

ITC^DELTA COM COMMUNICATIONS, INC.

**Region Wide Provisioning/Ordering Intervals for ITC^DeltaCom Resale Orders
Produced in Response to Staff Document Request No. 2(a)**

Before the Florida Public Service Commission
Docket No. 990750-TP
Petition for Arbitration of ITC^DeltaCom Communications, Inc. with
BellSouth Telecommunications, Inc.
October 1, 1999

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CONFIDENTIAL
NY 6-23-01

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DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

CONFIDENTIAL AND PROPRIETARY

**Alabama (State)
January – June 1999 (Reporting Period)
July 29, 1999 (Date of Report)**

CATEGORY	TOTAL	EDI	FACSIMILE
Percentage of Local Service Request Orders ("LSRs") submitted for the period Jan-June		73%	27%
Percentage of LSR's completed in <5 days	47%	52%	34%
Percentage of LSR's completed in 5-10 days	31%	34%	24%
Percentage of LSR's completed in >10 days	11%	10%	12%
Percentage of LSR's not Completed	11%	4%	31%
Percentage of Firm Order Confirmation's (FOC's) Received within 48 hours or less for those LSR's completed	36%	39%	28%
Percentage of FOC's received after 48 hours of submitting the LSR	64%	61%	71%
Percentage of FOC's where due date was met	43%	48%	30%

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Florida (State)
January – June 1999 (Reporting Period)
August 5, 1999 (Date of Report)

CATEGORY	TOTAL	EDI	FACSIMILE
Percentage of Local Service Request Orders ("LSRs") submitted for the period Jan-June		81%	19%
Percentage of LSR's completed in <5 days	53%	55%	41%
Percentage of LSR's completed in 5-10 days	31%	33%	22%
Percentage of LSR's completed in >10 days	11%	10%	15%
Percentage of LSR's not Completed	5%	2%	22%
Percentage of Firm Order Confirmation's (FOC's) Received within 48 hours or less for those LSR's completed	32%	32%	28%
Percentage of FOC's received after 48 hours of submitting the LSR	68%	67%	72%
Percentage of FOC's where due date was met	38%	42%	21%

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Georgia (State)
January – June 1999 (Reporting Period)
August 5, 1999 (Date of Report)

CATEGORY	TOTAL	EDI	FACSIMILE
Percentage of Local Service Request Orders ("LSRs") submitted for the period Jan-June		76%	24%
Percentage of LSR's completed in <5 days	58%	61%	46%
Percentage of LSR's completed in 5-10 days	23%	26%	15%
Percentage of LSR's completed in >10 days	10%	10%	10%
Percentage of LSR's not Completed	9%	3%	29%
Percentage of Firm Order Confirmation's (FOC's) Received within 48 hours or less for those LSR's completed	37%	37%	35%
Percentage of FOC's received after 48 hours of submitting the LSR	63%	63%	65%
Percentage of FOC's where due date was met	47%	52%	30%

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**Louisiana (State)
January – June 1999 (Reporting Period)
August 5, 1999 (Date of Report)**

CATEGORY	TOTAL	EDI	FACSIMILE
Percentage of Local Service Request Orders ("LSRs") submitted for the period Jan-June		79%	21%
Percentage of LSR's completed in <5 days	52%	56%	35%
Percentage of LSR's completed in 5-10 days	22%	24%	15%
Percentage of LSR's completed in >10 days	17%	17%	20%
Percentage of LSR's not Completed	9%	3%	30%
Percentage of Firm Order Confirmation's (FOC's) Received within 48 hours or less for those LSR's completed	35%	38%	23%
Percentage of FOC's received after 48 hours of submitting the LSR	65%	62%	76%
Percentage of FOC's where due date was met	45%	50%	24%

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Mississippi (State)
January - June 1999 (Reporting Period)
August 5, 1999 (Date of Report)

CATEGORY	TOTAL	EDI	FACSIMILE
Percentage of Local Service Request Orders ("LSRs") submitted for the period Jan-June		63%	37%
Percentage of LSR's completed in <5 days	47%	50%	41%
Percentage of LSR's completed in 5-10 days	28%	35%	15%
Percentage of LSR's completed in >10 days	14%	11%	18%
Percentage of LSR's not Completed	11%	3%	25%
Percentage of Firm Order Confirmation's (FOC's) Received within 48 hours or less for those LSR's completed	24%	24%	24%
Percentage of FOC's received after 48 hours of submitting the LSR	76%	76%	76%
Percentage of FOC's where due date was met	38%	46%	25%

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**North Carolina (State)
January - June 1999 (Reporting Period)
July 23, 1999 (Date of Report)**

CATEGORY	TOTAL	EDI	FACSIMILE
Percentage of Local Service Request Orders ("LSRs") submitted for the period Jan-June		72%	28%
Percentage of LSR's completed in <5 days	37%	44%	20%
Percentage of LSR's completed in 5-10 days	39%	41%	36%
Percentage of LSR's completed in >10 days	10%	11%	8%
Percentage of LSR's not Completed	13%	5%	36%
Percentage of Firm Order Confirmation's (FOC's) Received within 48 hours or less for those LSR's completed	34%	36%	28%
Percentage of FOC's received after 48 hours of submitting the LSR	66%	64%	72%
Percentage of FOC's where due date was met	37%	42%	20%

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South Carolina (State)
January – June 1999 (Reporting Period)
August 5, 1999 (Date of Report)

CATEGORY	TOTAL	EDI	FACSIMILE
Percentage of Local Service Request Orders ("LSRs") submitted for the period Jan-June		66%	34%
Percentage of LSR's completed in <5 days	51%	49%	56%
Percentage of LSR's completed in 5-10 days	26%	35%	8%
Percentage of LSR's completed in >10 days	10%	13%	6%
Percentage of LSR's not Completed	12%	3%	31%
Percentage of Firm Order Confirmation's (FOC's) Received within 48 hours or less for those LSR's completed	40%	39%	42%
Percentage of FOC's received after 48 hours of submitting the LSR	60%	61%	58%
Percentage of FOC's where due date was met	39%	41%	36%

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ITC^DELTACOM COMMUNICATIONS, INC.

**ITC^DeltaCom Customer Trouble Report Tickets
Produced in Response to Staff Document Request No. 5**

Before the Florida Public Service Commission
Docket No. 990750-TP
Petition for Arbitration of ITC^DeltaCom Communications, Inc. with
BellSouth Telecommunications, Inc.
October 1, 1999

CONFIDENTIAL

Ticket # : 000000010042523
Customer Name : DONALD A GARDNER ARCHITECTS INC
Reported By : Jean finley
Reported By Phone : 8642887580
Trouble Type : Local trouble
Ticket History :

Thursday, August 05, 1999 9:16:50 AM Amanda Bright
Screened Tckt. SRC.

Thursday, August 05, 1999 9:20:22 AM Lori Whisenant
checking/1861

Thursday, August 05, 1999 9:44:32 AM Lori Whisenant
Added COD option to all of cust lines. Called and spoke to Jean and let her know what I did. She is going to call her vendor to come back out to check the lines. She will call me and let me know if everything is ok.

Monday, August 09, 1999 9:57:34 AM Lori Whisenant
Jean called and the vendor said it is worse since I added COD to the lines. I spoke to Ray H. about this and he said that since this is coming off of integrated channel bank, COD is not working, it is only tying up the t1. I left message with vendor, James from Southeastern Telecom (8642345505) to call me. I will have Ray explain to him what the trbl is. Ray said that if the vendor can't change his system to work without the COD, then there is nothing we can do until Delta can work out this trbl with the channel bank.

Monday, August 09, 1999 10:58:32 AM Lori Whisenant
Ray said that Bell will probably need to change out the FXS card in the channel bank for that circuit.

Tuesday, August 10, 1999 8:33:47 AM Lori Whisenant
James called from Southeastern Telecom and said that there is no other options for the type of equipment this cust has. He has got to have polarity reversal on d/c in order for this switch to d/c the call. I told him I would get with our tech and see what we need to do. Ray is out right now but I will get with him when he gets back.

Wednesday, August 11, 1999 12:46:38 PM Lori Whisenant
Called out to UNE/Greg as calls aren't d/c after callers hang-up:

864 288 3252 30lyfu401057sb ci005307

864 288 9116 30lyfu401066sb ci005308

864 288 7478 30lyfu401062sb ci005309

864 288 3967 30lyfu401058sb ci005310

Wednesday, August 11, 1999 2:37:56 PM Lori Whisenant
James/vendor called to check status.

Wednesday, August 11, 1999 4:57:55 PM Jo Cole
Michael/UNE called and NTF. Can't duplicate trbl so they can't change out cards. This trbl has got to be in their system.

Thursday, August 12, 1999 9:25:22 AM Lori Whisenant
Spoke with Danny and Jeff Greene about this. Jeff said that Bell should be able to add COD on their end. He is going to work with Danny on this and call me back.

Thursday, August 12, 1999 2:22:40 PM Lori Whisenant
Beeped Jeff to see what he found out on his test calls.

