

ORIGINAL

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July 20, 2001

Ms. Blanca S. Bayo, Director  
Division of Records and Reporting  
Florida Public Service Commission  
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Tallahassee, Florida 32399-0850

**HAND DELIVERY**

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Re: Docket No. 960786-TL

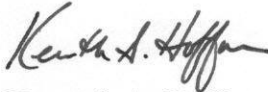
Dear Ms. Bayo:

Enclosed herewith for filing in the above-referenced docket on behalf of US LEC of Florida, Inc. ("US LEC") are the original and fifteen copies of US LEC's Rebuttal Testimony of James Hvisdas.

Please acknowledge receipt of these documents by stamping the extra copy of this letter "filed" and returning the copy to me.

Thank you for your assistance with this filing.

Sincerely,

  
Kenneth A. Hoffman

APP \_\_\_\_\_  
CAF \_\_\_\_\_ KAH/knb  
CMP \_\_\_\_\_ Enclosures  
COM 5/20 cc: Parties of Record  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a copy of the foregoing was furnished to the following by U.S. Mail this 20th day of July, 2001:

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By:   
KENNETH A. HOFFMAN, ESQ.

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In Re: Consideration of BellSouth )  
Telecommunications, Inc.'s Entry into )  
InterLATA Services Pursuant to Section ) Docket No. 960786-TL  
271 of the Federal Telecommunications )  
Act of 1996. )

**REBUTTAL TESTIMONY**

**OF**

**JAMES M. HVIDAS**

**ON BEHALF OF US LEC OF FLORIDA, INC.**

**JULY 20, 2001**

DOCUMENT NUMBER-DATE

08845 JUL 20 2001

FPSC-COMMISSION CLERK

1       **Q.     PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.**

2       A.     My name is James M. Hvisdas. My business address is 258 Southhall Lane,  
3             Suite 330, Maitland, Florida 32751.

4       **Q.     PLEASE STATE YOUR OCCUPATION, BACKGROUND AND WORK**  
5             **EXPERIENCE.**

6       A.     I am Senior Vice President, Operations for US LEC of Florida, Inc. (“US  
7             LEC”). My relevant education and telecommunications work experience are  
8             as follows: I received my Bachelors degree in Electrical Engineering from the  
9             University of Central Florida. I have been employed by companies including  
10            Frontier Corporation, Contel, American Satellite Corporation and ETS before  
11            joining US LEC in January 1997. As senior vice president of operations, I  
12            oversee the installation of US LEC’s switches throughout its footprint and  
13            manage the daily operations of the US LEC network.

14      **Q:     WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

15      A:     The purpose of my testimony is to rebut the testimony of BellSouth witnesses  
16             Cox and Milner regarding access to local loops (checklist item 4). My  
17             testimony explains how constant failures of BellSouth loop facilities adversely  
18             affect US LEC’s ability to compete in Florida.

19      **Q:     WHAT FACILITIES DOES US LEC PURCHASE FROM**  
20             **BELLSOUTH?**

21      A:     US LEC purchases special access circuits from BellSouth. These circuits  
22             combine an unbundled local loop and transport and are also referred to as the  
23             enhanced extended link (“EEL”).

1       **Q:     HAS US LEC HAD PROBLEMS WITH THESE FACILITIES?**

2       A:     Since September 2000, US LEC has experienced 136 outages on these  
3           facilities in Florida which were determined to be problems with BellSouth's  
4           circuit. A spreadsheet generated from US LEC's electronic operations  
5           support systems is attached as **Exhibit \_\_\_\_\_ (JH-1)**.

6       **Q:     WHAT HAPPENS WHEN AN OUTAGE OCCURS?**

7       A:     When an outage occurs on one of these circuits, the customer contacts US  
8           LEC to report a problem. US LEC opens an internal trouble ticket and  
9           investigates the problem. When the trouble is isolated to BellSouth's  
10          network, US LEC opens a trouble ticket with BellSouth.

11      **Q:     WHAT DOES YOUR EXHIBIT SHOW?**

12      A:     This exhibit includes the US LEC internal trouble ticket number in the second  
13          column and the date the ticket was opened by US LEC.

