

ORIGINAL

From: Linda Williams
To: Lee Fordham
Subject: fwd: 990332

====NOTE=====10/28/99==3:58pm=
Hi Lee. I just pulled from our pending box a document that was copied and forwarded to you on 8/17/99. It's a copy of a document from Christine Balek. I'm not even sure what to call it, but we sent it to you for advice on handling. Can you advise us what to do with this document..

It may have been something brought up in the agenda on 8/17/99.

Thanks Lee.

Fwd-by:=Lee=Fordham==10/28/99==4:10pm=Fwd to: Linda Williams

.....
Linda, you asked an interesting question. Even though it is totally inadequate, WorldLink considered it a Response to BellSouth's Motion for a More Definite Statement. It should probably be filed as such. It has become moot, because we are holding meetings with the 2 parties and making progress in resolving the complaints.

Fwd-by:=Linda=William=====

Fwd to: Lee Fordham
.....
Ok, I'm going to print this e-mail, document no it and place them both in the docket file.

Thanks Lee.

- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- MAS _____
- OPC _____
- PAI _____
- SEC 1
- WAW _____
- OTH _____

DOCUMENT NUMBER-DATE

13405 NOV-28

FPSC-RECORDS/REPORTING

**WORLDLINK LONG DISTANCE COMPLAINT AGAINST BELLSOUTH
TELECOMMUNICATIONS, INC.
DOCKET NO. 990332-TP**

RECEIVED-PPSC

09 AUG 17 AM 10:40

RECORDS AND
REPORTING

CASE SAMPLES:

PON CHRISTINE BALEK
DATE SUBMITTED 5/28/1999

NATURE OF REQUEST THIS WAS A REQUEST FOR A NEW LINE

TRANSACTION HISTORY:

5/28/99 REQUEST SUBMITTED
5/31/99 CLARIFICATION DUE TO THIS BEING AN APARTMENT IN THE REAR OF A
HOUSE- NEEDS TO BE SET UP AS AN ADDITIONAL LINE
6/1/99 (FOC) FIRM ORDER CONFIRMATION FOR INSTALLATION DUE DATE 6/4/1999
6/8/99 RECEIVE MISSED APPOINTMENT NOTIFICATION
EXPLAIN: UPON INVESTIGATION DISCOVERED THAT ALTHOUGH
THE LSR HAD THE CORRECT ADDRESS SOMEHOW THE SERVICE REP HAD
THE INCORRECT ADDRESS. REQUESTED THAT SERVICE BE INSTALLED
ASAP BUT WAS TOLD THAT THE NEXT AVAILABLE APPOINTMENT WAS
6/11/1999. THEN WE SPOKE TO MARTHA WEBBER AND CATHY STREETER
TO TRY TO ESCALATE THIS ORDER BECAUSE IT WAS BELLSOUTH
MISTAKE.
6/11/99 BELLSOUTH DID NOT SHOW UP AGAIN
6/12/99 2PM BELLSOUTH HAD NOT SHOWN UP. FINALLY PHONE WAS INSTALLED
THAT AFTERNOON

RECEIVED & FILED

PON ROSENFARB
DATE SUBMITTED 4/08/99


PPSC BUREAU OF RECORDS

NATURE OF REQUEST CUSTOMER MOVING FROM CURRENT LOCATION

TRANSACTION HISTORY:

4/8/99 REQUEST SUBMITTED
4/30/99 AFTER FIVE CLARIFICATIONS RECEIVED (FOC) FIRM ORDER
CONFIRMATION FOR DUE DATE 5/1/99
5/1/99 SAT AM APPOINTMENT- THE CUSTOMER WAS THERE ALL DAY AND
BELLSOUTH NEVER SHOWED. BELLSOUTH COULD NOT EXPLAIN WHAT
THE PROBLEM WAS FINALLY AFTER MUCH INVESTIGATION FOUND OUT
THAT THE SERVICE REP HAD BEGUN THE ORDER BUT HAD BEEN CALLED
OFF TO DO SOMETHING ELSE AND WAS UNABLE TO FINISH PROBLEM WILL
RESCHEDULE FOR 5/3/99
5/3/99 BELLSOUTH NEVER SHOWED. WORLDLINK REP CALLED ALL DAY TO LCSC
TO FIND OUT WHAT THE PROBLEM WAS AND BELLSOUTH CLAIMED THE
TRANSFER WAS COMPLETED ON SATURDAY 5/1/99 AND THAT IT WAS A
REPAIR PROBLEM. WE REPORTED THIS TO REPAIR AND ALSO SENT ONE OF
OUR TECHNICIANS TO CHECK IT OUT. LINES WERE NOT THERE. FINALLY

REP UNDERSTOOD THAT BELLSOUTH REP HAD NOT COMPLETED WORK ON 5/1/99 THEREFORE RESCHEDULED APPOINTMENT FOR 5/4/99 CLAIMED THEY HAD NO EARLIER APPOINTMENT THAN THIS AGAIN.
CUSTOMER HAD TO FORWARD PHONE CALLS TO CELLULAR PHONE BECAUSE ORDER WAS STILL NOT COMPLETED AND HE WAS LOSING BUSINESS.