Tuesday, August 17, 1999 8:55:18 AM Lori Whisenant
Calling Delta tech to go to cust sight and connect bolt meter to check for d/c signal.

Wednesday, August 18, 1999 8:50:12 AM Lori Whisenant

Robert (delta tech) is at cust prem right now and is working on this trbl. He is going to call the vendor and talk with him.

He said that since this ICB is Bell's, they may have to come to cust sight to check this. He will call me back after talking with vendor.

Wednesday, August 18, 1999 1:14:32 PM Lori Whisenant

James (vendor) has scheduled a call for in the a.m. with Robert (delta tech). Robert will call me with any info he gets.

Thursday, August 19, 1999 8:24:33 AM Lori Whisenant

Robert called. He and the vendor are at cust sight and are going to try to correct this trbl. He will call when he has any info.

Thursday, August 19, 1999 9:06:50 AM Lori Whisenant

Robert called from cust sight. He connected the volt meter and placed test calls and had the end caller hang up. There was

no change in voltage and instead of the line d/c, he received re-order. I added COD and he said it made it worse. Instead of

getting re-order, he got dial tone. Ray and Robert said that I need to get Bell out at the CUST SIGHT, not the CO and when

they are going out, I need to get Robert and vendor out at the same time so they can show him the trbl.

Thursday, August 19, 1999 9:31:32 AM Lori Whisenant

Called back out to Bell for dispatch to cust sight. tt #'s CI005504, 05, 06, 07. Dispatch scheduled for 2:00 today with

Robert. Talked with Robert and he said that 2:00 is ok. Having vendor call me. Robert said vendor doesn't have to be there but can if he wants.

Thursday, August 19, 1999 1:53:57 PM Lori Whisenant

Robert called from cust site to let me know that Bell's not there. I called Bell and talked with Tom and per him they won't

be able to make it there today. I said nice of them to let us know. He did schedule it for 9:00 in the morning. I called

Robert and let him know. He is going to call me if this time isn't going to work for him.

Friday, August 20, 1999 10:55:31 AM Lori Whisenant

Robert called this a.m. to say that Bell is not there yet. I called Bell and talked with Joey. He said the last note in the

ticket was from the supervisor that there was no one to go on this dispatch. I told Joey it would have been nice if they

would have let me know. Joey called and esc to 1st level and he will have the tech call me when he gets ready to go out.

Robert has a busy day so he probably want be able to go back out there. He said for me to tell the tech that we're not

getting d/c signal from CO. They need to make test calls and have the other end hang up and watch the calls not drop. They can also hook up volt meter to test.

Friday, August 20, 1999 12:48:59 PM Jo Cole

Bell tech is at prem.

Friday, August 20, 1999 3:25:02 PM Lori Whisenant

Jean called and said that the Bell tech was out and did say he saw there was a trbl either between Bell and Delta or Bell and

the cust site. I will wait for Bell to call and give me an update on what they found.

Friday, August 20, 1999 4:05:56 PM Lori Whisenant

Saturday, August 21, 1999 1:06:55 PM Nancy Joyner

Dacs mapping checked, everything seems to be correct -wait till Monday when they can get with engineering personel to double check to make sure everything is correct. Tom(tech with Bell) ask that we put this tkt on hold until Monday.

Monday, August 23, 1999 8:52:47 AM Lori Whisenant

Not sure what above note means. Calling Bell to get status. Talked with Bessy. She transferred me to Joey and he said Dacs mapping was checked at Bell and everything seemed to be ok. He said lines were tested and that trbl was coming from CO. So ticket was sent to CO and that is where the Dacs mapping was checked. He said that a Bell tech was going to check it further and he will get back with me.

Monday, August 23, 1999 10:19:33 AM Rena Clark

Kevin phoned he is dispatching the ticket into the CO to check with T-Bird, they will be calling us back

Monday, August 23, 1999 6:39:17 PM Jo Cole

Mike/Bell UNE called. They have been able to determine that this is not a Bellsouth trbl. Mike sd. this is only happening on inbound calls. everything disco correctly if the calls are outbound. He sd. if it were a problem with their channel banl or DACS trans it would be bi-directional. Bell is going to Dm tkt until Close of Business tomorrow. I will Email Lori to check ont his with the TAC grp.

Wednesday, August 25, 1999 2:59:12 PM Lori Whisenant

I sent Marcus an email detailing this whole mess.

Thursday, August 26, 1999 2:15:25 PM Rena Clark

Per Danny Bolding - I have a calling into Danny Hyde-SB tech support

Friday, August 27, 1999 3:33:10 PM Lori Whisenant

Sent Rena an email asking if she had heard from Danny Hyde of BS.

Monday, August 30, 1999 9:56:06 AM Rena Clark

Did not hear from Danny Hyde - phoned Joey with UNE per him need to call Debra Stewart @ 5045282610 (Danny's boss)

Called her she is checking the ticket and will be calling us back

Monday, August 30, 1999 4:15:01 PM Lori Whisenant

Rena asked that I re-open these tickets because BS was going to work off of these tickets, but since they were closed, they couldn't. She also told me to esc to tier 2 support. I re-opened tickets:

864 288 3252	30lyfu401057sb	ci005826
864 288 9116	30lyfu401066sb	ci005827
\864 288 7478	30lyfu401062sb	ci005828
864 288 3967	30lyfu401058sb	ci005829

Tuesday, August 31, 1999 2:36:38 PM Lori Whisenant

Called Bell to check status. Spoke with Mary and she transferred me to Bud's vm because she couldn't find a tech to talk to me. I left Bud vm to call me.

Tuesday, August 31, 1999 5:18:15 PM Jo Cole

Katie is DM ticket until tomorrow. She is not sure who Debra Stewart is and what she is going to do.

Wednesday, September 01, 1999 4:20:30 PM Lori Whisenant

Per Mike, their signaling is correct. The trbl is coming from the switch

on Delta's side. Our switch is not tearing down the call. It's taking approx 22 seconds to release the call when the calling party does not hang up and the end user does, but that call teardown is done by our switch, not Bell. He spoke with Katie who was around on the other trbl that we think was the same as this trbl where the cards in the channel bank didn't match, but this isn't the same problem. I told him to dm tickets until I can get with Rena or Danny or someone.

Tuesday, September 07, 1999 3:34:05 PM Lori Whisenant

Jean called and they are still having trbl with their lines locking up. I explained to her that we are still working on this.

Someone is going to have to help me on this. I don't know who else to go to, but this is getting really old. The cust needs this fixed!!!!

Wednesday, September 15, 1999 10:09:20 AM Lori Whisenant

Rena said to open new tickets and have them check the card in the D4 to make sure it is the FXO card.

864 288 3252	30lyfu401057	CI006202	
864 288 9116		066	03
864 288 7478		062	04
864 288 3967		058	05

Wednesday, September 15, 1999 4:51:43 PM Bill Pate

Gladys with UNE called and said that tckt#ci006203 is signaling the way it should be, they were going to try putting the

others on a D4 instead of a D5, she wasn't sure it would work but they

would try. She also said that if these were to be on a FXO card instead of a FXS that it would require paperwork.

Thursday, September 16, 1999 8:26:48 AM Lori Whisenant

Eric/UNE called to say that on CI006203, NTF at dmarc. It is on a d5. Rena said to call Steve to get an update. He was the one working on this yesterday and would be familiar with the trbls that David saw yesterday while testing with Danny and Rena.

Thursday, September 16, 1999 8:35:45 AM Lori Whisenant

Correction, Eric called on CI006205. Steve said this ticket wasn't grouped with the other 3 is why Eric was still working this one. The other 3 tickets were re-engineered and have gotten a new order for them. They have been sent to CO to test.

He will get CI006205 re-engineered and send to be tested.

Thursday, September 16, 1999 4:33:20 PM Lori Whisenant

Richard/Bell called in and wanted me to busy out lines so they could finish this change. I told him that cust is gone for the day so it is ok to go ahead without busing out the lines. He will call and give update when they are done.

Thursday, September 16, 1999 6:41:09 PM Pam Duncan

Per Richard - C.O. has completed the cut - 4 lines. Ask him to DM ticket and Lori will follow up in the morning.

Friday, September 17, 1999 7:31:27 AM Johnny Flynn

Kevin Bell UNE called in asking if lines operating OK. Informed him that I could call customer and see, but he stated that it would be fine to wait for Lori to come in and check.

Please call Kevin after checking.

Friday, September 17, 1999 8:46:37 AM Lori Whisenant

Called and got RNA on all 4 lines. Called # not in automated attend.
2887580 and spoke with Annetta. Jean is out until 2:45.

She said the lines didn't ring in. I had her check for DT and she said
there's no dialtone on any of the lines. Rena and I
called Steve/Bell and he is checking and will call us back.

Friday, September 17, 1999 3:08:46 PM Lori Whisenant

Talked with Jean and she said everything seems to be working great.

Closing ticket, finally!!!!!!!

