2 BACKGROUND

The ICLID (Individual Calling Line Identification Number Display) feature, a 5E4 feature, is activated when the called party subscribes to ICLID CND (Calling Number Display) and the calling DN is available, the calling DN is displayed to the terminating station set. However, certain tariffs state that the Calling DN be displayed for calls within the Terminal Group only. The LIGI (Limited IntraGroup) ICLID feature was designed to enable the office to restrict calling DN display to calls that originate and terminate within the same Terminal Group.

### 4.4.1.28.3 TRANSLATION REQUIREMENTS

New Or Modified ODA Forms				
Form Name	Record Number	Division	Section	RC View
TGSRPD	5607	4	8A	12.21
TGSRTPA	5607	4	8D	5.29
SFSYS	5713-1	3	5AR	8.22

**TGSRPD form (5607 Record)** - These records are used to define the Terminal Group and Station Restriction Feature Definition. A new Data Rule was added.

**TGSRTPA form (5607 Record)** - This form is used to define each Terminal Group and Station Restriction Trunk Parameter. A new Data Rule was added.

**SFSYS form (5713-1 Record)** - This form is used by the SEE (AT&T System Equipment Engineer) to enable the feature for the operating company. Secured Feature ID must be set to "S" on the SFSYS form to make METRO HUB functional for the office.

## 4.4.1.55 SECTION 4e105 - CENTREX PRIMARY RATE INTERFACE ENHANCEMENTS

### 4.4.1.55.1 FEATURE DESCRIPTION

#### 4.4.1.55.1.1 General

The CENTREX PRI (Primary Rate Interface) Enhancements feature is a secured feature with secured feature ID 105 and having AT&T feature number 99-5E-1154. Available with 5E8 and later Software Releases, this feature provides the ability to assign tie trunk features to a trunk group with PRI D-channel (Q.931) signaling. In previous software releases, trunk groups with MF (Multi-Frequency), DP (Dial Pulse), and touch tone signaling can be assigned the following tie trunk features:

- o PFA (Private Facility Access)
- o ARS (Automatic Route Selection)
- o IDPs (Individual Dialing Plans)
- o SC (Speed Calling)

With the CENTREX PRI Interface Enhancement feature, these same capabilities can be assigned to a PRI trunk or PRI trunk group when the SFID 105 feature has been purchased (i.e., the ACT field for SFID 105 is set to "Y") and the Trunk Group (TGN) is defined on the TKGRP form with a Trunk Service Class (TRKCLASS) of "EDSL" or "EDSLHM".

#### 4.4.1.55.1.2 Private Facility Access

The expanded PFA feature provides a private PRI communication link between customer locations served by different central offices or PBXs. The feature can be divided into two categories:

- Outgoing to a PRI tie trunk
- Incoming on a PRI tie trunk.

The capabilities necessary for outgoing PFA calls over a PRI have been available since 5E6. With these capabilities an outgoing PRI call originating from an attendant, a station in the terminal group, or incoming tie trunks is activated via dialed access codes ranging from one to five digits. Dial access by stations, PRI trunks, or the attendant is provided by the Dial Access to Private Facilities feature.

The CENTREX PRI Enhancement feature allows similar features for incoming calls coming to the 5ESS Switch over a PRI. When a business has several CENTREX terminal groups located in multiple switches that are interconnected by PRI tie trunks, the

subscriber may request the tandem tie trunk dialing feature (part of PFA) to create a Tandem Tie Trunk Network. The tandem tie trunk dialing feature is activated via dialed access codes. All digits collected by the originating line are manipulated and sent as part of the setup message over the PRI by the originating office to the tandem switch. The tandem switch receives and manipulates the digits and routes the call to a remote switch. The call may terminate at the remote switch or the tandeming process may be repeated again, based on the digits dialed by the originating party and the capabilities assigned to the PRI tie trunks in each office.

The following PFA capabilities are not provided by this feature when the call is incoming via a PRI trunk:

- o Overlapped outpulsing
- o Cut-through dialing capabilities
- o ANI (Automatic Number Identification) over Private Facilities
- o Radio Paging Access
- o Recorded Telephone Dictation

#### 4.4.1.55.1.3 Automatic Route Selection

The ARS feature allows flexible routing of calls over the first available (non-busy) PRI trunk. Routing is transparent to the end user because routing preference is provisioned via recent change. The ARS feature has been available since 5E6, but only as automatic entry ARS. With CENTREX PRI, ARS can be activated with an access code or with automatic entry, depending upon the ARS capabilities assigned to the lines and PRI trunks in the office.

#### 4.4.1.55.1.4 Individual Dialing Plan

The IDP feature provides a common group numbering plan for all lines, trunks, and PRI trunks within the same CENTREX terminal group. An incoming call over a PRI trunk may contain one to fifteen digits, ten of which are then manipulated by the group numbering plan. Either the call is routed to the terminating line or the digits are sent as part of the setup message over an outgoing trunk. This feature allows intercom dialing, access to an attendant, attendant control of facilities, and dial access to private facilities between multiple switches linked by a PRI trunk.

#### 4.4.1.55.1.5 Speed Calling

The SC feature allows a customer to specify a speed calling list containing dialing sequences, each of which is associated with a unique speed calling code. When the switch with this feature

receives an incoming call with a valid speed calling code which was sent over a PRI, the system attempts to complete the call to the dialing sequences in the speed calling list. The Speed Calling feature provides the ability to store dialing sequences of up to 32 characters in length.

#### 4.4.1.55.2 FEATURE ASSIGNMENT

##### 4.4.1.55.2.1 General

The following are general restrictions applicable to the CENTREX PRI Enhancements feature:

- o The MetroHub feature (secured feature ID 60) is required. Therefore, SFID 60 ACT field on SFSYS Form (5713-1 Record) must be set to "S" (5E8) or "Y" (5E9(1) and later).
- o No provision is made for the collection of account codes or authorization codes for a CENTREX PRI.
- o The VFY:OPC (Verify Office) input command supports PRI trunks which have been assigned IDP and/or ARS. Craft personnel are able to check translations to determine where incoming and outgoing calls will be routed; VRY:OPC does not work with PFA.
- o If access codes, "\*" and/or "#" digits are defined in a dialing plan used by an EDSL trunk from a 5ESS Switch to a 4ESS Switch, VRY:OPC output will not find this normally valid condition in error even though the AT&T Custom PRI protocol on a 4ESS Switch does not support access codes, "\*" and/or "#" digits.

##### 4.4.1.55.2.2 PFA

- o The trunk class for the PRI with the CENTREX PRI Enhancements feature is assumed to be "EDSL" or "EDSLHM". Because "EDSL" or "EDSLHM" trunk classes utilize 23B+D channel signaling, the following private facility classes are not supported:

"PF"  
"PFITT"  
"PFLASH"  
"PFCPE"

- o If all private facilities within the group are busy (busy physical facilities), the ability to return reorder tone after dialing a PFA access code is not supported.

##### 4.4.1.55.2.3 ARS

- o The following ARS actions are not supported:

"ARSCP"  
"ARSDCT"  
"GPACT"  
"GPDCT"  
"FRLMAIN"  
"FRLALT"  
"FRLDMAIN"  
"DFRLALT"  
"DARSCP"

- o Similarly, the activate and deactivate use codes for ARS are not supported over the PRI. However, ARS actions "ARSUSE" (ARS use code dialed), "ARS1USE" (ARS use code dialed for dialing plan 1), and "ARS2USE" (ARS use code dialed for dialing plan 2) are supported.

#### 4.4.1.55.2.4 Speed Calling

- o SC preconstructed or constructed features must be assignable to a PRI trunk member or a PRI trunk group via Recent Change. However, the following SC Customer Changeable List features are not assignable to a trunk:

"/SC1C"  
"/SC1CP"  
"/SC1CQ"  
"/SC1CPQ"  
"/SC2C"  
"/SC2CP"  
"/SC2CQ"  
"/SC2CPQ"

- o If the PRI is assigned a SC feature, the administration of the SC entries can be done either by the service provider or via CORC (Customer Oriented Recent Changes) from a user directly connected to the SESS Switch. CORCs are not supported from the PRI.
- o Customer changeable attributes for SP lists are not supported for PRI trunks by this feature. Likewise, the following IDP codes, which are customer changeable for lines assigned with the IDP feature, are not customer changeable for PRI trunks assigned the IDP feature:

- the ability to change the IDP group carrier,
- the ability to activate/deactivate the IDP, or

-- the ability to activate/deactivate the Alternate Code Treatment.