- 14           • The column marked "Close Code for Ticket" indicates the reason the  
15           US LEC trouble ticket was closed. All of the outages on this exhibit  
16           were closed because the problem was determined to be on BellSouth's  
17           network. There is no dispute about the cause of the problem on these  
18           items.
- 19           • The "Referred Ticket #" column includes the number of the BellSouth  
20           trouble ticket submitted by US LEC.
- 21           • The "BellSouth Resolution Time" contains the elapsed time for  
22           BellSouth to resolve the trouble on its facility. The "US LEC

1 Resolution Time” includes the total time for US LEC to restore service  
2 once we receive the circuit back from BellSouth.

3 • The “Total Time Open in Hrs.” column gives the total elapsed time  
4 from the time the internal US LEC trouble ticket was opened through  
5 the BellSouth trouble ticket resolution time and the monitoring time  
6 after the ticket was closed to verify with the customer that the problem  
7 was corrected. This total elapsed time gives a complete picture of the  
8 customer’s down time.

9 **Q: WHAT IS THE AVERAGE DURATION OF THESE BELLSOUTH**  
10 **OUTAGES?**

11 A: As shown on Exhibit \_\_\_\_\_(JH-1), the average length of time required by  
12 BellSouth to resolve these troubles was 44 hours over this period. The  
13 average Total Time Open for these 136 outages was 58 hours.

14 **Q: WHAT DOES YOUR EXHIBIT DEMONSTRATE REGARDING**  
15 **BELLSOUTH’S COMPLIANCE WITH THE COMPETITIVE**  
16 **CHECKLIST?**

17 A: As these numbers vividly demonstrate, BellSouth is not providing reliable  
18 facilities to ALECs and is not maintaining these facilities in a  
19 nondiscriminatory manner. Outages of this frequency which last this long are  
20 a substantial obstacle to the development of competition in the State of  
21 Florida.

22 **Q: DOES THIS CONCLUDE YOUR TESTIMONY?**

23 A: Yes.



Switch Site	Ticket-Id	Create-date	Status	Root Cause	Close Code Label	Referred To +	Referred Ticket #	BellSouth Resolution Time in Hours	US LEC Resolution Time in Hours	Total Time Open in Hrs (includes monitor status time that to verify closure and time required to gain customer agreement that the problem is resolved)
Miami	TT-9925762	Wednesday, September 06, 2000 11:52:17 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	oso 51292	7.2	0.1	8.2
Jacksonville	TT-9926194	Wednesday, September 13, 2000 12:31:59 PM	Closed	FACILITY	Facility Failure Intermedia	BellSouth	oco61168	27.2	0.1	27.9
Miami	TT-9926813	Wednesday, September 20, 2000 11:32:32 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	oso51792	2.4	0.1	3.3
Miami	TT-9926759	Friday, September 22, 2000 11:55:05 AM	Closed	FACILITY	No Trouble Found	BellSouth	OS051884	74.2	0.0	74.9
Miami	TT-9926838	Monday, September 25, 2000 8:39:36 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os051932	5.9	0.1	6.5
Miami	TT-9926866	Monday, September 25, 2000 12:45:57 PM	Closed	FACILITY	US LEC Facility HW/ (CSU/DSU/CAC)	BellSouth	OS051959	191.5	0.0	192.5
Jacksonville	TT-9927210	Monday, October 02, 2000 10:41:48 AM	Closed	SWITCH	Customer PBX Problem	BellSouth	ON042768	24.8	0.0	54.0
Miami	TT-9927565	Thursday, October 05, 2000 2:14:36 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os052399	19.5	0.0	21.5
Miami	TT-9928189	Wednesday, October 18, 2000 8:21:39 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os052947	3.3	0.1	4.5
Miami	TT-9928271	Thursday, October 19, 2000 7:26:23 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os052980	2.3	0.0	2.6
Jacksonville	TT-9928759	Friday, October 27, 2000 11:17:39 AM	Closed	CUSTOMER	No Trouble Found	BellSouth	on043487 on043488	194.2	0.1	198.4
Miami	TT-9928914	Tuesday, October 31, 2000 11:16:36 AM	Closed	CUSTOMER	Facility Failure BellSouth	BellSouth	os053386	3.8	0.1	4.9
Miami	TT-9929040	Wednesday, November 01, 2000 5:26:11 PM	Closed	FACILITY	Other	BellSouth	OS053457	0.0	0.0	1.3
Miami	TT-9929043	Wednesday, November 01, 2000 6:59:25 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS053461	15.6	0.0	15.8
Miami	TT-9929173	Saturday, November 04, 2000 11:41:07 AM	Closed	CUSTOMER	US LEC Facility HW/ (CSU/DSU/CAC)	BellSouth	OS053688	32.1	0.0	79.3
Miami	TT-9929190	Monday, November 06, 2000 8:49:15 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS053675	2.1	0.0	2.4