Referred Ticket Information :

Resolution Description : BellSouth trouble

Ticket # : 000000010034707
Customer Name : GULF COAST REHAB EQUIPMENT INC-BHAM
Reported By : Joel
Reported By Phone : 2059025785
Trouble Type : Can't Be Called
Ticket History :

Monday, June 07, 1999 10:22:19 AM Lori Whisenant
DN: 3803113
TYPE: PILOT OF DNH HUNT GROUP
SNPA: 205 SIG: DT LNATTIDX: 1
HUNT GROUP: 284 HUNT MEMBER: 0
LINE EQUIPMENT NUMBER: BHMH 00 1 01 51
LINE CLASS CODE: 1FR
IBN TYPE: STATION
CUSTGRP: RESBHM SUBGRP: 0 NCOS: 0
LINE TREATMENT GROUP: 1
CARDCODE: RDTLSG GND: N PADGRP: STDLN BNV: NL MNO: N
PM NODE NUMBER : 197
PM TERMINAL NUMBER : 51
CFW INDEX: N/A
CFGDA INDEX: N/A
OPTIONS:
DGT PIC DLT Y CFW C NSCR 1 I \$ LPIC DLT Y
RES OPTIONS: NONE
OFFICE OPTIONS:
AIN LNPGRP
GROUP OPTIONS:
CFGDA NSCR 1 20 N 13346665555 LOD 13346669555 \$ RCVD
MEMBER INFO:
1 3803114
2 3803115

Ticket screened.
Monday, June 07, 1999 11:56:31 AM Johnny Flynn
Checking
Monday, June 07, 1999 12:19:38 PM Johnny Flynn
Called customer and spoke w/Alison, she stated that line 2 is dead. Line 2 in hunt should be 3114, but I was able to complete call and Alison stated that it rang in on line 3. Posted all lines in hunt 3115 is in LMB state, I MB'd line and tried to RTS it, but it went into SB(system busy). I informed Alison that I would bsy line out.
Monday, June 07, 1999 1:39:51 PM Johnny Flynn
2053803115
A3.LYFU.569943..SC
Opened tkt KI002883 w/Greg Bell UNE for NDT.
Monday, June 07, 1999 5:13:42 PM Johnny Flynn
Michelle X8701 of sales called in wanting status of trbl and asked that deltatech be dispatch when Bell confirms that trbl is fixed. She also asked to have tkt escalated w/Bell tomorrow morning. She would like notification/updated of trbl status.
Tuesday, June 08, 1999 8:30:57 AM Johnny Flynn
Spoke w/Mary UNE Bell, she stated that trbl is loaded into CO for tech to check. Asked for 1st level escalation.
Tuesday, June 08, 1999 8:33:27 AM Johnny Flynn
Spoke w/Tara/Dispatch, she is to check into dispatching tech to site.

Tuesday, June 08, 1999 9:02:53 AM Johnny Flynn

Byron called in requesting trbl'd line to be RTS.

IDL'd line and Byron to test and call back.

Tuesday, June 08, 1999 10:34:51 AM Johnny Flynn

Spoke w/Ray UNE Bell, He reported line was showing foriegn voltage so he is handing off to CO to check.

Tuesday, June 08, 1999 10:40:16 AM Johnny Flynn

Paged Joe Hall System Supervisor Birmingham for status..

Tuesday, June 08, 1999 11:05:34 AM Johnny Flynn

Joe returned page and radio'd Nate. Nate responded saying that he was @ site working with Dean Smith on trbl.

Tuesday, June 08, 1999 11:10:13 AM Johnny Flynn

Spoke w/Nate he stated that he would correct the trbl w/lines 2 and 3 ringing in crossed by switching jumpers.

He added that customer had one line that would drop off on line one after a couple of seconds.

Nate said that he would swap customers phone on line and see if trbl is w/phone. He also verified NDT on line 2053803115.

Tuesday, June 08, 1999 2:06:33 PM Sharon Rothermel

Per Jill in Mobile customer is still has no dial tone on line 2, 2053803114 and line 3, 2053803115. Tech was there earlier today. Please check.

Tuesday, June 08, 1999 2:24:54 PM Johnny Flynn

Opened tkt Ki002895 Carolyn UNE Bell NDT.

2053803113

A3.LYFU.569941..SC

Tuesday, June 08, 1999 2:48:31 PM Johnny Flynn

Carolyn Bell UNE also stated that Bell tech had ETA to site of 14:30.

Spoke w/Joe Hall, he advised that since bell tech going to site, see what trbl is found and then call him back to see about dispatching tech to site.

Tuesday, June 08, 1999 3:54:34 PM Johnny Flynn

Spoke w/Byron UNE Bell, he stated that Tech @ site, but hasn't reported what he has found.

Tuesday, June 08, 1999 4:13:22 PM Johnny Flynn

Spoke w/Joe Hall and informed him that customer stating additional line being dead occoured when Nate left site.

Joe is to see if he can get Nate to go back to site.

Tuesday, June 08, 1999 4:25:55 PM Johnny Flynn

Spoke w/Eric UNE Bell, he is to page Bell tech and call back with status.

Tuesday, June 08, 1999 4:31:58 PM Johnny Flynn

Spoke w/Eric, he reported that tech on site is working w/UNE tester to try to correct trbl.

Tuesday, June 08, 1999 9:22:45 PM Jerry Smith

Clive with UNE called adv thier Tech had to put in temp jacks as the inside wiring had been hacked

up by the previous tenant and they have 3 of the lines up but on 334-380-3115 they have a wiring problem back toward the CO

and they will work on that one in the AM

Wednesday, June 09, 1999 8:46:02 AM Johnny Flynn

Spoke w/Betsy UNE Bell and asked for second level escalation on tkt KI002883.

Wednesday, June 09, 1999 8:49:06 AM Johnny Flynn

Byron UNE Bell called in requesting line 2053803115 to be RTS. I informed

Byron that line is in PLO.

Wednesday, June 09, 1999 1:44:47 PM Johnny Flynn

Spoke w/Byron UNE Bell and asked him about status. He reported that he got up in circuit and was still seeing foriegn voltage

from field. He is to see about getting card changed in Homewood CO. I posted line in switch and it was still in lockout. I

tried to RTS and it did go to IDL. Informed Bryon that line is IDL.

Wednesday, June 09, 1999 3:07:14 PM Johnny Flynn

Called 2053803115 and spoke w/Alison, she stated that everthing appears to be working.

Informed Michelle in sales of status and she is to get w/her contacts and inform them of status.

Wednesday, June 09, 1999 3:27:05 PM Johnny Flynn

Spoke w/Byron UNE Bell, he stated that they changed the CB card in Homewood CO. Byron also speculated that trbl was also

associated w/wiring @ customers site.

Closing tkt.

Referred Ticket Information :

Monday, June 07, 1999 1:39:51 PM Johnny Flynn

2053803115

A3.LYFU.569943..SC

Opened tkt KI002883 w/Greg Bell UNE for NDT.

Monday, June 07, 1999 5:13:42 PM Johnny Flynn

Tuesday, June 08, 1999 8:30:57 AM Johnny Flynn

Spoke w/Mary UNE Bell, she stated that trbl is loaded into CO for tech to check. Asked for 1st level escalation.

Tuesday, June 08, 1999 8:33:27 AM Johnny Flynn

Tuesday, June 08, 1999 9:02:54 AM Johnny Flynn

Byron called in requesting trbl'd line to be RTS.

IDL'd line and Byron to test and call back.

Tuesday, June 08, 1999 10:34:51 AM Johnny Flynn

Spoke w/Ray UNE Bell, He reported line was showing foriegn voltage so he is handing off to CO to check.

Tuesday, June 08, 1999 10:40:16 AM Johnny Flynn

Tuesday, June 08, 1999 11:05:34 AM Johnny Flynn

Joe returned page and radio'd Nate. Nate responded saying that he was @ site working with Dean Smith on trbl.

Tuesday, June 08, 1999 11:10:13 AM Johnny Flynn

Tuesday, June 08, 1999 2:06:34 PM Sharon Rothermel

per Jill in Mobile customer is still has no dial tone on line 2, 2053803114 and line 3, 2053803115. Tech was there earlier today. Please check.

Tuesday, June 08, 1999 2:24:55 PM Johnny Flynn

Opened tkt Ki002895 Carolyn UNE Bell NDT.

2053803113

A3.LYFU.569941..SC

Tuesday, June 08, 1999 2:48:31 PM Johnny Flynn

Carolyn Bell UNE also stated that Bell tech had ETA to site of 14:30.

Spoke w/Joe Hall, he advised that since bell tech going to site, see what

trbl is found and then call him back to see about
dispatching tech to site.

Tuesday, June 08, 1999 3:54:34 PM Johnny Flynn

Spoke w/Byron UNE Bell, he stated that Tech @ site, but hasn't reported
what he has found.

Tuesday, June 08, 1999 4:13:22 PM Johnny Flynn

Tuesday, June 08, 1999 4:25:55 PM Johnny Flynn

Spoke w/Eric UNE Bell, he is to page Bell tech and call back with status.

Tuesday, June 08, 1999 4:31:58 PM Johnny Flynn

Spoke w/Eric, he reported that tech on site is working w/UNE tester to try
to correct trbl.

