

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
DOCKET # 010740-TP

IN RE:
COMPLAINT OF IDS LONG DISTANCE, INC.
N/k/a IDS TELECOM, LLC,
against
BELLSOUTH TELECOMMUNICATIONS, INC.,
and
REQUEST FOR EMERGENCY RELIEF,

COPY

DEPOSITION

OF

BRADFORD HAMILTON

28th Floor
One Southeast Third Avenue
Miami, Florida

Friday, September 14, 2001
1:45 - 5:45 p.m.

DOCUMENT NUMBER DATE

12080 SEP 25 01

FPSS-60411530101-0101

APPEARANCES

For IDS:

BRIAN MILLER, ESQ.
Akerman, Senterfitt, PA
One Southeast Third Avenue
Suite 28th Floor
Miami, Florida 33131

For BellSouth:

JAMES MEZA, ESQ.
150 South Monroe Street
Suite 400
Tallahassee, Florida 32301

Also Present:

MARY ANNE HELTON, ESQ.
BOB CASEY, ESQ.
Public Service Commission
Tallahassee, Florida

I N D E X

	Witness	Direct	Cross
Bradford Hamilton			
(By Mr. Meza)		3	

E X H I B I T I N D E X

(There were no exhibits marked)

1 THEREUPON:

2 BRADFORD HAMILTON,
3 was called as a witness on behalf of BELLSOUTH,
4 and having been first duly sworn, was examined and
5 testified as follows:

6 DIRECT EXAMINATION

7 BY MR. MEZA:

8 Q. Good morning. Good afternoon.

9 A. Good afternoon.

10 Q. My name is Jim Meza. I represent
11 BellSouth. We're here to take your deposition
12 today.

13 Sir, what is your full name?

14 A. Bradford Hamilton.

15 Q. What's your home address?

16 [REDACTED]
17 [REDACTED]

18 Q. What is your social security number?

19 A. [REDACTED]

20 MR. MILLER: Speak slowly enough so
21 the court reporter can take down what
22 you say.

23 THE WITNESS: Sorry. Every time
24 you call your credit card company they
25 ask for that, so I'm used to it.

1 BY MR. MEZA:

2 Q. Where are you from?

3 A. Saint Paul, Minnesota.

4 Q. Have you ever been deposed before?

5 A. To where?

6 Q. Have you ever been deposed before?

7 A. Yes, I have.

8 Q. When?

9 A. I believe it was in the spring of '98.

10 Q. What type of proceeding?

11 A. It was a PSE hearing.

12 Q. What hearing was that?

13 A. It was a complaint that the company I
14 worked for had made against BellSouth.

15 Q. What company were you working for?

16 A. Supra Telecom.

17 Q. So do you know the rules of the game in
18 this deposition?

19 A. Yes. Not to mention any customer
20 proprietary information.

21 Q. Well, what I was referring to was when
22 you are providing responses to my questions, I ask
23 that you give me a verbal response so that the
24 court reporter can pick it up.

25 If at any time you don't understand my

1 question, or it's unclear, please ask me to try
2 again or to characterize it a different way and I
3 will be glad to do that.

4 If at any time you need a break, let me
5 know and I will be sure to accommodate you.

6 A. Okay.

7 Q. All right. Give me a summary of your
8 educational background, starting after high
9 school.

10 A. I started at the University of Minnesota
11 in '86. Then I transferred to Chicago and I went
12 to DePaul University and continued my education.
13 I transferred to Florida and finished my degree at
14 Nova Southeastern University. I started a
15 Master's program, a graduate program, however I
16 didn't complete that program.

17 Q. All right. Let's go over some years
18 there.

19 A. Okay.

20 Q. What was the first school you went to?

21 A. University of Minnesota.

22 Q. What years?

23 A. From '86 to '88.

24 Q. Do you have a major?

25 A. I majored in psychology.

1 Q. What school did you go to after that?

2 A. I went to DePaul University in Chicago.

3 Q. DePaul?

4 A. DePaul.

5 Q. For what years?

6 A. From '88 to '90.

7 Q. Did you obtain a degree?

8 A. I was still continuing my education.

9 Q. Okay.

10 A. I obtained my degree in Florida.

11 Q. I don't know if you had an Associate

12 degree or something?

13 A. No. I didn't, no.

14 Q. Again, was your major in psychology?

15 A. Yes.

16 Q. Then 1990, why did you leave the

17 University of Minnesota?

18 A. I worked for AT&T. They closed the

19 office and I transferred to Chicago. Then they

20 closed that office and I transferred to Florida.

21 Q. What years did you attend Nova

22 Southeastern?

23 A. From '90 to '92. I graduated in '92.

24 Q. In psychology?

25 A. Yes. A Bachelor's in psychology.

1 Q. And then you went to some graduate
2 courses there as well?

3 A. I started a graduate program in
4 alternative dispute resolution.

5 Q. Is that mediation?

6 A. Mediation, right.

7 Q. You haven't finished it?

8 A. No. I lost interest.

9 Q. It says here you have two courses to
10 complete?

11 A. Yes, that's right.

12 Q. When was the last -- when did you take
13 the last course?

14 A. I can't remember exactly, but it may
15 have been '95, '96.

16 Q. Okay. All during your college education
17 you were working at AT&T?

18 A. Yes.

19 Q. What responsibilities or specific jobs
20 did you have at AT&T?

21 A. Do you want me to go through all the
22 jobs from 1978?

23 Q. Yes.

24 A. Okay. I started in 1978, worked in
25 TSBS, which is a customer contact job. Then I

1 worked for about nine months in the building
2 department, architectural department.

3 And then AT&T was broken up in '84, so I
4 elected -- they asked me did I want to stay with
5 Northwestern Bell or go with AT&T. I selected to
6 go with AT&T.

7 Starting in '85, we started to have
8 massive downsizing and layoffs. I started college
9 because I figured I wouldn't have a job much
10 longer, so that's why I started going to college.

11 Then when I came to Chicago I worked in
12 customer interface again, and then I worked in the
13 public phone market. For a while I worked in
14 that.

15 Q. When were you a service rep?

16 A. I was a service rep at AT&T in Florida
17 from '93.

18 Q. From '93?

19 A. From '93 to '96. Well, maybe '95.

20 Q. To '95?

21 A. Yes. Because I became management around
22 that time.

23 Q. What were your responsibilities as a
24 service rep?

25 A. Well, I had a set of customers, about

1 500 AT&T long distance customers, that belonged to
2 me. My responsibility was to keep them on AT&T
3 and up-sell them to more AT&T services.

4 Q. Were these residential or business
5 customers?

6 A. No. Strictly small business.

7 Q. So I guess the service rep term is
8 different for AT&T than BellSouth?

9 A. Actually, I was called a business
10 account consultant.

11 Q. You're not the person answering the
12 phone when you have a question?

13 A. No. I had specific customers I dealt
14 with.

15 Q. Did you ever provision any orders?

16 A. Yes. I did my own orders.

17 MR. MILLER: Wait for his question
18 before you answer.

19 THE WITNESS: I'm sorry.

20 MR. MILLER: I also ask you to
21 speak slowly so the court reporter can
22 take down what you're saying.

23 THE WITNESS: I'm sorry.

24 BY MR. MEZA:

25 Q. What did you do after you were a service

1 rep, for lack of better word?

2 A. I was promoted to a position of sales
3 support manager.

4 Q. Okay.

5 A. My title exactly was business account
6 manager, I believe.

7 Q. Okay. What were your specific job
8 duties?

9 A. There were seven service reps that I
10 supported. If there was a case where a customer
11 needed a premise visit, I would actually go out to
12 that premise and gather what information was
13 needed.

14 Q. What years were you a sales support
15 manager?

16 A. Must have been from '95 to '96.

17 Q. Okay. What did you do after that?

18 A. That job was eliminated and I was given
19 an outside sales position.

20 Q. When were you a telecommunications
21 consultant?

22 A. That's what my title was at AT&T,
23 business account consultant.

24 Q. What years?

25 A. That was '93 through '97, I would say.

1 Q. Okay. Were you ever purely just a
2 service rep?

3 A. No.

4 Q. Because I'm looking at your resume--

5 A. Right.

6 Q. -- which you attached to your direct. I
7 think it's Exhibit BH-1. Do you have it with you?

8 A. No.

9 Q. Let me show you a copy and you can just
10 clear things up for me.

11 MR. MILLER: I don't have any
12 exhibits attached to this.

13 THE WITNESS: Can I just see?

14 MR. MEZA: This is his resume.

15 BY MR. MEZA:

16 Q. You see how it has --

17 A. Oh, yeah. Okay. The service rep, I did
18 that. We didn't call it exactly that, but that's
19 what it would be called in the industry.

20 Q. Okay. But is that different than
21 telecommunications consultant?

22 A. I actually did both.

23 Q. So they are different jobs?

24 A. They are different jobs, but I did both
25 of them.

1 Q. How do they differ?

2 A. Well, one was more customer interfaced
3 and the other was simply provisioning. What
4 happened there is they merged the two positions
5 together.

6 Q. Customer interface, what does that mean?

7 A. I actually called customers, or they
8 called me and dealt directly with me.

9 Q. Provisioning?

10 A. Strictly sitting, processing orders.

11 Q. When you combine both, you were
12 processing your customers' orders?

13 A. I was doing both of them.

14 Q. And from '93 to '97, you were either a
15 service representative or telecommunications
16 consultant?

17 A. Yes.

18 Q. Okay. When were you a business account
19 executive?

20 A. That was the position after that job.

21 Q. How long were you in that position?

22 A. About a year, I think.

23 Q. Okay. So when did you leave AT&T?

24 A. May of '97.

25 Q. If you were a telecommunications

1 consultant and service rep until '97, when in '97
2 did you become a business account executive?

3 A. I know it's kind of complicated, but
4 they kept downsizing. So they would eliminate the
5 provisions department, so then you had to do your
6 own provisioning. Then they would eliminate the
7 telemarketing department, so you had to do your
8 own telemarketing. So I had to do all three jobs.
9 But the title that they had in the business cards
10 was business account executive.

11 Q. So when you became a business account
12 executive, you did all three jobs; you did
13 customer interface, you did provisioning, and then
14 telemarketing?

15 A. Yes.

16 Q. Okay. Why did you leave AT&T?

17 A. I wanted to do something else.

18 Q. Were you fired?

19 A. I was asked to leave.

20 Q. Why is that?

21 A. Because the sales were very poor, very
22 down. The department was downsizing. My boss
23 told me to leave, that there was no future at
24 AT&T.

25 Q. Then where did you go?

1 A. I went to Supra Telecom.

2 Q. Is Supra an ALEC?

3 A. Yes.

4 Q. Is it located in Miami?

5 A. Yes.

6 Q. What positions did you hold at Supra?

7 A. Customer service manager.

8 Q. What were your job duties as a customer
9 service manager?

10 A. I pretty much did it all. I did
11 provisioning of the orders, customer interface;
12 anything that was customer related, I dealt with
13 it.

14 Q. How many customers did you have as a
15 customer service manager?

16 A. Is it okay to discuss that? That's
17 proprietary, I would think.

18 Q. I don't think it's proprietary if you
19 don't give me the names or numbers, just the
20 amount of customer service customers that you
21 interfaced with.

22 MR. MILLER: I would say I don't
23 know what the terms of any of your
24 agreements are. So you need to answer
25 it to the extent that you can. I can't

1 advise you any further than that.

2 THE WITNESS: I would say it was
3 less than [REDACTED]

4 BY MR. MEZA:

5 Q. How many customer service managers were
6 there?

7 A. Just me.

8 Q. It says in your Resume you reduced ...
9 clarifications from 40 to 10 percent.

10 A. Yes.

11 Q. What does that mean?

12 A. The service orders that I was submitting
13 to BellSouth initially were getting 40 percent,
14 and they were getting kicked back for
15 clarification. And I reduced that to 10 percent.

16 Q. Were you the only provisioner?

17 A. No. I had two or three people.

18 Q. Okay. It says here that you then became
19 the local product manager?

20 A. Yes.

21 Q. What does that mean; what does that job
22 entail?

23 A. I manage the products that IDS is
24 selling.

25 Q. For Supra?

1 A. No. That's IDS.

2 I did some of that work -- I'm sorry.

3 You know what? I'm sorry. I was customer service
4 manager, then I took the local product manager
5 position there.

6 Q. What does that job entail?

7 A. Responsible for researching the
8 products, making sure we had a local product.

9 Q. What do you mean a local product?

10 A. Local telephone service.

11 Q. You would research and see if you had
12 local telephone service?

13 A. Research the products through the local
14 service and then help develop our own product that
15 would compete against that.

16 Q. Okay.

17 A. Let me tell you exactly what happened.
18 I was a customer service manager, then became
19 local product manager for a few months, then they
20 laid-off everybody in customer service and he
21 asked me to go back and do that job.

22 Q. Which job?

23 A. So when I left Supra Telecom, I was
24 customer service manager again.

25 Q. Why did you leave Supra?

1 A. I didn't see a future there.

2 Q. Were you asked to leave?

3 A. No.

4 Q. Then you went to IDS?

5 A. Yes.

6 Q. What was your first position at IDS?

7 A. Provisioning manager.

8 Q. What years were you provisioning
9 manager?

10 A. From '99 until 2000. I don't remember
11 which month.

12 Q. What were your responsibilities as
13 provisioning manager?

14 A. Making sure my staff was processing
15 orders efficiently with BellSouth.

16 Q. How many staff members did you have?

17 A. I had four at that time.

18 Q. These are the -- I think Mr. Kramer
19 called them customer service reps, or provisioning
20 reps?

21 A. They would be provisioning reps. They
22 were separate from customer service.

23 Q. Again, you say you improved
24 clarifications from 40 to 10 percent?

25 A. Yes.

1 Q. Were these clarifications a result of
2 IDS inputter records?

3 A. It more had to do with, I don't know,
4 templates. I created templates.

5 Q. To reduce the amount of IDS errors?

6 A. I wouldn't say that. It was more to
7 autopopulate information redundance.

8 Q. You had no control over BellSouth's
9 errors?

10 A. No.

11 Q. So the only way you could control or
12 lessen the error rate is to do something to the
13 IDS side that's emitting the orders?

14 THE WITNESS: Yes.

15 MR. MILLER: Objection. Calls for
16 speculation.

17 You need to wait for me to have
18 time to object before you answer.

19 BY MR. MEZA:

20 Q. I just want to make sure I understand.
21 When you reduced the clarifications you were
22 receiving back, those were clarifications IDS
23 receive as a result of IDS error that caused the
24 order to fall out or be clarified?

25 A. I would say I put systems in place to

1 reduce the amounts of clarifications we were
2 receiving from BellSouth.

3 Q. What causes a clarification to be sent?

4 A. My impression is lack of adequate
5 documentation from BellSouth on how to process the
6 orders correctly.

7 Q. Okay. Well, that may be the case. But
8 who actually inserts the incorrect information
9 into the LSR that goes to BellSouth?

10 MR. MILLER: Objection to the form.

11 MR. MEZA: What's the problem with
12 the form?

13 MR. MILLER: Objection to form.

14 THE WITNESS: I can answer?

15 MR. MILLER: Yes. Unless I
16 instruct you not to answer, you can
17 answer.

18 THE WITNESS: Okay, yes.

19 BY MR. MEZA:

20 Q. It's your opinion that the reason why
21 they were inserting the wrong information is
22 because BellSouth did not provide the correct
23 information; is that correct?

24 A. Yes.

25 Q. But despite that, you got the error rate

1 down from 40 percent to 10 percent?

2 A. Yes.

3 Q. Okay. You said responsible for managing
4 team of local, long distance, and dedicated
5 telecommunications provisioning staff.

6 Does IDS have a local provisioning group
7 and long distance group and a telecommunications
8 staff?

9 A. We did.

10 Q. How many local provisioning reps did you
11 have?

12 A. There was four in local.

13 Do you want to know how many in the
14 others?

15 Q. Yes.

16 A. There was two in long distance.

17 Q. What is dedicated telecommunications
18 provisioning staff; what does that entail?

19 A. That was dedicated services like T-1.

20 Q. Were these your facility based
21 customers?

22 A. Exactly.

23 Q. How many provisioning reps did you have?

24 A. Two or three.

25 Q. When you were a provisioning manager

1 from 1999 to 2000, do you know how many local
2 customers IDS had?

3 A. From when?

4 Q. From '99 to 2000.

5 MR. MILLER: At any point during
6 that time?

7 BY MR. MEZA:

8 Q. Okay. We'll go there.

9 A. I would say more than [REDACTED]

10 Q. All right. For that same time period,
11 do you know how many long distance customers IDS
12 had?

13 A. I would say less than [REDACTED]

14 Q. Did any of the [REDACTED] local also have IDS
15 long distance?

16 A. Yes.

17 Q. So wouldn't the [REDACTED] e included in the
18 IDS long distance, or would it be [REDACTED] or do
19 you know?

20 A. I don't know.

21 Q. Did you say it was less than [REDACTED] or
22 more than [REDACTED] long distance customers?

23 A. [REDACTED] or less.

24 Q. How many facility based customers did
25 IDS have in 1999 to 2000?

1 A. Less than [REDACTED]

2 Q. Do you know how many lines those local
3 customers represented in 1999/2000?

4 MR. MILLER: Objection to the form.

5 THE WITNESS: No, I don't.

6 BY MR. MEZA:

7 Q. Do you know how many lines the long
8 distance customers represented in '99 and 2000?

9 A. I could speculate, but no, I don't.

10 Q. What about the T-1 customers, the
11 facility based customers?

12 A. How many?

13 Q. Lines.

14 A. No. I can't speculate there either,
15 because the T-1s are channelized into how many
16 lines you want.

17 Q. Okay. Let's take from 2000 to 2001.

18 A. Um-hum.

19 Q. How many local customers did IDS have?

20 A. I can't give you an exact figure. I
21 know our sales volumes increased dramatically.

22 Q. Just give me a rough estimation of what
23 you believe.

24 A. From 2000 to 2001, how many customers?

25 Q. Yes. Local.

1 MR. MILLER: At what point in that
2 year?

3 BY MR. MEZA:

4 Q. Let's take the highest total that you
5 can remember for that entire year.

6 A. That I can remember?

7 Q. Um-hum.

8 A. Approximately [REDACTED]

9 Q. Okay. Now, what is the lowest number
10 that you remember?

11 A. I don't recall.

12 Q. For long distance for 2000/2001, what is
13 the highest number of customers you can remember?

14 A. I don't know. I was not in a meeting
15 where we discussed that.

16 Q. What about dedicated lines or facility
17 based customers?

18 A. I believe it's stayed constant.

19 Q. [REDACTED]

20 A. Um-hum.

21 Q. All right. From January 2001 to
22 September 1st, 2001, do you know how many
23 customers, the most amount of local customers IDS
24 had?

25 A. No, I don't.

1 Q. What about long distance customers?

2 A. I don't have that information.

3 Q. Dedicated?

4 A. I don't know that.

5 Q. For the [REDACTED] local customers you
6 referenced from 2000 to 2001, do you know how many
7 lines those [REDACTED] customers represented?

8 A. I don't know.

9 Q. Okay. Did you have another job at IDS
10 other than provisioning manager?

11 A. Well, I'm currently the local product
12 manager.

13 Q. Okay. Was that considered a promotion?

14 A. Yes.

15 Q. When were you promoted?

16 A. I believe it was February or March of
17 2000.

18 Q. Do you know why you were promoted?

19 MR. MILLER: Objection, calls for
20 speculation.

21 BY MR. MEZA:

22 Q. You can answer, if you can.

23 A. I was asked to take -- there was an
24 opening.

25 Q. What are your job duties as a product

1 manager?

2 A. I monitor to make sure our products are
3 in compliance with our tariffs and that we offer
4 as many broadest range as possible of products to
5 local telephone customers.