Switch Site	Ticket-Id	Create-date	Status	Root Cause	Closure Code Label	Referred To +	Referred Ticket #	BellSouth Resolution Time in Hours	US LEC Resolution Time in Hours	Total Time Open in Hrs (includes monitor status time that to verify closure and time required to gain customer agreement that the problem is resolved)
Miami	TT-9929199	Monday, November 06, 2000 10:34:20 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os053687	2.0	0.0	2.3
Orlando	TT-9929207	Monday, November 06, 2000 11:27:58 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON043698	5.7	0.0	6.7
Miami	TT-9929317	Tuesday, November 07, 2000 4:26:06 PM	Closed	CUSTOMER	No Trouble Found	BellSouth	OS053800	23.2	0.0	39.3
Orlando	TT-9929418	Thursday, November 09, 2000 4:04:53 PM	Closed	FACILITY	Customer Equipment Problem	BellSouth	ON043799	9.6	0.0	10.7
Miami	TT-9929455	Thursday, November 09, 2000 4:04:53 PM	Closed	FACILITY	No Trouble Found	BellSouth	OS053886	280.1	0.0	281.6
Orlando	TT-9929613	Monday, November 13, 2000 3:17:59 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON043908	1.9	0.0	2.2
Orlando	TT-9929620	Monday, November 13, 2000 4:06:23 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON043909	1.3	0.0	1.5
Miami	TT-9929736	Wednesday, November 15, 2000 11:12:00 AM	Closed	FACILITY	No Trouble Found	BellSouth	OS054025	120.7	0.0	121.9
Miami	TT-9929785	Thursday, November 16, 2000 7:22:04 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os054062	3.8	0.1	4.6
Miami	TT-9929786	Thursday, November 16, 2000 8:07:00 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os054060 & os054061	5.2	0.0	5.4
Miami	TT-9929935	Monday, November 20, 2000 7:55:16 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS054255	32.9	0.0	32.9
Miami	TT-9930011	Monday, November 20, 2000 4:28:48 PM	Closed	FACILITY	Customer PBX Problem	BellSouth	OS054285	19.4	0.0	20.9
Miami	TT-9930266	Tuesday, November 28, 2000 2:16:45 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS054470	0.7	0.0	1.3
West Palm Beach	TT-9930273	Tuesday, November 28, 2000 4:03:52 PM	Closed	GENERAL	Other	BellSouth UNE	VI012365	168.5	0.0	169.2
Orlando	TT-9930697	Wednesday, December 06, 2000 10:20:06 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON044537	5.0	0.0	5.5
Miami	TT-9930755	Thursday, December 07, 2000 9:26:57 AM	Closed	FACILITY	Other	BellSouth	os054784	193.7	0.1	197.3