Tuesday, June 08, 1999 9:22:45 PM Jerry Smith

Wednesday, June 09, 1999 8:46:02 AM Johnny Flynn

Spoke w/Betsy UNE Bell and asked for second level escalation on tkt
KI002883.

Wednesday, June 09, 1999 8:49:06 AM Johnny Flynn

Byron UNE Bell called in requesting line 2053803115 to be RTS. I informed
Byron that line is in PLO.

Wednesday, June 09, 1999 1:44:47 PM Johnny Flynn

Spoke w/Byron UNE Bell and asked him about status. He reported that he got
up in circuit and was still seeing foriegn voltage

from field. He is to see about getting card changed in Homewood CO. I
posted line in switch and it was still in lockout. I

tried to RTS and it did go to IDL. Informed Bryon that line is IDL.

Wednesday, June 09, 1999 3:07:14 PM Johnny Flynn

Resolution Description : Bellsouth trouble

Ticket # : 000000010040691
Customer Name : GULF COAST REHAB EQUIPMENT INC-BHAM
Reported By : Allison Jeffcoat
Reported By Phone : 2053803113
Trouble Type : No Dial Tone

Ticket History :

Friday, July 23, 1999 11:51:36 AM Miranda Bodine
checking
Friday, July 23, 1999 11:54:48 AM Miranda Bodine
I am sending this tt as facility per sops.
Friday, July 23, 1999 11:58:36 AM Lori Whisenant
Posted line and it is in LMB
DN: 3803116
TYPE: SINGLE PARTY LINE
SNPA: 205 SIG: DT LNATTIDX: 1
LINE EQUIPMENT NUMBER: BMMH 00 1 01 54
LINE CLASS CODE: 1FR
IBN TYPE: STATION
CUSTGRP: RESBHM SUBGRP: 0 NCOS: 0
LINE TREATMENT GROUP: 1
CARDCODE: RDTLSG GND: N PADGRP: STDLN BNV: NL MNO: N
PM NODE NUMBER : 197
PM TERMINAL NUMBER : 54
OPTIONS:
DGT PIC DLT Y LPIC DLT Y
RES OPTIONS: NONE
OFFICE OPTIONS:
AIN LNPGRP
Friday, July 23, 1999 12:11:37 PM Johnny Flynn
Checking
X1735
Friday, July 23, 1999 2:06:56 PM Johnny Flynn
Got Jeff Greene in BHM switch to return line to service.

Spoke w/Susan/customer, she reported that line is working, but that new
line 2053803117 has not would since it was installed
a couple of weeks ago.

Friday, July 23, 1999 2:15:42 PM Johnny Flynn
Opened tkt KI003486 w/Rena Bell UNE for NDT.
205-380-3117 A3.LYFU.570436..SC

Friday, July 23, 1999 6:23:52 PM Jo Cole
Moved Jumper tp a new pair per Tom/UNE. Customer gone for the day. Bell
will DM their ticket until Monday.

Monday, July 26, 1999 9:42:08 AM Johnny Flynn
Spoke w/Susan/customer, she stated that lines working fine. Will hold
till COB.

Holding tkt

Tuesday, July 27, 1999 7:30:15 AM Johnny Flynn
Posted both lines and see both in IDL state.

Tuesday, July 27, 1999 8:00:57 AM Johnny Flynn
Spoke w/Allison, she reported that everything appears to be working .

Closing tkt.

Referred Ticket Information :
Resolution Description : BellSouth trouble

Ticket # : 000000010041096

Customer Name : GULF COAST REHAB EQUIPMENT INC-BHAM

Reported By : Susan

Reported By Phone : 2053803113

Trouble Type : Cutoffs

Ticket History :

Tuesday, July 27, 1999 8:51:52 AM Amanda Bright
Screened Tckt. SRC.

Tuesday, July 27, 1999 11:59:49 AM Pam Duncan
checking

Tuesday, July 27, 1999 12:08:03 PM Pam Duncan
DN 205 380 3114 MB

Susan called C.S. and ask to speak to someone in SW. Rm.

Hunt grp. is 205 380 3113, 3114 and 3115. When calls go to 3114 after
about 3 sec. calls drop off. I went in and MB line

(3114) so calls would roll over. Calling out to UNE - and disp. tech.

Tuesday, July 27, 1999 12:11:35 PM Pam Duncan

line 205 380 3114 MB in switch per customer request**

Tuesday, July 27, 1999 3:13:47 PM Jamie Hulin

Paged Joe

Tuesday, July 27, 1999 3:46:31 PM Pam Duncan

Tuesday, July 27, 1999 3:47:21 PM Pam Duncan

called out to Bell - a3.lyfu.569942.sc - on 205 380 3114. ticket
ki003528.

Tuesday, July 27, 1999 3:49:51 PM Pam Duncan

Joe / Delta tech called me and said they have been out several times. The
customer only has single line phones- (Wal Mart
phones) out there. He says the trbl. is with the phones. Told him I had
a ticket in with Bell.. He said it is not a System
trbl. and we do not have CPE.

Tuesday, July 27, 1999 5:52:30 PM Pam Duncan

Tommy / UNE called and said nt in C.O. but will disp. out in the morning.

Wednesday, July 28, 1999 9:51:16 AM John Sanders

Kevin w/UNE called & asked that I IDL 380-3114. I IDL'd line up & Kevin
will call back.

Wednesday, July 28, 1999 12:41:52 PM Pam Duncan

Called csutomer and Bell has been out this morning and fixed trbl. Going
to wait and check with UNE as resolution.

Wednesday, July 28, 1999 1:29:12 PM Pam Duncan

Kevin / UNE called and said they replaced a channel unit and calls
completing now. Made test call and completing. Closing.

Referred Ticket Information :

Resolution Description : BellSouth trouble

Ticket # : 000000010045112
Customer Name : GULF COAST REHAB EQUIPMENT INC-BHAM
Reported By : susan davis
Reported By Phone : 2053803113
Trouble Type : No Dial Tone

Ticket History :

Tuesday, August 24, 1999 8:07:28 AM John Sanders
Screened tkt to SRC bucket.
Tuesday, August 24, 1999 8:40:18 AM Lori Whisenant
checking/1861
Tuesday, August 24, 1999 9:39:54 AM Lori Whisenant
posted lines and are lmb. tried to rts but went to sb. Calling out to
UNE/Gigi for NDT

205 380 3116 a3lyfu569944sc ki003872
205 380 3117 a3lyfu570436sc ki003873
Tuesday, August 24, 1999 9:59:00 AM Patti Thompson
Michelle Bettis called in to report same trouble for customer.
Tuesday, August 24, 1999 4:08:57 PM Lori Whisenant
Jeff Greene is working with UNE (Dave), Lucy at the Homewood loc. and
Suzy, the Bell tech on this.
Tuesday, August 24, 1999 5:58:58 PM Pam Duncan
Per David - UNE on the 3116 trbl. came clear when testing. Seeing trbl on
the 3117 - but would like to talk with Jeff again
from our side. Jeff gone for the day. Sending Lori email to follow up
first thing in morning. David dm'd ticket,
Wednesday, August 25, 1999 8:44:28 AM Lori Whisenant
Received email from Jeff Greene:
To: Lori Whisenant/DeltaCom@DeltaCom
cc:
Subject: Bell problem

Just got back from Accessnode colo in Homewood and did a line test with
bridging clips on(including Bell) and
line test failed voltage level exceeded -22 VDC on all three lines. Took
clips off and line test passed all three.

Got to be in Bells land somewhere between Homewood and Oxmore offices. I
also had Bell lady at customer site pull clips and
test failed. Failed with them on to. They will probably be calling again
tomorrow. Thks, JG

Called UNE/Joey and explained to him that this trbl has not cleared. I
told him what Jeff had found in above tests and told
him that the trbl needs to be worked backwards from the cust. Suzy (Bell
tech) was at cust site and verified trbl is not in
CPE. Jeff said now it needs to worked in the Oxmore CO and then the
Homewood CO. It is most likely going to be in the channel
bank and that the card will need to be changed. He said the hard part is
going to be making Bell do what they need to do. I
told Joey to esc and he said he esc to 1st level. I told him we need to
get Lucy in Homewood back on the line with Jeff so
they can determine where to go next. I gave Joey Jeff's #.

Thursday, August 26, 1999 10:19:24 AM Lori Whisenant
Received email from Jeff:
To: Lori Whisenant/DeltaCom@DeltaCom
cc: Johnny Flynn/DeltaCom@DeltaCom

Subject: homewwod

67AC card put a bandaid on it for the time being looks like. Call if you have anymore probs. jg

Thursday, August 26, 1999 10:28:13 AM Lori Whisenant

I called Bell and Joey said that these tickets have been turned out to the Homewood CO to be checked. I sent Jeff an email telling him this and he sent me back this email:

To: Lori Whisenant/DeltaCom@DeltaCom

cc:

Subject: Re: homewwod

Thats cool. The new card will allow me to call that 3116 fax # then disconnect and it goes back to idle instead of LMB state.