#### 4.4.1.55.3 TRANSLATION REQUIREMENTS

New and Modified ODA Forms				
Form Name	Record Number	Division	Section	RC View
SPSYS	5713-1	3	SAR	8.22

**SPSYS form (5713-1 Record)** - This form is used to activate secured features. The SFID 105 ACT field on this form must be set to "S" (5E8) or to "Y" (5E9(1) and later) to activate the feature.



BellSouth Telecommunications, Inc.  
Room 84591 BellSouth Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

September 26, 1997

Ken Koller  
Telephone Company of Central Florida  
3575 West Lake Mary Blvd.  
Suite 107  
Lake Mary, FL 32746

Dear Ken:

This letter is to acknowledge receipt of your Bona Fide Request for assumed dial 9 capability for all switch types for ESSX and/or future MultiServ platforms, dated 9/17/97. The request has been assigned the following reference number: BFR97-023 TCCF.

Your request is currently being evaluated and BellSouth will respond with a Preliminary Analysis of findings by October 17, 1997.

Should you have questions regarding your request, please feel free to call Tom Bolding at 205-977-9802.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Culver".

Michelle Culver  
Manager, Interconnection Services

cc: Jerry Hendrix  
Lawayne Thrasher  
Tom Bolding

CENTRAL OFFICE	Mini T's/ PRI's Available	Feature 105 Centrex Enhancement	Feature 60 (N12)
Miami Grande	3	no	yes
Key West Main	2	no	yes
Gainesville Main	1	no	yes
Miami Hialeah	33	no	yes
Miami Beach	22	no	yes
Cocoa Main	11	no	yes
Orlando Pine Hills *	0	no	yes
Melbourne	37	no	yes
Vero Beach ***	6	yes	yes
Ft. Lauderdale Oakland **	0	no	yes
West Hollywood	7	no	no

\* Facilities due 1/25/86  
 \*\* Facilities due 11/87  
 \*\*\* In service - available without special assembly

**NOTE: All numbers are current in-service quantities which may vary with business demands**

# TRANSLATION GUIDE 'SESS(R)' SWITCH (TG-5) - 235-080-100 (AUGUST 1997)

## 4.4.1.28 SECTION 4a60 - METRO HUB

### 4.4.1.28.1 FEATURE DESCRIPTION

Available with SE6 and later, the Metro Hub is an enhancement to the LIGI feature and also extends Terminal Group functionality to PRI (Primary Rate Interface) trunks. The Metro Hub capability will allow the calling number to be sent to and from PRI users as long as the call originates and terminates within the same terminal group.

### 4.4.1.28.2 BACKGROUND

The ICLID (Individual Calling Line Identification Number Display) feature, a SE4 feature, is activated when the called party subscribes to ICLID CND (Calling Number Display) and the calling DN is available, the calling DN is displayed to the terminating station set. However, certain tariffs state that the Calling DN be displayed for calls within the Terminal Group only. The LIGI (Limited IntraGroup) ICLID feature was designed to enable the office to restrict calling DN display to calls that originate and terminate within the same Terminal Group.

### 4.4.1.28.3 TRANSLATION REQUIREMENTS

New Or Modified ODA Forms				
Form Name	Record Number	Division	Section	RC View
TGSRFD	5607	4	8A	12.21
TGSRTPA	5607	4	8D	5.29
SFSYS	5713-1	3	5AR	8.22

**TGSRFD form (5607 Record)** - These records are used to define the Terminal Group and Station Restriction Feature Definition. A new Data Rule was added.

**TGSRTPA form (5607 Record)** - This form is used to define each Terminal Group and Station Restriction Trunk Parameter. A new Data Rule was added.

**SFSYS form (5713-1 Record)** - This form is used by the SEE (AT&T System Equipment Engineer) to enable the feature for the operating company. Secured Feature ID must be set to "S" on the SFSYS form to make METRO HUB functional for the office.



---

BellSouth Telecommunications, Inc.  
Room 34S91 BellSouth Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

October 3, 1997

Ken Koller  
Telephone Company of Central Florida  
3575 West Lake Mary Blvd.  
Suite 107  
Lake Mary, FL 32746

Dear Ken:

This letter is to acknowledge receipt of your Bona Fide Request for the ability to use customer control (ECAS/DECAS) to any inward and/or outward calling, dated September 23, 1997. The request has been assigned the following reference number: BFR97-025TCCF.

Your request is currently being evaluated and BellSouth will respond with a Preliminary Analysis of findings by October 23, 1997.

Should you have questions regarding your request, please feel free to call Tom Bolding at 205-977-9802.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Culver".

Michelle Culver  
Manager, Interconnection Services

cc: Jerry Hendrix  
Lawayne Thrasher  
Tom Bolding

FAX TO  
Rec'd HESTRICE  
16/10/97 OK



Docket No. 981052-TP  
Exhibit # \_\_\_ (KEK-23)

BellSouth Interconnection  
Room South E4E1  
3535 Colonnade Parkway  
Birmingham, Alabama 35243

October 7, 1997

Norman Ripper  
Telephone Company of Central Florida  
3575 West Lake Mary Blvd.  
Suite 107  
Lake Mary, FL 32746

RE: BFR97-017TCCF

Dear Norman:

Based on our conversation of today, Monday, October 6, and pursuant to our agreement to resolve outstanding operational issues regarding the implementation of service by Bellsouth as requested by TCCF, Bellsouth will agree to revise its response to your Bona Fide Request for passing of calling line number information related to ESSX or MultiServ service to a dedicated T1 in the 1A, 5E, and DMS switches. Although the estimated service interval following acceptance is sixteen weeks, we have agreed to present to you on 10/15/97 a more detailed schedule by central office type. Following are the rates and charges to provide a primary rate ISDN special access tie line termination that will support up to sixty-four Kbps voice and data transmission and signaling (D Channel). This service is associated with Digital ESSX service in a DMS100 and 5ESS central offices.

**REGULATIONS:**

TCCF must provide an interface that is compatible with the IDS interface in the Central Office.

Voice calls may be completed to both IDS and non-IDS lines.

Data transmission on the B Channel will be circuit switched by BellSouth at 64 Kbps within the switch and between IDS compatible central offices.

Primary rate service will be a central office interface to a special access carrier consisting of twenty-three Kbps (B) channels and 64 KBPS (D) channel. This service is for the transmission of digital signals only and uses only digital transmission facilities. Rates and charges contained herein are valid only for termination of primary rate ISDN special access tie lines from the TCCF's premises and from other DMS100 and 5ESS type central offices.

### RATES AND CHARGES

<u>Rate Element</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Design/Project Plan Preparation	\$ 545.00	\$ 0.00
Primary Rate Access, Primary Rate ISDN Interface Utilized As A Tie Line (a) Per 5ESS central office	0.00	0.00
Integrated Digital Service, Primary Rate Access, Primary Rate ISDN Interface (23B+D) Utilized As A Tie Line Termination, Each	585.00	635.00
Integrated Digital Service, Primary Rate Access, Primary Rate ISDN Channel Tie Line Termination, Per B Channel	7.00	0.00
Digital ESSX Service DS1 Termination, Per DS1 Circuit Terminated	0.00	0.00
Digital ESSX Service DS1 Termination, Per DS0 Channel Activated	0.00	0.00

## **NOTES**

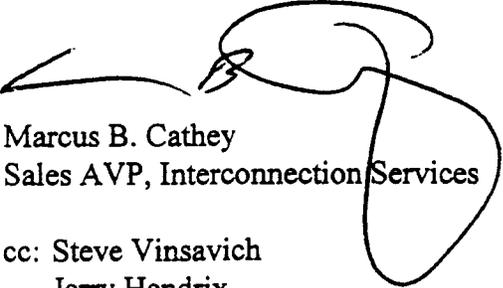
All usual and applicable service connection charges and non-recurring charges as specified in the General Subscriber Service Tariff (GSST), Private Line Service Tariff ( PLST), and/or Access Service tariffs apply to the activation, move or change of channel equivalents within ISDN primary rate access service packages as well as for installation of the basic service.

