

ORIGINAL

BELLSOUTH TELECOMMUNICATIONS, INC.

DIRECT TESTIMONY OF RONALD M. PATE

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 990691-TP

August 2, 1999

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Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC. AND YOUR BUSINESS ADDRESS.

A. My name is Ronald M. Pate. I am employed by BellSouth Telecommunications, Inc. ("BellSouth") as a Director, Interconnection Services. In this position, I handle certain issues related to local interconnection matters, primarily operations support systems ("OSS"). My business address is 675 West Peachtree Street, Atlanta, Georgia 30375.

Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

A. I graduated from Georgia Institute of Technology in Atlanta, Georgia, in 1973, with a Bachelor of Science Degree. In 1984, I received a Masters of Business Administration from Georgia State University. My professional career spans over twenty-five years of general management experience in operations, logistics management, human

1 resources, sales and marketing. I joined BellSouth in 1987, and have
2 held various positions of increasing responsibility with BellSouth.

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4 Q. HAVE YOU TESTIFIED PREVIOUSLY?

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6 A. Yes. I have testified before the Alabama, Florida, and Louisiana Public
7 Service Commissions.

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9 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

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11 A. The purpose of my testimony is to provide BellSouth's position on Issue
12 18 raised by ICG Telecom Group, Inc. ("ICG") in its Petition for
13 Arbitration filed with the Florida Public Service Commission
14 ("Commission") on May 27, 1999.
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17 ***ICG-18: Should BellSouth be required to update its records***
18 ***immediately after transferring a customer number to ICG?***

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20 Q. WHAT IS BELL SOUTH'S POSITION ON THIS ISSUE?

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22 A. BellSouth's position is that it updates customer records promptly and
23 should not be required to update records for ICG any differently than it
24 does for other Competitive Local Exchange Carriers ("CLECs") and for
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1 itself. BellSouth updates its records for CLECs in the same time and
2 manner as it does for BellSouth's retail operations.

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4 Q. WHEN ARE AN END USER CUSTOMER'S RECORDS UPDATED?

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6 A. Usually the end user's records are updated within 24 hours from the
7 time a correct order has been completed. As I have already stated, this
8 is the same for BellSouth and CLECs.

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10 Q. WHAT RELIEF DOES ICG APPEAR TO BE SEEKING ON THIS
11 ISSUE?

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14 A. It is difficult to say. ICG's Petition for Arbitration while long on rhetoric
15 is short on specifics, with respect to this issue.

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17 Q. IF THE CLEC WANTS TO CHANGE AN END USER'S DIRECTORY
18 LISTING WHEN IT PORTS A TELEPHONE NUMBER, WHEN
19 SHOULD THE CLEC SUBMIT THE REQUEST TO CHANGE THE
20 LISTING?

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23 A. Instead of submitting an LSR to port a telephone number, and then
24 immediately submitting a second LSR to change the directory listing for
25 that end user, the CLEC should submit the information to change the

1 directory listing on the same local service request ("LSR") it is
2 submitting to port the telephone number.

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4 Q. HAS ICG BEEN SUBMITTING A DIRECTORY LISTING CHANGE
5 WHEN IT SENDS AN LSR TO PORT A TELEPHONE NUMBER?

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7 A. No. ICG has not been submitting the directory listing change at the
8 same time it requests the porting of a number. BellSouth has
9 suggested to ICG's representatives that ICG should make directory
10 listing changes at the same time it submits an LSR to port a telephone
11 number. Although BellSouth does not understand the nature of ICG's
12 alleged problem, BellSouth believes that, by following this procedure,
13 ICG should be able to eliminate any problems that might arise with
14 submitting the directory listing change separate from the request to port
15 the number.
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19 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

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22 A. Yes...

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