Switch Site	Ticket-Id	Create-date	Status	Root Cause	Close Code Label	Referred To +	Referred Ticket #	BellSouth Resolution Time in Hours	US LEC Resolution Time in Hours	Total Time Open in Hrs (includes monitor status time that to verify closure and time required to gain customer agreement that the problem is resolved)
Miami	TT-9930830	Friday, December 08, 2000 8:43:54 AM	Closed	FACILITY	Other	BellSouth	OS054825	0.0	0.0	75.2
Miami	TT-9930857	Friday, December 08, 2000 11:57:50 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os054844	76.3	0.9	76.4
Miami	TT-9930903	Friday, December 08, 2000 11:15:56 PM	Closed	FACILITY	Customer PBX Problem	BellSouth	OS054840	58.8	0.0	59.8
Miami	TT-9930907	Saturday, December 09, 2000 11:31:23 AM	Closed	CUSTOMER	Facility Failure BellSouth	BellSouth	OS054883	9.2	0.0	9.3
Miami	TT-9930915	Monday, December 11, 2000 12:33:33	Closed	SWITCH	Facility Failure BellSouth	BellSouth	OS054901	36.4	0.0	36.5
Miami	TT-9931025	Tuesday, December 12, 2000 12:34:32 PM	Closed	FACILITY	Other	BellSouth	os054973	19.5	0.0	19.5
Miami	TT-9931236	Friday, December 15, 2000 10:54:47 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS055123	101.8	0.0	103.7
Miami	TT-9931251	Friday, December 15, 2000 1:06:54 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS055021	92.8	0.0	94.5
Miami	TT-9931430	Tuesday, December 19, 2000 2:56:03 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS055290	3.4	0.0	3.7
Jacksonville	TT-9931519	Thursday, December 21, 2000 11:10:13 AM	Closed	FACILITY	Switch Hardware Related	BellSouth	on045120	23.0	2.0	142.1
Orlando	TT-9931560	Thursday, December 21, 2000 4:56:03 PM	Closed	FACILITY	No trouble found.	BellSouth	ON 045033, 045032	119.6	0.0	119.7
Miami	TT-9931702	Thursday, December 28, 2000 9:56:51 AM	Closed	FACILITY	No Trouble Found	BellSouth	OS055526	22.5	0.0	24.7
Miami	TT-9931712	Thursday, December 28, 2000 11:15:30 AM	Closed	CUSTOMER	No Trouble Found	BellSouth	OS055530	21.0	0.0	22.5
Miami	TT-9931918	Wednesday, January 03, 2001 12:37:16 PM	Closed	FACILITY	No Trouble Found	BellSouth	OS055673	23.2	0.0	24.0
Miami	TT-9932060	Friday, January 05, 2001 10:39:33 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS055784	170.6	0.0	172.5
Miami	TT-9932198	Tuesday, January 09, 2001 9:19:44 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os055888	2.5	0.0	2.7

Switch Site	Ticket-Id	Create-date	Status	Troot Cause	Close Code Label	Referred To +	Referred Ticket #	BellSouth Resolution Time in Hours	US LEC Resolution Time in Hours	Total Time Open in Hrs (includes monitor status time that to verify closure and time required to gain customer agreement that the problem is resolved)
Miami	TT-9932260	Wednesday, January 10, 2001 7:25 27 AM	Closed	ACILITY	Other	BellSouth	OS055935	3.6	0.0	3.7
Miami	TT-9932312	Wednesday, January 10, 2001 2:33:12 PM	Closed	ACILITY	Customer Equipment Problem	BellSouth	OS055974	146.5	0.0	147.2
Miami	TT-9932368	Thursday, January 11, 2001 10:29:53 AM	Closed	ACILITY	No Trouble Found	BellSouth	pm os056015	3.9	0.1	24.5
Jacksonville	TT-9932481	Friday, January 12, 2001 2:30:16 PM	Closed	ACILITY	Facility Failure BellSouth	BellSouth	ON 045542	65.2	0.0	66.1
Miami	TT-9932720	Thursday, January 18, 2001 9:29:26 AM	Closed	ACILITY	Facility Failure BellSouth	BellSouth	OS056376	123.3	0.0	124.0
Miami	TT-9932760	Thursday, January 18, 2001 2:28:13 PM	Closed	ACILITY	Customer Equipment Problem	BellSouth	OS056294	118.1	0.0	143.4
Miami	TT-9932793	Friday, January 19, 2001 9:35:12 AM	Closed	ACILITY	No Trouble Found	BellSouth	OS056385	47.5	0.1	122.4
Jacksonville	TT-9932812	Friday, January 19, 2001 12:27:45 PM	Closed	ACILITY	Facility Failure BellSouth	BellSouth	ON 045729, ON045730, ON045731	3.8	0.0	4.9
Miami	TT-9932883	Monday, January 22, 2001 11:02 04 AM	Closed	ACILITY	Off-Net Switch Translations	BellSouth	OS056400	21.2	0.1	25.5
Miami	TT-9932931	Monday, January 22, 2001 6:38:25 PM	Closed	ACILITY	Facility Failure BellSouth	BellSouth	OS056419	13.5	0.0	13.8
Miami	TT-9933087	Thursday, January 25, 2001 7:57:14 AM	Closed	ACILITY	Customer Equipment Problem	BellSouth	os056627	88.1	0.2	150.8
Miami	TT-9933111	Thursday, January 25, 2001 10:35:09 AM	Closed	ACILITY	Facility Failure BellSouth	BellSouth	OS056579	108.8	0.0	109.9
Miami	TT-9933166	Friday, January 26, 2001 9:16:59 AM	Closed	ACILITY	Provisioning/Planning	BellSouth	OS056927	148.0	0.0	293.1
Miami	TT-9933189	Friday, January 26, 2001 12 17.29 PM	Closed	ACILITY	Facility Failure BellSouth	BellSouth	OS056736	140.4	0.0	141.5
Jacksonville	TT-9933338	Tuesday, January 30, 2001 9:47 48 AM	Closed	GENERAL	Customer Education	BellSouth	VI 014397	22.9	0.1	28.0
Jacksonville	TT-9933671	Sunday, February 04, 2001 8 13:33 PM	Closed	GENERAL	Facility Failure BellSouth	BellSouth UNE	VI 014561	180.2	0.1	186.6