I still fail the line test and get -22VDC from them. Maybe they will see that and correct. Thks, JG

Friday, August 27, 1999 12:24:13 PM Lori Whisenant

Joey/UNE called and said they changed out the card in the Homewood CO. I did line test and it is still failing. I called

Jeff and he said if they just changed out the card and put the same kind back in, it would correct it, they needed to put in

a different kind of card (teltrend FXO). He told me to call Craig Stallings and ask if he has a contact at Bell that would

know about this issue. I left Craig a vm to call me.

Friday, August 27, 1999 3:31:16 PM Lori Whisenant

Craig called Jeff and told him to have me call Tom Hyde at 4468 to discuss this with him. He has handled this kind of trbl

before. I left Tom a vm.

Friday, August 27, 1999 5:12:33 PM Pam Duncan

david / UNE called and wanted to close ticket. I ask him to please dm till Monday - as I saw they are still having problems.

Sending Lori email.

Monday, August 30, 1999 8:34:23 AM Lori Whisenant

Left Tom another vm.

Monday, August 30, 1999 10:10:24 AM Lori Whisenant

Keith called and wanted to close ticket. I asked him to please dm for another 24 until I can get some kind of update on where this is at.

Tuesday, August 31, 1999 2:44:40 PM Lori Whisenant

Talked with Tom Hyde and he said he needed more info that what I could give. I left Jeff Greene a vm to call me. Tom said to have Jeff call him at 4468.

Tuesday, August 31, 1999 3:11:50 PM Lori Whisenant

Jeff called and is going to call Tom tomorrow.

Tuesday, August 31, 1999 6:21:52 PM Pam Duncan

Mike - UNE called and said on the trbl. reported - he pulled up in SMAZ and completed call. Clsing ticket as not a trbl. per Mike.

Thursday, September 02, 1999 6:42:33 PM Pam Duncan

Mike / UNE called and said he made calls from the SMAZ again - and anaked no - got the 205 3803113. Said he makes call and complete.

Tuesday, September 07, 1999 11:49:52 AM Lori Whisenant

Talked to Jeff about this. He said that Tom only confirmed the same thing

that Jeff has been saying, that Bell will have to change the type of card to the Teltrend FXO card, not just change the existing one to the same kind. He said if we can't get them to do that, that we will have to cut them over to a different unit (change their facilities). He said to talk to Rena about this. I don't know what else to do on this ticket. Will ask Rena to review ticket and advise. Also, cust called and opened a tt for cutoffs on their lines. Jeff said this is probably connected to the -22vdc voltage we are receiving from Bell.

Monday, September 13, 1999 9:31:05 AM Lori Whisenant

Per Rena and Ted, if cust is having no trbl, then ok to close ticket, even though the line tests are still failing. I ran line test and still see lines failing, but was told to close ticket per Ted's notes below:

Friday, September 10, 1999 11:21:54 AM Ted Campbell

Called and spoke to Joel and Mattie they stated that they HAVE NOT had any problems so far this morning.....I will call Mattie back today at 4:30 pm...to verify the line problems have been resolved.....if so I will close this tkt....

Friday, September 10, 1999 3:29:41 PM Ted Campbell

I went ahead and called early....about 3:30pm....spoke to Mattie....she stated they have not had any problems at all today.....

Referred Ticket Information :

Resolution Description : Channel Card

Ticket # : 000000010046485
Customer Name : GULF COAST REHAB EQUIPMENT INC-BHAM
Reported By : Susan Davis
Reported By Phone : 2053803113
Trouble Type : Cutoffs

Ticket History :

Thursday, September 02, 1999 10:47:24 AM Lori Whisenant
SRC
Thursday, September 02, 1999 11:24:35 AM Ted Campbell
checking x1143
Thursday, September 02, 1999 12:27:04 PM Ted Campbell
Paged Jeff Green....
Thursday, September 02, 1999 12:49:17 PM Ted Campbell
Spoke to Jeff.....he said that it may or maynot be in the customer's
phones...not the phone system....but he will check out
the problem....when he gets back to Bham.....will check back with him
for an update.....

Called Gigi@BellUNE to check the lines from their end.....

2053803113	A3.LYFU.569941	KI004038
2053803114	A3.LYFU.569942	KI004039
2053803115	A3.LYFU.569943	KI004040
2053803116	A3.LYFU.569944	KI004041

Group tkt. # KI004042

Thursday, September 02, 1999 12:56:42 PM Ted Campbell
Called Systems Dispatch....spoke to Monica; to dispatch out a Delta tech
to the customer's location.....ask to not re-assign
tkt.....
Thursday, September 02, 1999 12:59:38 PM Ted Campbell
Called Susan...to update her on the situation.
Thursday, September 02, 1999 1:30:55 PM Monica Gurule
Dispatched to Joe. Did not reassign per Ted. Faxing to Joe per his
request.
Thursday, September 02, 1999 4:52:52 PM Ted Campbell
Paged Joe....to get update.....he they were busy all day....and could
not get to the customer's site.....will call back for
an update Friday afternoon.....
Thursday, September 02, 1999 7:11:41 PM Robert Reynolds
bell called in and wants to make calls fromn the mark....bell is holding
there tkt til tomorrow and dispatch then since
business close at 5:00
Friday, September 03, 1999 10:37:15 AM Johnny Flynn
Moon from BellUNE....he said that the Bell tech tested all 3 lines to the
DMARK's....and they tested good....DMing the Bell
tkt. for 24...then closing their tkt.....
I am still waiting on an update from Delta tech as far the CPE equipment
being the problem....
Friday, September 03, 1999 2:54:38 PM Johnny Flynn
Waiting on Deltacom's Tech to respond...
Friday, September 03, 1999 3:06:52 PM Julie Vaughn
Susan Davis called in and requested that someone call Joel Pierce at
2059025785. Thanks!!!!!!!!!!
Friday, September 03, 1999 4:15:26 PM Carri Denson

Joel Pierce called in very upset about all this trouble. He said that when you call these lines it sounds to their customer like it is on a hand held radio. I called the number to check with Susan and she was out, but the line I called on seemed fine. Please check.

Saturday, September 04, 1999 2:27:56 PM David Cecil

Dale with BS called and said that all four lines tested good at demarc, at 14:53 9-3-99.

Saturday, September 04, 1999 2:28:39 PM David Cecil

Asked to hold ticket till noon tuesday.

Wednesday, September 08, 1999 1:26:33 PM Ted Campbell

looking into possibly changing facilities...to correct chronic problems...

Wednesday, September 08, 1999 3:32:03 PM Ted Campbell

per Rena.....Opening up another tkt....for each number at BellUNE.....

2053803113 A3.LYFU.569941 KI004108

2053803114 A3.LYFU.569942 KI004109

2053803115 A3.LYFU.569943 KI004110

2053803116 A3.LYFU.569944 KI004111

grp. tkt. # KI004112

Wednesday, September 08, 1999 3:46:54 PM Rena Clark

phoned Kevin gave him the ticket #'s David is handing them off to the CO to check the D4

Wednesday, September 08, 1999 3:50:49 PM Rena Clark

phoned Kevin he was gone for the day left VM for David Jones

Wednesday, September 08, 1999 3:58:20 PM Ted Campbell

Bud from BellUNE.....called said he would not have time to dispatch out today before by 5pm...so he will dispatch first thing in the morning.....

Wednesday, September 08, 1999 4:21:21 PM Rena Clark

MIKE/UNE phoned they are seeing line voltage on the lines and they have referred it outside for a dispatch in AM

He is handing it off to the CO to verify that the card in the D4 are the FX04520I6 and if need be he will get tech support involved

Thursday, September 09, 1999 10:37:35 AM Jeanene Fleming

Thursday, September 09, 1999 12:04:59 PM Rena Clark

phoned UNE to check status of trouble - per Ray the card are optioned correctly in the D4 and outside tech has been dispatched

Thursday, September 09, 1999 6:16:52 PM Jo Cole

Ray/UNE called and Bell tech went to Demark and NTF, He will DM ticket 24hrs.

Friday, September 10, 1999 11:21:54 AM Ted Campbell

Called and spoke to Joel and Mattie they stated that they HAVE NOT had any problems so far this morning.....I will call

Mattie back today at 4:30 pm...to verify the line problems have been resolved....if so I will close this tkt....

Friday, September 10, 1999 3:29:41 PM Ted Campbell

I went ahead and called early....about 3:30pm....spoke to Mattie....she

stated they have not had any problems at all
today.....

Closing tkt.