6 Q. Broadest range possible of what?

7 A. Of local telephone service products.

8 Q. What does that mean? Can you break it
9 down a little further as to exactly what you do?

10 A. Okay. I monitor the ILEC tariffs,
11 monitor the BellSouth interconnection website, the
12 products available to us through interconnection,
13 and I develop products that match what the market
14 place is demanding.

15 Q. Do you provision any orders?

16 A. Very rarely. Occasionally.

17 Q. When do you provision orders?

18 A. If it's something new I'll try to
19 provision the order.

20 Q. What is considered something new?

21 A. If it's a new product, something that we
22 have not encountered before, I'll provision it to
23 develop methods and procedures.

24 Q. Okay. The methods and procedures that
25 the provisioning reps will follow?

1 A. In the provisioning orders, yes.

2 Q. Do you have any idea of how many
3 customers IDS has lost from 2000 and 2001?

4 A. I don't know.

5 Q. Today, do you know how many customers
6 IDS has?

7 A. No, I don't.

8 Q. Do you know how many lines?

9 A. I do not.

10 Q. Do you know how many customer service
11 reps IDS has?

12 A. I do not.

13 Q. Do you know how many provisioning reps
14 IDS has?

15 A. No.

16 Q. Do you know what was IDS's total gross
17 revenue last year?

18 A. No.

19 Q. Do you know the amount of IDS's total
20 expenses last year?

21 A. No.

22 Q. Do you know if IDS is current with all
23 of its creditors?

24 A. I don't know that. I don't know yes or
25 no.

1 Q. Okay. Do you know if IDS is current
2 with BellSouth?

3 A. I don't know.

4 Q. What is IDS's business plan for local
5 service?

6 MR. MILLER: Objection, foundation.

7 BY MR. MEZA:

8 Q. Do you know what I mean by business
9 plan?

10 A. Our business plan is to switch as is
11 whatever current services you are receiving now.
12 If you switch to IDS, we leave the services the
13 same.

14 Q. As far as marketing, what type of
15 customer is IDS attempting to obtain?

16 A. The broadest range possible.

17 Q. Do you focus on business versus
18 residential?

19 A. Yes, of course. Business accounts.

20 Q. Why is that?

21 A. They're the most profitable.

22 Q. Why are they the most profitable?

23 A. Because they pay [REDACTED]

24 [REDACTED]

25 Q. If you know, what percentage of IDS's

1 customers are business?

2 A. I don't know.

3 Q. Do you know if the majority of IDS's
4 customers are business customers?

5 A. The majority are.

6 Q. Does IDS have any residential customers?

7 A. Yes.

8 Q. Do you know how many?

9 A. I don't know how many.

10 Q. Are you involved with IDS's
11 telemarketing efforts?

12 A. No.

13 Q. Do you know if IDS belongs to any CLEC
14 industry groups?

15 A. I don't know.

16 Q. Have you talked with an employee at any
17 other CLEC or ALEC regarding this litigation?

18 A. No.

19 Q. Do you know if IDS has any subsidiaries
20 or affiliates?

21 A. I don't know exactly.

22 Q. Do you know what I mean by a subsidiary?

23 A. I do know what you mean, but I don't
24 know if we have one or not.

25 Q. Are you involved with Unified Solutions?

1 A. Not at all. I know it exists, that's
2 all.

3 Q. When Unified Solutions -- if you don't
4 know, tell me you don't know. From what I
5 understand, Unified Solutions subcontracts IDS's
6 employees?

7 MR. MILLER: Objection to
8 foundation.

9 BY MR. MEZA:

10 Q. Do you know if that's true or not?

11 A. I have no knowledge of what our business
12 relationship is with Unified Solutions.

13 Q. As a product manager now, you don't
14 necessarily deal with provisioning any more?

15 A. Very -- no.

16 Q. Very rarely?

17 A. Very rarely.

18 Q. Do you know in which states does IDS
19 have either long distance or local customers?

20 A. I'm sorry, I didn't understand.

21 Q. Do you know what states or in which
22 states does IDS have local or long distance
23 customers?

24 A. Yes, I do.

25 Q. Can you tell me?

1 A. Kentucky, North Carolina, South
2 Carolina, Georgia, Alabama, Mississippi and
3 Florida.

4 MR. MEZA: Can we go off again?

5 (Thereupon, proceedings were held off
6 the record.)

7 BY MR. MEZA:

8 Q. Can you repeat those again?

9 A. Kentucky, North Carolina, South
10 Carolina, Georgia, Alabama, Mississippi, Florida.

11 Q. Georgia, Alabama, Mississippi, Florida.

12 Let me repeat, so I'm sure we have them.
13 Kentucky, North Carolina, South Carolina, Georgia,
14 Alabama, Mississippi and Florida?

15 A. Yes.

16 Q. Any more?

17 A. No.

18 Q. Do you have any customers outside of
19 BellSouth's region?

20 A. For long distance only.

21 Q. Okay. Do you know the states?

22 A. I don't know. It could be all 50.

23 Q. Okay. But you don't know?

24 A. I don't know.

25 Q. Do you know if IDS is certificated to

1 provide local service in any state outside of the
2 BellSouth region?

3 A. I don't know.

4 Q. Do you know how many customers IDS has
5 in Kentucky?

6 A. I do not.

7 Q. Do you know how many in North Carolina?

8 A. No.

9 Q. Do you know how many IDS has on a
10 specific state level?

11 A. No.

12 Q. Do you know how many customers they have
13 in Florida?

14 A. No.

15 Q. Were you involved in IDS's decision to
16 purchase EDI?

17 A. No.

18 Q. Were you involved in IDS's decision to
19 purchase or use TAG?

20 A. I was consulted for my opinion.

21 Q. Who asked you?

22 A. I believe it was Keith Kramer.

23 Q. What did he ask you?

24 A. To clarify, purchase of TAG or ROBOTAG?
25 Because I'm thinking ROBOTAG when you say TAG.

1 Q. Explain to me the difference.

2 A. TAG is the interface that any CLEC can
3 use. ROBOTAG was an upfront system that
4 interfaces with TAG that BellSouth was offering
5 us.

6 Q. You need to slow down a little bit.

7 A. All right.

8 Q. Well, let's take TAG first. To me, you
9 can't have ROBOTAG without TAG; is that correct?

10 A. Correct.

11 Q. Did IDS make a decision to go with
12 either TAG or ROBOTAG, or to consider TAG or
13 ROBOTAG, or any other third-party vender software?

14 MR. MILLER: Objection to the form.

15 MR. MEZA: That's fair.

16 THE WITNESS: My understanding is
17 we already had a TAG agreement in place
18 before I started at IDS.

19 BY MR. MEZA:

20 Q. When did you start?

21 A. In September of '99.

22 Q. So the only question was what software to
23 get; would that be correct?

24 A. Exactly, yes.

25 Q. Were you involved in any way with IDS's

1 decision to use EDI originally?

2 MR. MILLER: Objection, asked and
3 answered.

4 THE WITNESS: No.

5 BY MR. MEZA:

6 Q. Sometimes I hear things, sometimes I
7 don't. When did Mr. Kramer first approach you
8 about looking into the software for TAG?

9 A. I don't recall the exact date. It was
10 in the winter of '99.

11 Q. So what did you do after he asked you to
12 do this?

13 A. I'm sorry? What was the question before
14 that?

15 Q. The question was --

16 A. When did he first approach me?

17 Q. When did he first approach you about
18 looking into what software to use?

19 A. He asked me my opinion, but he did not
20 ask me to pursue any type of procurement.

21 Q. What did you tell him?

22 A. Basically, I felt that we should
23 actually explore looking to get some type of
24 interface for TAG.

25 Q. Why is that?

1 A. Because I didn't feel EDI was adequate
2 to process the orders.

3 Q. Why did you feel that?

4 A. Because the documentation we had from
5 BellSouth was deficient. It was very time
6 consuming and not user friendly.

7 Q. Prior to your employment with IDS, had
8 you ever used EDI?

9 A. No.

10 Q. What was the first time that you
11 actually used EDI?

12 A. The exact date I can't give you, but I
13 believe it was sometime in the fall or winter of
14 '99.

15 Q. For what purpose?

16 A. To place an order.

17 Q. For the Network Combination Platform?

18 A. Network Combination Platform.

19 Q. In your opinion, would that be after IDS
20 implicated the Network Combination Platform?

21 A. I don't know when the contract was done.

22 Q. Was IDS able to make orders or to submit
23 orders for the Network Combination product prior
24 to November 2nd, 1999?

25 MR. MILLER: Objection to the form.

1 THE WITNESS: Not to my knowledge.

2 BY MR. MEZA:

3 Q. Okay. How many orders did you submit?

4 A. I recall two, total of maybe seven.

5 Q. For which customers?

6 A. The first two were for employees.

7 Q. And?

8 A. The remaining orders I attempted were
9 for customers.

10 Q. When did you -- I may have asked you
11 this, but do you know exactly when you submitted
12 the first two orders?

13 A. I can't give you a date. I can't
14 remember, except it was in the fall or winter of
15 '99.

16 Q. Okay. Was this some type of BETA-test?

17 A. Not to my knowledge.

18 Q. You were just told to submit -- or
19 explain to me how you were instructed to submit
20 the orders of two employees?

21 A. I was instructed, and I don't recall by
22 who, to try and get them through EDI. And I tried
23 them. The first one lost his dial tone.

24 Q. Okay. What about the second?

25 A. The second one also lost dial tone.

1 Q. Did they lose them on the same day?

2 A. No, these were not submitted the same
3 day. He lost his dial tone.

4 Q. Do you know why?

5 A. I recall, and I don't recall the first
6 one, it was because it went into a PF status,
7 pending facilities, because the order had been
8 processed as a D&N and they weren't related.

9 Q. Is that a problem with EDI?

10 A. It was a problem with the way BellSouth
11 processed the order.

12 Q. If you know, was that a downstream
13 problem or a problem with EDI?

14 A. I don't know exactly what the problem
15 was.

16 Q. All right. What about the second one,
17 what was the reason for the disconnect there?

18 A. I don't recall the exact reason.

19 Q. Do you know if it was the result of
20 BellSouth error or IDS error?

21 A. By my conversations with BellSouth, it
22 was a problem on their side.

23 Q. Who did you talk to?

24 A. Pat Rand.

25 Q. When did you talk to her?

1 A. It was on a conference call. I don't
2 remember the date.

3 Q. Was it after you submitted both orders,
4 or just the first one?

5 A. No. It was after the second one, too.

6 Q. Who else was on the call?

7 A. I believe Keith Kramer was there.

8 Q. Do you have any notes or documents that
9 pertain to that call?

10 A. No.

11 Q. What did she tell you?

12 A. She had relayed that the system was
13 failing to autopopulate the RRS0 fit. And when I
14 asked her if the problem had been fixed yet, she
15 said to her knowledge it had not been fixed.

16 Q. Did she tell you the problem was with
17 EDI?

18 A. No.

19 Q. Did you believe the problem was with
20 EDI?

21 A. I did not believe that.

22 Q. When did you submit the other five
23 orders?

24 A. I don't recall the exact dates, but it
25 was in the fall or winter of '99.

1 Q. Do you consider November to be the fall?
2 I'm just asking.

3 A. Yeah, I would consider November fall.

4 Q. See, me, I would consider it winter.
5 It's cold. If it's cold, it's winter. Sorry.

6 A. That's okay. I come from Minnesota.
7 When there's snow on the ground it's winter.

8 Q. Do you know the names of the specific
9 customers?

10 A. No, I don't recall.

11 Q. Do you know how you got or how you
12 acquired these customers?

13 A. They were through direct sales.

14 Q. That you obtained?

15 A. No, not myself.

16 Q. Who said: Mr. Hamilton, please convert
17 the five orders?

18 A. It was Mr. Kramer.

19 Q. Do you know how he selected the
20 customers?

21 A. I do not know.

22 Q. So what happened, did you do them all at
23 one time?

24 A. No.

25 Q. Did --

1 A. Maybe one a day to see if it flowed
2 through.

3 Q. Did you do one every single day?

4 A. I don't recall exactly the pattern that
5 I took, but I think I tried one a day.

6 Q. So what happened after the first one was
7 submitted?

8 A. The problem that came up is that when
9 they went to Network Combo, we were billed [REDACTED]
10 [REDACTED] per line.

11 Q. By who?

12 A. By BellSouth.

13 So I was instructed to stop.

14 Q. Did it work?

15 A. Did the phone service work? Yes.

16 Q. They were converted to Network
17 Combination?

18 A. They did convert.

19 Q. I'm confused.

20 A. Yes.

21 Q. You submitted one, the first order,
22 right?

23 A. Yes.

24 Q. It worked. But then BellSouth charged
25 you [REDACTED] so they said stop?

1 A. The CSR shows up. It's the price IDS
2 pays for the customer. It shows \$ [REDACTED] per line
3 on the customer's account.

4 Q. How many lines did he have?

5 A. One or two.

6 Q. What about two through five, did you
7 ever submit those orders?

8 A. Yes, they were submitted.

9 Q. Did they work too?

10 A. They worked also.

11 Q. Again, IDS was charged [REDACTED] per line?

12 A. Yes.

13 Q. Do you know why?

14 A. I don't know exactly why, other than I
15 was told it was a system problem. Mr. Kramer
16 investigated it.

17 Q. Did he give you the results of the
18 investigation?

19 A. I was not involved in that.

20 Q. All right.

21 A. It has to do with cost and I don't get
22 involved with that.

23 Q. Okay.

24 A. But it caused quite a bit of concern.

25 Q. I bet it did. Upon realizing that IDS

1 was being charged [REDACTED] per line, is it your
2 testimony that you were instructed to stop
3 submitting orders?

4 A. Yes.

5 Q. Were you ever told to start submitting
6 orders again?

7 A. No. And that time frame I was moving
8 into the other position.

9 Q. Which was?

10 A. The local product manager.

11 Q. To the best of your knowledge, IDS
12 submitted seven conversion orders for Network
13 Combination; is that correct?

14 A. Submitted seven, correct.

15 Q. And of the seven, five worked?

16 A. To my knowledge, five worked.

17 Q. Okay. When did Mr. Kramer -- well,
18 after you gave him your opinion about whether to
19 obtain the software for TAG, what happened next as
20 far as the acquisition of ROBOTAG?

21 A. We received a letter from BellSouth, a
22 notice that they were no longer support Herbinger,
23 which was the sharing partner with EDI.

24 Q. When did that notice come out?

25 A. Again, sometime in the December time

1 frame, I believe, in '99. Because I believe it
2 was effective in January they would know longer
3 support it.

4 Q. Let me ask you this, because you said
5 some things as to why you thought EDI was not -- I
6 forgot the exact word you used, but wasn't as good
7 as TAG?

8 A. Wasn't user friendly.

9 Q. Wasn't user friendly. Lack of
10 documentation?

11 A. Yes.

12 Q. Did any of those reasons effect your
13 ability to submit seven orders?

14 A. Yes.

15 Q. How is that?

16 A. The lack of documentation particularly
17 from BellSouth on how to process an order.

18 Q. All right. Do you know of any other
19 person at IDS that submitted an order through EDI?

20 A. Not to my knowledge.

21 Q. Do you know how many computers EDI was
22 installed on at IDS?

23 A. I don't know.

24 Q. Do you know, was it installed on your
25 computer?

1 A. It was after I started there, yes.

2 Q. Do you know if any other computer at IDS
3 had a license to use EDI?

4 A. I don't know.

5 Q. Are you aware of any other person that
6 could submit orders through EDI?

7 A. No, I'm not aware of that. However,
8 what happened before I started there, I don't
9 know.

10 Q. That's fair. That's fair.

11 All right. So sometime in the fall or
12 winter of '99, you get a notice from BellSouth
13 that Harbinger is no longer going to support EDI?

14 A. That BellSouth would no longer support
15 Harbinger.

16 Q. Did the notice give a reason why?

17 A. No, it didn't.

18 Q. Do you still have this notice in your
19 possession?

20 A. In my possession, no.

21 Q. Do you know if IDS still has the notice?

22 A. I'm sure we do.

23 Q. Do you know if this document was
24 produced by IDS?

25 A. I don't know if it was.

1 Q. Did you provide any documents that were
2 responsive to BellSouth's discovery request?

3 MR. MILLER: Objection to the form.

4 THE WITNESS: Yes, I did.

5 BY MR. MEZA:

6 Q. Okay. Did someone come to you and say I
7 need --

8 A. Yes.

9 Q. Who was that?

10 A. The regulatory department, Mr. Angel
11 Lerio and Suzanne Summerlin.

12 Q. Do you know what documents you provided?

13 A. Several things. I don't recall exactly.

14 Q. Do you know how many pages?

15 A. I don't recall exactly.

16 Q. A lot. Ten?

17 A. Ten sounds good.

18 Q. All right. Did this notice about
19 BellSouth no longer supporting Harbinger, was that
20 before or after Mr. Kramer came to you for your
21 opinion as to whether it would be worth while
22 looking at software for TAG?

23 A. To the best of my knowledge, it was
24 after.

25 Q. Okay. All right.

1 After you gave him your opinion, what
2 happened next regarding TAG? It was given -- the
3 responsibility was given to the IT department to
4 find an alternate software partner.

5 Q. Was there a reason for that?

6 A. I'm sorry?

7 Q. Was there a reason why the IT department
8 was given instructions to look at an alternative?

9 A. Because they're totally responsible for
10 any software that the company purchases.

11 Q. Were they instructed to look at ROBOTAG?

12 A. Yes, they were.

13 Q. And do you know of any other software
14 that they looked at?

15 A. I know they did, but I can't tell you
16 the names.

17 Q. Were you involved in the decision to
18 purchase the software?

19 A. My opinion was elicited.

20 Q. From who?

21 A. I believe at that time it was Bud
22 Hickdon.

23 Q. What was his job?

24 A. He was over IT, the IT department. He
25 was the vice-president of operations.

1 Q. Which included the IT department?

2 A. Included IT.

3 Q. Do you know when he was hired, before or
4 after you?

5 A. After me.

6 Q. What did Mr. Hickdon ask you
7 specifically?

8 A. Specifically, he asked me what my
9 opinion was of it as far as user friendliness.

10 Q. Did you ever attend a demonstration of
11 ROBOTAG sponsored by BellSouth?

12 A. Yes, I did.

13 Q. Where was the demonstration?

14 A. In Atlanta.

15 MR. MILLER: Let's take a short
16 break.

17 (Thereupon, a break was had in the
18 proceedings.)

19 BY MR. MEZA:

20 Q. Do you know when the demonstration was
21 held?

22 A. I believe it was January or February of
23 2000.

24 Q. What was your impressions of ROBOTAG?

25 A. I was not satisfied with the product.

1 Q. Okay. Why not?

2 A. It didn't have the business rules built
3 in for edit checking capability.

4 Q. Any other reason?

5 A. That was the reason.

6 Q. Did Mr. Hickdon ask you to go to the
7 demonstration as part of seeking your opinion?

8 A. I believe so.

9 Q. Did you look at any other software
10 venders?

11 A. Myself, personally, no.

12 Q. Did anyone else at IDS?

13 A. Yes.

14 Q. Who?

15 A. Frederic O'Kendall and Ilene Turpin.

16 Q. Do you know which venders they looked
17 at?

18 A. I do not know. They attended the
19 ROBOTAG with me.

20 Q. Oh, yeah?

21 A. Yes.

22 Q. Was there ever a decision whether to go
23 with ROBOTAG or with the MANTISS software?

24 A. If there was, I was not involved.

25 Q. So you had no decision or no involvement

1 in the decision to select MANTISS CLECWARE?

