

MARY K. KEYER
General Attorney

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(404) 335-0729

ORIGINAL

December 21, 1998

Mrs. Blanca S. Bayo
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

RE: Docket No. 981052-TP

Dear Mrs. Bayo:

Enclosed are an original and 15 copies of BellSouth Telecommunications, Inc.'s Rebuttal Testimony of Marc Cathey. Please file these documents in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served on the parties shown on the attached Certificate of Service.

Sincerely,

Mary K. Keyer (rk)
Mary K. Keyer

- CK _____
- AEA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG 2 _____
- LIN 3 + org _____
- OPC _____
- RCH _____
- SEC 1 _____
- WAS _____
- OTH _____

Enclosures

cc: All Parties of Record
A. M. Lombardo
N. B. White
W. J. Ellenberg (w/o enclosures)

RECEIVED & FILED

mu
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE

14349 DEC 21 8

FPSC-REC OF PUBLIC REPORTING

CERTIFICATE OF SERVICE
Docket No. 981052-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via Federal Express this 21st day of December, 1998, to the following:

Andrea K. Welch
Telephone Company of Central
Florida, Inc.
3599 W. Lake Mary Boulevard
Suite E
Lake Mary, Florida 32746
(407) 328-5002

Mary K. Royer (KR)
Mary K. Royer

1 **BELLSOUTH TELECOMMUNICATIONS, INC.**
2 **REBUTTAL TESTIMONY OF MARCUS B. CATHEY**
3 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**
4
5 **DOCKET NO. 981052-TP**
6 **DECEMBER 21, 1998**

7
8 **Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

9
10 A. Marcus B. Cathey, 600 North 19th Street, Birmingham, Alabama 35203.

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

13
14 A. I am employed by BellSouth Telecommunications, Inc., as the Sales Assistant Vice
15 President responsible for sales and service for over 150 alternative local exchange
16 carriers (ALECs) who are either facility-based providers or resellers.

17
18 **Q. PLEASE DESCRIBE YOUR EDUCATION AND PROFESSIONAL**
19 **EXPERIENCE.**

20
21 A. I have a bachelor's degree in Political Science from Baylor University in
22 Waco, Texas. I have over 20 years of experience with BellSouth. During my
23 career, I have held jobs in Customer Service, Sales, and Product
24 Management. I have been in my present position for the past 18 months.

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26 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

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A. I am testifying on behalf of BellSouth to rebut the direct testimony filed by Kenneth Koller, Norman Ripper and Andrea Welch of TCCF in both the complaint and arbitration proceedings.

Q. IN MR. RIPPER’S TESTIMONY ON PAGE 6, LINES 17- 22, AND IN MR. KOLLER’S TESTIMONY ON PAGE 3, LINE 6, BOTH MENTION FREQUENT ACCOUNT TEAM CHANGES WHICH THEY BELIEVE CAUSED TCCF DELAY AND MISUNDERSTANDING. IS THIS TRUE?

A. No. While I acknowledge there have been some changes in the members of BellSouth’s account team during this 2½-year period, it is important to note two things. First, with the approval of the Telecommunications Act in 1996, BellSouth saw an immediate and exponential increase in the number of ALECs who needed assistance in establishing operations. This enormous growth caused many of the account team changes. Second, all of the individuals listed by Mr. Koller, except one, are still members of the BellSouth account team, and were available to transition responsibilities to the next responsible account team member. Charlotte Webb retired.

Q. WAS THE ESSX® SERVICE WHICH MR. KOLLER REFERS TO ON PAGE 7, LINES 10 THROUGH 17, TO BE PROVISIONED IN THE SAME WAY THAT THE ESSX® SERVICE PROVIDED FOR IN BELL SOUTH’S GRANDFATHERED ESSX® SERVICE TARIFF IS NORMALLY PROVISIONED?

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A. No. Although TCCF requested ESSX® Service, the service was to be interconnected in a non-standard arrangement using direct access via T1 transport to Witel’s point of presence (POP). Because this was not a standard serving arrangement, the BellSouth account team and Network organization were not familiar with this type of arrangement. ESSX® Service had traditionally been used for large business applications. It had never, to BellSouth’s knowledge, been used to provide local dial tone to small business and residential customers on a resale basis the way TCCF intended. TCCF wanted ESSX® Service dial tone disguised as Business (1FB)/Residential (1FR) Service to TCCF end users using assumed dial 9 and dedicated access to route interLATA calls.

