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January 31, 2000

Mrs. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 991237-TP

Dear Ms. Bayó:

Enclosed please find the original and fifteen copies of BellSouth Telecommunications, Inc.'s Direct Testimony of W. Keith Milner and Jerry Hendrix, which we ask that you file in the above-referenced matter.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

Lisa S. Foshee
(1/30)

Lisa S. Foshee

cc: All Parties of Record
Marshall M. Criser III
R. Douglas Lackey
Nancy B. White

AFA _____
APP _____
CAF _____
CNU *Alila*
CTR _____
EAG _____
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MAS *3 stage*
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Milner
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Hendrix
DOCUMENT NUMBER-DATE

01316 JAN 31 8

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CERTIFICATE OF SERVICE
Docket No. 991237-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing was served via

U.S. Mail this 31st day of January, 2000 to the following:

Diana Caldwell
Staff Counsel
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Tracy Hatch, Esq.
AT&T Communications of the
Southern States, Inc.
101 North Monroe Street
Suite 700
Tallahassee, FL 32301
Tel. No. (850) 425-6364
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Lisa S. Foshee (Pud)

1 BELL SOUTH TELECOMMUNICATIONS, INC.
2 DIRECT TESTIMONY OF W. KEITH MILNER
3 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
4 DOCKET NO. 991237-TP
5 January 31, 2000
6
7

8 Q. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION WITH
9 BELL SOUTH TELECOMMUNICATIONS, INC.
10

11 A. My name is W. Keith Milner. My business address is 675 West
12 Peachtree Street, Atlanta, Georgia 30375. I am Senior Director -
13 Interconnection Services for BellSouth Telecommunications, Inc.
14 ("BellSouth"). I have served in my present role since February 1996 and
15 have been involved with the management of certain issues related to local
16 interconnection, resale, and unbundling.
17

18 Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.
19

20 A. My business career spans over 29 years and includes responsibilities in
21 the areas of network planning, engineering, training, administration, and
22 operations. I have held positions of responsibility with a local exchange
23 telephone company, a long distance company, and a research and
24 development laboratory. I have extensive experience in all phases of
25 telecommunications network planning, deployment, and operation

1 (including research and development) in both the domestic and
2 international arenas.

3

4 I graduated from Fayetteville Technical Institute in Fayetteville, North
5 Carolina in 1970 with an Associate of Applied Science in Business
6 Administration degree. I also graduated from Georgia State University in
7 1992 with a Master of Business Administration degree.

8

9 Q. HAVE YOU TESTIFIED PREVIOUSLY BEFORE ANY STATE PUBLIC
10 SERVICE COMMISSION? IF SO, BRIEFLY DESCRIBE THE SUBJECT
11 OF YOUR TESTIMONY.

12

13 A. I testified before the state Public Service Commissions in Alabama,
14 Florida, Georgia, Kentucky, Louisiana, Mississippi, South Carolina, the
15 Tennessee Regulatory Authority, and the Utilities Commission in North
16 Carolina on the issues of technical capabilities of the switching and
17 facilities network regarding the introduction of new service offerings,
18 expanded calling areas, unbundling, and network interconnection.

19

20 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY BEING FILED
21 TODAY?

22

23 A. In my testimony, I will address Issue Number 1 of the complaint filed by
24 AT&T Communications of the Southern States, Inc. in this docket.
25 BellSouth witness Hendrix will also address Issue Number 1.

1

2 **Issue No. 1 – How does BellSouth apply the Carrier Common Line Charges**
3 **(CCLC) to an AT&T transported toll call which involves interaction with any**
4 **of the following BellSouth services:**

5 (a) call forwarding;

6 (b) call waiting;

7 (c) three-way calling;

8 (d) foreign exchange;

9 (e) voice messaging that utilize call forwarding;

10 (f) fax processing that utilize call forwarding; and

11 (g) routing to paging.

12

13 Q. WHICH PART OF THIS ISSUE ARE YOU ADDRESSING?

14

15 A. My testimony will address how originating and terminating switched
16 access service is provided for the call arrangements (a) through (g). The
17 testimony of Mr. Jerry Hendrix will address the application of the CCLC
18 charges for each of the call arrangements indicated above.

19

20 Q. PLEASE DISCUSS THE NETWORK PROCESSES INVOLVED WITH
21 EACH OF THE CALL ARRANGEMENTS IDENTIFIED IN ISSUE NO. 1.

22

23 A. The following discussion focuses upon the originating and terminating
24 switched access provided in the Local Access and Transport Area (LATA)
25 of the subscriber of the call arrangements at issue in this proceeding.

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Call Forwarding – A call forwarding service allows an end user customer (that is, the called party) to have calls intended for one number or location to be sent on to another number or location chosen by the called party. This service is referenced in Section A13 of the Florida General Subscriber Service Tariff (GSST).

On an intrastate interexchange carrier (IXC)-carried call terminating in the LATA, BellSouth provides terminating switched access service from the point at which the initial call leaving the IXC's switch enters BellSouth's exchange network in the LATA. Access minutes of use are measured from the time signaling is sent to the IXC's switch by the call forwarding customer's switch indicating that the call has been forwarded and answered until the call is disconnected. The call is disconnected when either party hangs up. The call is not disconnected when it is forwarded. If the initial call to the call forwarding subscriber were disconnected, then the whole purpose of the call forwarding service would be defeated as there would be no call to forward.

Where the call is forwarded via an IXC, BellSouth provides originating switched access service, which forwards the call to the premises of the IXC for routing to the LATA of the forward-to location. These switched access minutes of use are measured from the time the IXC's switch acknowledges receipt of the forwarded call to the time the call is disconnected by the originating party of the initial call or the party to

1 whom the call was forwarded.