2 A. None.

3 Q. At the time that IDS purchased the
4 software, were you still in your original job?

5 A. No.

6 Q. You were promoted?

7 A. I was promoted to product manager.

8 Q. Right. Was that one of the reasons you
9 were not involved in that decision?

10 A. Yes, that's why.

11 Q. Do you have your direct testimony with
12 you?

13 MR. MILLER: I do.

14 BY MR. MEZA:

15 Q. Is this your testimony that your
16 attorney handed to you?

17 A. Yes.

18 Q. Did you draft it?

19 A. Yes, I did.

20 MR. MILLER: Just a clarification.

21 This is without exhibits.

22 BY MR. MEZA:

23 Q. Okay. Did you authorize its filing or
24 did you review it prior to its being file?

25 A. Yes, I did.

1 Q. On page one, lines 22 to 23, you state,
2 "Yes. I have previously testified before the
3 Florida Public Service Commission." Do you see
4 that?

5 A. Yes.

6 Q. When have you previously testified
7 before the PSC?

8 A. Again, that was sometime in the spring
9 of '98, winter, spring.

10 Q. Do you remember the proceeding?

11 A. That was the Supra proceeding.

12 Q. What did you testify about?

13 A. From what I recall, it had to do with
14 provisioning issues.

15 Q. What type of provisioning issues?

16 A. From what I recall, it had to do with
17 the fact that we had to submit so many orders
18 manually on paper.

19 Q. That's not an issue in this proceeding,
20 is it?

21 A. Not for me.

22 Q. What did the Commission do regarding
23 that issue, do you remember?

24 A. The issue was that previously the
25 Commission had ordered BellSouth to make, lend, or

1 whatever, interfacing to have the on-line edit
2 checking capabilities equal to BellSouth's. And
3 they had recapped that in our testimony. They
4 ordered BellSouth to put FUEL and SOER as the
5 interfacing on-line editing capability.

6 Q. So they adopted Supra's position?

7 A. If that's the terminology, yes.

8 Q. Let me back up. I know you weren't part
9 of the decision to go with the MANTISS software,
10 but do you know if on-line MANTISS had internal
11 business rules, or are the business rules part of
12 the --

13 A. I did see one demonstration. And the
14 MANTISS people, when I asked, did have more
15 on-line edit checking capabilities than ROBOTAG
16 had.

17 Q. What do you mean by on-line edits?

18 A. For example, if a customer orders call
19 forwarding don't answer, it prompts the user to
20 put in a ringing cycle.

21 Q. What do you mean by prompt? I can't
22 visualize it.

23 A. I know. A data log box would pop up to
24 say you need to put this fit in this box.

25 Q. Does ROBOTAG have those types of things?

1 A. It did not.

2 Q. Do you know how many MANTISS had?

3 A. No, I do not.

4 Q. Going on to page two, line 17, we talked
5 about the Full Circle program notice on August 15
6 of 2000, and you say see Exhibit BH-2. I know you
7 don't have exhibits, but I'll show you what I have
8 as BH-2. Can you tell me if this is in reference
9 to August 15th or January 15, 2001?

10 A. Okay. Your question is referencing this
11 here, and this is the exhibit that we produced.

12 Q. No. What I'm asking is in your
13 reference to the August filing, you say see that
14 exhibit. And that exhibit, to me, doesn't address
15 the August filing.

16 A. This is the incorrect one.

17 Q. Okay.

18 A. But we do have the August one.

19 Q. So that's incorrect?

20 A. This is the incorrect one, this is the
21 January one.

22 Q. But there's no disagreement that's BH-2?

23 A. I agree. That's incorrect though.

24 Q. Look on page three, lines one and two?

25 A. Um-hum.

1 Q. This program included the participation
2 of CLECs?

3 A. Yes.

4 Q. How did that program involve CLECs?

5 A. It simply stated on the bottom it was
6 available for resale, I believe, is what the
7 statement said.

8 Q. That again was on the August filing?

9 A. Yes, to the best of my recollection.

10 Q. All right. Page three, lines four
11 through six, you talk about conversations you had
12 with Michael Lepowski. Do you know when that
13 conversation occurred?

14 A. I don't have the exact date.

15 Q. You say shortly after the program. How
16 shortly after?

17 A. Actually, it was more like the end of
18 October, early November.

19 Q. Late October to early November?

20 A. Early November, right. So shortly is a
21 misnomer on there.

22 Q. So shortly is incorrect?

23 A. Um-hum.

24 Q. And in this conversation, what did you
25 ask for?

1 A. I recall -- to the best of my
2 recollection, I recall that I asked him what the
3 program was and how IDS could participate in the
4 program.

5 Q. What did he tell you?

6 A. He was not familiar with it and he would
7 refer it to Cathy Crosswhite.

8 Q. When did Miss Crosswhite get back to
9 you?

10 A. She sent me an E-mail. It appears to be
11 dated November 14th. It's difficult to tell from
12 the E-mail. It indicated that the tariff had
13 been withdrawn on November 9th.

14 Q. Do you have this E-mail?

15 A. Yes, I do.

16 Q. Did you bring it with you today?

17 A. I don't have it here, but it was filed.

18 Q. It was filed?

19 A. From my understanding.

20 Q. Was it filed in your direct?

21 A. I'm not sure.

22 Q. How many exhibits did you have in your
23 direct testimony?

24 A. I don't recall.

25 Q. Maybe it's in your rebuttal. I'm going

1 to show you, and don't look at these marks because
2 they're my internal thoughts, that's your direct
3 and rebuttal. See if you see that E-mail in
4 there.

5 A. No, I do not see it here.

6 Q. Is it your belief that that exhibit was
7 actually attached to your testimony?

8 A. I believe, yes.

9 MR. MEZA: Can you check on that,
10 Brian, and see if there's more than two?

11 MR. MILLER: Sure. We'll check.

12 BY MR. MEZA:

13 Q. Why is there a question as to when the
14 E-mail is dated?

15 A. It looks like November 14th. Maybe it's
16 me. I don't exactly know how to read the tracking
17 mechanisms on Microsoft Outlook.

18 Q. It seems to me you had a question
19 whether it was truly dated on that day.

20 A. I know it was on that time frame, but I
21 don't recall if it came in after November 9th, or
22 before.

23 Q. So there's a possibility it could
24 actually have been sent prior to November 9th?

25 A. Thinking about it, it could not have

1 been. Because she couldn't have known it was
2 withdrawn on November 9th. So it had to have come
3 in afterwards.

4 Q. Okay. Then you talk on line 11 about on
5 November 30th, some notice came in informing IDS
6 it was initiating another promotion called Full
7 Circle 2001. What type of notice is this?

8 A. It's a tariff confirmation on BellSouth
9 websites.

10 Q. What's on it?

11 A. Notice of any changes BellSouth is
12 making on the tariff.

13 Q. They specifically sent it to IDS?

14 A. No.

15 Q. It's on the website?

16 A. Yes.

17 Q. You check the website regularly?

18 A. Yes.

19 Q. That's part of your job duties, right?

20 A. That's right.

21 Q. What did you do after seeing Full Circle
22 2001 would be the new promotion?

23 A. I printed it out and gave that to Mr.
24 Kramer.

25 Q. Did you contact Michael Lepowski again?

1 A. Again, no.

2 Q. Why not?

3 A. Because I had already contacted him once
4 before and he said he's not familiar with that
5 program. I was really expecting Cathy Crosswhite
6 to get back to me.

7 Q. Did you contact Miss Crosswhite?

8 A. No.

9 Q. Why not?

10 A. Because I had already asked her about
11 the program. I expected her to give me more
12 information on this program.

13 Q. You asked her about the first program?

14 A. Right.

15 Q. Because by the time that she responded
16 to your question, the notice on Full Circle 2001
17 had not been issued yet; is that correct?

18 A. Correct.

19 Q. Look on page three, line 14. You are
20 asked, "What is the difference between the Full
21 Circle program and Full Circle 2001?"

22 Your answer, on lines 15 to 20, I don't
23 know if it ever gives a difference between the two
24 programs. I'm just wondering why.

25 A. Because in the first Full Circle

1 program, the tariff was never posted on the
2 website. So all I could see was the notice.

3 Q. Do you know if there truly is a
4 difference between the two?

5 A. Do I know? I'm not sure.

6 Q. So what is your answer to the question
7 on page three on line 14?

8 MR. MILLER: Objection. Document
9 speaks for itself.

10 BY MR. MEZA:

11 Q. What is the difference between a Full
12 Circle program and Full Circle 2001?

13 A. I couldn't answer that question.

14 Q. Okay. Page three, lines 15 through 20,
15 you describe what appears to be the Full Circle
16 2001 program. Would you agree with me on that?

17 A. Yes.

18 Q. Where did you get that information?

19 A. Off the BellSouth tariff.

20 Q. You would agree with me that the Full
21 Circle 2001 gives the customer who selects or
22 accepts this promotion either a 10 percent, 15
23 percent, or 20 percent discount; is that correct?

24 A. Correct.

25 Q. All right. Look on page 22 -- excuse

1 me. Page three, lines 22 and 23, and then going
2 on to page four, line one. "Despite the verbiage
3 in the tariff stating that CLEC's must contact
4 account manager concerning the program, there is
5 no viable way that IDS or other CLEC's can
6 participate in a program that is targeted at
7 customers who left BellSouth for the competition."
8 Do you see that?

9 A. Yes.

10 Q. You would agree with me there is some
11 information in the tariff that instructs CLECs to
12 contact their account manager for more
13 information, wouldn't you?

14 A. Yes.

15 Q. And it's your -- what is your
16 understanding as to whether this is available to
17 CLECs?

18 A. I'm sorry, I don't understand the
19 question.

20 Q. Do you believe that A CLEC could use
21 Full Circle 2001?

22 A. On a resale basis only.

23 Q. Why is that?

24 A. It's not available for UNE-P.

25 Q. How do you know?

1 A. UNE-P is not a tariff product.

2 Q. What do you mean by your statement that
3 CLECs can participate -- there's no viable way IDS
4 or other CLECs can participate in a program that
5 is targeted at customers that have left BellSouth
6 for the competition?

7 A. It was clear that the intent was to take
8 Full Circle, to return to BellSouth to complete
9 the circle.

10 Q. What would prohibit IDS from targeting
11 their customers that left?

12 A. Because our accounts were on UNE-P.

13 Q. In reference to your testimony, there is
14 a viable way that IDS could participate in it,
15 just not on the UNE-P basis; would that be
16 correct?

17 MR. MILLER: Objection.

18 Mischaracterizing the witness'
19 testimony.

20 BY MR. MEZA:

21 Q. Let me ask it another way. The only
22 limitation you told me today is that Full Circle
23 2001 is not available for UNE-P, correct?

24 A. Correct.

25 Q. All right. If IDS wanted to use or to

1 utilize the Full Circle promotion it could, it
2 would just be on a resale basis, correct?

3 MR. MILLER: Objection. Calls for
4 speculation.

5 THE WITNESS: Possibly.

6 BY MR. MEZA:

7 Q. All right. So in your opinion, is that
8 a viable way that IDS could participate in the
9 program?

10 A. Possibly.

11 Q. Okay. Go to page four, lines five
12 through seven. "To this day, I have not received
13 an explanation as to how IDS can participate in
14 any of these win-back promotions." Do you see
15 that?

16 A. Yes.

17 Q. Have you asked for any explanation?

18 A. Yes.

19 Q. From who?

20 A. Cathy. Actually, Michael Lepowski who
21 referred me to Cathy Crosswhite.

22 Q. You're referring to the initial Full
23 Circle program?

24 A. Yes.

25 Q. Full Circle 2001, have you asked for any

1 explanation?

2 A. No.

3 Q. Looking at page four, lines 14 to 16,
4 you say, "By simultaneously raising business line
5 rates for its existing customers, BellSouth
6 effectively subsidized the discounts being
7 provided under the Full Circle tariff. What do
8 you mean by that statement?

9 A. I mean that since BellSouth raised the
10 prices and then they offered the Full Circle
11 program which gave a discount, effectively
12 BellSouth was earning back the revenue they were
13 losing and giving the customer the discount.

14 Q. Do you know that for a fact?

15 A. It's my belief.

16 Q. Are you familiar with how carriers are
17 regulated by the commission?

18 A. Not really.

19 Q. Do you know that -- do you know what an
20 ILEC is?

21 A. Yes.

22 Q. Is BellSouth an ILEC?

23 A. Yes.

24 Q. Do you know if BellSouth is regulated by
25 other commissions to a price cap statute or on a

1 rate basis?

2 A. I don't know.

3 Q. So you're not familiar with -- well, do
4 you know what the effect of a price cap statute
5 is?

6 A. No.

7 Q. Do you know under the price cap statute
8 if you are prohibited from raising rates for a
9 certain period of time?

10 A. I don't know. It sounds like it, but I
11 don't know. If they say price cap, that's pretty
12 much prices are capped.

13 Q. So you don't know anything about the
14 price cap statute?

15 A. I'm not familiar with it.

16 Q. What facts or evidence do you have to
17 support your belief that BellSouth was using
18 the -- subsidizing the discounts by raising its
19 rates?

20 A. Again, it's my belief that they were
21 doing that.

22 Q. I understand that. Do you have any
23 specific facts, or have you had any conversations
24 with BellSouth?

25 A. No.

1 Q. Have you reviewed any documents --

2 A. Other than the tariff, no.

3 Q. -- that would support your belief?

4 A. No.

5 Q. All right. Look on page six, lines one
6 through three. You state, "This is no coincidence
7 and is further proof positive that BellSouth
8 intended to target IDS's customers,
9 notwithstanding the tariff's effects on other
10 CLECs." Do you see that?

11 A. Um-hum.

12 Q. It's your belief that BellSouth intended
13 to target IDS's customers with the Full Circle
14 2001 program?

15 A. Yes.

16 Q. Why is that?

17 A. At the same time that our sales had been
18 improving dramatically, they came out with the
19 Full Circle 2001 promotion.

20 Q. Okay. So it's your belief that -- when
21 did you start getting this ramp up in customers,
22 do you know?

23 A. It started to progress, and I would say
24 the summer of 2000.

25 Q. Do you believe BellSouth implemented the

1 first version of the Full Circle program to go
2 after IDS?

3 A. I believe initially it was, yes, in
4 August.

5 Q. What facts or evidence do you have to
6 support your belief?

7 A. When I asked BellSouth about the
8 program, all I got back was an E-mail that it's
9 been cancelled.

10 Q. Okay.

11 A. With no information as to what the scope
12 of it was or was targeted to.

13 Q. Okay.

14 A. It disappeared all of a sudden.

15 Q. What else?

16 A. Then it reappeared in November that it
17 was going to be filed. And again, no response.

18 Q. Well, you didn't ask for one, did you?

19 A. I asked for the initial one. I expected
20 more than oh, this has been cancelled. I expected
21 this was this, this is this, but it's going to be
22 refiled in November and this is how you can
23 participate.

24 Q. Do you know if Cathy Crosswhite knew it
25 was going to be refiled in November?

1 A. I don't know.

2 Q. Anything else?

3 A. No.

4 Q. Have you had any specific conversations
5 with any personnel at BellSouth to support your
6 belief that BellSouth was targeting IDS through
7 the Full Circle promotion?

8 A. No.

9 Q. Have you reviewed any documents other
10 than the tariff --

11 A. No.

12 Q. Let me finish my question.

13 MR. MILLER: Wait for the question.

14 BY MR. MEZA:

15 Q. -- that would support your belief that
16 BellSouth specifically targeted IDS with its Full
17 Circle promotion?

18 A. No.

19 Q. Look on page six, lines 10 through 14.
20 You talk about a Customer Relations Management
21 Team and some type of poll that was done. What
22 exactly is the Customer Relationship Management
23 Team?

24 A. They do any pickup work between customer
25 service provisioning and marketing.

1 For example, a pickup, we might need to
2 get some customer specific information to process
3 the orders. They would actually make that call to
4 the customer and get the information so it could
5 go through the different channels.

6 They also call customers that have left
7 IDS service to find out why they left.

8 Q. Do they call every single IDS former
9 customer?

10 A. I don't know.

11 Q. How often do they call a former
12 customer?

13 A. I don't know the schedule.

14 Q. Who is on this team?

15 A. Exact names I can't give you, but it's a
16 team.

17 Q. What type of positions?

18 A. It's --

19 Q. I mean, are these people that this is
20 all they do, or do they have other jobs and
21 they're also on this team?

22 A. This is all they do.

23 Q. Who supervises them?

24 A. Mr. Hiram Vega.

25 Q. How do you spell that?

1 A. H-I-R-A-M. Vega, V-E-G-A.

2 Q. How many people are on the team?

3 A. I believe there's five or six.

4 Q. Do you know if they keep any records?

5 A. I don't know.

6 Q. Have you ever seen them contact a
7 customer?

8 A. I have not been in the room when they're
9 making calls, no.

10 Q. Are they full-time employees?

11 A. Yes.

12 Q. Do you know what percentage of time in
13 their job they are contacting former customers?

14 A. No, I do not.

15 Q. All right.

16 You talk about this poll that was done.
17 What exactly -- well, can you describe in detail
18 the polling that was conducted?

19 A. No. All I can relate is from the
20 management meetings we had where they gave
21 information.

22 Q. All right. So you have no firsthand
23 knowledge of the poll?

24 A. No.

25 Q. This was told to you at a management

1 meeting?

2 A. Yes.

3 Q. Then you have page six, lines 11 to 14,
4 you make some statements about what customers
5 stated to the CRM. You state, "Although they
6 would rather avoid a lengthy contract, the
7 discount was the same and BellSouth could, in most
8 cases, provide services in a much faster and more
9 accurate way than IDS." Do you see that?

10 A. Yes.

11 Q. Is that -- what is the basis of that
12 statement?

13 A. Again, from the management meetings we
14 had, we were discussing the issues.

15 Q. Did you ever have any conversations with
16 any former customers?

17 A. Yes.

18 Q. Did they tell you this?

19 A. Yes.

20 Q. Which customer?

21 A. I don't recall which one.

22 Q. When?

23 A. It would have been in the spring of
24 2001, of this year.

25 Q. Okay. What specifically did the

1 customer tell you?

2 A. From what I recall, it was -- she said
3 she believed that BellSouth had caused the
4 problems she had experienced during a conversion,
5 but she could not jeopardize her business and
6 E-mail service. Even though she wanted to stay
7 with IDS, she went back to BellSouth just to keep
8 her phone working.

9 Q. Is that all she said?

10 A. To the best of my recollection.

11 Q. I asked you in reference to lines 12 to
12 14 if you had any conversations with customers
13 regarding those specific lines.

14 A. Um-hum.

15 Q. Is it your testimony today that what you
16 just told me relates or pertains to what is
17 included in lines 12 to 14?

18 A. The customer that I recall -- this is
19 what you asked me, which one, okay? I was
20 thinking of one I was recalling.

21 Q. I'm asking you. You state -- I asked
22 you did you talk to a customer that actually told
23 you what's included on page six, lines 12 through
24 14.

25 A. Yes, I did.

1 Q. And the customer experience that you
2 just described to me I don't think actually
3 addressed the talk of the lengthy contract, the
4 discount that BellSouth could provide, and provide
5 services at a much faster and more accurate way
6 than IDS. Am I missing something?

7 A. I'm recalling --

8 MR. MILLER: Objection to form.

9 THE WITNESS: I'm recalling a
10 specific customer that I just recalled
11 when you asked me the question. But
12 there was more than one customer that I
13 spoke to.

14 BY MR. MEZA:

15 Q. How many customers have you spoken to?

16 A. Perhaps less than 20.

17 Q. Why is it that you're talking to
18 customers, is that within your normal job
19 description?

20 A. No.

21 Q. Okay. Why are you talking to customers?

22 A. On occasion a customer will get
23 transferred to me in error. On occasion a
24 customer will have a service problem and no one
25 else is available and I'll take the call.

1 Q. Do you keep notes of these
2 conversations?

3 A. No.

4 Q. Has any customer that you talked to
5 specifically said they would rather avoid a
6 lengthy contract, the discount was the same, and
7 BellSouth could in most cases provide services in
8 a much faster and more accurate way than IDS?