Q. HOW DID YOU RESOLVE WHAT THE NON- STANDARD SERVICE ARRANGEMENT WOULD BE?

A. BellSouth and the members of the account team worked diligently with TCCF in a good faith effort to implement ESSX® Service in the manner TCCF requested. BellSouth held numerous internal meetings with subject matter experts to develop a consensus of the best and most efficient way for the service to be implemented. The two major questions were: 1) how to provision a “mini-T” from the ESSX® Service common block to the long distance interface, and 2) were Automatic Route Selection tables required? BellSouth also determined in its research that a special software release would be required to allow Automatic Number Identification (ANI) to be passed from the common block to a carrier interface in all 5ESS offices. This was not a standard software release for the 5ESS switch and, therefore, had to be submitted as

1 a Business Opportunity Request (BOR) which is similar to the specific assembly
2 process traditionally used to respond to unique end user needs on our retail side.
3 BellSouth also identified a problem in its 5ESS office that had a dual dial tone when
4 the digit one was used. This issue also required a BOR.

5
6 **Q. IN YOUR OPINION, DID TCCF COMPLETELY UNDERSTAND**
7 **THIS TYPE OF INTERCONNECTING ARRANGEMENT FOR ESSX®**
8 **SERVICE?**

9
10 No, as evidenced by Mr. Koller's direct testimony on pages 6 and 7, in which Mr.
11 Koller indicates TCCF was asking for T1 circuits from the ESSX® Service common
12 block to the Wiltel POP. BellSouth could have provisioned service in this manner;
13 however, when BellSouth questioned Mr. Koller as to how TCCF would identify the
14 station number placing the long distance calls for billing and collection purposes, he
15 was unable to provide an answer. BellSouth pointed out that the only way to
16 pass ANI out of an ESSX® Service common block was to terminate Primary Rate
17 Interfaces (PRIs) into it. As a result, TCCF had to revise its original design.

18
19 **Q. DID TCCF SUBMIT BUSINESS OPPORTUNITY REQUESTS FOR THESE**
20 **NON- STANDARD ENHANCEMENTS TO ESSX® SERVICE?**

21
22 A. Yes. TCCF submitted three BORs dated August 18, 1997, September 17, 1997, and
23 September 23, 1997.

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25 **Q. WERE THESE CHANGES SIGNIFICANT TO THE STANDARD ESSX®**

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SERVICE OFFERING?

A. Yes. Significant modifications had to be put in place including upgrading certain Central Office types, developing procedures to terminate PRI into the common block and modifying BellSouth's process to pass the necessary ANI information. As a goodwill gesture, BellSouth agreed to absorb the significant costs associated with upgrading its 5ESS Central Offices.

Q. DURING THE TIME PERIOD WHEN TCCF'S BORs WERE UNDER DEVELOPMENT, WAS TCCF PREVENTED FROM RESELLING ESSX® SERVICE?

A. Absolutely not. TCCF could, and did, resell ESSX® Service during this time period.

Q. DID BELLSOUTH HAVE PROBLEMS CONVERTING TCCF CUSTOMERS TO ESSX® SERVICE?

A. Yes. However, it is important to note that TCCF was one of BellSouth's first ALECs in Florida, and the only one who used a grandfathered service to provide dial tone in a non-traditional manner from how the service was originally designed. BellSouth did experience provisioning problems providing service in this unique arrangement.

Q. WHAT MADE PROVISIONING ESSX® SERVICE SERVICE DIFFICULT?

A. First of all, ESSX® Service is one of BellSouth's most complex retail services

1 because of the many options available to choose from which provide different
2 capabilities. Second, out of certain Central Office types like the older 1As, the entire
3 conversion process was totally manual which added to the complexity.

