

WORLDLINK LONG DISTANCE CORP.

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March 12, 1999

Office of Records and Recordings
Ms. Blanca Bayo, Director
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

990332-TP

Dear Ms. Bayo,

I wish to register a formal complaint with the office of records and recordings on behalf of Worldlink Long Distance Corp. against Bellsouth.

We are currently a CLEC, re-selling Bellsouth local services in Florida. During the process of becoming a CLEC, Bellsouth was very co-operative. However, more recently, during the actual process and operations of our company as a CLEC we've encountered several problem that heve proved detrimental to the reputation of our company. We blame Bellsouth for these problems due to its negligence and lack of sensitivity towards our end user's and our Company's request for service.

When a customer is with Bellsouth and requests any changes or additions to their services, Bellsouth complies within 24-48 hours. Unfortunately, we do not receive the same consideration.

First of all, the process is tedious and ridiculous. When we submit orders through the LENS program provided by Bellsouth to CLECs to submit orders through the web, orders get kicked out of the system and are not successfully carried out.

Secondly, when the orders are submitted thourgh paper work/fax, it takes Bellsouth atleast two hours to simply confirm whether they've received the order. The problem with this is that frequently the orders are not even received by the Bellsouth processing center. Then when we call to verify if the order has been received and we are informed that it hasn't, we have to re-submit the order and wait atleast two hours before we even know if the order has been received. In turn, this causes a major delay in processing of a request.

Furthermore, there is the issue of "clarifications". These are notifications sent back to us when an order is submitted and there is an error. When we received the clarification we are supposed to re-submit the paperwork with the corrections and a new "version number" (number used to identify a change was made to original purchase order). The problem with this is that the Bellsouth Service Center Processor only looks at the order upto the point of finding an error and then clarifies the order. On most occasions when the order is re-submitted the next processor clarifies it again for another error, and again, etc. If the first processor would clarify the order for all errors then we wouldn't have to re-submit, and re-submit, and re-submit the order so many times, causing extreme delays and frustration for our employees and more importantly for our end users.

Then there is also the issue of the remarks section in the order forms. All our employees are instructed to write down as much helpful detail explaining the nature of the request. These remarks are written in every page of the order in bold and including please and thank you. When taking the CLEC course we were all instructed to make use of the remarks section in order to ensure that the orders are succesfully completed. However, we find that the remarks are always ignored and the order is not carried out as specified by our Company. This is a huge problem,

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because in many cases our end users are not getting what they request. In some cases the end users service is even mistakenly being turned off, leaving them without service, and leading them to rightfully blame Worldlink. This is unacceptable when we have done what we were supposed to do and Bellsouth should be the one's taking the blame. Consequently, we've lost several customers, who at the sign of such trouble simply call Bellsouth to be switched back to them, and then Bellsouth switches them and restores there service within minutes. How can any Company compete with that.

And competition aside, this is seriously damaging the credibility of our Company. It is also causing a great loss in current revenues, and future revenues. When we entered into agreement with Bellsouth for the CLEC program we were assured quality service, in turn, we promise our end users quality service, and due to Bellsouth negligence we are not coming through with our promise. I have personally spoken to several representatives of Bellsouth in reference to our issues with their service but have been ignored. Several letters of complaint have been sent as well as phone calls from other representatives of our Company to no avail.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ibis Lezcano', with a stylized flourish at the end.

Ibis Lezcano