9 A. Yes.

10 Q. Which customer?

11 A. I don't recall which one specifically.

12 Q. Then how do you know they said exactly
13 that?

14 A. Because I remember.

15 Q. So this lines 12 to 14 is based on your
16 firsthand personal knowledge?

17 A. Yes. This in particular is based on
18 both things, the Customer Relationship Management
19 Team, and from my contact with customers.

20 Q. But you're not a member of the Customer
21 Relationship Management Team?

22 A. No.

23 Q. You were told that information at some
24 type of management meeting, right?

25 A. Yes.

1 Q. But you do remember that someone told
2 you exactly what it says on lines two to 14, but
3 you don't remember when it happened or what
4 customer it was?

5 A. What I remember is a pattern was
6 developing.

7 Q. I'm specifically asking you --

8 A. Right.

9 Q. -- has a customer specifically told you
10 what is marked --

11 A. I see.

12 Q. -- on lines 12 to 14?

13 MR. MILLER: Objection. Asked and
14 answered.

15 BY MR. MEZA:

16 Q. What is your answer?

17 A. Yes.

18 Q. You don't remember that customer's name
19 though, do you?

20 A. No, I do not.

21 Q. Or when it actually happened?

22 A. No.

23 Q. You don't have any notes?

24 A. No.

25 Q. Okay. Look at number -- page six, lines

1 16 to 18. You state, "A customer is more likely
2 to go with the incumbent local exchange company if
3 the incentive, in this case the discount, is equal
4 to or similar to that which is offered by the
5 CLEC." What is that statement based upon?

6 A. Again, from management meetings where
7 customer information was relayed, and also from my
8 own contact with a few customers.

9 Q. Okay. Did you do any study or analysis
10 to reach that conclusion?

11 A. No, I did not.

12 Q. A customer -- you remember a customer
13 specifically telling you that if the incentive is
14 equal to or similar to that a CLEC has offered,
15 they're going to go with the ILEC?

16 A. Yes.

17 Q. Which customer?

18 A. I don't recall.

19 Q. How many?

20 A. I don't recall.

21 Q. When did it happen?

22 A. I don't recall.

23 Q. But you know for sure they said this?

24 A. Yes.

25 Q. All right. Look on page seven, lines

1 two to four. "When a customer experiences a
2 disruption of service during the conversion from
3 BellSouth, the first instinct is to contact
4 BellSouth repair." How do you know that?

5 A. Customers reported that they dial 611.

6 Q. How do you know that?

7 A. Because they report to us that's what
8 they call, 611.

9 Q. How many customers reported that to you?

10 A. I don't recall how many.

11 Q. Which customers?

12 A. I don't recall which ones.

13 Q. Do you remember the name of one customer
14 who told you that?

15 A. No, I don't recall.

16 Q. Do you know when this occurred or when
17 these instances occurred?

18 A. This was in the summer of 2000 that most
19 of the customers were calling.

20 Q. Do you have any notes or records to
21 support your belief?

22 A. I do not.

23 Q. Then these are personal conversations
24 that you've had with customers?

25 A. Also from management meetings.

1 Q. How many customers told you that the
2 first thing they did was call 611?

3 A. Told me personally?

4 Q. Told you.

5 A. I called one customer.

6 Q. One customer?

7 A. Right.

8 Q. Do you remember the customer's name?

9 A. No.

10 Q. Do you know when it occurred?

11 A. Sometime in the summer of 2000.

12 Q. Again, how did you receive this call?

13 A. It was either transferred to me in
14 error, or I picked it up.

15 Q. Do you normally get a lot of calls sent
16 to you in error?

17 A. No.

18 Q. Is it your testimony that for every
19 single customer that experiences a disruption of
20 service during the conversion, their first
21 instinct is to contact BellSouth repair?

22 A. Yes.

23 Q. Look on the next sentence. "The
24 BellSouth Repair Department, instead of referring
25 the customer to IDS immediately (which we now know

1 is useless anyway) sees there's a Pending Service
2 Order to convert the customer to IDS and, as such,
3 cannot place a trouble ticket to restore service."
4 How do you know that the BellSouth Repair
5 Department doesn't refer the customer to IDS
6 immediately?

7 A. Because the customers again reported
8 that they were told to contact the BellSouth
9 business office when they called repair.

10 Q. How many customers were told that?

11 A. I don't have those numbers.

12 Q. Did any customer specifically tell you
13 that?

14 A. One customer.

15 Q. The same customer that told you the
16 first instinct was to contact BellSouth repair, or
17 a different customer?

18 A. I believe it was a different customer.

19 Q. Do you remember that customer's name?

20 A. No.

21 Q. Do you know when they told you this?

22 A. No. Sometime in the summer.

23 Q. Do you have any documents or recordings
24 or notes to support that belief?

25 A. No.

1 Q. Did you also -- is it your testimony
2 today that you also obtained your belief from
3 statements made from the CSO? I mean, whatever
4 it's called.

5 A. CRM.

6 Q. Yes.

7 A. My belief developed from that also, yes.

8 Q. How many times did they tell you that?

9 A. I don't recall.

10 Q. Did they produce any type of memorandum
11 or summary of conversations with customers or
12 anything like that?

13 A. Not to me.

14 Q. They just told you: Hey, Brad, these
15 customers are doing this?

16 A. It was a subject in a meeting.

17 Q. Who else was present at that meeting?

18 A. It would have been the marketing
19 department, Fabio Galopi, Nancy Manson, Angel
20 Lerio. Customer service would be Nancy Manson.

21 Q. Is it your testimony today that for
22 every IDS customer that calls BellSouth Repair
23 Department during a conversion, that the BellSouth
24 Repair Department does not refer the customer to
25 IDS immediately?

1 MR. MILLER: Objection.

2 Mischaracterizing the witness'

3 testimony.

4 THE WITNESS: Is it my belief that

5 in every instance?

6 BY MR. MEZA:

7 Q. Yes.

8 A. No.

9 Q. Okay. Do you know how often it occurs?

10 A. I do not know.

11 Q. Why is it useless? I like that

12 parenthetical, "Which we now know is useless."

13 What does that mean on lines five and six?

14 A. Okay. If they had contacted -- if they

15 had referred them to IDS, IDS can't do anything

16 because there's a pending service order. The

17 order is in limbo, who actually owns the account.

18 Q. Let me ask you this: Is it your belief

19 that if there's a problem during a conversion of a

20 customer, neither IDS nor BellSouth will help that

21 customer get service restored?

22 A. Neither IDS nor BellSouth will help?

23 Q. Yes.

24 A. No. That's not what I testified.

25 Q. Your testimony is that IDS would not

1 help that customer get service?

2 A. My testimony is we cannot. No, we
3 cannot.

4 Q. You cannot. Is it your testimony that
5 BellSouth chooses not to?

6 A. Yes.

7 Q. So it's your testimony today that when
8 BellSouth knows that a customer is without
9 service, BellSouth chooses not to fix it?

10 A. Do you want me to explain to you how it
11 works?

12 Q. I'm just --

13 A. The repair center cannot take trouble
14 tickets on a pending service order issue. So
15 repair will not take a report from either the CLEC
16 or the customer.

17 Q. So again, the customer has no way of
18 getting service back up?

19 A. They would have to contact whoever made
20 the order.

21 Q. And didn't IDS make the order?

22 A. We did.

23 Q. I'm utterly confused. Let's try this
24 again.

25 It's your testimony that during a

1 disruption of service during a conversion process,
2 and the customer calls BellSouth Repair, BellSouth
3 repair does not tell the customer to go back to
4 IDS?

5 A. Generally not.

6 Q. If they did, you're saying that would be
7 useless. Why is that?

8 A. Our experience is we cannot cut a lens
9 if the order is in pending status because of the
10 database problems that BellSouth has. We know we
11 submitted an order, but we may not know when
12 they're actually going to work that.

13 Or we can call repair. We have a C-1
14 center to call repair. They will say we can't
15 help you because there's a pending service order.
16 You need to call the LCSC. So repair cannot help
17 us, cannot open our trouble ticket.

18 Q. And when you call the LCSC, do they fix
19 the problem?

20 A. If you can get through, sometimes.

21 Q. Your next statement is, "The BellSouth
22 Repair Department then refers the customer to
23 BellSouth's Retail Business Office in order to
24 inquire about the problem." Isn't that contrary
25 to what you just told me?

1 A. No. I said generally they tell them,
2 you know, to call the IDS center, or generally
3 they call the BellSouth center. But there are
4 occasions where they may tell them to call IDS,
5 yes.

6 Q. Why would they refer them to the retail
7 business office and not to IDS?

8 MR. MILLER: Objection. Calls for
9 speculation.

10 THE WITNESS: Because they want to
11 win the customer back.

12 BY MR. MEZA:

13 Q. Do you have any proof of that?

14 A. No.

15 Q. That's just your belief?

16 A. My belief.

17 Q. Do you have any facts or evidence to
18 support that?

19 A. It's my belief.

20 Q. Do you have any facts or evidence to
21 support that?

22 A. No.

23 Q. Okay. Look on page seven, lines 11 to
24 15. "When a customer contacts BellSouth's Retail
25 Business Office, he's again told nothing can be

1 done to restore the service because there's a PSO
2 to convert the service to IDS. And in many
3 instances, the customer is told the IDS's order
4 has caused the disruption." Do you see that?

5 A. Yes.

6 Q. What is the basis for this statement?

7 A. Again, from management meetings and from
8 my personal contact with customers.

9 Q. How many customers have you, personally
10 spoken to about this?

11 A. Two to three.

12 Q. Do you remember who they were?

13 A. No.

14 Q. Do you remember when you talked to them?

15 A. Sometime in the summer of 2000.

16 Q. Did you keep any notes or memorandums
17 that would reflect your conversations?

18 A. I don't believe so.

19 Q. I have to ask you: Why didn't you keep
20 any notes?

21 A. It wasn't in my realm of job to do this
22 job, and my priority was to get whatever result
23 for the customer as quickly as possible.

24 Q. Didn't you think it would probably be a
25 good idea to document this?

1 MR. MILLER: Objection to the form.

2 THE WITNESS: I referred anything
3 that came across my desk like this, I
4 referred it to our regulatory
5 department.

6 BY MR. MEZA:

7 Q. Are you finished?

8 A. Yes.

9 Q. For these two to three customers that
10 you talked to, were they calls that you received
11 in error?

12 A. Yes.

13 Q. Okay. Are you saying in your testimony
14 that we were just talking about that every single
15 time an IDS customer contacts the BellSouth Retail
16 Business Office, he's told that nothing can be
17 done to restore service because there's a PSO to
18 convert the service to IDS?

19 MR. MILLER: Objection.

20 Mischaracterizing the witness'
21 testimony.

22 THE WITNESS: Am I saying that
23 every time?

24 BY MR. MEZA:

25 Q. Yes.

1 A. No. Because they wouldn't call the
2 business office every time.

3 Q. Okay. When they do call the business
4 office?

5 A. When they have a pending service or
6 they're told that, yes.

7 Q. How do you know that?

8 A. Customers report to me.

9 Q. You've only talked to three customers,
10 right?

11 A. Right.

12 Q. Then the management meeting you told
13 this happens too?

14 A. Yes.

15 Q. So how can you state that this happens
16 all the time?

17 A. Because we saw that a trend was
18 developing, same type of complaint.

19 Q. So that led you to believe, based on
20 your conversation with two or three customers and
21 what you hear at a management meeting, that led
22 you to believe this happens all the time?

23 A. Yes.

24 Q. Then you state on line 14, "In many
25 instances the customer is told that IDS's order

1 has caused the disruption." Do you see that?

2 A. Yes.

3 Q. What is the basis for that statement?

4 A. I recall very clearly one specific
5 customer, because it stands out in my mind, that
6 told me that BellSouth told her that they had been
7 trying to work with IDS to get the order
8 corrected, but we just couldn't do it. So you
9 know, you might as well just come back to
10 BellSouth to get it back up. Which surprised me
11 that a retail operation would be saying that since
12 they supposedly can't see our order.

13 Q. Well, did that person tell you that
14 BellSouth told them that IDS caused the
15 disruption?

16 A. The reason she was having a problem was
17 because IDS had not submitted the order correctly
18 is what she was told. And BellSouth had been
19 trying to work with us to get the order in right,
20 but we couldn't get it in right.

21 Q. Did you do any research to see if that
22 was true?

23 A. No. It's not really possible to. It's
24 not possible for BellSouth retail reps to discuss
25 the processing of an order with IDS.

1 Q. How do you know she called the retail
2 business office?

3 A. She told me.

4 Q. How do you know she knew that she was
5 talking to the retail business office?

6 A. She couldn't talk to any other
7 department at BellSouth.

8 Q. How do you know that?

9 A. Well, because they won't -- if she
10 called, for example, the LCSC, they will not talk
11 to a customer.

12 Q. Do you know for a fact she talked to the
13 retail side?

14 A. She told me she talked to BellSouth.

15 Q. She didn't say I talked to the retail
16 business office?

17 A. No. Nobody says that.

18 Q. Who is this customer?

19 A. I don't recall exactly.

20 Q. Do you know when she told you this?

21 A. It was sometime in the summer of 2000.

22 Q. Was this a call you received in error
23 too?

24 A. Yes.

25 Q. Do you know if prior to calling IDS she

1 was able to contact or speak with anyone else at
2 IDS?

3 A. I don't know if she did or not. I don't
4 recall anyway.

5 Q. At this time, you were not even part
6 of -- your job is not provisioning, correct?

7 A. No.

8 Q. Look on page seven, lines 20 to 23,
9 "BellSouth's service representatives take
10 advantage of an otherwise vulnerable customer and
11 informs him if he cancels his order to convert
12 service to IDS and stays with BellSouth, he can
13 have his service restored in a few minutes to
14 couple of hours." Do you see that?

15 A. Yes.

16 Q. What's the basis?

17 A. Again, that's customers. From
18 management meetings and customers I spoke to. And
19 a customer actually faxed me a copy of the LOA
20 from BellSouth.

21 Q. How many management meetings did you
22 attend where this was stated?

23 A. Two that I recall.

24 Q. Do you know when they were?

25 A. Sometime in the summer of 2000.

1 Q. Who told you this at the management
2 meeting?

3 A. It was reported either by customer
4 service, and maybe possibly marketing also.

5 Q. Are there minutes at these management
6 meetings?

7 A. I don't recall.

8 Q. Are there agendas?

9 A. Sometimes.

10 Q. Do you know if there was an agenda at
11 these two meetings?

12 A. I don't remember. I don't know.

13 Q. Does IDS generally keep the agendas?

14 A. We do now, but at that time there was
15 not a process that I recall.

16 Q. Could there have been?

17 A. There could have been.

18 Q. It wasn't your job responsibility to
19 check documents?

20 A. No.

21 Q. How many customers did you talk to that
22 actually said this?

23 A. I recall one.

24 Q. Do you remember the customer's name?

25 A. No.

1 Q. Do you know when it occurred?

2 A. Sometime, again, in the summer of 2000.

3 Q. Did you keep any notes or records to
4 reflect your conversation?

5 A. It may have been. Because she had faxed
6 me a copy of the LOA she signed with BellSouth.

7 Q. So this is the same person who gave you
8 the LOA?

9 A. Yes.

10 Q. Did you keep anything other than the
11 LOA?

12 A. I don't think so.

13 Q. So --

14 A. I don't think I had anything else to
15 keep.

16 Q. So the only notes you may have had would
17 have been on the LOA?

18 A. I didn't write any notes on the LOA.

19 Q. The only document you had to support
20 your claim or allegation is the LOA?

21 A. The LOA.

22 Q. Did you give Suzanne Summerlin the LOA?

23 A. I believe it was -- I believe I gave it
24 to Angel Lerio.

25 Q. What does it look like?

1 A. It looks like a BellSouth LOA, Letter of
2 Authorization.

3 Q. Is it a two page, three page document?

4 A. I believe there were two pages to it.

5 Q. Is that it, just an LOA?

6 A. Yes.

7 Q. All right. Was it faxed to you?

8 A. Yes.

9 Q. So it would have a fax heading on it?

10 A. I believe so.

11 Q. Does it say Letter of Authorization or
12 something on top?

13 A. I haven't looked at that part of it. I
14 didn't really focus on that part. My focus was on
15 was the bottom.

16 Q. Did you keep a copy of this?

17 A. I didn't.

18 Q. You gave it --

19 A. I believe I turned it over to
20 regulatory.

21 Q. When did you turn it over?

22 A. As soon as I received it.

23 Q. When did you receive it?

24 A. Again, I think sometime in the summer of
25 2000.

1 Q. So you did not produce this document in
2 response to BellSouth's discovery request; is that
3 what you're saying?

4 MR. MILLER: You're asking him
5 personally?

6 BY MR. MEZA:

7 Q. Did you give it to Mr. Lerio as part of
8 BellSouth's response to IDS's discovery request?

9 A. I believe it was before this proceeding.

10 Q. Do you know if IDS has produced the LOA?

11 A. I don't know if they have or not.

12 (Thereupon, a break was had in the
13 proceedings.)

14 BY MR. MEZA:

15 Q. Page eight, lines 10 to 15, say, "Along
16 with the LOA, BellSouth sends the Full Circle
17 program promotion agreement, leaving the customer
18 with the impressions that he must sign both
19 documents to have the services restored, instead
20 of simply restoring the services back to the way
21 the customer had just prior to his attempt to
22 convert his services, which of course was never
23 completed." How do you know that?

24 A. It was brought up in a management
25 meeting that brought up the LOA and also a copy of

1 the term plan.

2 Q. How do you know that they were sent
3 together?

4 A. They were presented together. The
5 customer -- apparently, they had requested the
6 customer to send it and they had a copy.

7 Q. You don't know firsthand knowledge?

8 A. No. It's what I saw in the meeting.

9 Q. Was this established once? In one
10 meeting you heard this?

11 A. I saw it in one meeting.

12 Q. Is it your testimony today that
13 BellSouth, as a matter of course, sent the LOA
14 with the Full Circle promotion agreement?

15 A. To my knowledge, they do.

16 Q. And other than what you heard at that
17 meeting, do you know is there is there any other
18 facts or evidence to support that belief?

19 A. No.

20 Q. Look on page nine, lines one through
21 three. "The customer is mislead into thinking
22 he's getting the same discount as IDS is offering,
23 but is not informed that the standard rates have
24 been raised by BellSouth." Do you see that?

25 A. Yes.

1 Q. How do you know the customer is misled?

2 A. I know from the CRM report, the reports
3 on the meetings. Again, when we called them back
4 to see why they left and we informed them
5 BellSouth raised their rates, they said BellSouth
6 had not informed them that the rates had gone up.

7 Q. Did you say notes from the CRM?

8 A. No. From the meeting?

9 Q. Notes from meeting?

10 A. No. I didn't say notes.

11 Q. Wishful thinking.

12 You said this was again told to you by
13 the CRM in a management meeting?

14 A. Right.

15 Q. How many meetings was this discussed at?

16 A. Two or three.

17 Q. Do you know when the meeting occurred?

18 A. It would have been in the winter or
19 spring of 2001.

20 Q. Do you have any firsthand knowledge of
21 this actually occurring?

22 A. No.

23 Q. Who is in charge of the CRM? I think
24 you told me that.

25 A. Fabio Galopi.

1 Q. The manager?

2 A. Fabio Galopi.

3 I'm sorry, Hiram Vega. He reports to
4 Fabio.

5 Q. Are either gentlemen presented as
6 witnesses in this case?

7 A. Not to my knowledge.

8 Q. Look on page nine, lines 11 through 14.
9 "Furthermore, IDS did not raise its rates in
10 response to BellSouth's increase." Is that still
11 true today?