Referred Ticket Information :

Resolution Description : Channel Card

Ticket # : 000000010047575
Customer Name : TINSLEY INC DBA LAWLER BALLARD
Reported By : Gene Taylor
Reported By Phone : 2059951775
Trouble Type : Local trouble

Ticket History :

Friday, September 10, 1999 2:05:45 PM Amanda Bright
SRC
Friday, September 10, 1999 2:50:39 PM Bill Pate
checking
Friday, September 10, 1999 4:14:08 PM Bill Pate
made test call to customer and while I was talking to them I could here
ringing when they recieved other calls.
Friday, September 10, 1999 4:30:31 PM Bill Pate
spoke to Rena and she said that this is more than likely a problem with
their phone system.
Friday, September 10, 1999 4:31:04 PM Bill Pate
Will call Gene back monday morning.
Monday, September 13, 1999 10:10:03 AM Bill Pate
Called customer and spoke to Gene and he asked if I could get tech out
there.
Monday, September 13, 1999 10:11:20 AM Bill Pate
per Krista am reassigning to Joe Hall.
Wednesday, September 15, 1999 7:52:51 AM Tara Pack
reassigning back to switchroom per Donny-when discon. system still getting
same trbl-VM Donny McCarty for more details
Wednesday, September 15, 1999 9:00:22 AM Bill Pate
opened tckt#KI004209 with Donna at UNE for crosstalk.
cir.I.D.=A3LYFU571383
Wednesday, September 15, 1999 11:51:20 AM Bill Pate
called to check status and spoke to Gregg and said that they had
dispatched but no one had picked it up yet.
Wednesday, September 15, 1999 4:29:19 PM Bill Pate
called UNE to check status and spoke to Carolyn and she said that a tech
had been preassigned to dispatch out on it.
Wednesday, September 15, 1999 6:03:57 PM Pam Duncan
Brad - UNE called and said tech went to prem and trbl. was not at dmark.
(?) Said to referr customer to their vendor. I ask
Bell to dm 24 and Bill will follow up in the morning...
Thursday, September 16, 1999 10:47:06 AM Jamie Glass
Shanda Sanchez called and I gave her the Info in the Ticket History.
Thursday, September 16, 1999 11:41:18 AM Bill Pate
Sent e-mail to Donny Mcarty letting him know what Bell tech said.
Thursday, September 16, 1999 12:11:36 PM Bill Pate
Called dispatch and spoke to Monica and she said that she would beep Donny
and let him know what the situation is.
Thursday, September 16, 1999 2:41:32 PM Bill Pate
spoke to Donny and he said that he sent another tech out there again and
they were still getting same results, wants to have
Bell tech to meet them there in the morn.
Thursday, September 16, 1999 2:42:47 PM Bill Pate
called UNE and spoke to Mary and she said that she would out in note for
Bell tech to meet
at site at 8:30a.m. 9/17/99.
Thursday, September 16, 1999 2:46:19 PM Bill Pate
Left VM with Donny that Bell tech would meet them at customer site at

8:30a.m.

Thursday, September 16, 1999 3:38:10 PM Rena Clark
Phoned Roland to advise of the meet with Bell / DLT tech

Friday, September 17, 1999 10:38:55 AM Bill Pate
Kevin with UNE called and said that Cal Barber, who he thinks is with us
said that he was going to get a sage on it. Kevin
said that all we are sure of at this point is that it's good to the

d-marc,

he said that he would DM his tckt until Monday.

Friday, September 17, 1999 10:44:14 AM Carri Denson
Krista in systems called in to let us know that the problem is still there
. they sent Kal Barber, one of our systems techs
has been out to work on this and it is on the Dmarc. he removed the system
when testing. If you need Kal you may page him.

Thanks!

Friday, September 17, 1999 10:56:14 AM Bill Pate
Can't find Cal or Kal, Krista said that she would track him down and have
him call me.

Friday, September 17, 1999 12:15:26 PM Bill Pate
Spoke to Kal and he said to call ACAC and have them monitor where this
comes out of the D4
bank for intermittant cross talk.

Friday, September 17, 1999 2:20:13 PM Bill Pate
Left VM with Kevin at UNE to call me back on this.

Friday, September 17, 1999 2:43:24 PM Bill Pate
Kevin called back and I filled him in on what Kal had told me and he said
that he could ask his
supervisor about replacing the D4 bank and see if that fixes it, after he
talks to his supervisor
he said that he would call me back and let me know something.

Friday, September 17, 1999 3:24:42 PM Bill Pate
Kevin called and said that they were going to have to order the D4 card
and it would be in Monday morn. and then try swapping
it out and see if that does any good.

Friday, September 17, 1999 3:29:22 PM Bill Pate
Called customer and spoke to Gene and told him what Kevin said and that in
the process of
swapping the cards out the line may go out for about 60 secs. and he said
that would not be a problem.

Monday, September 20, 1999 8:43:42 AM Bill Pate
Kevin (bell tech) called and said that they replaced the D4 bank channel
unit to monitor lines
and see if this fixed the problem.

Monday, September 20, 1999 10:29:37 AM Bill Pate
called customer and they are still having cross-ring problems.

Monday, September 20, 1999 10:38:46 AM Bill Pate
called UNE and spoke to Kevin and told him that customer was still having
cross-ring trble
and he said that was all he could do and I told him to hold on to tckt.
and I would talk to Rena
to see what to try next.

Monday, September 20, 1999 12:15:12 PM Bill Pate
talked to Rena and she called UNE and spoke to Moon and he said that he
would call it to an

outside tech and give it a first level escalation.
Monday, September 20, 1999 3:23:48 PM Bill Pate
Kevin called and said that they still can't find anything wrong and the only left that he can do is
request a class A inspection, I asked him if he would and he said OK. Kevin said that it could
be at the D4 bank coming from us.
Monday, September 20, 1999 3:29:28 PM Bill Pate
Left VM with Donny Mcarty to let him know what Kevin said and see what he can come up with.
Monday, September 20, 1999 4:14:30 PM Bill Pate
Spoke to Donny and told him that Kevin was going to try his class A thing and if that didn't
isolate the problem I didn't know what else to do and he said that he didn't either. He said to
keep him informed and if there is anything else he can do to help just give him a call.

Monday, September 20, 1999 4:22:55 PM Bill Pate
called to check status and spoke to Mary and they said that they were doing an extensive
check from the CO to the Dmarc and it may take a little while.
Monday, September 20, 1999 7:26:58 PM Jerry Smith
Clyve with UNE called and adv they comaa A inspection and did noy find any problem.. He holding ticket for 24 hrs..
Tuesday, September 21, 1999 1:03:02 PM Pam Duncan
UNE called back - and said to please call back in - and he would DM 24 more hours.
Tuesday, September 21, 1999 3:46:42 PM Bill Pate
Called Une and spoke to Mary and she said that they had completed the class A inspection
and could not find anything wrong.
Tuesday, September 21, 1999 4:11:46 PM Bill Pate
called customer and spoke to receptionist and she said that they are still having the cross-ring
problem.
Tuesday, September 21, 1999 4:43:41 PM Bill Pate
Rena left e-mail with Donny Mcarty to see if they could go back out there, Bell said that they did
class A inspection and found nothing.
Wednesday, September 22, 1999 8:47:45 AM Bill Pate
Left VM with Donny to call me back.
Wednesday, September 22, 1999 9:04:51 AM Bill Pate
Donny called back and I told him that I needed someone to go back out to customer site and he said to call his supervisor (Joe Hall) and let him know.
Wednesday, September 22, 1999 9:05:58 AM Bill Pate
Called and left VM with Joe Hall telling him that I need someone to cust. site.
Wednesday, September 22, 1999 9:24:42 AM Bill Pate
Sent e-mail to Joe to let him know where we are on this.
Wednesday, September 22, 1999 9:37:51 AM Bill Pate
Joe called and said that he would get some one out there to test it again.
Wednesday, September 22, 1999 4:22:40 PM Bill Pate
Left VM with Joe to see if someone had been out there and what they had come up with.

Wednesday, September 22, 1999 5:05:18 PM Rena Clark

Paged Joe Hall to check status of the dispatch - they will be going out 1st thing in the morning

Wednesday, September 22, 1999 5:17:23 PM Bill Pate

Called customer and spoke to Gene and told him that a tech would be out there again in the

morning, Gene wants to make sure the tech that comes out talks to him while he is there.

Thursday, September 23, 1999 9:05:30 AM Bill Pate

Donny called from customers site and he disconnected the system again and plugged into the

D-marc and when I made a call to the customer on another line he could here it ringing on the

line ha had called me on coming from the D-marc. Donny said that he would talk to Gene and let

him know what just happened.

Thursday, September 23, 1999 9:13:09 AM Bill Pate

called Kevin with UNE who has been working with us on this and left him a VM letting him know

that customer is still getting cross-ring and that our tech was just out there and was getting the

cross-ring from the d-marc.

Thursday, September 23, 1999 9:33:31 AM Bill Pate

Rena and I spoke to UNE and opened anther tckt, #KI004294 with 1st level escalation under

Dale Sparks.

Thursday, September 23, 1999 12:07:56 PM Bill Pate

Dale with UNE called and said that he could hear the cross-ring on his smaz and he sent tckt

to their central office but they came back with NTF and he didn't know what to do next.

Thursday, September 23, 1999 1:51:50 PM Bill Pate

Rena and I spoke to Jeff in B'ham and he put sage on and we made test calls and he said that

it sounds to him like a bad ring generator.

Thursday, September 23, 1999 1:52:48 PM Bill Pate

called UNE and Mary said that she would take it off DM and send it back to their CO.