5/4/99

5/5/99

FINALLY ORDER WAS COMPLETED

PON MELONY
DATE SUBMITTED 5/20/99

NATURE OF REQUEST NEW INSTALLATION

TRANSACTION HISTORY:

5/20/99 SUBMITTED ORDER
5/21/99 (FOC) FIRM ORDER CONFIRMATION FOR DUE DATE 5/25/99
5/25/99 ORDER WAS COMPLETED BUT PHONE NOT WORKING FINALLY AFTER 8 HOURS OF BACK AND FORTH PHONE CALLS BELLSOUTH REALIZED THAT THEY HAD GIVEN US THE INCORRECT PHONE NUMBER
5/26/99 FINALLY ORDER WAS COMPLETED

PON JULIO#2
DATE SUBMITTED 7/16/99

NATURE OF REQUEST ADD CALL WAITING

TRANSACTION HISTORY:

7/16/99 SUBMITTED ORDER
7/21/99 (FOC) FIRM ORDER CONFIRMATION FOR 7/21/99 TO ADD CALL WAITING
7/22/99 CALL WAITING WAS ADDED BUT CUSTOMER'S CALLER ID STOPPED WORKING
7/29/99 AFTER DAYS OF TRYING TO RESOLVE THIS ISSUE FINALLY DISCOVERED THAT SERVICE REP HAD ASSUMED OR TAKE IT UPON THEMSELVES TO REMOVE CALLER ID WHEN ADDING CALL WAITING EVEN THOUGH THAT WAS NOT IN THE REQUEST. SUPERVISOR KAREN APOLOGIZED AND FIXED PROBLEM

PON REALTY004
DATE SUBMITTED 6/21/99

NATURE OF REQUEST NEW INSTALLATION

TRANSACTION HISTORY:

6/21/99 SUBMITTED ORDER
6/22/99 LOCAL SERVICE REQUEST REJECTED BECAUSE PAGES NOT NUMBERED CORRECTLY - NEED TO WAIT 24 TO 48 HOURS FOR NEXT CONFIRMATION
6/24/99 LOCAL SERVICE REQUEST REJECTED BECAUSE NEED TO INSERT A "SUP"
6/25/99 CLARIFICATION BECAUSE THE (DLR) DIRECTORY LISTING PAGE IS NO GOOD NEED NEW ONE

6/26/99

CALLED LCSC CLAIMS THEY DID NOT GET THE ORDER OR WE MUST WAIT ANOTHER 24-48 HOURS BEFORE THEY CAN TELL US IF THEY GOT THE ORDER BECAUSE THE FAX MACHINE IS SOMEWHERE ELSE (FOC) FIRM ORDER CONFIRMATION WITH DUE DATE 7/6/99

6/28/99
7/6/99

ORDER NOT COMPLETED CUSTOMER GAVE UP CALLED BELLSOUTH RETALI CENTER AND GOT SAME DAY DUE DATE TO COMPLETE ORDER IF THEY WENT DIRECTLY WITH BELLSOUTH. CUSTOMER LEFT WORLDBLINK AND PLACED ORDER WITH BELLSOUTH AND GOT INSTALLATION DONE WITHIN 24 HOURS OF PLACING ORDER

THERE ARE SEVERAL PROBLEMS SUCH AS THESE ON AN ONGOING DAILY MANNER. OUR ACCOUNT MANAGER SENT TWO REPRESENTATIVE TO GO OVER SOME OF THESE ISSUES WITH US BUT THE PROBLEMS STILL CONTINUE.

OUTLINE OF MAJOR PROBLEMS:

-LENS CAN ONLY PROCESS ORDERS WITH 6 LINES OR LESS

-CLARIFICATIONS(ERRORS) FOR PAPER ORDERS ARE GIVEN ONE AT A TIME AND WE MUST WAIT 24-48 HOURS BETWEEN CLARIFICATIONS FOR EITHER ANOTHER CLARIFICATION OR AN FOC

-BELLSOUTH DOES NOT MAKE UP FOR THEIR MISTAKES-- IF OUR END USER IS OUT OF SERVICE DO TO BELLSOUTH'S ERROR THE END USER IS NOT GIVEN ANY CONSIDERATION OR EXPEDITED TO RESOLVE THE ISSUE. INSTEAD THEY GIVE US A WEEK LATER DUE DATE TO FIX PROBLEM.

-THEY CANNOT TELL US IF THEY RECEIVED A FAX OR NOT AND SOMETIMES WE SEND AN ORDER AND 24-48 HOURS LATER THEY TELL US THEY NEVER GOT IT AND THEN WE DO THE SAME AGAIN ONLY TO WAIT ANOTHER 24-48 HOURS.