12 A. That is still true.

13 Q. Okay. So what does IDS charge a
14 business customer for one line?

15 A. It depends on which market.

16 Q. Miami.

17 A. I believe [REDACTED].

18 Q. And how long has that been the price?

19 A. Since we deployed the product. That
20 would be summer of 2000.

21 Q. Is that your UNE-P price or resale
22 price?

23 A. It's the same. We charge the same.

24 Q. Okay. Then you state on lines 12
25 through 14, "Therefore, IDS provides an

1 approximate 38 percent discount compared with
2 BellSouth's offer of 20 percent off the newly
3 increase BellSouth rate." Do you see that?

4 A. Yes.

5 Q. How did you come to the calculation?

6 A. This is a misprint. It should say 28
7 percent.

8 Q. How did you come to that calculation?

9 A. Deducting the new price that BellSouth
10 charges for retail.

11 Q. Which is?

12 A. It's [REDACTED]

13 Q. For one line?

14 A. Yes.

15 Q. In Miami?

16 A. Well, it depends if you're a single line
17 business or multiline business. That's for a
18 multiline business.

19 Q. As compared to your [REDACTED]

20 A. Yes.

21 Q. Your price for [REDACTED] that's Miami?

22 A. Yes.

23 Q. And BellSouth's price of [REDACTED] that's
24 Miami also?

25 A. That's right. .

1 Q. How did you calculate that again?

2 A. Let's see, [REDACTED] minus [REDACTED] percent should
3 come out around [REDACTED]. It's approximate.

4 Q. It's a difference between [REDACTED] and [REDACTED]

5 A. Right.

6 Q. All right. Look on page 10, lines 18 to
7 21. "BellSouth intentionally creates as negative
8 an experience as possible during the conversion
9 process by resetting the voicemail, dropping
10 features, sending Yellow Pages bills to IDS in
11 error, and a menu of other disruptions while
12 blaming IDS for the service disruption." What is
13 the basis for that statement?

14 A. It is my belief based on my experience.

15 Q. How do you know that BellSouth
16 intentionally creates as negative an experience as
17 possible?

18 A. Because IDS has repeatedly reported
19 these problems to BellSouth and nothing has been
20 done to fix them.

21 Q. Okay. Because of that, you believe that
22 it's intentional?

23 A. Yes.

24 Q. Have you talked to any BellSouth
25 employee that would support your belief that it's

1 intentional?

2 A. I believe, yes.

3 Q. Who?

4 A. Tammy England.

5 Q. Who?

6 A. Miss Tammy England.

7 Q. She's still employed at BellSouth?

8 A. To my knowledge.

9 Q. What's her job title?

10 A. She worked for BIPCO. I'm not sure if
11 she works for BellSouth or BellSouth Yellow Pages
12 or BellSouth Billing, but she's BIPCO I believe.

13 Q. Do you know if BIPCO is part of
14 BellSouth?

15 A. Yes, it is.

16 Q. Are you sure about that?

17 A. As far as I know, it's a wholly owned
18 subsidiary, maybe.

19 Q. Is BIPCO a division of BellSouth
20 Telecommunications, Incorporated?

21 A. As far as I know.

22 Q. Why do you believe that to be the case?

23 A. It's called BellSouth Yellow Pages and
24 Advertising.

25 Q. But you don't know -- do you know for a

1 fact that it's --

2 A. I don't know the exact structure.

3 Q. Okay. So this person who works at BIPCO
4 told you something. What did she tell you?

5 A. I reported she told me that she's aware
6 that the problem still exists and that it would be
7 fixed in such-and-such time frame.

8 The time frame passed, it was not fixed,
9 and we continued to still have the same problem.

10 Q. All right. She said the reason we're
11 not fixing it is because we don't want to fix it?

12 A. No.

13 Q. Then how does your conversation with
14 Tammy England support your belief that BellSouth
15 intentionally creates as negative an experience as
16 possible?

17 A. Because we've been reporting it to her
18 and she's acknowledging there is a problem and
19 saying that it will be fixed on such and such a
20 date. And here it's still not fixed as of today.

21 Q. As of today?

22 A. It's still not fixed.

23 Q. What problem are you referring to?

24 A. Yellow Pages bills.

25 Q. How often does that occur?

1 A. We're still getting them. I don't know
2 the quantity, but they're still coming in.

3 Q. For which customers?

4 A. We have it -- I can't give you the
5 names, but we have them.

6 Q. I'm asking you can you give me the
7 names?

8 A. We can.

9 Q. Today, right now?

10 A. At this minute, no. But if I go back to
11 my office, I could.

12 Q. Okay.

13 A. I also made a transcript of the call.

14 Q. Did you produce that to BellSouth?

15 A. I believe I referred it to our
16 regulatory department. I don't know if it was
17 produced or not.

18 Q. Did you give it to Mr. Lerio?

19 A. I actually gave it to Mr. Kramer at that
20 time.

21 Q. In response to BellSouth's discovery
22 request?

23 A. No. I don't know if it was prior to
24 that. I don't know if they used it or not.

25 Q. This is a transcript of a call with who?

1 A. Tammy England.

2 Q. You recorded the call?

3 A. Yes.

4 Q. Did she know that you were recording the
5 call?

6 A. No. I thought you said reported.

7 No, not recorded. Yes, I reported the
8 call.

9 Q. Did you record the call?

10 A. No.

11 Q. I thought you said you had a transcript?

12 A. Yes. I took notes.

13 Q. Do you know when this occurred?

14 A. I believe it's in November, 2000.

15 Q. What percentage of IDS conversion orders
16 experience some drop in features?

17 A. I don't know the exact number.

18 Q. What is your guesstimate?

19 A. What line are you on?

20 Q. I'm looking on lines 19 and 20.

21 A. The figures, I would estimate about 70
22 percent experience one of these problems.

23 Q. Okay. Have you done any analysis to
24 come to that conclusion?

25 A. No, I have not.

1 Q. What's the basis for that belief?

2 A. The experience that I come across from
3 speaking to customers. Also, some things that
4 were referred to me.

5 Q. By who?

6 A. By the accounting department.
7 Specifically, all the Yellow Pages bills.

8 MR. MEZA: Off the record for a
9 second.

10 (Thereupon, proceedings were held off
11 the record.)

12 BY MR. MEZA:

13 Q. So it's your belief that 70 percent of
14 IDS conversion orders experience some type of
15 voicemail problem, feature loss, or Yellow Pages
16 bill error?

17 A. Yes.

18 Q. What percentage of the orders experience
19 a problem with voicemail?

20 A. Well, it was every customer that had
21 voicemail was experiencing it. So I would put
22 that guesstimate at 20 percent.

23 Q. What percentage of orders experienced a
24 drop in feature?

25 A. Again, 20 percent.

1 Q. And what percentage experience a Yellow
2 Pages bill error?

3 A. Fifty percent.

4 Q. If I add that up, that's 90 percent.

5 A. I'm sorry. Should be 30 percent,
6 excuse me.

7 Q. All right. That's based purely on your
8 belief, right?

9 A. Yes, on belief.

10 Q. It's not based on any review of any
11 documents?

12 A. No.

13 Q. It's not based upon an analysis of
14 errors, is it?

15 A. No.

16 Q. Are there any documents that BellSouth
17 can review to confirm or verify your belief?

18 A. I believe we have every document Yellow
19 Pages sent to us in error.

20 Q. Say that again?

21 A. I believe we have documented every
22 Yellow Pages bill that was sent to IDS in error, I
23 believe.

24 Q. Has that -- are you responsible for
25 documents that --

1 A. No.

2 Q. Who is?

3 A. That would be the accounting department.

4 Q. Do you know if this information was
5 produced to BellSouth in response to its discovery
6 request?

7 A. I don't know.

8 Q. Did you look at those documents to come
9 to the 30 percent figure?

10 A. I have seen them, some of them.

11 Q. In calculating the belief that it's 30
12 percent, did you specifically look at them?

13 A. Yes.

14 Q. How many?

15 A. How many did I look at?

16 Q. Yes.

17 A. Maybe a little explanation is necessary
18 here. I was responsible for resolving that
19 problem for a period of time.

20 Q. Okay.

21 A. That's how come they came across my
22 desk, all of them.

23 Then I got some solutions. I got ahold
24 of Tammy England. I transferred the responses
25 back to accounting to do that. So I was

1 specifically responsible for those Yellow Pages
2 bills for a period of time.

3 Q. I'm asking you how many bills or errors
4 did you receive out of the total amount of orders
5 submitted to come to the conclusion or the
6 guesstimation that approximately 30 percent of
7 IDS's orders experienced this problem?

8 MR. MILLER: Object to the form.

9 THE WITNESS: The exact number?

10 BY MR. MEZA:

11 Q. Yeah.

12 A. I can't recall exactly.

13 Q. Just give me a rough estimate.

14 A. For one period of time there might have
15 been three to 400.

16 Q. Out of how many orders?

17 A. That's it, I can't tell you. Maybe
18 1,000.

19 Q. In what period of time are you talking
20 about?

21 A. I'm talking about three or four weeks.

22 Q. It's your testimony today that IDS
23 should be in possession of those three to 400?

24 A. The bills are actually sent back to
25 BellSouth, but we may have kept spreadsheet

1 records of how many we received.

2 Q. Look on page 11, lines one to three.
3 "In fact, on several occasions, customers have
4 told me they would never consider switching from
5 BellSouth again because of the negative experience
6 they had." Which customers?

7 A. I can recall speaking to customers that
8 told me that, but I couldn't give you exact names.

9 Q. How many customers?

10 A. Probably five or six that I spoke to.

11 Q. When did they tell you this?

12 A. When I called them and asked them why
13 they left.

14 Q. Why are you calling them?

15 A. There was a period before we had CRM
16 that they would ask me to call a few customers and
17 I called a few.

18 Q. How many have you called? In your
19 career at IDS, how many have you called to find
20 out why they left IDS?

21 A. I think I may have called six or seven
22 total.

23 Q. Did you keep any notes of those calls?

24 A. No, I didn't keep notes.

25 Q. So let me understand how this works.

1 Who told you to go and make these calls?

2 A. My boss.

3 Q. Who is your boss?

4 A. Fabio Galopi.

5 Q. Mr. Galopi tells you: Mr. Hamilton, I'd
6 like you to find out why the customers left IDS?

7 A. Yes.

8 Q. You called the customers?

9 A. Yes.

10 Q. How long is the average conversation?

11 A. It wasn't very long. Maybe a minute or
12 two.

13 Q. And what did they tell you?

14 A. Basically, that because of what had
15 happened during the conversion they would never
16 consider leaving BellSouth again.

17 Q. Did you take any notes as to what they
18 told you?

19 A. If I did, I don't have them. I don't
20 recall that I did.

21 Q. Okay. So you would call -- I mean, did
22 you call the six or seven people on the same day?

23 A. It was over a period of two or three
24 days.

25 Q. They all said the same thing?

1 A. Yes.

2 Q. Was there a list that they told you to
3 call, or that he provided you with?

4 A. There was a list, yes.

5 Q. Did you just check them off after you
6 called them?

7 A. I think so.

8 Q. Do you still have that list?

9 A. I think so.

10 Q. Look on page 11, lines four through six.

11 "In some instances, BellSouth Service
12 Representatives have personally told the customer
13 that BellSouth caused service disruption." All
14 right. Do you see that?

15 A. Yes.

16 Q. What is the basis of that statement?

17 A. That again is from the management
18 meeting. I recall two cases that were brought up
19 in the management meeting that someone had
20 contacted.

21 Q. So that's not base upon your firsthand
22 knowledge, is it?

23 A. No.

24 Q. That was only told in one management
25 meeting?

1 A. That I recall, one. One or two. May
2 have been two.

3 Q. Do you know when they were?

4 A. Again, it would have been that summer of
5 2000 time frame.

6 Q. All right. Look on page 11, lines 11
7 through 18.

8 A. Um-hum.

9 Q. You're talking about when BellSouth
10 dispatches a technician to the customer premises?

11 A. Yes.

12 Q. You stated on line 14, "Technician
13 explains to the customer that they have an order
14 from IDS to disconnect their phones." Do you see
15 that?

16 A. Yes, I do.

17 Q. How do you know that?

18 A. The sales rep calls me up to say: Brad,
19 why are these technicians going out to my
20 customers and telling them they're there to
21 disconnect their phones?

22 Q. That's how you know that?

23 A. That's how I know.

24 Q. That's not based on your firsthand
25 knowledge?

1 A. No.

2 Q. Who is the sales rep?

3 A. This was [REDACTED]

4 Q. Who?

5 A. [REDACTED]

6 Q. [REDACTED]

7 A. Yes.

8 Q. [REDACTED]

9 A. Yes.

10 Q. Is she still employed, or he still
11 employed by IDS?

12 A. She still has a relationship to IDS,
13 yes.

14 Q. In what capacity?

15 A. She's an agent.

16 Q. What's an agent?

17 A. She doesn't work directly for the
18 company, but she sells for IDS.

19 Q. Does she also sell for other
20 telecommunications companies?

21 A. Yes.

22 Q. Did she tell you how many times this was
23 occurring?

24 A. Yes. I believe there was three or four.

25 Q. Three or four. Did she tell you which

1 customers?

2 A. I recall one customer specifically.

3 Q. Who is it?

4 A. I believe [REDACTED] it's called

5 [REDACTED]

6 Q. Is that in Florida?

7 A. In [REDACTED] Florida, yes.

8 Q. Did you provide a response to
9 BellSouth's discovery request, wherein BellSouth
10 asked for IDS to identify all customers that were
11 told by technicians that they were there to
12 disconnect the phones?

13 A. I don't believe that was my
14 responsibility. I had some of that to give, but
15 it wasn't common for me.

16 Q. No one asked you: Brad, do you know of
17 anything?

18 A. I believe so.

19 Q. Did you give them the name of [REDACTED]
20 [REDACTED]

21 A. I think so.

22 Q. So [REDACTED] should be mentioned
23 in IDS's responses, right?

24 MR. MILLER: Objection. Calls for
25 speculation.

1 THE WITNESS: It may be.

2 BY MR. MEZA:

3 Q. Have you seen IDS's responses to
4 discovery to BellSouth's discovery?

5 A. I believe I have perused it.

6 Q. Do you remember seeing the name of [REDACTED]

7 [REDACTED]

8 A. I don't recall, but I really wasn't
9 looking in that part.

10 Q. Now, how do you know [REDACTED] was one
11 of those three to four customers you referenced?

12 A. Because she told me.

13 Q. Did she mention the other two or three
14 customers?

15 A. She may have, but I don't remember who
16 they were.

17 Q. Why do you remember [REDACTED]

18 A. Because it was a brand new customer.
19 They were not an existing long distance customer.
20 We did not have a business relationship with them
21 prior to that. We were concerned about the
22 impression it would give the customer.

23 Q. Did you talk to anyone at [REDACTED]

24 [REDACTED]

25 A. No, I did not.

1 Q. Did you do any investigation into these
2 allegations?

3 A. Did I investigate these? No.

4 Q. Did you investigate it generally?

5 A. Yes, I did.

6 Q. What did you find?

7 A. What was happening was that we were
8 getting through my fax machine, that was sent to
9 me in error, missed appointment notifications.
10 And on these notifications there were conversion
11 orders where a technician had gone to the premises
12 and had faxed us a form that they were not able to
13 get access to the premises because they missed the
14 appointment, they missed the person.

15 I turned this documentation over to the
16 regulatory department, saying why are they
17 dispatching a technician on a conversion order.

18 Q. So is it your testimony to date that
19 those missed appointment notifications support
20 your belief that BellSouth technicians are telling
21 IDS customers that they are there to disconnect
22 the phones?

23 A. That's part of it.

24 In general, from the conversations I've
25 had with the sales rep, they told me that that is

1 what BellSouth told the person when they got
2 there. Then also, we have the missed appointment
3 notes.

4 Q. I have seen the missed appointment
5 notifications. To the best of your recollection,
6 where do they say anything about talking to a
7 customer?

8 MR. MILLER: Objection to the form.

9 THE WITNESS: On the missed
10 appointment notification?

11 BY MR. MEZA:

12 Q. Yeah.

13 A. It may have a section on there for
14 comments.

15 Q. Okay. So for instance, if a missed
16 appointment notification says no access, it's your
17 belief that in that situation the technician told
18 the customer he was there to disconnect the
19 customer's phones?

20 A. That's not what I said.

21 Q. Okay. Explain to me again how a missed
22 appointment notification is relevant to your
23 belief that technicians tell customers that
24 they're there to disconnect the phone?

25 A. Sometimes the missed appointment says

1 cancel request per customer.

2 Q. What's wrong with that?

3 A. Because they told the customer they're
4 there to disconnect the telephone.

5 Q. How do you know that?

6 A. Why would the customer cancel?

7 Q. What if the customer was slammed?

8 A. Then it wouldn't have gotten through.

9 Because we have the TPB for the customer and a
10 Letter of authorization.

11 Q. So IDS doesn't slam any customers?

12 A. Not to my knowledge.

13 Q. What if the customer was confused and
14 didn't want to go to IDS; is that the not a
15 possibility?

16 MR. MILLER: Objection. Calls for
17 speculation.

18 THE WITNESS: Do I have to answer?

19 I'm sorry, repeat the question.

20 BY MR. MEZA:

21 Q. Is it possible that a customer cancelled
22 because he was confused and really didn't want to
23 be an IDS customer?

24 MR. MILLER: Same objection.

25 THE WITNESS: That happens.

1 BY MR. MEZA:

2 Q. Okay. What's your answer?

3 A. It's possible.

4 Q. So then how do you know by looking at a
5 missed appointment notification saying it was
6 cancelled that means the tech. said I'm here to
7 disconnect your telephone service?

8 A. Because of the report I received from
9 the sales rep that told me BellSouth was there to
10 disconnect the phones.

11 Q. That happened two or three times, right?

12 A. Yes.

13 Q. According to a person?

14 A. Yes.

15 Q. A sales rep?

16 A. Yes.

17 Q. You have not heard that firsthand,
18 correct?

19 A. No. Because I don't interface with
20 them. It would not be my firsthand knowledge.

21 Q. Is it your opinion and testimony today
22 that every time a technician goes to an IDS
23 customer premises for a conversion, that he tells
24 the IDS customer that he's there to disconnect
25 their service?

1 A. No.

2 MR. MILLER: Objection.

3 Mischaracterizing the witness'

4 testimony.

5 THE WITNESS: No.

6 BY MR. MEZA:

7 Q. Why is it that a technician is not
8 necessary for a conversion?

9 A. We're using the existing facilities.
10 There's no reason to send a technician out.

11 Q. Ever?

12 A. On a conversion to UNE-P, never.

13 Q. How do you know that the missed
14 appointment notifications that you have received
15 have been for conversions?

16 A. Because they have the POTS number on
17 them.

18 Q. What if the customer calls BellSouth for
19 service, are you saying that all the missed
20 appointment notifications that you receive have a
21 POTS number on them?

22 A. Yes.

23 Q. Do you believe that the technicians are
24 intentionally telling IDS's customers this in
25 order for them to stay a BellSouth customer?

1 A. Yes.

2 Q. And is it fair to say that the basis for
3 your belief is that you've talked to a sales rep
4 who tells you BellSouth is telling two or three
5 customers this?

6 A. Yes.

7 Q. And based upon your review of certain
8 missed notification appointments --

9 A. Yes.

10 Q. -- have you ever talked to a BellSouth
11 technician?

12 A. Very rare occasions, yes.

13 Q. Did you ever ask them this?

14 A. No, we didn't. This was not what we're
15 talking about.

16 Q. You never directly asked the BellSouth
17 technician whether this was true or not?

18 A. No.

19 Q. Did you ever ask anyone at BellSouth
20 whether this was true?

21 A. No.

22 Q. Why not?

23 A. It wasn't my place. I reported it to
24 the regulatory department.

25 Q. Look on page 12, lines 15 to 17.

1 "Despite this representation, BellSouth continues
2 to connect customers' ADSL service without notice
3 and informs the customer upon inquiry that the
4 ADSL disruption is due to having converted to a
5 CLEC." Do you see that?