Thursday, September 23, 1999 3:34:40 PM Rena Clark

Phoned CO to check status of the trouble, per her it is loaded to the CO they are testing with a T-birt - spoke to Dale, per

him they have worked with the CO. He is routing the ticket back to the CO the have them check channel back/ring generator

Thursday, September 23, 1999 3:35:28 PM Rena Clark

Thursday, September 23, 1999 3:49:04 PM Bill Pate

Called Shanda(SA) and Gene(customer) and let them both know that this is an open tckt with

Bell again and they are looking for something called a ring generator that possibly has a bad ground.

Thursday, September 23, 1999 5:25:38 PM Bill Pate

Bell tech support team is working on this right now.

Thursday, September 23, 1999 5:45:46 PM Rena Clark
Bell is working with Tech support & the CO on the D4/Ring Gen.

Thursday, September 23, 1999 6:33:21 PM Jo Cole
Bell c.o. has changed out several pieces of eqpt, and still unable to isolate the trbl. Per Dale they are going to have to dispatch a tech with more eqpt. and test sets tomorrow at 10a.m.. This is the earliest dispatch I could get. Emailed Rena, Mickey & shanda

Friday, September 24, 1999 9:38:20 AM Bill Pate
called UNE to check status and spoke to Gigi and she said that the tech support group and the CO are working on this as we speak and that was all she knew at this time.

Friday, September 24, 1999 11:22:21 AM Bill Pate
Schmeika with UNE called and said that they had found a defective protocol data unit and it has been replaced now and should be working fine.

Friday, September 24, 1999 11:30:37 AM Bill Pate
called customer and while I was talking to receptionist she got two more calls on other lines and this time I couldn't hear it ringing. I spoke to Gene and told him that it was a defective protocol data unit and he said thank you he was aware that it was working now and I told him that I would monitor till the end of the day and if there was a problem he would call and he said that if he hasn't called by the end of the day close the tckt.

Friday, September 24, 1999 5:09:43 PM Bill Pate
closing tckt

Referred Ticket Information :

Wednesday, September 15, 1999 9:00:23 AM Bill Pate
opened tckt#KI004209 with Donna at UNE for crosstalk.
cir.I.D.=A3LYFU571383

Resolution Description : BellSouth trouble

ITC^DELTA COM COMMUNICATIONS, INC.

**BellSouth Delays for June and July 1999
Produced in Response to Staff Document Request No. 11**

Before the Florida Public Service Commission
Docket No. 990750-TP
Petition for Arbitration of ITC^DeltaCom Communications, Inc. with
BellSouth Telecommunications, Inc.
October 1, 1999

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<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/11/99	2	0	
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/14/99	6	2	
		Redemption Outreach Center Inp1140	RESCH./ IN PF STATUS AT BELL/ WILL LET US KNOW WHEN READY.
		Commercial Plastics and Supply/ Inp1095	RESCH/ 4TH TIME / STILL NOT ENGINEERED RIGHT AT BELL.
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/15/99	5	0	
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/16/99	9	0	
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/17/99	12	1	
		United Black Funds of Midlands Inc LNP1141	RESCH//IN PF STATUS AT BELL

<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/18/99	1		
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/21/99	9	1	
		Leaders Professional Recruiting Inc UNP0098	RESCH//PF AT BELL
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/22/99	8	0	
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/23/99	7	2	
		Redemption Outreach CenterLNP1140	RESCH. 6/28//ENGINEERING PROB. AT BELL
		Trinity Ceramic Supply UNEO514N	RESCH/LCSC LATE GETTING ORDER TO UNE CENTER AT BELL.
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
6/24/99	9	1	

		Bell and Company RTF0003U	RESCH/BELL COULDN'T GIVE FOC THIS DAY/ FOC FOR 7/6
Date	Orders Scheduled	BellSouth Delays	Remarks
6/25/99	1		
Date	Orders Scheduled	BellSouth Delays	Remarks
6/28/99	7	2	
		Redemption Outreach Center LNP1140	RESCH/ 3 OUT OF 6 LINES NEED REENGINEERING/ PLACED IN PF
		Hayes Chrysler Plymouth Inc UNP0096,0097	RESCH/NO FOC FROM BELL
Date	Orders Scheduled	BellSouth Delays	Remarks
6/29/99	12	3	
		Associated Insurers IncUNE0522N	RESCH/BELL HAVING PROBLEMS WITH EDI ORDER TRACKING
		Cross Trainign Inc dba Prosouth Golf & Tennis UNE0527N	RESCH/BELL HAVING PROBLEMS WITH EDI ORDER TRACKING
		COMPUTER SUPPORT SYSTEMS UNE0511N,0512N	RESCH/ONE DEAD LINE AT BELL DUE TO ROAD WORK OUTSIDE BUILDING
Date	Orders Scheduled	BellSouth Delays	Remarks
6/30/99	12	6	
		Gleamns Head Start (500 Spears Creek Church)UNE0548C	RESCH-7/7/99 PER PROV/BEEN IN PF AT BELL

REPORT FOR JULY 1999

<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
7/1/99	13	3	
		Gleamns/Benedict Head Start UNE0543C	RESCH/NOBELL TECH/BAD WEATHER
		Gleamns Head Start UNE0546C	RESCH/NO BELL TECHS/BAD WEATHER
		Gold Imaging LNP1136	RESCH/IN PF AT BELL
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
7/2/99	NONE TODAY		
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
7/6/99	7	2	
		Piedmont Plastics UNP0074	MA/ DUE TO BELLSOUTH//4TH LINE HAD TO BE RE-ENGINEERED.
		Pesa Switching Systems UNE0550C	PF AT BELL
<i>Date</i>	<i>Orders Scheduled</i>	<i>BellSouth Delays</i>	<i>Remarks</i>
7/7/99	8	3	
		Wholesale Industrial LNP1172	RESCH//ONE LINE PLO//BELL ISSUE//GRAYSON YELTSON VFY'D. , IN COMMON ROOM, THAT THEY DID HAVE DIALTONE FROM DELTACOM.

ITC^DELTA COM COMMUNICATIONS, INC.

Text Response to Staff Document Request No. 14

Before the Florida Public Service Commission
Docket No. 990750-TP
Petition for Arbitration of ITC^DeltaCom Communications, Inc. with
BellSouth Telecommunications, Inc.
October 1, 1999

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ITC^DeltaCom Response to Staff Document Request No. 14

1 14. For purposes of the following question, please refer to Mr. Thomas's direct
2 testimony, page 3, lines 15 - 16. Please provide specific examples of how and where the absence
3 of a nondiscriminatory access to OSS has had an adverse effect on ITC^DeltaCom's business
4 operations.

5 Response:

6 The absence of nondiscriminatory access to operations support systems has had severe
7 effects on ITC^DeltaCom's business operations. For instance, the sheer amount of manual
8 intervention alone puts ITC^DeltaCom at a competitive disadvantage. First, as discussed in
9 response to Interrogatory No. 8 above, the lack of an integrated pre-ordering and ordering
10 interface requires additional time for ITC^DeltaCom's orders to be processed. In addition, a
11 high percentage of ITC^DeltaCom's orders fallout for manual handling by BellSouth. The
12 additional time it takes BellSouth to manually handle ITC^DeltaCom's orders, and the potential
13 for errors by BellSouth's employees, puts ITC^DeltaCom at a competitive disadvantage.
14 ITC^DeltaCom is dependent upon BellSouth to manually rekey our orders such that no mistakes
15 are made. If BellSouth were to make a mistake, the customer would blame ITC^DeltaCom for
16 providing it with either the wrong service or services that it did not order. Thus, due to the
17 amount of manual intervention, ITC^DeltaCom cannot provide its customers with the same
18 timely customer experience of switching service providers that BellSouth can. A closer look
19 demonstrates this problem. For example, Confidential Exhibit MT-2 illustrates the performance
20 ITC^DeltaCom has received during the first six months of 1999 for resale customers only.
21 Resale should be the easiest, fastest market entry strategy for ALECs. ITC^DeltaCom's

1 experience demonstrates that BellSouth's operations support systems simply do not provide
2 nondiscriminatory access. Almost half of ITC^DeltaCom's Florida resale orders took more than
3 five days to be completed. For only 32% of the resale orders did ITC^DeltaCom receive a firm
4 order confirmation (FOC) within 48 hours. This means that for 68% of our resale customers,
5 ITC^DeltaCom could not confirm a due date with the customer within two days. BellSouth,
6 however, can provide its customers with an accurate due date while the customer is on-line. This
7 discrepancy, for even the simplest of customers, makes the process of winning new customers a
8 challenge and explains why ITC^DeltaCom has lost customers that have attempted to switch to
9 ITC^DeltaCom. Further, BellSouth has failed to meet the firm order due date stated on the FOC
10 returned to ITC^DeltaCom for 62% of all ITC^DeltaCom resale orders. With such unreliable,
11 poor performance, ITC^DeltaCom cannot accurately inform its customers of the date when its
12 service will be installed, nor can ITC^DeltaCom meet its due date for the majority of
13 ITC^DeltaCom's customers. By missing the due date, ITC^DeltaCom's customers lose
14 confidence in ITC^DeltaCom even though the problem is attributable to BellSouth. This
15 severely jeopardizes ITC^DeltaCom's ability to compete in the local exchange market. Another
16 example of where BellSouth's OSS has had adverse effects on ITC^DeltaCom's business
17 operations is by not providing advanced notice of business rule changes. Since BellSouth
18 controls the business rules, ITC^DeltaCom is dependent upon BellSouth to notify it of any
19 changes in a timely manner. Without such notification, ITC^DeltaCom does not know that
20 changes need to be made to prevent orders from being rejected or clarified. When business rules
21 change without notification, ITC^DeltaCom's ordering ability is jeopardized. Contained in Mike
22 Thomas' testimony are examples of where BellSouth's failure to communicate business rule
23 changes have had adverse effects on ITC^DeltaCom's business operations. BellSouth's

1 operations support systems, which, as defined by the FCC, include "the information, systems,
2 and personnel necessary to support the elements and services," simply do not provide
3 ITC^DeltaCom with equivalent service. (See FCC Order No. 98-271, page 9) As a result,
4 ITC^DeltaCom is not able to compete with BellSouth on an equal footing. In order to identify
5 and correct the deficiencies in the operations support systems, ITC^DeltaCom has developed a
6 set of performance measures and guarantees that are critical to ensuring that BellSouth comply
7 with its non-discriminatory obligations required by the Telecommunications Act of 1996.