Tariff rates and charges to TCCF for DS1 service and clear channel capability required to provision this service are in addition to the rates and charges listed herein.

Please respond with your acceptance of the Bona Fide Request proposed rates by returning the enclosed form along with a check for the design/project plan preparation charge of \$545.00 by October 15, 1997. This charge represents the work involved with Marketing, Engineering, and Cost Analyst groups to develop costs and rates for the project, and is required in advance of implementation. Once your acceptance is received, an amendment to the interconnection agreement between BellSouth and Telephone Company of Central Florida (TCCF) will be provided to TCCF for execution of the requested provisioning. Also, TCCF and BellSouth will execute a full release and settlement agreement for any damages claimed by TCCF for the delay in implementation of services ordered by TCCF.

Should you have questions regarding your request, please feel free to call me at 205-977-3311.

Sincerely,



Marcus B. Cathey  
Sales AVP, Interconnection Services

cc: Steve Vinsavich  
Jerry Hendrix  
Michele Culver  
Tom Bolding  
Lawayne Thrasher

Enclosure

BellSouth Interconnection  
Room South E4E1  
3535 Colonnade Parkway  
Birmingham, Alabama 35243

October 7, 1997

Mr. Ken Koller, Director of Engineering  
TCCF  
3575 W. Lako Mary Blvd.  
Suite 107  
Lake Mary, FL 32746

Dear Ken:

Per my voicemail message, I'd like to discuss the meetings next week at your earliest convenience. Also, please forward this letter to the appropriate personnel at TCCF who need to be involved. Since we will be conducting two meetings at once, I'd like your help in coordinating both the workshop for ESSX orders and the Project Implementation meeting. Tentative agendas are attached.

Specifically, I'd like to establish the goals and objectives of our ESSX Workshop with the following in mind:

- Attendees need to have a good working knowledge of ESSX features and functionality.
- We can train your trainers as well as service reps, but we'd like to keep the group at a manageable size.
- We will need an overhead projector and screen, as well as a PC with Web access in the training room.
- Please plan on your folks spending the entire day with us.

The Project Implementation meeting will involve the Account Team, including Bill French, myself, Marc Cathey, Rick LaGrango, and Debbie Nelson. In order to help us put together a solid implementation schedule, I'd also like to request from you some sort of flow chart showing your end-to-end process from the time your salespeople hit the streets to the time you submit orders. We need to know stop-by-step how you market and sell ESSX service to your end-users, how your salespeople communicate orders to your ordering & provisioning people and how that translates to a formal service request sent to us. What we hope to do is gain a better understanding of how your business operates in order for us to put together a true end-to-end plan in conjunction with ours.

As for logistics, I'd like your suggestion on what we should do for lunch, given the full day we are planning. I also trust that your offices will be adequate for conducting both meetings at once.

Again, please call me at your earliest convenience to discuss this further. We look forward to a productive meeting on the 15th.

Best Regards,



Tom Bolding  
Regional Account Manager

cc: Kip Ripper  
cc: Marc Cathey  
cc: Bill French

**\*\*DRAFT\*\***

***TCCF/BellSouth Project Implementation Meeting***

***October 15, 1997***

***10:00 AM Eastern***

***TCCF Offices***

- **Review BOR**
- **Review of Marketing Plan/Strategy**
  - **NAR/Station Ratios**
  - **End-User Perceptions and Expectations**
  - **ESSX Applications**
  - **Existing vs. Future Applications of Service**
  - **Future Plans in Other Markets/States**
- **Traffic Studies**
  - **Monitoring the System**
- **Workflow Overview**
- **Review Implementation Matrix**
  - **New vs Embedded Base**
- **Recommended Steps to Success**

**\*\*DRAFT\*\***

**TCCF/BellSouth ESSX Workshop  
October 15, 1997  
9:00 AM Eastern  
TCCF Offices**

- Welcome, Introductions, Purpose of meeting - Tom Bolding
- CSR Review - Judy Woods
  - How to read a CSR
  - 1FB vs. ESSX USOC's and features
  - How to define features on the CSR
- LSR Review - Judy Woods
  - Features and USOC's
  - Order documentation
- Feature Availability - Sarah Henderson
  - ESSX vs. non-ESSX features
  - Where to find features in the tariff
- Station Worksheets - Sarah Henderson
  - 5ESS
  - DMS 100
  - 1AESS
- Tariffs & CSR's via the Web
- Q & A - Judy Woods & Sarah Henderson

\*TCCF attendance criteria should be predicated on those with existing knowledge of ESSX features and functionality, those who will be issuing orders and those who will train others on order issuance.

*1:00 Implementation meeting*

---

# Recommended Steps To Success

---

- TCCF

- Acceptance of BOR ✓
- Adherence to implementation parameters ✓
- Commitment to schedule ✓
- Invest resources to keep customer contact personnel trained and updated. (*ESSX order training - ongoing*) ✓
- Correct and accurate service request documentation ✓
- Communicate conversion plan and features and functionality to end-users - *customer training - notification* ✓
- Integration of Wiltel service → *Billing information* ✓
- Monitor systems capacity and determine schedule for increasing common block with realistic commitment timeframes ✓

*NAD*

# Recommended Steps To Success

---

## ◆ BST

- Commitment to implementation schedule
- Dedicated Resources
- Enhanced Project Manager involvement *Rodt*
- Communicate FOCs and clarifications in a timely manner
- Deliver service on due date *Order Completion  
Jan 10/11*





BellSouth Telecommunications, Inc.  
Room 34S91 BellSouth Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

October 23, 1997

Ken Koller  
Telephone Company of Central Florida  
3575 West Lake Mary Blvd.  
Suite 107  
Lake Mary, FL 32746

BFR97-025TCCF

Dear Ken:

Your Bona Fide Request for the ability to use customer control (ECAS/DECAS) to any inward and/or outward calling, dated September 23, 1997, has been completed. Following are the rates and charges to provide DECAS/ECAS controllable Deny Originating and Termination associated with ESSX® and Digital ESSX® Service.

**RATES AND CHARGES**

<u>Rate Element</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Design/Project Plan	\$ 291.00	\$ 0.00
DECAS/ECAS Controllable Deny Originating/Terminating (a) Per ESSX/Digital ESSX System	85.00	0.00
Deny Originating/Terminating (a) Per Group of 5	0.00	.75

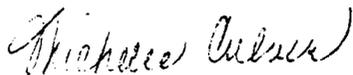
## NOTES

The rates and charges for ECAS/DECAS service as specified in Section A112 of the General Subscriber Service Tariff (GSST) are in addition to the rates and charges listed herein. The terms and conditions for ESSX® service/Digital ESSX® service as specified in section A112 of the GSST apply for service listed herein.

Please respond with your acceptance of the Bona Fide Request proposed rates by returning the enclosed form along with a check for the design/project plan preparation charge of \$291.00 by November 6, 1997. This charge represents the work involved with Marketing, Engineering, and Cost Analyst groups to develop costs and rates for the project, and is required in advance of implementation. Once acceptance is received, and amendment to the interconnection agreement between BellSouth and Telephone Company of Central Florida (TCCF) will be provided to TCCF for execution of the requested provisioning.

Should you have questions regarding your request, please feel free to call Tom Bolding at 205-977-9802.

Sincerely,



Michelle Culver  
Manager, Interconnection Services

cc: Jerry Hendrix  
Lawayne Thrasher  
Tom Bolding

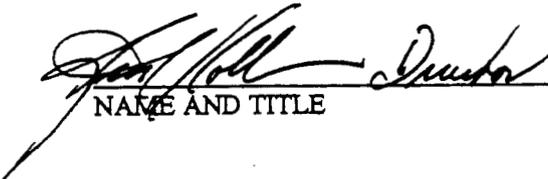
\*\*\*PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.\*\*\*  
Please make check payable to BellSouth in U.S. funds.