4
5 **Q. WHAT STEPS DID BELL SOUTH TAKE TO IMPROVE THE ESSX®**
6 **SERVICE CONVERSION PROCESS?**

7
8 A. First, BellSouth investigated each and every outage occurrence and found in many
9 cases because of the manual process involved, human error was a main cause of the
10 problem. BellSouth identified the individuals responsible for the mistakes, provided
11 them with additional training, and in one instance issued discipline. BellSouth also
12 agreed to communicate to other organizations what had been learned to prevent
13 additional errors as TCCF expanded its marketing effort to include new offices.
14 BellSouth also assigned a project manager to professionally coordinate all future
15 cutovers. Furthermore, BellSouth recommended that TCCF limit the number of
16 conversions to ESSX® Service to either 10 lines or one customer per day operating
17 out of a 1A type Central Office. This recommendation was accepted by TCCF.
18 Additionally, BellSouth called TCCF end users at TCCF's request, to apologize and
19 take responsibility for the errors BellSouth caused. Finally, BellSouth entered into a
20 confidential monetary settlement with TCCF in April 1997, and TCCF in return
21 released BellSouth from any and all claims through March 14, 1997.

22
23 **Q. DID ANY OF TCCF'S ACTIONS CONTRIBUTE TO THE DIFFICULTIES**
24 **PROVIDING ESSX® SERVICE?**

1 A. Yes. Many of TCCF's orders had problems that had to be corrected before BellSouth
2 was able to enter them into BellSouth's systems. Exhibit MBC-1 is an example of a
3 clarification report sent back to TCCF. In this report, TCCF had asked for features
4 not tariffed, lines to be transferred which were disconnected, or for lines that were
5 wrong and there was a lack of information.

6

7 **Q. AS A SUPPLIER, WHAT DID YOU DO TO ASSIST TCCF WITH**
8 **IMPROVING ORDERING ESSX® SERVICE?**

9

10 A. BellSouth first customized an input sheet for TCCF which significantly reduced the
11 number of required pages and fields. BellSouth then flew six individuals to Orlando
12 to spend the entire day of October 15, 1997, at TCCF's facility in a training workshop
13 to help TCCF understand what its responsibilities were and how to provide BellSouth
14 the necessary information to initiate a service request. Additionally, subsequent
15 training sessions were held with TCCF Sales and Provisioning personnel in February
16 1998, March 1998, and early May 1998.

17

18 **Q. WHAT DELAYED THE IMPLEMENTATION OF TCCF'S REQUESTED**
19 **NON-STANDARD ESSX® SERVICE ARRANGEMENT?**

20

21 A. Several factors delayed TCCF's non-standard arrangement. First, BellSouth found
22 the implementation of its changes more difficult than originally believed. Second,
23 Wiltel, the long distance carrier being used by TCCF, had to upgrade its software
24 which caused a two-month delay. Third, TCCF had to verify that Wiltel's file format
25 would be compatible with records required by TCCF's third party billing supplier.

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Q. WHEN WAS THE NON-STANDARD ESSX® SERVICE TCCF REQUESTED IMPLEMENTED BY BELLSOUTH?

A. BellSouth completed testing in the Magnolia Office - DMS on January 28, 1998. From BellSouth's perspective, TCCF could have begun providing service from this Central Office from this period forward.

Q. WERE ANY OTHER OFFICES COMPLETED?

A. On April 2, 1998, seven other offices had testing completed with three more wired awaiting testing with Wiltel. BellSouth's work was scheduled to be completed except for the two 1A Central Offices, by the end of May, 1998. BellSouth offered TCCF the opportunity to TCCF select two other non-1A central offices. BellSouth was surprised that TCCF, once offices were completed, had not begun converting lines to the new arrangement. BellSouth reflected this concern in correspondence contained in Exhibit MBC-2.

Q. WERE ALL OF THE OFFICES COMPLETED FOR TESTING BY BELLSOUTH?

A. No. At the end of May, 1998, Wiltel and TCCF ended their relationship and as a result all future testing was placed on hold.