Switch Site	Ticket-Id	Create-date	Status	Root Cause	Closure Code Label	Referred To +	Referred Ticket #	BellSouth Resolution Time in Hours	US LEC Resolution Time in Hours	Total Time Open in Hrs (includes monitor status time that to verify closure and time required to gain customer agreement that the problem is resolved)
Orlando	TT-9933852	Tuesday, February 06, 2001 6:32:31 PM	Closed	LONG DISTANCE	Third Party Trouble	BellSouth	vi-014649	1.4	0.0	49.1
Miami	TT-9933854	Wednesday, February 07, 2001 12:18:04 AM	Closed	FACILITY	Off-Net Carrier Failure	BellSouth	OS057109	15.7	0.0	15.8
Miami	TT-9934062	Friday, February 09, 2001 9:32:48 AM	Closed	FACILITY	No Trouble Found	BellSouth	OS057200	101.9	0.0	103.0
Miami	TT-9934092	Friday, February 09, 2001 1:06:43 PM	Closed	CUSTOMER	Facility Failure BellSouth	BellSouth	os057259 os057260	67.5	0.0	70.1
Orlando	TT-9934151	Sunday, February 11, 2001 1:48:00 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON 046471	16.5	0.0	18.3
Miami	TT-9934158	Monday, February 12, 2001 7:49:39 AM	Closed	FACILITY	Other	BellSouth	os057349-50 OS057398	170.4	0.0	170.5
Miami	TT-9934186	Monday, February 12, 2001 10:52:57 AM	Closed	GENERAL	Customer PBX Problem	BellSouth	hi019980	10.5	0.0	22.0
Orlando	TT-9934197	Monday, February 12, 2001 12:57:31 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON046498	0.0	0.0	4.5
Orlando	TT-9934239	Monday, February 12, 2001 9:59:27 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON046515 (PM Group)/ON046498	19.1	0.0	21.0
Miami	TT-9934257	Tuesday, February 13, 2001 10:01:05 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os057405, PM os057409	52.4	0.0	53.3
Jacksonville	TT-9934299	Tuesday, February 13, 2001 3:01:29 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON 046528	0.7	0.0	1.5
Jacksonville	TT-9934363	Wednesday, February 14, 2001 12:03:57 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON 046563	18.5	0.0	21.8
Miami	TT-9934483	Thursday, February 15, 2001 3:03:32 PM	Closed	GENERAL	Off-Net Switching Failure	BellSouth acac				
Miami	TT-9934485	Thursday, February 15, 2001 3:05:23 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth acac				
Miami	TT-9934499	Thursday, February 15, 2001 3:43:31 PM	Closed	GENERAL	Off-Net Switching Failure	BellSouth acac		0.0	0.1	25.1
Miami	TT-9934502	Thursday, February 15, 2001 4:03:30 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth acac		0.0	0.3	89.1