CURRENT CHARGE DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
NOV 6, 1997	\$0.00	\$291.00	291.00

REMIT PAYMENT TO:

BELLSOUTH  
ATTN: ICS FINANCE - CRAIG WILLIARD  
RM 34E38  
675 WEST PEACHTREE STREET  
ATLANTA, GEORGIA 30375

I ACCEPT THE PROPOSED RATES AND CHARGES FOR PROVISIONING OF BFR97-025TCCF

  
\_\_\_\_\_  
NAME AND TITLE

10-29-97  
\_\_\_\_\_  
DATE

The Telephone Company of Central Florida, Inc.  
 3575 West Lake Mary Boulevard Suite 107  
 Lake Mary, Florida 32746  
 Phone (407) 328-3002

0996  
 10/24/97

PAY TO THE ORDER OF Bell South/ICS Finance

\*\*\*291.00

\$

Two Hundred Ninety-One and 00/100\*\*\*\*\*

DOLLARS

Bell South/ICS Finance  
 Room 34E38  
 675 West Peachtree Street  
 Atlanta, GA 30375

*Andrew K. Hald*

MEMO

THE REVERSE SIDE OF THIS DOCUMENT INCLUDES AN ARTIFICIAL WATERMARK - HOLD AT AN ANGLE TO VIEW

#000996# 0063112692# 01603102540#

THE TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.

Bell South/ICS Finance

10/24/97

Bill # 10/24/97

10/24/97

0996  
 291.00

Huntington Bank

291.00

Post-It® Fax Note	7671	Date	1-8-98	# of pages	2
To	LA Wayne	From	Ken		
Co./Dept.	Self South	Co.	TCCF		
Phone #		Phone #			
Fax #		Fax #			

\*\* 2ND COPY

AN IMPORTANT MESSAGE FROM.....



*Allen LaBlanc*  
**Wade Johnson, Systems Designer**  
**Access Customer Sales**  
**South E4E1**  
**3535 Colonnade Parkway**  
**Birmingham, Alabama 35243**  
**Fax: 205-977-0037 or 205-977-0730**  
**Office: 205-977-8955**

DATE: *11-24-97*

TO: *Ken Kollar*

FAX #: *407-328-5895*

Contact #: *407-328-5002-206*

Page 1 of 2

NOTES:

*Ken,*  
*IF this is what you*  
*want, please initial it and*  
*FAX to me at 205-977-0037*  
*Thanks*  
*Allen*

**FROM: KENNETH E. KOLLER**  
**PHONE: 407-328-5002 ext. 206**  
**FAX: 407-328-5895**



To: Allan LeBlanc - BellSouth Interconnection Services - 205-977-0037

205-977-8955

Date: November 24, 1997

Pages: 2

Mr. LeBlanc, Attached is a signed copy of your facsimile, with the appropriate changes, per your request.  
If you need additional information please call.

Thanks. 

### Telephone Company of Central Florida

TCCF has installed a PRI facility from their <sup>ESSX</sup> ~~Matlacha~~ location to the WITel POP.

TCCF wants all Billable Toll Traffic to be first choice traffic to the WITel trunk group. Over-flow of billable toll traffic should be routed via the NARS.

Traffic types for the WITel trunks group includes dial codes

0+1+1, International

~~1+NPA+NXX~~ Domestic billable toll (exclude 1+800, 1+888, 1+9XX)

1+NPA+NXX

End user off and dials destination number, No "9" trunk selection. (assume 9)

#### Traffic type for NARS routing

Overflow from WITel trunk Group

1+800+(to PICd IC)

1+888+(to PICd IC)

1+9XX+(to PICd IC)

NXX-XXXX

0+

0-

10XXX (to XXX IC)

00+(to PICd IC)

00-(to PICd IC)

 11.24.97

Ken Keller, TCCF

Telephone Company of Central Florida, Inc.



3575 W. Lake Mary Boulevard, Suite 107  
Lake Mary, Florida 32746 407-328-5002

Mr. Wayne Carnes  
BellSouth Interconnection Services Team  
Birmingham, Alabama

April 29, 1998

The Telephone Company of Central Florida appreciates the efforts put forth by BellSouth to provide the system capabilities, features and services that were sold by your organization. It is refreshing to see that after two years of maneuvering, team changes and program development that these services are now available. We are ready to utilize the ESSX systems and bring them up to the minimum contract capacity of 201 lines each.

There are however, several items that need to be addressed by BellSouth in order for TCCF to move forward with this project. Please respond with the appropriate information at your earliest convenience so that we can accommodate your request and utilize the resources you now have in place.

- **ESSX Common Blocks:** TCCF has not been notified of the common block activation for each of the 23 central offices covered by our contractual agreement, nor has a schedule of availability for each ESSX system been provided. We need to know if it is now possible to sell and move customers into all 23 ESSX systems or only specific central offices. Please provide the primary ESSX common block number for SLA #1 for each system.
- **T1 Access From Numbers Within the Common Block:** What is the status of the T1 circuits for each common block within the 23 systems and are all T1's now available to carry 1+ traffic with an overflow to the normal network when all T1 circuits are in use?
- **ESSX Common Block Features:** Have the features been programmed for each of the common blocks for all 23 offices?
- **ESSX Feature Changes:** We requested that dial call pickup be removed from the features requested and that call waiting be provided as a selected feature. Has this change been accomplished?
- **DIN/DOR (Deny Originate and Deny Incoming):** A BOR was completed and paid for in October of 1997, at which time this feature was requested for each of the ESSX systems. Our attempts to use this feature in March and April had to be accommodated by the Interconnection Services Team because this feature still had not been programmed into DECAS.
- **ESSX System Summaries:** Please provide an ESSX system summary for each of our 23 common blocks including, primary SLA number, features provided, feature access, ARS mapping, existing SLA detail, and any other information pertinent to the effective implementation of these systems.

- **DECAS:** We have not received the appropriate CUSTID for each of the ESSX common blocks. This information is required for our feature activation for new customers and must be in our possession prior to the movement of new accounts into any of these ESSX systems.

If you will provide the above information on an immediate basis, we will begin to populate these systems and utilize the resources outlined in your letter and which are now available. It is my understanding that you will have the capability to process a maximum of 10 ESSX lines per day for all 23 ESSX systems. I understand this to be a maximum of ten lines for all systems, not 10 per system. If this limited capability has changed please advise us so we can provide increased order input.

Finally, and most importantly, I suggest that we move a group of six accounts from the 1FB environment to ESSX to verify that the procedures that BellSouth now has in place will effectively process this change into the ESSX common block without detriment to our customer's level of service. This process has not been utilized in the past without disastrous results.

If you have any questions regarding the ESSX arrangement or our ability to meet and exceed your order processing capacity please call me at 1-407-320-8001 extension : 102.

Sincerely,



Kenneth E. Koller  
Director of Engineering

Cc: Andrea Welch, Vice President of Administration

**FROM: KENNETH E. KOLLER**  
**PHONE: 407-320-8001 ext. 102**  
**FAX: 407-328-5895**



To: Joe Baker-BellSouth

Date: May 13, 1998

Subject: ESSX letter of April 29, 1998, 3 pages.

Mr. Baker, on April 29<sup>th</sup>, 1998., I sent this letter to your Interconnection Services Team. I have not received a response of any kind as of this date, May 13, 1998. Please advise me of BellSouth's position on these items at your earliest convenience. Time is of the essence.

A handwritten signature in black ink, appearing to be "K. Koller", is written over the end of the main text block.

.....  
**facsimile transmittal**

To: Ken Koller Fax: 407-328-5895

From: Wayne Carnes Date: May 15, 1998

Re: Pages: 25

CC:

Urgent     For Review     Please Comment     Please Reply     Please Recycle

.....  
**Note:** This information is up to date and we should have more by Wed

**Please call me if you have any questions.**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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**BellSouth Interconnection Services** Fax 205 977-0037  
Room E9E1  
3535 Colonnade Parkway  
Birmingham, Alabama 35243

Kenneth E. Koller  
Telephone Company of Central Florida  
3005 West Lake Mary Blvd.  
Suite 111  
Lake Mary, Fl. 32746

Dear Mr. Koller:

This letter is in response to your letter to me dated April 29<sup>th</sup>, 1998. We were in the process of collecting information and scheduling a premise visit to status you on the 23 Central Offices when I received word from Joe Baker's office that you had not heard back from the Account Team regarding these issues. This is the current information we have available, and we will provide you with updated status during our scheduled meeting on 5-20, as we are in the process of additional implementation work as we speak.