8 The following summaries provide a sampling of specific customer examples that are
9 representative of situations which have had an adverse effect on ITC^DeltaCom's business
10 operations. These customer experiences reflect the day-to-day hurdles that ITC^DeltaCom
11 struggles to overcome to provide quality service to its customers.

12 In June of 1998, Morris Industries had dual service with ITC^DeltaCom, but decided to
13 drop its service at its new location until it was closer to time to move in. Therefore,
14 ITC^DeltaCom submitted an order to BellSouth to discontinue service at Morris Industries' new
15 location, but to continue service at its old location. Instead, BellSouth discontinued service at
16 both locations. In fact, BellSouth discontinued this customer's service four times. This situation
17 was not resolved until direct involvement from the President's office at BellSouth's
18 Headquarters, who later contacted the customer to inform him that this problem was BellSouth's
19 fault. Situations such as this one where customers experience service outages have a significant
20 impact on their business and cannot be tolerated.

21 On January 25, 1999, ITC^DeltaCom received a call from All-American T-Shirts, a
22 customer that was scheduled to be cutover to ITC^DeltaCom on February 3, 1999. However, on
23 January 25, 1999, BellSouth disconnected the customer's service. The customer contacted

1 BellSouth and reported that their service was "dead." BellSouth informed the customer that a
2 "D" (i.e. a disconnect order) order was worked on their service. The customer informed
3 BellSouth that he was changing providers, but not until February 3, 1999. Per the customer, the
4 BellSouth customer service representative laughed at the customer and wished him luck getting
5 dialtone. At this point, All-American T-Shirts contacted ITC^DeltaCom for help.
6 ITC^DeltaCom worked through the UNE Center and the LCSC to find out what was happening.
7 ITC^DeltaCom received different stories from each center. The LCSC stated that an order was
8 processed, but the UNE Center indicated that the orders were pending. Further, the UNE Center
9 requested that ITC^DeltaCom refer the customer back to BellSouth, since the customer was still
10 a BellSouth customer. ITC^DeltaCom referred the customer back to BellSouth, and the
11 customer's service was returned around 10:00a.m. the next day. Nevertheless, the customer was
12 out of service for 24 hours due to BellSouth disconnecting the customer's service prematurely.
13 This customer is still a BellSouth customer.

14 On May 3, 1999, ITC^DeltaCom submitted a resale order to BellSouth for Choctaw
15 Cabinets. On May 5, 1999, ITC^DeltaCom received a firm order confirmation from BellSouth
16 with a due date of May 28, 1999. ITC^DeltaCom immediately requested an expedite on this
17 order, and was given a new due date of May 24, 1999. Neither the customer nor ITC^DeltaCom
18 were pleased that it would take BellSouth 19 days to convert Choctaw Cabinets' service to
19 ITC^DeltaCom. In fact, the customer was so upset the customer filed a complaint with the
20 Florida Public Service Commission. In no circumstance should a resale customer of
21 ITC^DeltaCom be denied having its service switched for such a long period of time.
22 ITC^DeltaCom, in this case, was reselling BellSouth's service and other than requesting an
23 expedite could do little more. By not being able to immediately provide a firm due date to a

1 customer, ITC^DeltaCom is severely disadvantaged in competing with BellSouth. In addition, it
2 certainly does not foster positive customer relations or give a new customer switching to
3 ITC^DeltaCom much confidence in ITC^DeltaCom's ability to provide quality
4 telecommunications service when such a damaging situation is the first experience the customer
5 has with its new provider. This problem is documented with the Florida Public Service
6 Commission, Division of Consumer Affairs under Inquiry #257341R.

7 On May 5, 1999, ITC^DeltaCom had a cutover scheduled with BellSouth at 4pm for Don
8 Petty Insurance. At 4:00pm, the time of the cutover, ITC^DeltaCom was contacted by a
9 BellSouth UNE technician and he said there was something wrong with the programming of the
10 lines. He was not sure whose end it was on. At 4:15pm ITC^DeltaCom contacted BellSouth and
11 explained that these lines go across a T-1 to BellSouth and that any problems would be on
12 BellSouth's end due to the fact that there are other lines going across this T-1 and all lines are
13 programmed the same. At 4:20pm, the BellSouth UNE technician admitted that BellSouth had
14 engineered the lines wrong. The lines skipped the D-4, which converts FX into POTS (types of
15 signaling), and went straight to the DACS. The BellSouth technician stated that it would take a
16 full day for BellSouth to reengineer these lines. At this point, ITC^DeltaCom's technician
17 escalated this situation to the 2nd level supervisor and ITC^DeltaCom had BellSouth pull all the
18 orders so that this customer would not be disconnected. At 3:49pm on May 6, 1999,
19 ITC^DeltaCom's technician received information from the BellSouth UNE technician that this
20 circuit was completely reengineered. However, the UNE technician did not know if there were
21 cards for the circuits in the C.O. The technician informed ITC^DeltaCom that if there were no
22 circuits in the C.O. he was going to have some shipped overnight. The technician, however, did
23 not give ITC^DeltaCom any type of time frame. At 3:57pm on May 6, 1999, ITC^DeltaCom

1 placed a call to the Operation Director at BellSouth, and left a voice mail message for him to
2 contact ITC^DeltaCom as soon as possible. At 5:16pm on May 6, 1999, ITC^DeltaCom was
3 contacted by the BellSouth UNE technician and was informed that the cards were being shipped
4 overnight. He also said that the CO technician was going to wire in the lines there tonight so they
5 would be ready to go the next day. The only drawback according to the BellSouth UNE
6 technician was that he had to have the cards put in the switch and then he had to test each circuit.
7 He also stated that an outside ("OS") technician was needed to test the lines again. The BellSouth
8 UNE technician stated there would be a problem getting an OS technician due to the time it takes
9 for the request to process. In fact, the BellSouth UNE technician informed ITC^DeltaCom that
10 he could not do anything that night to get an OS technician scheduled for the next day, but would
11 attempt to first thing on May 7, 1999. Nevertheless, he was not positive and could not guarantee
12 an OS technician for the next day. At 10am on May 7, 1999, ITC^DeltaCom tried to contact the
13 BellSouth UNE technician and got his voice mail. ITC^DeltaCom contacted the customer to see
14 if he wanted the cutover to happen today. The customer stated that he was not going to be there
15 tonight and said any day next week would be good. ITC^DeltaCom contacted the BellSouth
16 UNE technician and scheduled the cutover for May 11, 1999 at 5pm EST. At 10:50am on May
17 11, 1999, ITC^DeltaCom contacted the BellSouth UNE tech to inform him that 2 of the 4 lines
18 that were to be cut today were in Permanent Lock Out ("PLO"). He said he has 4 trouble tickets
19 in on them and stated he had spent 6 hours working on them the day before. He also said he
20 could not guarantee that this cut would take place as scheduled. At 12:20pm on May 11, 1999,
21 the BellSouth UNE technician contacted ITC^DeltaCom and said he had the problem with the 2
22 lines in PLO fixed. As ITC^DeltaCom checked the lines, the ITC^DeltaCom technician noticed
23 that both were working but another line had gone into PLO. ITC^DeltaCom informed the

1 BellSouth UNE technician and he put in a ticket for an OS technician to go check the SLC to
2 make sure there was a card in it. The BellSouth technician said the problem should be fixed by
3 the time of the cut. On May 11, 1999, this cut started at 4:00pm and was completed at 6:00pm.
4 Due to the numerous BellSouth engineering problems, this cut had to be rescheduled several
5 times. This inconveniences the customer, and adds significant time and costs to ITC^DeltaCom's
6 business operations. In addition, many customers will not tolerate the inconvenience of
7 rescheduling cutovers, as they correctly believe that the transition between service providers
8 should be smooth and timely.

9 As shown above, ITC^DeltaCom has experienced business losses due to BellSouth's
10 failure to provide nondiscriminatory access to its operations support systems.