Switch Site	Ticket-Id	Create-date	Status	Root Cause	Close Code Label	Referred To +	Referred Ticket #	BellSouth Resolution Time in Hours	US LEC Resolution Time in Hours	Total Time Open in Hrs (includes monitor status time that to verify closure and time required to gain customer agreement that the problem is resolved)
Miami	TT-9934625	Monday, February 19, 2001 7:54:08 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os057615	9.3	0.0	10.0
Miami	TT-9934642	Monday, February 19, 2001 9:08:00 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os057637	18.4	0.0	23.0
Miami	TT-9934686	Monday, February 19, 2001 1:50:26 PM	Closed	GENERAL	No Trouble Found	BellSouth	OS057643	71.7	0.5	72.9
Orlando	TT-9934852	Wednesday, February 21, 2001 12:52:13 PM	Closed	FACILITY	BellSouth Facilities	BellSouth	ON046735	5.1	0.0	5.7
Miami	TT-9934890	Thursday, February 22, 2001 8:12:18 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os057753	24.9	0.0	25.3
Miami	TT-9935265	Wednesday, February 28, 2001 1:27:57 PM	Closed	FACILITY	No Trouble Found	BellSouth	OS057986	48.8	0.0	49.7
Miami	TT-9935443	Friday, March 02, 2001 2:09:32 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os058105	68.4	0.0	68.9
Miami	TT-9935501	Monday, March 05, 2001 10:22:10 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os058163	23.2	0.0	24.1
Orlando	TT-9935541	Monday, March 05, 2001 2:57:43 PM	Closed	GENERAL	Third Party Trouble	BellSouth business	321-452-4558.....	208.7	0.0	212.7
Miami	TT-9935670	Wednesday, March 07, 2001 1:11:29 PM	Closed	FACILITY	Other	BellSouth	os058247	23.9	0.0	24.0
Jacksonville	TT-9935748	Thursday, March 08 2001 12:46:41 PM	Closed	GENERAL	Translations	BellSouth	286426	93.0	0.0	118.8
Miami	TT-9936141	Thursday, March 15 2001 11:28:48 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os058569, os058570, os058563, os058564, os058565,	0.9	0.0	21.5
Miami	TT-9936189	Friday, March 16, 2001 9:12:28 AM	Closed	FACILITY	Translations	BellSouth	OS058897	45.5	0.0	123.2
Orlando	TT-9936266	Saturday, March 17 2001 10 40.04 PM	Closed	FACILITY	No Trouble Found	BellSouth	on047479	91.8	0.0	113.1
Miami	TT-9936433	Wednesday, March 21, 2001 7:29 50 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os058958	2.1	0.0	2.5
Miami	TT-9936708	Monday, March 26, 2001 11:49:46 AM	Closed	CUSTOMER	No Trouble Found	BellSouth	OS059166	72.3	0.0	74.0

Switch Site	Ticket-Id	Create-date	Status	Root Cause	Close Code Label	Referred To +	Referred Ticket #	BellSouth Resolution Time in Hours	US LEC Resolution Time in Hours	Total Time Open in Hrs (includes monitor status time that to verify closure and time required to gain customer agreement that the problem is resolved)
Miami	TT-9936923	Wednesday, March 28, 2001 5:32:45 PM	Closed	FACILITY	Other	BellSouth	OS059290 /pm ticket os059319	1.3	0.0	140.1
Orlando	TT-9937007	Thursday, March 29, 2001 6:13:52 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON047818	18.7	0.0	19.3
Miami	TT-9937061	Friday, March 30, 2001 12:48:29 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS059406	3.0	0.0	3.1
Orlando	TT-9937111	Saturday, March 31, 2001 5:04:45 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	on047851	3.4	0.0	3.5
Miami	TT-9937120	Monday, April 02, 2001 7:38:11 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	OS059454	5.2	0.0	5.4
Orlando	TT-9937370	Wednesday, April 04, 2001 3:51:34 PM	Closed	FACILITY	Third Party Trouble	BellSouth	ON 047999	2.4	0.0	3.2
Orlando	TT-9937465	Friday, April 06, 2001 10:29:50 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	ON 048067	4.2	0.0	4.7
Miami	TT-9937487	Friday, April 06, 2001 1:38:52 PM	Closed	FACILITY	Third Party Trouble	BellSouth	OS059664	2.0	0.0	2.2
Miami	TT-9937809	Thursday, April 12, 2001 3:14:38 PM	Closed	GENERAL	Third Party Trouble	BellSouth	293734	0.0	0.1	168.1
Miami	TT-9937863	Friday, April 13, 2001 11:44:35 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os059922	4.0	0.1	4.2
Miami	TT-9938064	Tuesday, April 17, 2001 2:32:21 PM	Closed	FACILITY	Third Party Trouble	BellSouth	os060046	22.9	0.3	22.9
Miami	TT-9938087	Wednesday, April 18, 2001 8:04:44 AM	Closed	SWITCH	Third Party Trouble	BellSouth	os060071	50.0	0.0	50.4
Orlando	TT-9938497	Tuesday, April 24, 2001 8:56:39 AM	Closed	CUSTOMER	Facility Failure BellSouth	BellSouth	VI017478	46.9	0.0	50.3
Miami	TT-9938556	Tuesday, April 24, 2001 4:47:32 PM	Closed	FACILITY	Customer Equipment Problem	BellSouth	os060304	20.4	0.0	21.1
Miami	TT-9939034	Wednesday, May 02, 2001 11:06:01 AM	Closed	FACILITY	Facility Failure BellAtlantic	BellSouth	os060577	1.2	0.0	1.6
Miami	TT-9939103	Thursday, May 03, 2001 8:47:55 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os060599 /as060657	27.9	0.1	28.4
Miami	TT-9939107	Thursday, May 03, 2001 9:32:38 AM	Closed	FACILITY	Customer PBX Problem	BellSouth	OS060605	5.0	0.0	8.4
Orlando	TT-9939211	Friday, May 04, 2001 3:23:39 PM	Closed	FACILITY	Third Party Trouble	BellSouth	on048899	1.0	0.0	1.5
Orlando	TT-9939213	Friday, May 04, 2001 3:35:57 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	on048909 & on048910	1.3	0.0	2.1
Miami	TT-9939734	Monday, May 14, 2001 2:22:56 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os060965	7.9	0.1	8.4
Miami	TT-9939856	Wednesday, May 16, 2001 7:47:20 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	os061029	3.8	0.0	4.2