Please call me if you have any questions, and I look forward to our meeting on Wednesday.

Sincerely,



Wayne Carnes  
Regional Account Manager

cc: Joe Baker  
Marc Cathey  
Amanda Grant  
Mike Wilburn

**C.O. TYPE & NAME**  
**ADDRESS OF C.O.**  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.**

**DMS 100 Orland-Magnolia**  
**Orlando-Magnolia-DMS**  
 45 N MAGNOLIA AV, ORLAND  
 245,246,316,317,318,426,428,481,  
 642,648,649,650,836,839,872,999

last updated 5/15/98 2:32 PM

**Q BILLING NUMBER**

904 Q95-0007-219

**ESSX ACCOUNT #**

407 318-8000

**#NARS/STATIONS/CHGS**

36 / 36 / \$2,241.91

**PRI ACCT #**

407 M70-1988

**PRI DD**

1/9/98

**PON NUMBER**

FLTCCF100297-M

**HI CAP CIRCUIT ID**

58.HCGS.705304

		Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>								
	1	Common Block built/completed	N/A		<10/27	T Bolding	10/27/97	TB-prsented
	2	LD overflow from WiTel to NARs						
	3	ARS mapping developed for customer delivery						
	4	DECAS - ordered	N/A		<10/27	T Bolding	10/27/97	TB-prsented
	5	DECAS - completed	N/A		<10/27	T Bolding	10/27/97	TB-prsented
	6	DECAS - DIN + DOR			5/15/98	K Davies	5/20/98	WC-present
	7	DECAS - call pick up out of common block	CANC- NR 8/14/97					
	8	DECAS - call waiting added to common block			11/4/97	J Woods	11/4/97	J Woods - to N Ripper
	9	Features verified			Oct-97	J Woods	Oct-97	J Woods
Features		Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, CRtrn, Rst900/976, DECAS			Oct-97	J Woods	10/1/97	JWoods
Feature access codes		CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWait-Can *70, CRtrn *69			Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs		1,2,3,4,6,13,14,15,16			Oct-97	Jwoods	10/1/97	JWoods
<b>T1/PRI termination</b>								
	1	WiTel T1 / PRI ordered						
	2	WiTel T1 / PRI terminated						
	3	BellSouth miniT ordered	CANC					
	4	BellSouth miniT terminated	CANC					
	5	JOINT WiTel/BellSouth testing coordinated						
	6	JOINT WiTel/BellSouth testing completed						
	7							
<b>Other</b>								

**C.O. TYPE & NAME** SESS - MELBOURNE  
**ADDRESS OF C.O.** 728 PALMETTO AV, MELBRN  
**NXXS IN CO.**  
 434,674,676,722,723,724,725,726  
 ,727,728,729,733,768,951,952,95  
**NXX AVAILABLE IN C.O.** 3,956,984

Melbourne-5ESS

last updated 5/15/98 2:32 PM

**Q BILLING NUMBER** 904 Q95-0007-219

**ESSX ACCOUNT #** 407 676-3922  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 809.00

**PRI ACCT #** 407 M03-7888  
**PRI DD** 1/21/98  
**PON NUMBER** FLTCCF100297-T  
**HI CAP CIRCUIT ID** 58.HCGS.705408

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7	CANC- NR 8/14/97						
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	Jwoods	10/1/97	Jwoods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	Jwoods	10/1/97	JWoods
<b>T1/PRI termination</b>							
1							
2							
3	CANC						
4	CANC						
5							
6							
7							
<b>Other</b>							

<b>C.O. TYPE &amp; NAME</b>	<b>5ESS - COCOA MAIN</b>	Cocoa Main-5ESS	last updated 5/15/98 2:32 PM
ADDRESS OF C.O.	712 FLORIDA AV, COCOA		
NXXS IN CO.			
NXX AVAILABLE IN C.O.	504,609,617,631,632,633,634,635,636,637,638,639,690		

Q BILLING NUMBER 904 Q95-0007-219

**ESSX ACCOUNT #** 407 636-4614  
 #NARS/STATIONS/CHGS 20 / 1 / \$ 823.19

PRI ACCT # 407 M07-4106  
 PRI DD 1/21/98  
 PON NUMBER FLTCCF100297-S  
 HI CAP CIRCUIT ID 58.HCGS.705304

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7	CANC- NR 8/14/97						
8				11/4/97	Jwoods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	JWoods
Features				Oct-97	J Woods	10/1/97	JWoods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	J Woods	10/1/97	JWoods
<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							
<b>Other</b>							

**C.O. TYPE & NAME** DMS 100 MIAMI GRN  
**ADDRESS OF C.O.** 45 NW 5TH ST, MIAMI  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 530,536,539,810

Miami Grande-DMS

last updated 5/15/98 2:32 PM

**Q BILLING NUMBER** 305 Q95-0007-221

**ESSX ACCOUNT #** 305 536-0018  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 860.00

**PRI ACCT #** 305 W71-6195  
**PRI DD** 1/21/98  
**PON NUMBER** FLTCCF100297-D  
**HI CAP CIRCUIT ID** 60.HCGS.765252

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7	CANC- NR 8/14/97						
8				11/4/97	Jwoods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	J Woods	10/1/97	J Woods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							
<b>Other</b>							

**DMS 100 - Goldn Glades**  
**North Dade**

Golden Glades-DMS

last updated 5/15/98 2:32 PM

<b>C.O. TYPE &amp; NAME</b>	
ADDRESS OF C.O.	18400 NE 5TH AV MIAMI
NXXS IN CO.	
NXX AVAILABLE IN C.O.	650,651,652,653,654,655,690,770,999

Q BILLING NUMBER 305 Q95-0007-221

ESSX ACCOUNT # 305 650-0534  
 #NARS/STATIONS/CHGS 20 / 1 / \$ 860.67

PRI ACCT # 305 W96-1276  
 PRI DD 1/21/98  
 PON NUMBER FLTCCF100297-G  
 HI CAP CIRCUIT ID 60.HCGS.764903

Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
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**ESSX**

1	Common Block built/completed			<10/27	T Bolding	10/27/97	TB-prsented
2	LD overflow from WiTel to NARs						
3	ARS mapping developed for customer delivery						
4	DECAS - ordered			<10/27	T Bolding	10/27/97	TB-prsented
5	DECAS - completed			<10/27	T Bolding	10/27/97	TB-prsented
6	DECAS - DIN + DOR			5/15/98	K Davies	5/20/98	WC-present
7	DECAS - call pick up out of common block	CANC- NR 8/14/97					
8	DECAS - call waiting added to common block			11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9	Features verified			Oct-97	J Woods	Oct-97	J Woods
Features	Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS			Oct-97	J Woods	10/1/97	J Woods
Feature access codes	CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWalt-Can *70, CRtrn *69			Oct-97	J Woods	10/1/97	J Woods - to N Ripper
SLAs	1			Oct-97	J Woods	10/1/97	J Woods

**T1/PRI termination**

1	WiTel T1 / PRI ordered						
2	WiTel T1 / PRI terminated						
3	BellSouth miniT ordered	CANC					
4	BellSouth miniT terminated	CANC					
5	JOINT WiTel/BellSouth testing coordinated						
6	JOINT WiTel/BellSouth testing completed						
7							

**Other**

1							
2							
3							

**C.O. TYPE & NAME**  
**ADDRESS OF C.O.**  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.**

**SESS MIAMI - HIALEA**  
 1245 W 69TH ST, HIALEAH  
 231,362,364,512,556,557,558,817  
 ,818,819,820,821,822,823,824,82  
 5-828

Miami-Hialea-5ESS

last updated 5/15/98 2:32 PM

**Q BILLING NUMBER**

305 Q95-0007-221

**ESSX ACCOUNT #**

305 556-8782

**#NARS/STATIONS/CHGS**

20 / 1 / \$ 860.00

**PRI ACCT #**

305 W93-3788

**PRI DD**

1/22/98

**PON NUMBER**

FLTCCF100297-H

**HI CAP CIRCUIT ID**

60.HCGS.764904

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-presented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-presented
5				<10/27	T Bolding	10/27/97	TB-presented
6				5/15/98	K Davies	5/20/98	WC-present
7		CANC- NR 8/14/97					
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	J Woods	10/1/97	J Woods
Feature access codes				Oct-97	J Woods	10/1/97	J Woods - to N Ripper
SLAs				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							
<b>Other</b>							