6 A. Yes.

7 Q. What time period are you referring to?

8 A. From what I understand, this is
9 continuing to happen to today.

10 Q. All right. Are you familiar with
11 BellSouth's policy that it's not required to
12 provide ADSL service when it is not the voice
13 provider?

14 MR. MILLER: Objection, foundation.

15 THE WITNESS: Am I familiar?

16 BY MR. MEZA:

17 Q. Are you familiar with BellSouth's policy
18 that it's not required to provide ADSL service
19 when it's not the voice provider?

20 MR. MILLER: Objection.

21 THE WITNESS: I'm not familiar with
22 that.

23 BY MR. MEZA:

24 Q. Are you familiar with BellSouth's
25 request that ALEC's who have customers that also

1 have BellSouth's ADSL service, if the line is on a
2 UNE-P account, to convert it back to resale?

3 MR. MILLER: Same objection.

4 BY MR. MEZA:

5 Q. Are you familiar with that?

6 A. I'm familiar with that a letter went
7 out.

8 Q. Has IDS done that?

9 A. From what I understand.

10 Q. So it's still your opinion that
11 BellSouth continues to disconnect customers' ADSL
12 service without notice?

13 A. We find it happens on resale. I'm not
14 talking about UNE-P.

15 Q. On resale?

16 A. Yes.

17 Q. Which customers?

18 A. I don't have the list, but I'm sure the
19 regulatory department can provide you with that.

20 Q. Do you know when you said it's happening
21 now?

22 A. It continues to happen.

23 Q. Do you know how many times it has
24 happened?

25 A. I don't have the quantity, no.

1 Q. Do you have a problem with BellSouth's
2 position that it set forth in its letter.

3 A. I didn't read the letter personally.

4 Q. You didn't?

5 A. No.

6 Q. Are you familiar -- you said you are
7 familiar.

8 A. I'm familiar a letter went out. I have
9 not read the letter.

10 Q. Do you know what the letter generally
11 says?

12 A. I just understand that the letter says
13 they're moving back to resale.

14 Q. Do you have a problem with that?

15 A. Personally, no.

16 Q. Does IDS have a problem with that?

17 A. I believe we have some objections.

18 Q. All right. You say on page 12, lines 22
19 and 23, that "IDS can convert accounts with PBX,
20 but not accounts that have PBX and DID." Do you
21 see that?

22 A. Yes.

23 Q. Why is that?

24 A. Because BellSouth has not provided a
25 UNE-P USOC for the DID.

1 Q. Do you know if there's any technical
2 reason BellSouth has not done that?

3 A. From what I understand, there is no
4 technical reason.

5 Q. What is the basis of your understanding?

6 A. It's not in the UNE-P USOC manual.

7 Q. Have you asked anybody at BellSouth
8 about this?

9 A. Not myself, no.

10 Q. Has anybody at IDS asked?

11 A. I believe so.

12 Q. Who?

13 A. I believe Bill Gulas.

14 Q. Do you know who he asked at BellSouth?

15 A. I don't know.

16 Q. Do you know when he asked him?

17 A. I believe it's been several times.

18 Q. What is the response that Mr. Gulas has
19 received, if you know?

20 A. I don't know.

21 Q. Under your current job duties, is this
22 something you would be responsible for?

23 A. What?

24 Q. Converting accounts.

25 A. No.

1 Q. Okay. Is this based upon your personal
2 knowledge, this statement?

3 A. No. This is my working knowledge.
4 Because as a product manager, these accounts are
5 brought to me: Brad, how can we convert these to
6 UNE-P? I have to say we can't.

7 Q. The explanation that you have in here is
8 information that you received from Mr. Gulas,
9 right, on line one, page 13?

10 A. Yes, exactly.

11 Q. All right. Page 13, line five, you say
12 20 percent of IDS accounts have DID?

13 A. Yes.

14 Q. Do you have any documents to support
15 that figure?

16 A. Probably could produce that.

17 Q. Okay. Was that -- when you drafted your
18 testimony, did you work with any specific
19 documents or do any calculations?

20 A. I believe so.

21 Q. Or was that just an estimate?

22 A. I believe it was an estimate based on
23 some information I requested.

24 Q. From who?

25 A. From the IT department.

1 Q. What percentage of IDS lines have watch
2 orders?

3 A. I don't know the percentage. Probably
4 small. [REDACTED]

5 Q. Is there a reason why Watch Alert lines
6 cannot be converted to UNE-P?

7 A. No technical reason.

8 Q. How do you know that?

9 A. Because it works.

10 Q. It works?

11 A. Yes.

12 Q. So why don't you convert it?

13 A. BellSouth said it's restricted. It's
14 not available in UNE-P. So we can only put it on
15 resale.

16 Q. BellSouth said it's not available on
17 UNE-P?

18 A. Right.

19 Q. But you know it works?

20 A. Let's back up.

21 When we started doing the UNE-P, I sent
22 an E-Mail to Michael Lepowski asking if it can be
23 done on UNE-P. He responded by E-mail that he
24 thought it was an antiquated service and we
25 probably shouldn't try it, because it probably

1 won't work.

2 Q. Okay. Have you tried it?

3 A. Yes.

4 Q. It works?

5 A. The one customer that I did convert
6 UNE-P, the Watch Alert went down. But then I
7 called repair and they had it fixed right away.

8 Q. So is it your opinion, does it work?
9 I'm asking you.

10 A. Does it work?

11 Q. Yes.

12 A. Yes.

13 Q. But it originally it didn't work, it
14 dropped off?

15 A. It fell off, yes.

16 It works only after you had to call
17 repair?

18 A. I had to call repair, yes.

19 Q. And you still consider that to work?

20 A. It works, yes.

21 Q. Look at this on page 13, lines 15 to 17?

22 A. Um-hum.

23 Q. We may as well go to 15.

24 "However, because these types of orders
25 fall out to manual handling, the possibility of

1 BellSouth not clarifying the orders is greatly
2 increased."

3 What is the basis for your statement
4 that because it falls out to manual handling, the
5 possibility of BellSouth not clarifying the order
6 is greatly increased?

7 A. Again, based on experience from
8 management meetings, orders that drop off from
9 manual handling, for some reason or another they
10 don't get clarified when they should be, or
11 they're clarified when they shouldn't be, or some
12 type of problem happens.

13 Q. Have you done any study or analysis to
14 determine how often BellSouth does not clarify an
15 order?

16 A. Have I, personally? No.

17 Q. And the basis of your statement is
18 solely based on information other people have told
19 you?

20 A. Yes.

21 Q. Explain to me your understanding of what
22 happens when an order falls out for manual
23 handling.

24 A. In this time frame, from what I
25 understood, at that time anything that had hung on

1 it, anything that had something that their
2 automated systems could not handle, it would drop
3 out to the LCSC center for manual handling.

4 Q. Then what?

5 A. Then actually a rep would have to type
6 the order into whatever systems they used to
7 submit the request.

8 Q. If the rep does that, where does the
9 order go after he or she types it in?

10 A. I believe it flows down through their
11 systems.

12 Q. When is the rep supposed to clarify it
13 back to IDS?

14 A. I believe when she enters it into
15 whatever system. Maybe LEO, I'm not quite sure
16 what it is. The system will give her whatever.

17 If there's a clarification, they're
18 supposed to prompt her to that and then she'll
19 send it back to IDS.

20 Q. You're saying that doesn't happen?

21 A. It wasn't happening.

22 Q. How do you know?

23 A. The orders were being processed. If
24 they have Watch Alert, it converted.

25 Q. You only know about that because of what

1 other people told you?

2 A. I did one order myself, personally.

3 Q. So this is based upon personal
4 experience?

5 A. One particular case.

6 Q. One case for which customer?

7 A. It was a request. The customer, I
8 forget the exact name, but I have it.

9 Q. Is this the one that it didn't work
10 originally but then you called BellSouth?

11 A. Yes.

12 Q. But your statement that the possibility
13 of BellSouth not clarifying the order is greatly
14 increased is based upon what other people told
15 you; is that correct?

16 A. The fact my order was not clarified and
17 we made -- there was a list of other customers
18 that we converted that were not clarified also.

19 Q. When did you get this list?

20 A. It was back in that time frame, summer
21 of 2000.

22 Q. Has IDS produced this list?

23 A. I don't know if it was requested or not.
24 I'm sure that -- I know that Angel was very aware
25 of it, so I'm sure it was part of discovery.

1 Q. Did you produce it to Angel to produce
2 to BellSouth?

3 A. I produced my part of it.

4 Q. Which was what?

5 A. I had a couple customers I knew about
6 personally.

7 Q. What are those customers? Which
8 customers are those?

9 A. The names of them?

10 Q. Yes.

11 A. I just recall -- the one that I can
12 recall off the top of my head was [REDACTED]
13 or [REDACTED] or something to that nature.
14 [REDACTED] something.

15 Q. Who was the customer that as a result of
16 not having Watch Alert was robbed over [REDACTED] n
17 stock?

18 A. I forget his name, but we have it.

19 Q. What do you mean you have it?

20 A. It's in the office. I can't remember
21 the exact name of the customer, but I believe we
22 produced that.

23 Q. Were stock certificates stolen? How do
24 you steal stock?

25 A. That's what he claimed.

1 Q. Do you know if any police report was
2 ever filed?

3 A. I don't know if it was or not.

4 Q. Do you know when this was?

5 A. It was, I believe, in the last six
6 months.

7 Q. You believe this was produced?

8 A. Yes.

9 Q. Let's go to your rebuttal.

10 MR. MILLER: Can we take a short
11 break?

12 MR. MEZA: I was trying to get him
13 out for 5:30, but if you want to take a
14 break, that's fine.

15 (Thereupon, a break was had in the
16 proceedings.)

17 BY MR. MEZA:

18 Q. Mr. Hamilton, your counsel just gave you
19 what I believe to be your rebuttal testimony; is
20 that correct?

21 A. Yes.

22 Q. Did you draft this rebuttal testimony?

23 A. Yes.

24 Q. Did you review it before it was filed?

25 A. Yes.

1 Q. Look on page two.

2 A. Yes.

3 Q. Line 22. "IDS is the fastest growing
4 ALEC in Florida." How do you know that?

5 A. Based on our sales growth numbers.

6 Q. What are they?

7 A. I believe that to be true.

8 Q. I'm sorry. What are your sales growth
9 numbers?

10 A. I don't have the exact, but it was a
11 dramatic increase.

12 Q. Give me a rough idea.

13 A. Maybe [REDACTED] percent, approximately.

14 Q. Over what time period?

15 A. The year 2000.

16 Q. Is it -- would that coincide with the
17 numbers you've previously gave me today of going
18 from, what was it, [REDACTED] local lines to [REDACTED] or
19 [REDACTED] local customers to [REDACTED]

20 A. That's possible, yes.

21 Q. Did you compare that growth rate to any
22 other CLEC in Florida?

23 A. I did, yes.

24 Q. Okay. Which CLEC did you look at?

25 A. I looked at our nearest competitors.

1 Q. Who were they?

2 A. Empower and FDM.

3 Q. What about AT&T?

4 A. AT&T? No, I did not look at AT&T.

5 Q. What about SBC?

6 A. I looked at, yes.

7 Q. What about MCI?

8 A. No, I did not look at MCI.

9 Q. So you made that determination after
10 looking at only two other CLECs?

11 A. No. There was also SBC, you mentioned.

12 Q. I'm sorry, SBC.

13 A. I'm trying to think of the other ones
14 out there.

15 Supra, of course.

16 There's some other ones I can't think of
17 their name right now.

18 Q. How do you have access to that
19 information?

20 A. CLEC.com.

21 Q. Who gathers that information?

22 A. I do.

23 Q. You don't consider that to be
24 proprietary?

25 A. It's companies' posted growth numbers on

1 the internet.

2 Q. That's not considered proprietary?

3 A. No.

4 Q. Okay.

5 A. They're actually telling people how many
6 lines they have.

7 Q. Okay. How many lines does IDS have?

8 A. At this moment, I can't tell you exactly
9 how many.

10 Q. What is the most IDS has ever had?

11 A. The low?

12 Q. The most.

13 A. The most. From what I understand,
14 under the [REDACTED] range maybe.

15 MR. MILLER: You're asking during
16 the time he's aware of?

17 MR. MEZA: Yes.

18 THE WITNESS: I believe.

19 MR. MILLER: I believe he testified
20 earlier he's unaware for a certain
21 period of time.

22 THE WITNESS: Right.

23 BY MR. MEZA:

24 Q. Look on page two, line 22 again.

25 You say, "Therefore poses the greatest

1 threats to BellSouth's monopoly position in the
2 local exchange market."

3 Is it your testimony that IDS poses the
4 greatest threat to BellSouth's monopoly position
5 in the local exchange market?

6 A. Yes.

7 Q. In the entire BellSouth region?

8 A. No. We're talking about Florida.

9 Q. Okay. In Florida?

10 A. Yeah. I said in here ADS is the fastest
11 growing ALEC in Florida.

12 Q. But yet, Florida is not also in the
13 latter part of the sentence. So I just wanted to
14 make sure.

15 A. I'm speaking of Florida.

16 Q. Okay. What percentage of business lines
17 does IDS have in Florida of all the business
18 lines?

19 A. Compared to all the competition?

20 Q. No. Compared to BellSouth.

21 A. To BellSouth?

22 Q. Yes. What percentage? BellSouth being
23 100 percent, what percentage does IDS have?

24 A. We might have [REDACTED] or less.

25 Q. How many does AT&T have?

1 A. I don't know exactly the figure on AT&T.

2 Q. How many does MCI have?

3 A. I don't know the MCI numbers.

4 Q. How many does SPRINT have?

5 A. SPRINT is an ILEC. I don't know how
6 many lines they have in Florida. I haven't
7 researched SPRINT.

8 Q. What CLECs have you researched?

9 A. I've looked at FDN, Empower. Those are
10 the two that come to mind right now.

11 Q. What is their percent of business lines
12 in Florida?

13 A. I don't know the exact percentage, but I
14 would imagine -- my guesstimate, looking at it,
15 would be around [REDACTED] percent also.

16 Q. What percentage of business lines in
17 Florida are controlled or owned by CLECs?

18 A. From what I understand, from business
19 lines?

20 Q. Businesses.

21 A. I think it's [REDACTED] percent,
22 approximately.

23 Q. Are you sure about that?

24 A. Referring to a study.

25 Q. The FEC's recent study?

1 A. No.

2 Q. What study are you referring to?

3 A. Consumer Federation recent study. I
4 believe it was released in January, 2001.

5 Q. Are you familiar with the FEC?

6 A. I'm familiar, but I have not read it.

7 Q. Are you aware of the percentage of
8 business lines that CLECs own or control under
9 that report?

10 A. Not under that report.

11 Q. So it's your belief that CLECs control
12 [REDACTED] percent to [REDACTED] percent?

13 A. Approximately.

14 Q. Take that calculation. If IDS has one
15 percent and it's your belief that both FDN and
16 Empower have [REDACTED] percent, have [REDACTED] percent each,
17 that equals [REDACTED] percent, wouldn't it?

18 A. Probably, yes.

19 Q. So no other CLEC in Florida has a
20 business line?

21 A. Yes.

22 MR. MILLER: Objection.

23 Mischaracterizing witness' testimony.

24 BY MR. MEZA:

25 Q. I mean, is that true?

1 A. I'm talking about approximates here.

2 Q. Okay. Well, what approximation do you
3 believe does AT&T possess for business lines?

4 A. I don't have an approximation there,
5 because their facility provider is based on T-1
6 arrangements.

7 Q. You wouldn't consider them -- I know you
8 probably would consider them a BETA-Com, but isn't
9 AT&T an ALEC?

10 A. They are, yes.

11 Q. So in your opinion, should you included
12 the amounts of business lines that AT&T has in
13 calculating the percentage of CLECs share of the
14 business line marketing in Florida?

15 A. I don't categorize them the same as our
16 product.

17 Q. Okay. So when you gave me the [REDACTED]
18 percent figure, that's just based upon what you
19 consider to be your competitors and your share of
20 the same product?

21 A. In the small business market is what I'm
22 talking about.

23 Q. Do you have an idea of what the
24 percentage of the CLEC share of the total business
25 market is?

1 A. From the study that I saw, I believe it
2 was around [REDACTED] or [REDACTED] percent.

3 Q. For small business, about [REDACTED] percent?

4 A. From what I saw, yes.

5 Q. Okay. Based upon those figures, you
6 feel that IDS possesses the greatest threat to
7 BellSouth's monopoly position; is that correct?

8 A. I base my figures on the growth rate.

9 Q. Okay.

10 A. I don't talk about how many lines we
11 have. I talk about the growth rate.

12 Q. Does IDS have any customers in North
13 Florida?

14 A. Yes.

15 Q. How many?

16 A. I don't know.

17 Q. What percentage of IDS customers are in
18 South Florida?

19 A. The vast majority.

20 Q. [REDACTED] percent?

21 A. I would guesstimate at around [REDACTED] percent
22 of total.

23 Q. What percentage of IDS's customers are
24 out of state?

25 A. Possibly [REDACTED] percent.

1 Q. So it would be fair to say that the
2 remaining [REDACTED] percent are in North Florida or other
3 parts of Florida?

4 A. Other parts of Florida. Other BellSouth
5 territory.

6 Q. Does IDS have any customers in Verizon's
7 territory?

8 A. No. Just long distance.

9 Q. Why didn't IDS have any customers in
10 Verizon's territory?

11 A. Well, we have signed the interconnection
12 agreement. We have not deployed it yet.

13 Q. What about in SPRINT's territory?

14 A. No, we never.

15 Q. So IDS only has customers where
16 BellSouth is the ILEC?

17 A. Only local customers.

18 Q. Local customers?

19 A. Right.

20 Q. Look at page three, lines three and
21 four. You state, "BellSouth has used that
22 information, (CPNI) information, to contact
23 customers to win them back to BellSouth." Do you
24 see that?

25 A. Yes.

1 Q. How do you know that?

2 A. Based on the fact that these customers
3 receive letters from BellSouth saying that you
4 left our service. They sent out a win back letter
5 to these customers that left their service, that
6 left BellSouth.

7 Q. How many customers received this letter?

8 A. From what I understand, everyone.

9 Q. Okay. How do you know that?

10 A. Well, BellSouth admits that they do.

11 Q. How does BellSouth admit that they do?

12 A. Previous testimony before the Commission
13 is that they sent a letter out for every customer
14 that left their service.

15 Q. Which proceeding?

16 A. It was a Supra proceeding.

17 Q. Was that the one where you testified?

18 A. It was part of that proceeding, but I
19 didn't testify in that subject.

20 Q. Do you remember the docket number?

21 A. I can get it for you. I don't remember
22 it.

23 Q. Which BellSouth witness testified to
24 that?

25 A. I forget the name. For some reason

1 Milner comes to my mind, but I'm not sure.

2 Q. So it's your testimony today that in a
3 previous proceeding in front of the Commission, a
4 BellSouth witness testified that BellSouth sends a
5 win-back letter --

6 A. Yes.

7 Q. -- to every customer that leaves its
8 retail side?

9 A. Service, yes.

10 Q. Do you know how that list or how the
11 information is acquired?

12 A. No, I do not know.

13 Q. Do you have any theories?

14 A. Theories? I would imagine they take it
15 from the list of customers that we submitted
16 orders for.

17 Q. Do you know that for a fact?

18 A. No.

19 Q. Look on page three, lines 12 and 13.
20 "BellSouth has repeatedly told customers that the
21 fastest way to have their service restored is by
22 switching back to BellSouth."