Q. ARE THEIR ANY INACCURACIES IN MR. KOLLER'S TESTIMONY?

1

2 A. Yes. On page 13, lines 6-8, Mr. Koller acknowledges Wayne Carnes sent a
3 letter detailing the readiness of BellSouth for TCCF to proceed with ordering
4 ESSX® Service. In Mr. Carnes' statement, he was only referring to the
5 Magnolia Central Office not all of the offices as Mr. Koller suggests. This
6 was clarified in subsequent conversations. Mr. Koller also mentioned on page 13,
7 lines 13-18, deny originate and deny incoming (DIN/DOR) as not being ready.
8 The inclusion of the DIN and DOR features into DECAS was debated within
9 BellSouth for several months, as it was initially believed that this feature would not
10 work. Once all hurdles were cleared, the feature was implemented/added to the
11 common blocks within 2 weeks. Mr. Carnes provided this information, which Bob
12 McRae and Darrell Ducote developed, as a part of a bi-monthly project (PRI into
13 ESSX® Service) status report given to both Mr. Ripper and Ms. Welch during 1998.
14 Also, on page 9, line 21, the facsimile sent to TCCF on August 25, 1997, was sent to
15 get a corrected worksheet that was agreed on between both companies. The original
16 request was sent on a 5ESS office and should have shown a DMS 100. This was not
17 sent for any type of additional paperwork as Mr. Koller claims, but was just for a
18 correction of the worksheet which TCCF agreed to use.

19

20 **Q. DID YOU ADVISE MS. WELCH NOT TO IMPLEMENT EDI AS**
21 **INDICATED IN HER TESTIMONY ON PAGE 14, LINES 4-10?**

22

23 A. Yes. The reasons BellSouth recommended TCCF not implement EDI were because
24 API/TAG combined preordering with ordering functionality that would allow TCCF
25 to customize its system to allow only one set of keying for service orders. Also, Ms.

1 Welch is confusing EDI with LENS, according to her statements made on page 14,
2 lines 6, 7 and 8, in which she refers to interface limitations which exist in LENS, not
3 in EDI. Frankly, BellSouth is surprised by Ms. Welch's confusion given the in-depth
4 discussion held between the BellSouth Account Team members and Ms. Welch on
5 October 1, 1998.

6

7 **Q. MR. RIPPER TESTIFIES ON PAGE 6, LINES 10 AND 11, THAT**
8 **BELLSOUTH HAS "DONE EVERYTHING IN ITS POWER TO**
9 **PREVENT TCCF FROM BEING SUCCESSFUL IN THE**
10 **MARKET." IS THIS TRUE?**

11

12 A. Absolutely not. Over the course of the last 2 and 1/2 years BellSouth has expended
13 considerable time, energy and expense in its efforts to understand and respond to
14 TCCF's requests. Mr. Ripper's statement is entirely without merit
15 considering the record supplied by both himself and Mr. Koller which documents
16 much discussion, meetings, recommendations and settlements reached by both
17 parties in an attempt to help TCCF advance its business goals. Helping
18 TCCF start operations has been BellSouth's first and foremost priority. BellSouth
19 acknowledges it had some difficulties and problems along the way, as did TCCF.
20 However, BellSouth has compensated TCCF for these problems by way of two
21 adjustments – one in April 1997, and another one in October 1997. In fact, as
22 mentioned earlier in my testimony, TCCF signed a confidential settlement agreement
23 in April 1997, releasing BellSouth of any and all claims, specifically those associated

1 with the provisioning of ESSX® Service, through March 14, 1997. None of the
2 problems which occurred prior to October 1997, when BellSouth made a second
3 adjustment to TCCF, should be addressed in these proceedings.
4

5 **Q. MR. RIPPER ALSO ALLUDES TO ADDITIONAL DELAYS CAUSED BY**
6 **BELLSOUTH WITH HIS TESTIMONY ON PAGE 9, LINES 11 TO 14.**
7 **WOULD YOU COMMENT ON HIS STATEMENT?**
8

9 A. Yes. It should be first noted that Wiltel is no longer involved in TCCF's non-
10 standard ESSX® Service offering. In fact, BellSouth is unsure which Interexchange
11 Carrier TCCF is now working with to provide dedicated access to ESSX® Service. It
12 should also be noted that Mr. Ripper's Exhibit ENR-9 is the result of a recent request
13 which consitutes still a different network arrangement from the one developed with
14 Wiltel.
15

16 **Q. WOULD YOU LIKE TO SUMMARIZE YOUR REBUTTAL TESTIMONY?**
17

18 A. Yes. BellSouth has for the past 2 and 1/2 years tried in earnest to understand and
19 respond to TCCF's requests. BellSouth has been open and honest when BellSouth
20 was the cause of delays. In good faith, BellSouth made financial settlements and
21 absorbed implementation costs all in the spirit of trying to put the past behind and
22 focus on where TCCF thought it needed to be. BellSouth will continue these same
23 efforts and its quest to assist TCCF and provide TCCF with the best service BellSouth
24 has to offer.
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1 **Q. DOES THIS END YOUR TESTIMONY?**

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3 A. Yes, it does.