**C.O. TYPE & NAME** DMS 100 FT LAUD MAIN  
**ADDRESS OF C.O.** 211 NE 2ND ST, FT LAUDERD  
**NXXS IN CO.**  
 225,348,355-357, 459,462, 463,  
 467,468,519,522-525,  
**NXX AVAILABLE IN C.O.** 527,595,627,712,713,728,759

Ft Laudl-Main-DMS

last updated 5/15/98 2:32 PM

**Q BILLING NUMBER** 561 Q95-0007-220

**ESSX ACCOUNT #** 954 462-0105  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 632.00

**PRI ACCT #** 954 V94-6472  
**PRI DD** 1/22/98  
**PON NUMBER** FLTCCF100297-I  
**HI CAP CIRCUIT ID** 60.HCGS.764670

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7		CANC- NR 8/14/97					
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	J Woods	10/1/97	J Woods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							
<b>Other</b>							

**C.O. TYPE & NAME**      **DMS 100    GAINESVL**  
**ADDRESS OF C.O.**      400 SW 2ND AV, GAINESVLL  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.**    294,334,370,392,393,846  
**Q BILLING NUMBER**      904 Q95-0007-219

Gainesville-Main-DMS

last updated 5/15/98 2:32 PM

**ESSX ACCOUNT #**                      **352 334-0087**  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 796.00

**PRI ACCT #**                      352 M31-7854  
**PRI DD**                              1/23/98  
**PON NUMBER**                    FLTCCF100297-L  
**HI CAP CIRCUIT ID**            54.HCGS.700571

		Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>								
	1				<10/27	T Bolding	10/27/97	TB-prsented
	2							
	3							
	4				<10/27	T Bolding	10/27/97	TB-prsented
	5				<10/27	T Bolding	10/27/97	TB-prsented
	6				5/15/98	K Davies	5/20/98	WC-present
	7		CANC- NR 8/14/97					
	8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
	9				Oct-97	J Woods	Oct-97	J Woods
Features					Oct-97	J Woods	10/1/97	J Woods
Feature access codes					Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs	1				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>								
	1							
	2							
	3		CANC					
	4		CANC					
	5							
	6							
	7							
<b>Other</b>								

**C.O. TYPE & NAME** DMS 100 MIAMI-CANAL  
**ADDRESS OF C.O.** 2301 SW 100TH AV. MIAMI  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 207,220-223, 225-229, 348, 485,487,551-554,559

Miami-Canal-DMS

last updated 5/15/98 2:32 PM

**Q BILLING NUMBER** 305 Q95-0007-221

**ESSX ACCOUNT #** 305 220-2728

**#NARS/STATIONS/CHGS** 20 / 1 / \$ 860.00

**PRI ACCT #** 305 W80-5277  
**PRI DD** 1/23/98  
**PON NUMBER** FLTCCF100297-A  
**HI CAP CIRCUIT ID** 60.HCGS.764921

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7							
8							
9							
Features							
Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS				Oct-97	J Woods	10/1/97	J Woods
Feature access codes							
CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWait-Can *70, CRtrm *69				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs							
1				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>							
1							
2							
3							
4							
5							
6							
7							
<b>Other</b>							

**C.O. TYPE & NAME** 5ESS KEY WEST  
**ADDRESS OF C.O.** 530 SOUTHARD ST, KEY WST  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 292,293,294,295,296  
**Q BILLING NUMBER** 305 Q95-0007-221

Key West-5ESS

last updated 5/15/98 2:32 PM

**ESSX ACCOUNT #** 305 292-1797  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 765.40

**PRI ACCT #** 305 W28-3656  
**PRI DD** 1/23/98  
**PON NUMBER** FLTCCF100297-E  
**HI CAP CIRCUIT ID** 60.HCGS.769315

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7		CANC- NR 8/14/97					
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	J Woods	10/1/97	J Woods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	J Woods	10/1/97	J Woods

<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							

<b>Other</b>							

**C.O. TYPE & NAME** DMS 100 JKSVL-San Marcos Jksnvl-San Marco-DMS

last updated 5/15/98 2:32 PM

**ADDRESS OF C.O.** 2048 HENDRICKS AV, JKSVL

**NXXS IN CO.**

202,306,313,346,348,390,391,393,3

**NXX AVAILABLE IN C.O.** 96,398,399,858

**Q BILLING NUMBER** 904 Q95-0007-219

**ESSX ACCOUNT #** 904 396-0118

**#NARS/STATIONS/CHGS** 20 / 1 / \$ 848.65

**PRI ACCT #** 904 M36-0650

**PRI DD** 1/23/98

**PON NUMBER** FLTCCF100297-Q

**HI CAP CIRCUIT ID** 54.HCGS.703816

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7		CANC- NR 8/14/97					
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	J Woods	10/1/97	J Woods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							
<b>Other</b>							

<b>C.O. TYPE &amp; NAME</b>	<b>DMS 100 JKSVL-CLAY</b>
ADDRESS OF C.O.	424 N PEARL ST, JACKSONV
NXXS IN CO.	
	232,308,340,350,351,353- 360,366,489,549,630,632,633,634
NXX AVAILABLE IN C.O.	,665,790

Jksnvl-Clay St-DMS

last updated 5/15/98 2:32 PM

Q BILLING NUMBER 904 Q95-0007-219

ESSX ACCOUNT # 904 350-0326

#NARS/STATIONS/CHGS 20 / 1 / \$ 843.83

PRI ACCT # 904 M36-7098

PRI DD 1/23/98

PON NUMBER FLTCCF100297-R

HI CAP CIRCUIT ID 52.HCGS.703847

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1	Common Block built/completed			<10/27	T Bolding	10/27/97	TB-prsented
2	LD overflow from WiITel to NARs						
3	ARS mapping developed for customer delivery						
4	DECAS - ordered			<10/27	T Bolding	10/27/97	TB-prsented
5	DECAS - completed			<10/27	T Bolding	10/27/97	TB-prsented
6	DECAS - DIN + DOR			5/15/98	K Davies	5/20/98	WC-present
7	DECAS - call pick up out of common block	CANC- NR 8/14/97					
8	DECAS - call waiting added to common block			11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9	Features verified			Oct-97	J Woods	Oct-97	J Woods
Features	Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS			Oct-97	J Woods	10/1/97	J Woods
Feature access codes	CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWait Can *70, CRtrn *69			Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs	1			Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>							
1	WiITel T1 / PRI ordered						
2	WiITel T1 / PRI terminated						
3	BellSouth miniT ordered	CANC					
4	BellSouth miniT terminated	CANC					
5	JOINT WiITel/BellSouth testing coordinated						
6	JOINT WiITel/BellSouth testing completed						
7							
<b>Other</b>							

**C.O. TYPE & NAME** DMS 100 W PLM B-Gard  
**ADDRESS OF C.O.** 3700 RCA BLVD, WEST PALM  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 622,624,625,626,627,630,691,694,  
 775,776,796

W Palm Bch-Garden

last updated 5/15/98 2:34 PM

**Q BILLING NUMBER** 561 Q95-0007-220

**ESSX ACCOUNT #** 561 622-0126  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 834.00

**PRI ACCT #** 561 V49-6612  
**PRI DD** 1/28/98  
**PON NUMBER** FLTCCF100297-V  
**HI CAP CIRCUIT ID** 60.HCGS.764780

		Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>								
	1	Common Block built/completed			<10/27	T Bolding	10/27/97	TB-prsented
	2	LD overflow from WiITel to NARS						
	3	ARS mapping developed for customer delivery						
	4	DECAS - ordered			<10/27	T Bolding	10/27/97	TB-prsented
	5	DECAS - completed			<10/27	T Bolding	10/27/97	TB-prsented
	6	DECAS - DIN + DOR			5/15/98	K Davies	5/20/98	WC-present
	7	DECAS - call pick up out of common block	CANC- NR 8/14/97					
	8	DECAS - call waiting added to common block			11/4/97	J Woods	11/4/97	J Woods - to N Ripper
	9	Features verified			Oct-97	J Woods	Oct-97	J Woods
Features		Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS			Oct-97	J Woods	10/1/97	J Woods
Feature access codes		CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWait-Can *70, CRtrm *69			Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs	1				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>								
	1	WiITel T1 / PRI ordered						
	2	WiITel T1 / PRI terminated						
	3	BellSouth miniT ordered	CANC					
	4	BellSouth miniT terminated	CANC					
	5	JOINT WiITel/BellSouth testing coordinated						
	6	JOINT WiITel/BellSouth testing completed						
	7							
<b>Other</b>								