Switch Site	Ticket-Id	Create-date	Status	Root Cause	Loss Code Label	Referred To +	Referred Ticket #	BellSouth Resolution Time in Hours	JS LEC Resolution Time in Hours	Total Time Open in Hrs (includes monitor status time that to verify closure and time required to gain customer agreement that the problem is resolved)
Orlando	T-9939955	Thursday, May 17, 2001 11:22:51 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	049217	3.4	0.0	4.2
Orlando	T-9939958	Thursday, May 17, 2001 11:33:34 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	049213	3.4	0.0	4.1
Miami	T-9940295	Tuesday, May 22, 2001 5:15:45 PM	Closed	CUSTOMER	Facility Failure BellSouth	BellSouth	061357	21.6	0.0	22.4
Orlando	T-9940351	Wednesday, May 23, 2001 2:38:49 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	049419	147.8	0.0	148.6
Miami	T-9940354	Wednesday, May 23, 2001 2:43:08 PM	Closed	FACILITY	No Trouble Found	BellSouth	061420	26.9	0.0	147.8
Miami	T-9940399	Thursday, May 24, 2001 10:43:32 AM	Closed	FACILITY	No Trouble Found	BellSouth	061418	122.8	0.0	127.8
Miami	T-9940403	Thursday, May 24, 2001 11:02:36 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	061405	7.8	0.1	20.3
Miami	T-9940419	Thursday, May 24, 2001 12:32:45 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	061412	5.6	0.0	18.8
Miami	T-9940421	Thursday, May 24, 2001 12:50:20 PM	Closed	CUSTOMER	Third Party Trouble	BellSouth	061396	117.0	0.0	117.7
Miami	T-9940437	Thursday, May 24, 2001 2:40:37 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	061423	2.3	0.1	16.8
Miami	T-9940473	Friday, May 25, 2001 10:11:02 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	061471	7.5	0.1	8.1
Orlando	T-9940505	Friday, May 25, 2001 12:49:14 PM	Closed	FACILITY	BellSouth Facility Problem	BellSouth	049525	72.8	1.2	145.5
Miami	T-9940568	Tuesday, May 29, 2001 7:22:42 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	061555	148.6	0.1	148.7
Miami	T-9940668	Tuesday, May 29, 2001 2:54:53 PM	Closed	FACILITY	No Trouble Found	BellSouth	061745	64.8	0.0	72.6
Orlando	T-9940731	Wednesday, May 30, 2001 11:24:08 AM	Closed	CUSTOMER	Facility Failure BellSouth	BellSouth	049761	74.9	0.0	196.4
Miami	T-9940745	Wednesday, May 30, 2001 1:09:00 PM	Closed	CUSTOMER	No Trouble Found	BellSouth	061722	93.2	0.0	116.0
Miami	T-9940784	Wednesday, May 30, 2001 4:17:09 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	061675	5.6	0.0	5.7
Miami	T-9940799	Thursday, May 31, 2001 8:37:54 AM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	061706	95.7	0.1	96.3
Miami	T-9940881	Thursday, May 31, 2001 7:20:27 PM	Closed	FACILITY	Facility Failure BellSouth	BellSouth	061747	0.0	0.2	88.7
<b>TOTAL</b>								6032.1		7908.1
<b>AVERAGE</b>								44.35		58.15