23 A. Um-hum.

24 Q. What is the basis of that statement?

25 A. From meetings that we had and my

1 conversations.

2 Q. So the same information you provided to
3 me in direct?

4 A. Yes.

5 Q. Repeatedly, you don't know how many
6 times this occurred; is that correct?

7 A. No, I don't have exactly.

8 Q. All right. On page three, you are
9 referencing an article that is attached to your
10 testimony?

11 A. Yes.

12 Q. Do you have that?

13 A. I have it.

14 Q. Is this the entire article?

15 A. Yes.

16 Q. Where is the author's name on it?

17 A. You're right. I don't see it on there.
18 This was a cut and paste, so I don't know why it
19 didn't show up.

20 Q. You cut it from where?

21 A. From the Sun Sentinal website.

22 Q. Is there any information that is left
23 off of it?

24 A. No. Well, maybe the author.

25 Q. You sent this to Suzanne?

1 A. Yes.

2 Q. Suzanne who?

3 A. Summerlin.

4 Q. So you don't know if -- I mean, look at
5 the last sentence. It says, "BellSouth, which
6 says it loses 6,500 customers a day to rivals,
7 defended its business practices and suggested
8 competitors call their former customers to get
9 them back." Do you see that?

10 A. Yes.

11 Q. You're saying there's no quote or
12 reference or anything more after that period?

13 A. I don't recall that there was.

14 Q. Now, look on page three, line 22.

15 A. Um-hum.

16 Q. You say, in referencing this article
17 that is attached, "BellSouth defended the very
18 win-back efforts that Mr. Ruscilli now denies."
19 Do you see that?

20 A. Yes.

21 Q. Where does BellSouth defend the very
22 win-back efforts that Mr. Ruscilli denies in his
23 direct testimony?

24 A. Where it says here, the last line on the
25 article, "Defended the business practices and

1 suggested competitors call their former customers
2 to get them back."

3 Q. But look at the question that was raised
4 on page three, lines 15 to 19.

5 A. Um-hum.

6 Q. Mr. Ruscilli, correct me if I'm wrong,
7 said it was against BellSouth's policy for
8 customer service reps to use calls from a
9 switching customer regarding disconnects to
10 attempt to win back that customer?

11 A. Um-hum.

12 Q. Now, you're saying that sentence
13 referenced in the article that is based on an
14 E-mail, BellSouth is defending the question
15 presented in lines 15 to 19; is that correct?

16 MR. MILLER: Objection.

17 Mischaracterizing witness' testimony.

18 BY MR. MEZA:

19 Q. I mean, from what I understand, John
20 Ruscilli says it's not BellSouth's policy for a
21 customer service rep to use calls from a switching
22 customer regarding disconnects to attempt to win
23 them back. Do you agree with that?

24 A. He said that, yes.

25 Q. You said BellSouth is defending the very

1 win-back efforts Mr. Ruscilli denies?

2 A. Yes.

3 Q. You say that?

4 A. Yes.

5 Q. You cite to this article that doesn't
6 address the situation that Mr. Ruscilli was
7 talking about, does it?

8 A. It does not not address that issue
9 either. It said defended its business practices.

10 Q. Right.

11 A. It didn't say which practices were
12 defended.

13 Q. Okay. If its business practice is that
14 customer service reps don't do what you say they
15 do, then what?

16 MR. MILLER: Objection to the form.

17 THE WITNESS: If -- I'm sorry.

18 Repeat.

19 BY MR. MEZA:

20 Q. If its business practice is that
21 customer service reps do not take advantage of a
22 disconnect call to switch customers back, how does
23 this article support your belief?

24 MR. MILLER: Objection. Calls for
25 speculation.

1 THE WITNESS: The article says it
2 defended its business practices. It
3 didn't say denied that it does these
4 things. It said defended it.

5 BY MR. MEZA:

6 Q. So is it your testimony to date that all
7 this article says is that BellSouth defended its
8 business practices?

9 A. I'm saying the article says it defends
10 the business practices, yes.

11 Q. We don't know what those are as
12 referenced in this article, do you?

13 A. No.

14 Q. Okay. How do you know that BellSouth
15 customer service representatives operate under
16 sales quotas?

17 A. This has been publicized in the paper.

18 Q. What paper?

19 A. The Sun Sentinel, the Miami Herald.

20 This past August, BellSouth was going
21 through a strike, possible strike.

22 Q. I'm curious as to why you didn't attach
23 those articles or even cite to them to support
24 your allegation, but you did for the previous
25 portion your testimony?

1 MR. MILLER: Is that a question?

2 BY MR. MEZA:

3 Q. Yes. Why is that?

4 A. I wasn't asked to.

5 Q. Who asked you to attach the other
6 article?

7 MR. MILLER: Before you answer
8 that, I'm going to instruct you when you
9 answer your question not to reveal any
10 conversations with -- the substance of
11 any conversations with your attorneys.

12 THE WITNESS: Okay. No. I
13 volunteered this article.

14 BY MR. MEZA:

15 Q. Okay. And if the basis of your
16 statement that BellSouth reps are under sales
17 quotas are other newspaper articles, why didn't
18 you attach those articles there?

19 A. It was an omission, oversight.

20 Q. So what newspaper, you said, was this?

21 A. It was in the MiamiHerald and Sun
22 Sentinel.

23 Q. This was during the BellSouth potential
24 strike?

25 A. Potential strike in August, yes.

1 It was one of the issues they were
2 taking grievances, I think they call it, or
3 something like that.

4 Q. Okay. Look on the continuation of that
5 sentence. "And are therefore under an inordinate
6 amount of pressure to sell BellSouth service."

7 What is the basis for that statement?

8 A. Again, from the article.

9 Q. Are you a sales person?

10 A. No.

11 Q. Does IDS have sales people?

12 A. Yes, we do.

13 Q. Are they under an inordinate amount of
14 pressure to sell IDS services?

15 A. I wouldn't say that.

16 Q. Do they make money if they don't sell?

17 A. No.

18 Q. Do BellSouth representatives make money
19 if they don't sell service?

20 MR. MILLER: Objection. Calls for
21 speculation.

22 BY MR. MEZA:

23 Q. He just said they're under an inordinate
24 amount of pressure.

25 A. Our customer service reps are not under

1 any type of sales quota.

2 Q. I asked you your sales people.

3 A. Sales people, okay.

4 Q. I'm asking you, do IDS's sales people
5 have to sell IDS services in order to make money?

6 A. Yes.

7 Q. BellSouth sales people, whether they be
8 customer service reps or other types of sales
9 people, have to sell BellSouth services in order
10 to make a living, would you agree with that?

11 A. As far as I know.

12 Q. Isn't that the concept of being a sales
13 person?

14 A. Yes.

15 Q. Okay. All right. Here we go again with
16 this article.

17 Look on page four, lines two to five.
18 "As a result, it's apparent that some customer
19 service representatives have capitalized on local
20 disconnect problems with local service requests to
21 attempt to win back former BellSouth customers."
22 Then you cite the article that we referenced
23 before, the Palm Beach Post E-mail.

24 A. This is not Palm Beach Post.

25 Q. Whatever this is?

1 A. Sun Sentinel.

2 Q. Where in that article that is attached
3 does it support your statements in lines two to
4 five?

5 A. Defended its business practices again.

6 Q. We don't know what those are as defined
7 in the article?

8 A. No.

9 Q. Look on page four, lines 12 and 13.
10 Quite the contrary. "The above-mentioned increase
11 and decrease have everything to do with IDS."

12 I believe you're focusing on the 15
13 percent price increase in business rates?

14 A. Right.

15 Q. How do you know that?

16 A. I know that because when I asked
17 BellSouth for information on the program, they
18 sent me back an E-mail saying it appeared to them
19 it had been discontinued.

20 Q. How does that support your belief that
21 the increase in the prices and the Full Circle
22 promotion have everything to do with IDS?

23 I don't understand that, because that
24 E-mail was sent to you November 9th. BellSouth
25 didn't increase its prices until January of this

1 year and didn't implement Full Circle 2001 until
2 January of this year. How does your E-mail that's
3 received regarding a program that is no longer in
4 effect support that statement?

5 MR. MILLER: Objection to form.

6 THE WITNESS: They sent me an
7 E-mail that it's no longer in effect.
8 Then they reissued it without telling me
9 or giving me any information about the
10 reissue.

11 BY MR. MEZA:

12 Q. But you just told me today that you
13 don't know if they were different. You don't know
14 if they were identical, the Full Circle promotion
15 and Full Circle 2001?

16 A. I think you can infer from the name they
17 were pretty much similar, except that the dates
18 were different.

19 Q. You know that for a fact?

20 A. No, I do not.

21 Q. Look on lines 13 and 14. "ALEC's
22 control a very small percentage of the local
23 exchange market." How do you know that?

24 A. Based on, again, the Consumer Federation
25 Study.

1 Q. That's solely limited to small business?

2 A. No. It's the entire market.

3 Q. You're basing it upon your belief that
4 the ALEC's control what percent of the local
5 exchange market?

6 A. The total percentage, I believe it was
7 around [REDACTED] or [REDACTED] or [REDACTED] percent, somewhere
8 around that range.

9 Q. That includes residential?

10 A. Residential. This was in Florida.

11 Q. This was a January, 2001?

12 A. Right.

13 Q. What's the name of this group?

14 A. Consumer Federation Society, I believe
15 it is. IDC Association. I forget exactly.

16 Q. Do they have a website?

17 A. Yes. That's why I got it.

18 Q. Consumer Federation Society or
19 Association?

20 A. I have the documents.

21 Q. Is that a CLEC industry group?

22 A. No. It's a consumer group.

23 Q. Would you believe -- if you had a
24 choice, which report would you find more credible,
25 the FEC's report, or this Consumer Federation?

1 A. Consumer Federation.

2 MR. MILLER: Objection, foundation.

3 BY MR. MEZA:

4 Q. That's fair.

5 All right. Page four, lines 15 and 17.

6 "It is no coincidence that the Full Circle
7 promotion discount matched the discount being
8 offered by IDS." How do you know that?

9 A. They offered the same 20 percent that we
10 offered.

11 Q. But didn't it also offer 10 percent and
12 15 percent discounts?

13 A. Yes. But our customers reported that
14 they were offered 20 percent from BellSouth. Same
15 discount.

16 Q. You agreed with me earlier today there
17 were three types of discounts, 10 percent, 15
18 percent, 20 percent. IDS only has a 20 percent
19 discount?

20 A. That's correct.

21 Q. Do you know of any other ALEC's in
22 Florida that have 20 percent discount off of
23 BellSouth's rate?

24 A. I don't know.

25 Q. Have you inquired?

1 A. I've checked.

2 Q. How many CLECs have you checked or ALECs
3 have you checked?

4 A. ALECs, six or seven.

5 Q. How many CLECs have you checked?

6 A. That's what I thought you were talking.

7 Q. You made the distinction. Is there a
8 distinction in your mind between CLECs and
9 ALECs?

10 A. No. They're the same.

11 Q. Are you only concerned with the South
12 Florida market?

13 A. State of Florida.

14 Q. Are you not responsible for IDS's other
15 customers around the country?

16 A. Yes. For the local part and other
17 BellSouth territory.

18 Q. But you're only concerned with Florida?

19 A. I monitor mostly Florida.

20 Q. Okay. So isn't it true that the Full
21 Circle 2001 promotion doesn't only match IDS's 20
22 percent discount, it offers other lesser discounts
23 as well?

24 A. Yes.

25 Q. Does IDS operate and have customers in

1 every single state in BellSouth's region?

2 A. No.

3 Q. Let me see if I understand this. It is
4 your belief and testimony today that BellSouth
5 implemented the Full Circle 2001 program solely to
6 go after IDS's customers?

7 A. Yes.

8 Q. How do you know BellSouth has over 11
9 million lines?

10 A. From the Consumer Federation Report.

11 Q. Are you an economist?

12 A. No.

13 Q. Have you taken any special courses in
14 economics?

15 A. Yes.

16 Q. Where?

17 A. Nova University.

18 Q. And what year?

19 A. That would have been before I got my
20 degree in '92. Somewhere between '90 and '92.

21 Q. What classes have you taken?

22 A. There was a couple business classes, as
23 I recall.

24 Q. Do you hold yourself out as a person
25 whose expertise involves economics?

1 A. No.

2 Q. So your statement on page five, lines 9
3 through 12, that "It is only in a market monopoly
4 such as the one held by BellSouth that the
5 monopolist can respond to the slightest hint of
6 competition by raising rates, because customers
7 have no viable alternative through which to secure
8 services;" is that statement based upon any
9 special expertise or indication in economics?

10 A. That's based on my education, yes.

11 Q. In economics?

12 A. Not specifically economics. In
13 business.

14 Q. Okay. You agree with me that you're not
15 an expert in economics?

16 A. I'm not an expert in economics.

17 Q. It's your statement today that despite
18 the fact that IDS has [REDACTED] -- or had [REDACTED] lines at
19 one time that, customers have no viable
20 alternatives through which to secure services?

21 MR. MILLER: Objection, foundation.

22 THE WITNESS: I'm sorry, repeat.

23 BY MR. MEZA:

24 Q. You state on line 12 that customers have
25 no viable alternatives through which to secure

1 service.

2 A. That's correct.

3 Q. Even though IDS has customers today; is
4 that correct?

5 A. Yes.

6 Q. There's other CLECs out there today
7 operating with customers; is that correct?

8 A. That's correct.

9 Q. So are there viable alternatives?

10 A. They all have to buy the line from
11 BellSouth.

12 Q. Yes.

13 A. If not the port, they buy the line. The
14 loop, excuse me. They have to get the loop.

15 Q. Okay. Were you involved in the
16 February, 2000 training sponsored by BellSouth?

17 A. I was somewhat involved.

18 Q. Please describe your involvement.

19 A. I was in there for a few minutes in the
20 classroom.

21 Q. Who was leading the training?

22 A. I believe her name was Dottie.

23 Q. Were there two trainers there?

24 A. I could tell you exactly who was there.
25 Dottie, Pat Rand, and Patty Knight.

1 Q. Were you trained by Pat Rand?

2 A. Pat Rand, she was not really training.

3 But if you want to say that --

4 Q. You came down there to educate you or
5 train you on EDI; is that right?

6 A. She came down there to help me with EDI.
7 I believe so.

8 Q. Okay. Did you find her training
9 helpful?

10 A. Not really.

11 Q. Why not?

12 A. Because when we were in the process of I
13 was typing in the orders, she was standing there.
14 She had to call on her cellphone several times to
15 BellSouth -- I don't know who -- to find out what
16 the business rule was for submitting this order.

17 Q. It's your testimony, that Pat Rand
18 attempted to walk you through the proper way to
19 process an order through EDI?

20 A. Yes.

21 Q. Were you successful?

22 A. No.

23 Q. Even though a couple months ago you were
24 successful in submitting orders through EDI; is
25 that correct?

1 A. I'm sorry, can you repeat?

2 MR. MILLER: Objection, foundation.

3 BY MR. MEZA:

4 Q. You previously testified today that you
5 submitted seven orders through EDI, two of which
6 failed and five that worked?

7 A. Those were network combinations.

8 Q. You weren't submitting Network
9 Combinations?

10 A. I believe we were doing UNE-P, if I
11 recall.

12 Q. Do you know when you signed your UNE-P
13 agreement?

14 A. No.

15 Q. Subject to check, would you accept the
16 date of March 27 of 2000?

17 MR. MILLER: Objection, foundation.

18 THE WITNESS: Yeah, I would accept
19 that.

20 BY MR. MEZA:

21 Q. Okay. Let's assume that you are
22 submitting Network Combination Product.

23 A. Okay.

24 Q. It's your testimony that neither you nor
25 Pat Rand could submit an order properly through

1 EDI in February, 2000; is that correct?

2 A. That's correct.

3 Q. Okay. Now, isn't it a fact that you
4 told me today that sometime in the fall or winter
5 of 1999, you were able to submit five orders
6 successfully?

7 A. That is correct.

8 Q. Now, were you present or do you know if
9 Keith Kramer ever told Pat Rand and Patty Knight
10 to process an order through EDI?

11 A. No. I wasn't present when they had the
12 conversation.

13 Q. Okay. Look on page seven, lines four
14 through seven. "My assessment is that this
15 confirmed that BellSouth's EDI system was simply
16 not adequate to permit IDS to submit its orders
17 for conversion to Network Combinations to
18 BellSouth electronically." Do you see that?

19 A. Yes.

20 Q. You're basing it on the allegation that
21 neither you nor Pat Rand could get an order
22 through EDI, right?

23 A. That's right.

24 Q. Did you take into consideration the past
25 success you had in the fall or winter of 1999?

1 A. There were different types of work. The
2 ones that did complete were simple one and two
3 line accounts. These were more complicated
4 accounts, multiline accounts.

5 Q. How many lines were involved?

6 A. I don't recall exactly how many lines
7 were involved.

8 Look on page seven, lines 18 through 21.
9 "Because of the large time gap between completion
10 of the disconnect and reconnect orders, customers
11 switching to IDS experience disruptions in
12 services and features such as dial tone,
13 voicemail, and call forwarding." Are you talking
14 about the DNN?

15 A. Yes.

16 Q. How are you familiar with the DNN
17 process?

18 A. I know that when we submit the order, it
19 gives us a D&N. We see the D&N on there.

20 Q. Okay. You believe there's a large time
21 gap between completion between the disconnect and
22 reconnect?

23 A. If they don't float the correct
24 information, there is.

25 Q. That happens all the time?

1 A. It happens a lot of the time.

2 Q. How often?

3 A. Used to be much worse than it is now.

4 Q. Give us some numbers or percentages.

5 A. Approximately [REDACTED] percent, [REDACTED] percent.

6 Q. [REDACTED] percent of IDS's conversion

7 orders result in a disconnect. Is that --

8 A. We're talking about a time frame here
9 that I was involved. This was back in, again, the
10 summer of 2000.

11 Q. Have you ever heard of the RRS0?

12 A. Yes.

13 Q. In your opinion, does that cure the
14 large time gap between completion of the
15 disconnect and reconnect?

16 A. In my opinion, it does.

17 Q. On page eight, lines five and six, you
18 state that "The system that BellSouth uses to
19 process its own service orders has an automatic
20 editing and checking function." What system are
21 you referring to?

22 A. Both ROS and RNS have that.

23 Q. Didn't you testify today that CLECWARE
24 also has that?

25 A. It had some.

1 Q. How do you know about BellSouth internal
2 systems?

3 A. From PSC proceedings.

4 Q. Which proceedings?

5 A. AT&T proceedings that I recall.

6 This is again going back to where they
7 ordered that the CLEC provisioning system
8 interfaces with FUEL and SOER.

9 Q. Were you a witness to that proceeding?

10 A. No.

11 Q. You were just witnessing for fun?

12 A. I was researching, but it had come up
13 again in the Supra testimony. Because the
14 Commission recapped again an order that had the
15 same functionality.

16 Q. All right. You say on page eight, lines
17 eight through 10, "The system which is used to
18 process orders from IDS and other ALECs does not
19 have the editing function." Is that true for
20 CLECWARE?

21 A. CLECWARE also didn't have the amount of
22 editing.

23 Q. It does have some editing?

24 A. Some editing.

25 Q. Look on page eight, lines 13 to 16. "I

1 believe that BellSouth intentionally maintains
2 this disparity between the two systems to make the
3 provisioning process as negative as possible for
4 the customer, to ensure that its win-back efforts
5 would be successful."

6 What faxes or evidence are you relying
7 on to come to that belief?

8 A. Again, based on the Commission findings,
9 they ordered BellSouth to make LENS interface with
10 FUEL and SOER to give it the same functionality as
11 RNS and ROS. And they have repeatedly not done
12 that. I know of two cases where the Commission
13 has ordered BellSouth to do that.