<b>C.O. TYPE &amp; NAME</b>	<b>5ESS Ft Laudl-OAKLAND</b>
ADDRESS OF C.O.	4200 W OAKLAND PK BLVD
NXXS IN CO.	
NXX AVAILABLE IN C.O.	484,485,486,497,676,677,714,717, 730,731,733,735,739,777

Ft Laudl-Oakland-5ESS

last updated 5/15/98 2:32 PM

Q BILLING NUMBER 561 Q95-0007-220

ESSX ACCOUNT # 954 484-1123

#NARS/STATIONS/CHGS 20 / 1 / \$ 860.00

PRI ACCT #	954 V75-4909
PRI DD	1/28/98
PON NUMBER	FLTCCF100297-J
HI CAP CIRCUIT ID	60.HCGS.764715

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7		CANC- NR 8/14/97					
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features							
				Oct-97	J Woods	10/1/97	J Woods
Feature access codes							
				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							
<b>Other</b>							
1							
2							
3							

**C.O. TYPE & NAME** **5ESS ORLANDO-Pine His Orlando-Pine His-5ESS**

last updated 5/15/98 2:32 PM

**ADDRESS OF C.O.** 5120 SILVER STAR RD, ORLN

**NXXS IN CO.**

**NXX AVAILABLE IN C.O.** 290,291-299,521,522,523, 532,578

**Q BILLING NUMBER** 904 Q95-0007-219

**ESSX ACCOUNT #** 407 290-3485

**#NARS/STATIONS/CHGS** 54 / 43 / \$3,334.45

**PRI ACCT #** 407 M03-0482

**PRI DD** 1/27/98

**PON NUMBER** FLTCCF100297-O

**HI CAP CIRCUIT ID** 58.HCGS.705351

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-presented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-presented
5				<10/27	T Bolding	10/27/97	TB-presented
6				5/15/98	K Davies	5/20/98	WC-present
7	CANC- NR 8/14/97						
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features							
Feature access codes				Oct-97	J Woods	10/1/97	J Woods
SLAs				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
				Oct-97	J Woods	10/1/97	J Woods
<b>T1/PRI termination</b>							
1							
2							
3			CANC				
4			CANC				
5							
6							
7							
<b>Other</b>							

**C.O. TYPE & NAME** DMS 100 MIAMI-AIRP  
**ADDRESS OF C.O.** 5275 NW 36TH ST, M\*SPGS  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 526,869,870,871,874,876

Miami-Airport-DMS

last updated 5/15/98 3:15 PM

**Q BILLING NUMBER** 305 Q95-0007-221

**ESSX ACCOUNT #** 305 526-0002  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 860.00

**PRI ACCT #** 305 W96-1202  
**PRI DD** 1/27/98  
**PON NUMBER** FLTCCF100297-C  
**HI CAP CIRCUIT ID** 60.HCGS.764922

Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
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**ESSX**

1	Common Block built/completed LD overflow from WiTel to NARs	N/A			<10/27	T Bolding	10/27/97	TB-prsented
2	ARS mapping developed for customer delivery							
3	DECAS - ordered	N/A			<10/27	T Bolding	10/27/97	TB-prsented
4	DECAS - completed	N/A			<10/27	T Bolding	10/27/97	TB-prsented
5	DECAS - DIN + DOR				5/15/98	K Davies	5/20/98	WC-present
6	DECAS - call pick up out of common block	CANC- NR 8/14/97						
7	DECAS - call waiting added to common block				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
8	Features verified				Oct-97	J Woods	Oct-97	J Woods
9	Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS				Oct-97	J Woods	10/1/97	JWoods
Feature access codes	CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWait-Can *70, CRtm *69				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs	1				Oct-97	Jwoods	10/1/97	JWoods

**T1/PRI termination**

1	WiTel T1 / PRI ordered							
2	WiTel T1 / PRI terminated							
3	BellSouth miniT ordered	CANC						
4	BellSouth miniT terminated	CANC						
5	JOINT WiTel/BellSouth testing coordinated							
6	JOINT WiTel/BellSouth testing completed							
7								

**Other**


**C.O. TYPE & NAME** 5ESS MIAMI BEACH Miami Beach-5ESS last updated 5/15/98 3:15 PM  
**ADDRESS OF C.O.** 1550 LENOX AV, MIAMI BEAC  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 531,532,534,535,538,604,672,673,674

**Q BILLING NUMBER** 305 Q95-0007-221

**ESSX ACCOUNT #** 305 531-2819  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 860.00

**PRI ACCT #** 305 W96-1878  
**PRI DD** 1/27/98  
**PON NUMBER** FLTCCF100297-B  
**HI CAP CIRCUIT ID** 60.HCGS.764928

Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
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**ESSX**

1	Common Block built/completed			<10/27	T Bolding	10/27/97	TB-prsented
2	LD overflow from WiTel to NARs						
3	ARS mapping developed for customer delivery						
4	DECAS - ordered			<10/27	T Bolding	10/27/97	TB-prsented
5	DECAS - completed			<10/27	T Bolding	10/27/97	TB-prsented
6	DECAS - DIN + DOR			5/15/98	K Davies	5/20/98	WC-present
7	DECAS - call pick up out of common block	CANC- NR 8/14/97					
8	DECAS - call waiting added to common block			11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9	Features verified			Oct-97	J Woods	Oct-97	J Woods
Features	Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS			Oct-97	J Woods	10/1/97	JWoods
Feature access codes	CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWalt-Can *70, CRtrn *69			Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs	1			Oct-97	Jwoods	10/1/97	JWoods

**T1/PRI termination**

1	WiTel T1 / PRI ordered						
2	WiTel T1 / PRI terminated						
3	BellSouth miniT ordered	CANC					
4	BellSouth miniT terminated	CANC					
5	JOINT WiTel/BellSouth testing coordinated						
6	JOINT WiTel/BellSouth testing completed						
7							

**Other**


<b>C.O. TYPE &amp; NAME</b>	<b>1AESS MAGNOLIA ORNL Orlando-Magnolia-1AESS</b>
ADDRESS OF C.O.	45 N MAGNOLIA AV. ORLAND
NXXS IN CO.	
NXX AVAILABLE IN C.O.	236,237,244,418,419,420,422,- 425,841,843,849

last updated 5/15/98 3:15 PM

Q BILLING NUMBER 904 Q95-0007-219

ESSX ACCOUNT # 407 425-4222

#NARS/STATIONS/CHGS 62 / 70 / \$3,470.01

PRI ACCT #

PRI DD

PON NUMBER

HI CAP CIRCUIT ID

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7		CANC- NR 8/14/97					
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	J Woods	10/1/97	JWoods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	Jwoods	10/1/97	JWoods
<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							
<b>Other</b>							

**C.O. TYPE & NAME** 5ESS W HOLLYWD  
**ADDRESS OF C.O.** 250 S 62ND AV, HLWD  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 893,894,961,962,963,964,966,967,981,983,985,986,987,989

Miami-Hollywood-5ESS

last updated 5/15/98 3:15 PM

**Q BILLING NUMBER** 561 Q95-0007-220

**ESSX ACCOUNT #**

**#NARS/STATIONS/CHGS** 20 / 1 / \$ 860.00

**PRI ACCT #**

**PRI DD**

**PO NUMBER** FLTCCF100297-K

**HI CAP CIRCUIT ID** ??????????????

Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
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**ESSX**