2
3 **Call Waiting** – A call waiting service utilizes an audible tone advising the
4 end user customer on an in-progress call that another call is attempting to
5 complete to that same line. This service is referenced in Section A13 of
6 the Florida (GSST).

7
8 For the intrastate IXC-carried call terminated into the LATA to a call
9 waiting customer line on an in-progress call, switched terminating access
10 service is provided beginning from the point at which the call leaves the
11 IXC's premises and enters the LEC's exchange network. The switched
12 access minutes of use would be measured from the time the call is
13 answered by the call waiting subscriber to the time the call is
14 disconnected. For call waiting, the time the call is answered is the point
15 in time that the end user answers the second call after putting the first call
16 on hold. The second call is disconnected by either the calling or called
17 party hanging up.

18
19 Whether the first call has been made to the call waiting subscriber (that
20 is, the customer with the call waiting arrangement received the first call)
21 or was initiated by the call waiting subscriber (that is, the customer with
22 the call waiting arrangement originated the first call), the call is
23 disconnected when the calling or called party hangs up. When the call
24 waiting subscriber flashes the switch hook to answer a second call, the
25 first call is not "disconnected" but remains connected and put on hold

1 waiting for the end user to flash the switch hook to take the first call off
2 hold so conversation can resume. If this first call were disconnected, the
3 whole purpose of the call waiting service would be defeated, as the call
4 waiting subscriber would not be able to converse again on the original call
5 without dialing a new call.

6
7 **Three-Way Calling** – A three-way calling service enables an end user
8 customer to add a third party to an active call without operator assistance.
9 This service is referenced in Section A13 of the Florida (GSST).

10
11 For intrastate IXC-carried calls, switched access service is utilized for
12 three-way calling arrangements in situations in which the call between the
13 three-way calling customer and either or both of the other two parties is
14 an intrastate IXC-carried call. For instance, an intrastate IXC-carried call
15 to an end user subscriber of three-way calling would involve terminating
16 switched access service from the time the call leaves the IXC's switch and
17 enters the LEC's network to the time the call is disconnected by either the
18 called or the calling party. When this call is put on hold momentarily for
19 the three-way calling subscriber to add a second call to the first call, the
20 first call is not disconnected. As has been discussed previously in
21 connection with call waiting, if the call which is put on hold were
22 disconnected, the whole purpose of the three-way calling arrangement
23 would be defeated as there would be no call in existence to add back to
24 the three-way calling arrangement. In addition, if it were considered to
25 be disconnected, there would be no switched access minutes of use

1 measured from that point forward either in the distant LATA or in the
2 LATA of the three-way calling subscriber for this call because 1) a
3 “disconnect” ends the measurement of switched access minutes of use in
4 both LATAs for all usage-based switched access charges for the call, and
5 2) once the call is taken off hold, there would be no new
6 acknowledgement or answer supervision to re-start such measurement in
7 either LATA.

8
9 In order to add the second call, the three-way calling subscriber flashes
10 the switch hook which puts the first call on hold, and dials the second
11 number. If the second call is an intrastate IXC-carried call, originating
12 switched access is involved for the switched access provided to the IXC
13 up to the point where the call enters the IXC's network. Switched access
14 minutes of use are measured from the time the call is acknowledged by
15 the IXC's switch until the call is disconnected by either the calling or the
16 called party.

17
18 **Foreign Exchange, Voice Mail, and FAX Provider** – The Foreign
19 Exchange (FX) service, referenced in Section A9 of the Florida GSST,
20 connects an end user customer's location to a distant (foreign) central
21 office located outside the end user customer's local calling area
22 (exchange) thereby creating the appearance of the end user customer's
23 physical presence in that distant (foreign) central office. By comparison,
24 voice mail or fax processing services utilize call forwarding services, as
25 referenced in Section A13 of the Florida GSST, to enable an end user

1 customer to forward calls ordinarily terminating at the end user customer's
2 number to either voice mail or fax processing systems.

3
4 Switched access service is utilized for the Foreign Exchange, voice mail,
5 and fax service provider arrangements at issue in this proceeding. A call
6 forwarding customer may have its calls forwarded to a voice mail or fax
7 provider's service. An intrastate IXC-carried call to the call forwarding
8 customer would involve access as has previously been discussed in my
9 testimony. The subsequent call to the forward-to location, that is, to the
10 voice mail or fax provider's local exchange service number, would be
11 considered a local (or intraLATA) call for which additional intrastate
12 access charges would not apply if the forward-to location is in the same
13 local calling area as the end voice mail or fax service customer.

14
15 Intrastate IXC-carried calls directly to the voice mail or fax provider and
16 intrastate IXC-carried calls to a subscriber of BellSouth's Foreign
17 Exchange (FX) service would involve switched access service to the
18 same extent as any other intrastate IXC-carried calls made to a local
19 exchange service subscriber. Terminating switched access service would
20 begin physically at the IXC's premises. Measurement of the terminating
21 access minutes of use would begin when the switch serving the called
22 party (the voice mail or fax service provider or the BellSouth FX service
23 subscriber) receives signaling indicating the called party (the voice mail
24 or fax provider or the BellSouth FX service subscriber) has answered the
25 call.

1

2

Any intrastate IXC-carried calls initiated by the BellSouth FX service subscriber would also involve switched access. The originating switched access would terminate at the premises of the IXC, and measurement of the originating switched access minutes of use would begin when the IXC acknowledges receipt of the call and would end when either the calling party (the BellSouth FX service subscriber) or the called party disconnects.

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Routing to Paging

11

Mr. Hendrix addresses this call arrangement in his testimony.

12

13

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

14

15

A. Yes.