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MESSAGE CONFIRMATION

FPSC Docket 981052-11

Rebuttal Exhibit MBC-1

Page 1 of 8

08/18/97

14:15

ID=BELLSOUTH COMPLEX SERVICE CTR 58

NO.	MODE	BOX	GROUP
251	TX		

DATE/TIME	TIME	DISTANT STATION ID	PAGES	RESULT	ERROR PAGES	S. CODE
08/18 14:13	01'41"	487 321 1454	006/006	OK		0000

ABC-1
188

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



Fax

To: Norman Feffer & Ken Keller **From:** Judy Woods

Fax: 407 321-1454 **Pages:** 5

Phone: 407 325-5002 X113 **Date:** August 18, 1997

PO#: **CC:**

- Urgent
 For Review
 Please Comment
 Please Reply

* Comments: Please review & advise action to be taken. Any item that may not be clear please call me & I will explain.

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

BELLSOUTH

*MBC-1
2 of 8*

Fax

To: Norman Ripper & Ken Koller From: Judy Woods

Fax: 407 321-1454 Pages: 5

Phone: 407 328-8002 X113 Date: August 18, 1997

PIN: CC:

Urgent For Review Please Comment Please Reply

* Comments: Please review & advise action to be taken. Any item that may not be clear please call me & I will explain.

CLARIFICATION FORM

no-1
368

Date: August 15, 1997 Page 1 of 5
OLEC: TCCF PON:
Issued by: Judy Hooda Tel #: 205-977-1724

REASONS FOR CLARIFICATION REQUEST:

- 1. Walker Insurance - 407 849-1988 SLA 33 1A
849-1972 Back up lines not tariffed for ESSX
A3.38 CSST.
- 2. Darlene Sporn 407 422-8358 - SLA 14 1A
Remote activation to call forward not tariffed
for ESSX A13.9.3 +
- 3. Milton Clement - 407 422-3811 - SLA 11
remote activation to call forward not tariffed
in ESSX 1A
- 4. Forblitt of Central Fl - 407 294-7300 - SLA 8
remote activation to call forward not tariffed
in ESSX - 5E
- 5. Siskelt Scaffolding - 407 299-2585 - SLA 37
Remote activation to call forward not tariffed
in ESSX 5E.
- 6. Gary & Terry Ryan - 407 842-1591 SLA 29
Called IT Dept not tariffed in ESSX.
A13.19.3 + A112.28 ESSX tariff 1A

Spoke with: _____ CBR#:
Date: _____ Time: _____

CLARIFICATION FORM

mcc-1
488

Date: August 15, 1997 Page 4 of 5
OLEC: TCCF PON:
Issued by: July Shook Tel #: 206-977-1724

REASONS FOR CLARIFICATION REQUEST:

7. Bethaida Pagan - 407 297-1022 SLA 24 - 5E4
Caller ID Deluse not tariffed in Essex
A112.28

8. Call Bobber - 407 298-2199 SLA 33 5E4
Caller ID Deluse, not tariffed in Essex.
A112.28

9. Kimberly Miller - 407 298-6848 SLA 35 5E4
Caller ID Deluse - not tariffed in Essex.
A112.28

10. Kar Lura - 407 290-5159 SLA 42 5E4
Caller ID deluse, not tariffed in Essex.
A112.28

11. Forest Business Decisions - 407 299-1962 SLA 9 5E4
Call fund dest and msg control, flexible call
forward with audio pulling name & caller ID
not tariffed. A112.28