1	Common Block built/completed				<10/27	T Bolding	10/27/97	TB-presented
2	LD overflow from WiTel to NARs							
3	NARS mapping developed for customer delivery							
4	DECAS - ordered				<10/27	T Bolding	10/27/97	TB-presented
5	DECAS - completed				<10/27	T Bolding	10/27/97	TB-presented
6	DECAS - DIN + DOR				5/15/98	K Davies	5/20/98	WC-present
7	DECAS - call pick up out of common block	CANC- NR 8/14/97						
8	DECAS - call waiting added to common block				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9	Features verified				Oct-97	J Woods	Oct-97	J Woods
Features	Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS				Oct-97	J Woods	10/1/97	JWoods
	CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWait-Can *70, CRtrm *69				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
Feature access codes					Oct-97	Jwoods	10/1/97	JWoods
SLAs	1							

**T1/PRI termination**

1	WiTel T1 / PRI ordered							
2	WiTel T1 / PRI terminated							
3	BellSouth miniT ordered	CANC						
4	BellSouth miniT terminated	CANC						
5	JOINT WiTel/BellSouth testing coordinated							
6	JOINT WiTel/BellSouth testing completed							
7								

**Other**

1								
2								
3								

**C.O. TYPE & NAME**    **5ESS**    **MIAMI-GRANDE**

Miami-Grande-5ESS

last updated 5/15/98 3:15 PM

**ADDRESS OF C.O.**    45 NW 5TH ST, MIAMI  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.**    237,329,347,349,350,358,371-377,379,381,400,416

**Q BILLING NUMBER**    305 Q95-0007-221

**ESSX ACCOUNT #**                    **305 350-2113**

**#NARS/STATIONS/CHGS** 20 / 1 / \$ 853.97

**PRI ACCT #**

**PRI DD**

**PON NUMBER**    FLTCCF100297-F

**HI CAP CIRCUIT ID**    ????????????????

		Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by name
<b>ESSX</b>								
	1	Common Block built/completed			<10/27	T Bolding	10/27/97	TB-prsented
	2	LD overflow from WiTel to NARs						
	3	ARS mapping developed for customer delivery						
	4	DECAS - ordered			<10/27	T Bolding	10/27/97	TB-prsented
	5	DECAS - completed			<10/27	T Bolding	10/27/97	TB-prsented
	6	DECAS - DIN + DOR			5/15/98	K Davies	5/20/98	WC-present
	7	DECAS - call pick up out of common block	CANC- NR 8/14/97					
	8	DECAS - call waiting added to common block			11/4/97	J Woods	11/4/97	J Woods - to N Ripper
	9	Features verified			Oct-97	J Woods	Oct-97	J Woods
Features		Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS			Oct-97	J Woods	10/1/97	JWoods
Feature access codes		CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWait Can *70, CRtrn *69			Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs	1				Oct-97	Jwoods	10/1/97	JWoods
<b>T1/PRI termination</b>								
	1	WiTel T1 / PRI ordered						
	2	WiTel T1 / PRI terminated						
	3	BellSouth miniT ordered	CANC					
	4	BellSouth miniT terminated	CANC					
	5	JOINT WiTel/BellSouth testing coordinated						
	6	JOINT WiTel/BellSouth testing completed						
	7							
<b>Other</b>								

**C.O. TYPE & NAME** 1AESS W PALM B-MAIN  
**ADDRESS OF C.O.** 325 GARDENIA ST, WPB  
**NXXS IN CO.**  
 366,650,653,655,659,802,-  
 804,820,822,832,833,835,837,8  
**NXX AVAILABLE IN C.O.** 38

W Palm Bch-Main-1AESS

last updated 5/15/98 3:15 PM

**Q BILLING NUMBER** 561 Q95-0007-220

**ESSX ACCOUNT #** 561-650-8154

**#NARS/STATIONS/CHGS** 20 / 1 / \$1,341.84

**PRI ACCT #**

**PRI DD**

**PON NUMBER**

**HI CAP CIRCUIT ID**

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-presented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-presented
5				<10/27	T Bolding	10/27/97	TB-presented
6				5/15/98	K Davies	5/20/98	WC-present
7	CANC- NR 8/14/97						
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	J Woods	10/1/97	JWoods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	Jwoods	10/1/97	JWoods
<b>T1/PRI termination</b>							
1							
2							
3		CANC					
4		CANC					
5							
6							
7							
<b>Other</b>							

**C.O. TYPE & NAME** 5ESS GAINESVILLE  
**ADDRESS OF C.O.** 400 SW 2ND AV, GAINESVLL  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 335-338,371-381,395,491

Gainesville-5ESS

last updated 5/15/98 3:15 PM

**Q BILLING NUMBER** 904 Q95-0007-219

**ESSX ACCOUNT #** 352-335-0418  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 796.00

**PRI ACCT #**  
**PRI DD**  
**PON NUMBER** FLTCCF100297-P  
**HI CAP CIRCUIT ID** ???????????????

Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
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**ESSX**

1	Common Block built/completed				<10/27	T Bolding	10/27/97	TB-prsented
2	LD overflow from WiTel to NARs							
3	ARS mapping developed for customer delivery							
4	DECAS - ordered				<10/27	T Bolding	10/27/97	TB-prsented
5	DECAS - completed				<10/27	T Bolding	10/27/97	TB-prsented
6	DECAS - DIN + DOR				5/15/98	K Davies	5/20/98	WC-present
7	DECAS - call pick up out of common block	CANC- NR 8/14/97						
8	DECAS - call waiting added to common block				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9	Features verified				Oct-97	J Woods	Oct-97	J Woods
Features	Chold, CFV, Cwtg, CPkUp, CFB, 3WC, CFDA, DECAS				Oct-97	J Woods	10/1/97	JWoods
	CH #76, CFV-A #72, CFV-D #73, CPU-G1 #95, CPU-G2 #96, CWait-Can *70, CRtrn *69				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs	1				Oct-97	Jwoods	10/1/97	JWoods

**T1/PRI termination**

1	WiTel T1 / PRI ordered							
2	WiTel T1 / PRI terminated							
3	BellSouth miniT ordered	CANC						
4	BellSouth miniT terminated	CANC						
5	JOINT WiTel/BellSouth testing coordinated							
6	JOINT WiTel/BellSouth testing completed							
7								

**Other**


**C.O. TYPE & NAME** **SESS VERO BEACH**  
**ADDRESS OF C.O.** 1976 16TH AV, VERO BEACH  
**NXXS IN CO.**  
**NXX AVAILABLE IN C.O.** 562-564, 567, 569, 770, 778, 794, 978

Vero Beach-5ESS

last updated 5/15/98 3:15 PM

**Q BILLING NUMBER** 561 Q95-0007-220

**ESSX ACCOUNT #** **561 562-0179**  
**#NARS/STATIONS/CHGS** 20 / 1 / \$ 779.60

**PRI ACCT #** 352 M31-7854  
**PRI DD** 1/23/98  
**PON NUMBER** FLTCCF100297-U  
**HI CAP CIRCUIT ID** ????????????????

	Target Date	Extended to Date	Extended by Name	CPX Date	Completed by Name	Customer advised date	Customer advised by - name
<b>ESSX</b>							
1				<10/27	T Bolding	10/27/97	TB-prsented
2							
3							
4				<10/27	T Bolding	10/27/97	TB-prsented
5				<10/27	T Bolding	10/27/97	TB-prsented
6				5/15/98	K Davies	5/20/98	WC-present
7	CANC- NR 8/14/97						
8				11/4/97	J Woods	11/4/97	J Woods - to N Ripper
9				Oct-97	J Woods	Oct-97	J Woods
Features				Oct-97	J Woods	10/1/97	JWoods
Feature access codes				Jun-97	J Woods	6/30/97	J Woods - to N Ripper
SLAs				Oct-97	Jwoods	10/1/97	JWoods
<b>T1/PRI termination</b>							
1							
2							
3	CANC						
4	CANC						
5							
6							
7							
<b>Other</b>							

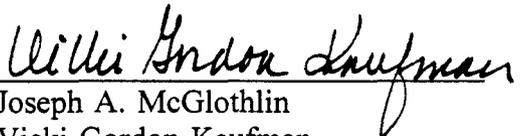
CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing **Direct Testimony and Exhibits of Kenneth E. Koller** has been furnished by Unites States Mail, Hand Delivery (\*) or Federal Express (\*\*) this **3rd** day of **December, 1998**:

June McKinney\*  
Florida Public Service Commission  
Division of Legal Services  
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