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ORIGINAL

Novemer 6, 1999

Division of Records & Reporting
Ms. Blanca Bayo
2540 Shummard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Ms. Blanca Bayo:

Attached is additional sample problems that we would like added to our opened Docket No. 990332-TP. If any additional information is needed please contact me at 305-373-3373 ext 203.

Sincerely,



Ibis Lezcano
Director of Operations

AFA _____
APP _____
CAF _____
CMU 1 _____
CTR _____
EAG _____
LEG 1 _____
MAS 3 _____
OPC _____
PAI _____
SEC 1 _____
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DOCUMENT NO.
13886-99

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

CASE SAMPLES:

PON LENIMARFREE
DATE SUBMITTED 10/13/1999

NATURE OF REQUEST PLACE A LOCAL SERVICE PROVIDER FREEZE ON ACCOUNT

TRANSACTION HISTORY:

10/13/99 REQUEST SUBMITTED
10/26/1999 CUSTOMER SWITCHED BACK TO BELLSOUTH
10/27/1999 BELLSOUTH LCSC REP CLAIMED THAT "LOCAL SERVICE PROVIDER
FREEZE" DOES NOT HAVE ANY FUNTCTIONING PURPOSE/HOWEVER

PON NOT APPLICABLE
DATE SUBMITTED 10/06/1999

NATURE OF REQUEST CUSTOMER SWITCHED BACK TO BELLSOUTH WITHOUT
AUTHORIZATION

CUSTOMER WAS "SLAMMED" BY BELLSOUTH. THEY WERE OUR
CUSTOMER AND WERE SWITCHED TO BELLSOUTH WITHOUT
AUTHORIZATION

PON SELUGAL0290
DATE SUBMITTED 10/01/1999

NATURE OF REQUEST TO DELET *69/CALL RETURN
BELLSOUTH GAVE A DUE DATE OF 10/20/1999 ON AN ORDER
SUBMITTED 10/01/1999 THRU LENS FOR A SIMPLE DELETION OF A
FEATURE

PON DELVA77
DATE SUBMITTED 10/07/1999

NATURE OF REQUEST TO FREEZE ACCOUNT "LOCAL SERVICE PROVIDER FREEZE"

LENS RETURNED A SAME DAY DUE DATE 10/07/1999 BUT 10/23/1999
ORDER WAS STILL PENDING

PON YVONNE24
DATE SUBMITTED 09/28/1999

NATURE OF REQUEST ORDER TO ADD CALL WAITING
LENS RETURNED DUE DATE OF 10/11/1999 CUST CALLED BELLSOUTH
AND BELLSOUTH PROMISED TO BE ABLE TO DO IT WITHIN THE
HOUR

PON STAMP
DATE SUBMITTED 10/12/1999

NATURE OF REQUEST CONVERSION AS IS

TRANSACTION HISTORY:

10/12/1999 ORDER SUBMITTED WITH DUE DATE OF 10/13/1999 GIVEN
10/25/1999 ORDER SHOWING PSO(PENDING SERVICE ORDER" IN LENS
10/26/1999 LCSC CONFIRMED THAT ORDER WAS COMPLETED ON 10/13/1999 BUT THAT
CSR IN LENS WAS UPDATING INFORMATION EVERY TWO WEEKS.
THEREFORE, ORDER SHOWS PENDING FOR TWO WEEKS BEFORE IT
SHOWED COMPLETED ON 10/28/1999

PON LORIONEW
DATE SUBMITTED 10/27/1999

NATURE OF REQUEST CONVERSION AS IS

TRANSACTION HISTORY:

10/27/1999 ORDER SUBMITTED
10/29/1999 LCSC CLAIMED ERROR IN SERVICE AND THAT IT WOULD BE FIXED BEFORE
THE END OF NEXT BUSINESS DAY
11/3/1999 CALLED LCSC SERVICE STILL NOT WORKING BELLSOUTH LCSC ADVISED
THEY COULD NOT EXPLAIN WHY BECAUSE IT SHOWED COMPLETED IN
THEIR DATA. FINALLY LCSC REPRESENTATIVE SAID SHE WOULD FIX IT.
ORDER COMPLETED 11/4/1999

PON CUSTOMER NAME TRANSAMERICA EXPORT

HISTORY:

ON 6/2/1999 WE RECEIVED LETTER STATING THAT CUSTOMER HAD
SWITCHED OUT FROM OUR LOCAL SERVICES. THIS CUSTOMER HAD A
"LOCAL SERVICE PROVIDER FREEZE" HOWEVER BELLSOUTH SWITCHED
THEM WITHOUT NOTIFICATION TO US. ONCE BELLSOUTH WAS ADVISED,
BELLSOUTH DID RETURN A PHONE CALL APOLOGIZING FOR THIS
MISTAKE.

PON BROKERSBLOCK
DATE SUBMITTED 10/28/1999

NATURE OF REQUEST TO SUSPEND SERVICE

TRANSACTION HISTORY:

10/28/1999 SUBMITTED ORDER
11/03/1999 SERVICE STILL NOT BLOCKED BUT LENS CSR STATES THAT ORDER HAS
 BEEN COMPLETED

PON PEAN TRADING
HISTORY:

CUSTOMER WAS MOVING AND NEEDED TO TRANSFER LINES TO NEW BUSINESS ADDRESS BUT BELLSOUTH GAVE US A DUE DATE THAT WAS VERY FAR AWAY AND CUSTOMER BEING A PLACE OF BUSINESS COULD NOT AFFORD TO WAIT SO LONG AND SIMPLY CALLED BELLSOUTH THEMSELVES REQUESTING TO BE SWITCHED BACK AND PLACED TRANSFER ORDER AT WHICH POINT THEY GOT A DUE DATE COMMITMENT WITHIN 48 HOURS OF PLACING THEIR ORDER.

PON GALLEGO27
DATE SUBMITTED 10/27/1999

NATURE OF REQUEST CONVERSION AS IS

HISTORY: SUBMITTED REQUEST 10/27/1999 AND WAS COMPLETED 11/02
 THE CALCULATED DUE DATE WAS 10/28/1999

GENERAL OBSERVATIONS:

- 1)SIMPLE ORDER TO ADD A FEATURE LIKE FOR EXAMPLE CALL WAITING ARE TAKING MORE THAN 15 DAYS. WHEN THE ORDER IS PLACED THROUGH LENS THE CALCULATED DUE DATE IS 15 DAYS FROM DATE OF ORDER PLACED
 - 2)THE CALCULATED DUE DATES GIVEN WHEN PLACING ORDERS IN LENS DOES NOT COINCIDE WITH THE DATE SERVICE IS DELIVERED.
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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

PON ROSENFARB
DATE SUBMITTED 4/08/99

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 APPOINTEMENT THAN THIS AGAIN.
5/4/99 CUSTOMER HAD TO FORWARD PHONE CALLS TO CELLULAR PHONE BECAUSE ORDER WAS STILL NOT COMPLETED AND HE WAS LOSING BUSINESS.
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
6/28/99 (FOC) FIRM ORDER CONFIRMATION WITH DUE DATE 7/6/99
7/6/99 ORDER NOT COMPLETED CUSTOMER GAVE UP CALLED BELLSOUTH
RETAIL 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.