12. Felder's Laboratory - Cooper Inc - 407 626-0274 1A
Milage 40.48 not tariffed for more than 5 miles

Spoke with: _____ CBE#: _____
Date: _____ Time: _____

MBC
585

CLARIFICATION FORM

Date: August 16, 1997 Page 3 of 5
OLEC: TCF PON:
Issued by: Judy Woods Tel #: 206-977-1724

REASONS FOR CLARIFICATION REQUEST:

13. Lynn Conklin - 407 841-4221 SLA 21 1A of
Mileage 2.86 NOT tariffed for more than 5 miles.

14. John McCormick - 407 293-3252 SLA 20 5E of
Mileage 5.19 NOT tariffed over 5 miles.

15. Sherrie Rich - 407 290-6962 SLA 3-5E of
Mileage 5.42

16. Bruce Pallat - 407 578-4205 SLA 41-5E of
Mileage 6.13

17. Mariona Estates - 407 295-4050 SLA 27-5E of
Disconnected 11-22-96.

18. Thomas Holman - 407 843-8558 SLA 28-1A of
Disconnected DYK 32081, 1-15-97.

19. Stone Industries - 407 290-8329 SLA 4 5E of
Already on SLA 2 on 290-3485

20. Crystal Comm - 407 896-1100 SLA 5 5E of
Whom # of as Crystal Comm. Belongs to another
end user with BellSouth

Spoke with: _____ CBR#: _____
Date: _____ Time: _____

new 1
6/8

CLARIFICATION FORM

Date: August 18, 1997

Page 4 of 5

OLEC: TCCF

PON:

Issued by: Judy Woods

Tel #: 205-977-1724

REASONS FOR CLARIFICATION REQUEST:

- 20. Demetree Builders - 407 292-8527 SLA 19 SE
Need LSR Bell account.
- 21. Factory Mutual - 407 292-7618 SLA 18 SE
wrong cust.
- 22. All Pool Service Sup - 407 295-4540 SLA 11 SE
Need LSR. Bell account.
- 23. John Cantorese - 407 345-8070 SLA 40 SE
Need LSR Bell account.
- 24. Broad Insurance - 407 951-2273 SLA 16 SE
Need LSR. Bell account.
- 25. Dr Thomas Smith - 407 245-1993 SLA 26 SE
Need LSR Bell account.
- 26. Kevin Ruth - 407 293-6330 SLA 23 SE
Need LSR Bell account.
- 27. Ameregen Inc - 407 292-3301 SLA 10 SE
Need LSR Bell account.

Spoke with:

CR#:

Date:

Time:

me-1
7/8

CLARIFICATION FORM

Date: August 16, 1997 Page 5 of 5
OLEC: TCCF PON:
Issued by: Judy Woods Tel #: 206-977-1724

REASONS FOR CLARIFICATION REQUEST:

- 28. Orange Avenue Autos - 407 422-8948 Slt 24 - 1A of
Need LSR, Bell account.
- 29. Betty Greene - 422-6531 SLA 8 - 1A of
Need LSR, Bell account.
- 30. Dr. David Orlando - Hotel Trunk - 1 flat +
11 message rates. All East lines will be
flat rate. Trunk termination charge 35.22 will
apply monthly. All 2.26.7
- 31. Tilden Chantry - 407 441-9050 SLA 27 - 1A
Cable Trunks & DT D's. 100 #5 237 6100-6199
Need East line for each station did #.
Trunk termination charge 35.22 monthly All 2.26.7
- 32. Rodenas day - 423-1402, 422-1648 & 422-1592
have optional calling plan which applies to entire
account & isn't telephone # specific. But have on
East without being for entire account. 425.2515 & 283.0716
not Rodenas spec.
- 33. Willita & Joseph - 423-1093, 1094 & 2162 are
FCO lines & will have an additional message
charge of 27.98 monthly & be set up in East 1A of.
894-97691 is on same account but isn't FCO &
will be set up in East 5E. FCO mldge All 2.26.7
- 34. Tracy Dreyfus - 407 292-2100 Ringmaster I
Not tariffed for each Ringmaster # is
523-4805. Ring pattern is short, short.
- 35. Value Tile Inc - 407 849-6590 Ringmaster - 1A
Ringmaster # is 481-0985. Ring pattern
is short, short.

From: Norman Ripper To: Judy Woods

113
Date: 8/19/97 Time: 9:28:11

BellSouth Telecommunications
FPSC Docket 981052-TP
Rebuttal Exhibit MBC-1
Page 8 of 8

of 1

TELEPHONE CO. OF CENTRAL FLORIDA

3975 W. Lake Mary Boulevard, Suite 107
Lake Mary, Florida 32746
Phone: (407) 328-5002 X106 Fax: (407) 328-5896

For Your Information

AUG 19 1997

ml
8/19

To: Judy Woods	Fax Number: 1-205-977-1171
Company : Wiltel	Date : 8/19/97
From : Norman Ripper	Fax Number : 1-000-302-0406
Company : TCCF	Pages including cover page: 1
Subject :	

Comments:

Judy,

After carefully looking over the clarifications that you sent me I have decided that the only account that you should move onto our ESSX system is:

Walker Insurance (407) 849-1988

Just make their backup line a second ESSX line.
Leave all the other accounts how they are right now.

Thanks!

Norman Ripper



EXECUTIVE SUMMARY

May 19, 1998

MBC-2

1 of 2

Ken E Koller - Director of Engineering
3575 W Lake Mary Blvd
Suite 106
Lake Mary, Florida 32746

Dear Ken:

As follow-up to Wayne Games' May 15th ESSX Update memo, We are presenting the enclosed information for your review. Highlights of this ESSX documentation include all order info, IXC info, coordination info, plus target and completion dates.

A summary sheet precedes documentation for each office. This information will be monitored, and updated from Darryl Ducote, Project Manager, to myself with great frequency. Until handoff of all offices for order input, I will share these updates with you biweekly.

Items of note at the time of this initial presentation (5/20/98) include:

23 BellSouth Central Offices...23 ESSX Systems

- 1 Office: Orlando-Magnolia-DMS has been ready for customer order activity since 1/28/98.
- 14 Offices will be tested, and will be ready for ordering by 8/1/98 (target date).
- 2 Offices will be tested, and will be ready for ordering by 5/26/98 (target date).
- 2 analog (1AESS) Offices (Orlando-Magnolia-1AESS, and W Palm Beach-Main-1AESS) will not support a PRI link from WITel, thus preventing the passing of ANI information to the WITel switch.
- 4 Offices (Miami-W Hollywood-5ESS, Miami-Grande-5ESS, Gainesville-Main-5ESS, Vero Beach-5ESS), have outstanding WITel ordering problems. WITel can not identify the BellSouth circuit ID associated with their PRI order. The absence of this information (ID + CLF/CFA) prevents BellSouth from being able to order the "mini-T" to the ESSX Common Block.

If I can provide any further assistance, please contact me at 205 877-1462, or by pager at 800 329-3067

Sincerely,

Bob McRae
Systems Designer



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

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April 17, 1998

Kip Ripper
President
TCCF
3575 Lake Mary Blvd.
Suite 107
Lake Mary, Florida 32746

Dear Kip:

As your TCCF Account Manager, I feel the BellSouth Account Team has made significant improvement with issues regarding TCCF. Although we do not talk on a regular basis someone from my Account Team communicates with TCCF daily. BellSouth has made a tremendous investment in upgrading our Central Offices to provide TCCF with the facilities needed to provide ESSX Service for TCCF end users. We have also staffed the complex ordering group to accommodate TCCF service orders for ESSX. In addition my Account Team has added Cynthia Hodges to help coordinate your service orders that are issued through Peggy McKay's complex ordering group. At this time the Magnolia Central Office in Orlando is ready for ESSX service to be provisioned. However, we do not see any volume of ESSX service orders being received. Please let me know if your plans have changed in regards to TCCF utilizing ESSX Service so we can make the necessary changes to properly staff our service centers. BellSouth has also coordinated testing with WorldCom in other BellSouth central offices anticipating ESSX Service being provisioned in them as well.

We appreciate your patience in this major project and I look forward to hearing from you regarding this issue soon. Please let me know if there is anything I can do to help with any issue. We greatly appreciate your business.

Sincerely,

A handwritten signature in cursive script that reads "Wayne Carnes".

Wayne Carnes
Regional Account Manager