14 Q. It's your testimony that BellSouth is
15 intentionally refusing to comply with Commission
16 orders?

17 A. Yes.

18 Q. Do you know what orders those were?

19 A. I could fine them out. I don't know.

20 Q. I didn't hear that.

21 A. I could find them.

22 Q. Do you know when these orders were
23 issued?

24 A. I believe AT&T was one in '97. I
25 believe another one in '98.

1 Q. Do you know if the Commission has done
2 anything to BellSouth for refusing to comply with
3 its orders?

4 A. I don't know.

5 Q. If you're accurate in your assessment of
6 these orders, wouldn't you believe that the
7 Commission should do something?

8 A. I do.

9 Q. Have you raised it to the Commission?

10 A. No. I've raised it to my regulatory
11 department.

12 Q. So one order was the 1997 with AT&T.
13 By the way, are you a lawyer?

14 A. No.

15 Q. What's the other order?

16 A. I believe it was in '98.

17 Q. Who was involved there?

18 A. I believe Supra.

19 Q. Were you ever involved in a decision to
20 accept additional EDI training from BellSouth?

21 A. No.

22 Q. In December or January of 1999/2000?

23 A. Was I involved in the decision?

24 Q. Yeah.

25 A. I don't recall.

1 I may have -- in that time frame, I may
2 have recommended that we keep them to get more
3 training.

4 Q. When did IDS install TAG, do you know?

5 A. I think they already had it before I
6 started.

7 Q. All right. You were present at the CLEC
8 forum when the against bulk ordering feature was
9 announced?

10 A. Yes.

11 Q. Who made the announcement.

12 A. I believe Pat Rand.

13 Q. Did any other assistant vice-presidents
14 or vice-presidents make that announcement?

15 A. No, I don't believe they did.

16 Q. What exactly did Pat Rand say?

17 A. That the bulk ordering system was up and
18 had been up. And I believe she said since April
19 28th.

20 Q. Okay. What did you do upon hearing
21 that?

22 A. I believe I asked for the microphone and
23 I asked specifically is it available for port/loop
24 combination conversion.

25 Q. What did she say?

1 A. Yes.

2 Q. What did you do after that?

3 A. After that, I conferred with my
4 colleague, Freddie O'Kendall. I left the room.
5 He made the cellphone call down to Keith and said
6 this is available now. And he decided to leave a
7 day early so he could go back and try it out right
8 away.

9 Q. Were you aware that BellSouth and IGS
10 were negotiating the BETA-test agreement around
11 the same time?

12 A. No, I was not aware.

13 Q. Did Mr. Kramer ask that you confirm with
14 someone other than Pat Rand that the bulk ordering
15 feature was available?

16 A. No.

17 Q. Did you ever feel it was necessary to
18 contact Pat or anyone else to --

19 A. No.

20 Q. Why not?

21 A. I was in a room with 300 people. They
22 were up at a podium announcing everything.
23 Everybody was aware.

24 Q. You were not aware of the BETA-test?

25 A. I was not aware of the BETA-test.

1 Q. Who submitted the orders through the
2 bulk order feature in May of 2000?

3 A. I believe it may have been Frederic
4 O'Kendall.

5 Q. Did you have any role in that?

6 A. No.

7 Q. Were you there when the confirmations
8 came back?

9 A. I was in the building, but I wasn't
10 involved in that at all.

11 Q. Do you know how many orders IDS
12 attempted to submit through TAG in April of 2000?

13 A. No, I do not.

14 Q. Did you submit any orders through TAG
15 yourself?

16 A. No.

17 Q. All right. Are you familiar with a
18 local pick freeze or service freeze issue in April
19 of 2000?

20 A. I'm aware of the local service freeze
21 issue.

22 Q. Give me your understanding.

23 A. Our resale accounts had been frozen to
24 us under the local service freeze, local service
25 provider initiated.

1 Q. English, please?

2 A. We froze our accounts.

3 Q. Sorry. It's the end of the day.

4 You froze your accounts. What result
5 did that have?

6 A. I don't have firsthand knowledge, other
7 than I know when they tried to convert them from a
8 resale base to UNE-P base, they were getting
9 clarifications that the freeze must be lifted or
10 whatever.

11 Q. So it's your understanding that the
12 freeze that IDS placed on the accounts was causing
13 the clarification during the conversion process?

14 A. Yes.

15 Q. Okay. Did you have any involvement in
16 the attempt to fix the edit or anything?

17 A. No. I was not involved in that, but I
18 knew there was a lot going on.

19 MR. MEZA: You want to take a two
20 minute break before we do the video, or
21 just go forward?

22 MR. MILLER: What time do you think
23 you're going to be finished?

24 MR. MEZA: I think it's an eight
25 minute video.

1 What I'm a planning to do now --

2 MS. HELTON: I thought you were
3 going to break about five.

4 MR. MEZA: I thought so too. But I
5 promise it won't last more than 10
6 minutes.

7 I need to go over with Mr. Hamilton
8 a video he's in that was attached as an
9 exhibit to Miss Wellman's rebuttal
10 testimony. I'm playing that right now,
11 in case you have it available.

12 Let the record reflect, I guess,
13 that we're now playing a video that was
14 produced as an exhibit in response to
15 Becky Wellman's and Bill Gulas' rebuttal
16 testimony about IDS.

17 BY MR. MEZA:

18 Q. Who asked you to do this?

19 A. Keith Kramer.

20 Q. When did he ask you?

21 A. Just like the day before.

22 Q. What did he ask you to do?

23 A. To narrate the video.

24 Q. What's the purpose of the video?

25 A. It was to introduce it in the testimony.

1 I really wasn't given a real purpose,
2 other than to demonstrate and narrate how to
3 process orders.

4 Q. What does the video attempt to show?

5 A. I haven't seen the video, but I believe
6 it attempts to show there's a big disparity
7 between W and V.

8 Q. Let me ask you this: Do you know, were
9 you in the position of being provisioner, or
10 whatever the term was prior to the product
11 manager --

12 A. Yes.

13 Q. -- when IDS began to use the W?

14 A. No, I was not there at the time.

15 Q. When did you become familiar with the W?

16 A. It was in the June to July time frame of
17 2000.

18 Q. How did you become familiar with it?

19 A. I don't recall exactly, but somehow in
20 the provisioning process it came up.

21 Q. Did Mr. Kramer ever instruct you to use
22 the W on any per account basis?

23 A. On per account, I do recall doing some
24 Key West orders. But I don't recall exactly the
25 scenario I was told to do them under. I believe I

1 keyed them as W's. I don't believe I did them any
2 other way.

3 Q. Do you know -- well, in your current
4 position, are you in any way responsible for
5 submitting provision orders?

6 A. No.

7 Q. Or submitting orders?

8 A. No.

9 Q. Do you currently submit orders with the
10 W?

11 A. Only on occasion if I'm testing
12 something.

13 Q. That's someone else's job today?

14 A. Yes.

15 Q. And you have not testified today or
16 either in your direct or rebuttal testimony
17 specifically about the W, have you?

18 A. No, not at all.

19 Q. Do you consider yourself an expert on
20 the W?

21 A. I wouldn't say that, no.

22 Q. Do you know the frequency with which IDS
23 submits orders with the W versus the V?

24 A. No.

25 Q. Do you know if the W can be used for all

1 types of conversion orders?

2 A. I know it cannot.

3 Q. For which orders can it not be used?

4 A. It cannot be used if there's a usage
5 that needs to be stripped off. An OCP usage
6 partial migration of course cannot be used in that
7 case.

8 Q. Who is the resident expert on ordering?

9 A. Becky Wellman.

10 Q. Let's just briefly look at this.

11 Did you have a script?

12 A. No.

13 Q. How do you know there's conversion new
14 and conversion as is?

15 A. I know from the conversion business
16 rules.

17 Q. Do you know the limitations as to when
18 you can use conversion new?

19 A. The limitations?

20 Q. Well, is there any? When do you need to
21 use provision new?

22 A. You mean conversion new?

23 Q. I'm sorry.

24 A. When do you use it?

25 Q. Yes.

1 A. There's nothing in the CSR that needs to
2 be stripped off. If you're not making any changes
3 and nothing needs to be stripped.

4 Q. Is that "as is" or conversion new?

5 A. I'm sorry. Conversion new is when you
6 have to make changes, if you're making changes.

7 Q. That's V?

8 A. A V, that's right.

9 Q. So IDS is currently using LENS; is that
10 correct?

11 A. Yes. We use both.

12 Q. Do you know why you're doing a
13 conversion new here?

14 A. Why?

15 Q. Yes.

16 A. It was for demonstration purposes.

17 Q. Do you know if this type of account you
18 were required to use a conversion new?

19 A. No, I don't know.

20 Q. Who is filming this?

21 A. It was a professional filmer. I don't
22 know what his name was today.

23 Q. Were you involved in any editing?

24 A. No, not at all. This is the first time
25 I have seen it.

1 Q. How do you know that?

2 A. Because you got through the first page
3 and it verified that you had a multiline business
4 at this address for this number, this customer.

5 Q. Is this Andre, is he a good employee?

6 A. Yes.

7 Q. Is he one of your faster provisioners?

8 A. From what I know.

9 Q. You don't have direct contact with him?

10 A. No.

11 Q. What's going on here? Are you talking
12 right now?

13 A. No.

14 Q. You're silent, okay.

15 A. This is all realtime.

16 Q. No edits have occurred as far as you
17 know?

18 A. The only one is he did the cut away to
19 show the CSR. That was the only one.

20 Q. I'm fast forwarding it.

21 What are you comparing this to as being
22 time consuming?

23 A. The W.

24 Q. Why did you freeze the long distance
25 carrier there?

1 A. Because he's selecting IDS. It's our
2 policy to freeze the long distance to IDS.

3 Q. Do you need any Letter of Authorization?

4 A. No. Because the drop down CLEC freezes
5 both.

6 Q. But you don't need an authorization from
7 the customer for a freeze?

8 A. No. There's both. There's a user
9 freezes both, you have that choice, that's if the
10 customer freezes both. CLEC freezes both, that's
11 if IDS chooses.

12 Q. So the CLEC can unilaterally decide to
13 freeze accounts even if the user doesn't know?

14 A. Yes. It's right there in the drop down
15 box.

16 Q. Is that legal in Florida?

17 A. In some states it's not. That's why it
18 works per state. But It wouldn't be in there if
19 not.

20 MR. MEZA: That's all the questions
21 I have.

22 Mary Anne, do you have any
23 questions?

24 MR. CASEY: Mary Anne is answering
25 the phone. We don't have any questions.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

MR. MILLER: I have no questions.

MR. MEZA: Bob, we're finished
here.

(Thereupon, proceedings were concluded
at 5:45 p.m.)

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

STATE OF FLORIDA)

) ss

COUNTY OF DADE)


I, Beverly Lisa Rabatie, Certified Shorthand Reporter in and for the County of Dade, State of Florida, do hereby certify:

That prior to being examined, the witness named in the forgoing deposition, BRADFORD HAMILTON, was by me duly sworn to testify the truth, the whole truth, and nothing but the truth.

That said deposition was taken before me at the time and place set forth and was taken down by me in shorthand and thereafter reduced to computerized transcription under my direction and supervision, and I hereby certify the foregoing deposition is a full, true and correct transcript of my shorthand notes so taken.

I further certify that I am neither counsel for nor related to any party to said action nor in anywise interested in the outcome thereof.

IN WITNESS WHEREOF, I have hereunto subscribed my name this 16th day of September, 2001



Beverly L. Rabatie, Court Reporter

CC# 727346

Expires March 23, 2002

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25

A			
ability 42:13	adequate 19:4 34:1 159:16	151:4 152:21	113:22,25 115:5 116:14,20
able 34:22 87:1 112:12 159:5	admit 139:11	Alert 123:5 124:6 126:24 128:16	appointments 117:8
about 8:1,25 12:22 22:10 23:16 24:1 33:8,17	admits 139:10	allegation 89:20 145:24 159:20	approach 33:7,16,17
35:24 36:16 40:6 41:18	adopted 50:6	allegations 112:2	approximate 95:1 96:3
44:18 49:12 51:5 52:11	ADS 133:10	almost 27:23	approximately 23:8 104:6 130:13 134:22 135:13 161:5
54:25 55:4 56:10,13	ADSL 118:2,4,12,18 119:1,11	Along 91:15	approximates 136:1
62:13 64:7 65:20 67:16	advantage 87:10 144:21	already 32:17 56:3,10 165:5	approximation 136:2,4
68:4 80:24 82:10 83:14	Advertising 97:24	alternate 45:4	April 165:18 167:12,18
97:16 100:21 104:20	advise 15:1	alternative 7:4 45:8 155:7	architectural 8:2
104:21 108:9 111:21	affiliates 28:20	alternatives 155:20,25 156:9	around 8:21 96:3 134:15 137:2,21 151:7,8 153:15 166:10
113:6 117:15 119:14	after 5:8 6:1 9:25 10:17 12:20 33:11 34:19 37:3 37:5 39:6 41:18 43:1 44:20,24 45:1 46:4,5 52:15,16 54:21 55:21 64:2 107:5 124:16 126:9 131:9 142:12 154:6 166:2,3	Although 68:5	arrangements 136:6
121:8 126:25 128:5	afternoon 3:8,9	amount 14:20 18:5 23:23 26:19 104:4 147:6,13,24 162:21	article 141:9,14 142:16 142:25 143:13 144:5 144:23 145:1,7,9,12 146:6,13 147:8 148:16 148:22 149:2,7
131:3,5,7 133:8 134:23	afterwards 55:3	amounts 19:1 136:12	articles 145:23 146:17 146:18
136:1,22 137:3,10,11	again 5:2 6:14 8:12 16:24 17:23 30:4,8 40:11 41:6,25 49:8 52:8 55:25 56:1 62:20 64:17 68:13 73:6 75:12 76:7 79:17,24 81:25 82:7 87:17 89:2 90:24 93:3,12 96:1 101:25 102:20 105:5 106:16 107:17 108:4 113:21 125:7 132:24 147:8 148:15 149:5 150:24 161:9 162:6,13,14 163:8	analysis 73:9 100:23 102:13 125:13	asked 8:4 13:19 16:21 17:2 24:23 31:21 33:2 33:11,19 35:10 37:14 46:8 50:14 53:2 56:10 56:13,20 60:17,25 64:7 64:19 69:11,19,21 70:11 72:13 105:12 110:10,16 117:16 121:7,10,14,16 146:4,5 148:2 149:16 165:22 165:23 169:18
138:13 144:7 150:9	afternoon 3:8,9	and 174:5	asking 38:2 51:12 69:21 72:7 91:4 99:6 104:3 123:22 124:9 132:15 148:4
160:14 161:8 162:1	afterwards 55:3	Angel 44:10 77:19 89:24 127:24 128:1	assessment 159:14 164:5
169:3,16 171:17	again 5:2 6:14 8:12 16:24 17:23 30:4,8 40:11 41:6,25 49:8 52:8 55:25 56:1 62:20 64:17 68:13 73:6 75:12 76:7 79:17,24 81:25 82:7 87:17 89:2 90:24 93:3,12 96:1 101:25 102:20 105:5 106:16 107:17 108:4 113:21 125:7 132:24 147:8 148:15 149:5 150:24 161:9 162:6,13,14 163:8	anne 2:10 175:22,24	assistant 165:13
above-mentioned 149:10	against 1:6 4:14 16:15 143:7 165:8	announced 165:9	Associate 6:11
accept 158:15,18 164:20	agenda 88:10	announcement 165:11 165:14	Association 151:15,19
accepts 57:22	agendas 88:8,13	announcing 166:22	assume 158:21
access 112:13 113:16 131:18	agent 109:15,16	another 24:9 55:6 59:21 125:9 163:25	AThird 1:16
accommodate 5:5	ago 157:23	answer 9:18 14:24 18:18 19:14,16,17 24:22 50:19 56:22 57:6,13 72:16 114:18 115:2 146:7,9	Atlanta 46:14
According 115:13	agree 51:23 57:16,20 58:10 143:23 148:10 155:14	answered 33:3 72:14	attach 145:22 146:5,18
account 9:10 10:5,23 12:18 13:2,10,11 40:3 58:4,12 78:17 119:2 170:22,23 173:17	agreed 152:16	answering 9:11 175:24	attached 11:6,12 54:7 141:9 142:17 149:2 169:8
accounting 101:6 103:3 103:25	agreement 32:17 91:17 92:14 138:12 158:13 166:10	antiquated 123:24	attempt 91:21 143:10,22 148:21 168:16 170:4
accounts 27:19,24 59:12 120:19,20 121:24 122:4,12 160:3,4,4 167:23 168:2,4,12 175:13	agreements 14:24	anybody 121:7,10	attempted 35:8 157:18 167:12
accurate 68:9 70:5 71:8 164:5	ahold 103:23	anyone 47:12 87:1 111:23 117:19 166:18	attempting 27:15
acknowledging 98:18	Akerman 2:3	anything 14:12 62:13 65:2 77:12 78:15 83:2 89:10,14 110:17 113:6 125:25 126:1 142:12 164:2 168:16	attempts 170:6
acquired 38:12 140:11	Alabama 30:2,10,11,14	anyway 76:1 87:4	attend 6:21 46:10 87:22
acquisition 41:20	ALEC 14:2 28:17 130:4 133:11 136:9	anywise 177:20	attended 47:18
across 83:3 101:2 103:21	ALECs 153:2,4,9 162:18	apparent 148:18	
action 177:19	ALEC's 118:25 150:21	apparently 92:5	
actually 9:9 10:11 11:22 12:7 19:8 33:23 34:11 52:17 54:7,24 60:20 66:3 69:22 70:2 72:21 78:17 80:12 87:19 88:22 93:21 99:19 104:24 126:5 132:5		APPEARANCES 2:1	
add 102:4		appeared 149:18	
additional 164:20		appears 53:10 57:15	
address 3:15 51:14 144:6,8 174:4		appointment 112:9,14 112:19 113:2,4,10,16	
addressed 70:3			

attorney 48:16
 attorneys 146:11
AT&T 6:18 7:17,20 8:3
 8:5,6,16 9:1,2,3,8
 10:22 12:23 13:16,24
 131:3,4,4 133:25 134:1
 136:3,9,12 162:5
 163:24 164:12
August 51:5,9,13,15,18
 52:8 64:4 145:20
 146:25
author 141:24
authorization 90:2,11
 114:10 175:3,6
authorize 48:23
author's 141:16
automated 126:2
automatic 161:19
autopopulate 18:7 37:13
available 25:12 52:6
 58:16,24 59:23 70:25
 123:14,16 165:23
 166:6,15 169:11
Aventura 3:17
Avenue 1:16 2:4
average 106:10
avoid 68:6 71:5
aware 43:5,7 98:5
 127:24 132:16 135:7
 166:9,12,23,24,25
 167:20
away 124:7 166:8 174:18

B

B 2:18
Bachelor's 6:25
back 15:14 16:21 18:22
 50:8 53:8 56:6 61:12
 64:8 69:7 79:18 80:3
 81:11 85:9,10 91:20
 93:3 99:10 103:25
 104:24 119:2 120:13
 123:20 126:13,19
 127:20 138:23 139:4
 140:22 142:9 143:2,10
 143:23 144:22 148:21
 149:18 161:9 162:6
 166:7 167:8
background 5:8
Bank 128:12
base 107:21 137:8 168:8
 168:8
based 20:20 21:24 22:11
 23:17 71:15,17 73:5
 84:19 96:14 102:7,10
 102:13 108:24 117:7
 122:1,22 125:7,18

127:3,14 130:5 136:5
 136:18 137:5 139:2
 143:13 150:24 155:8
 155:10 163:8
Basically 33:22 106:14
basing 151:3 159:20
basis 58:22 59:15 60:2
 62:1 68:11 82:6 85:3
 87:16 96:13 101:1
 107:16 117:2 121:5
 125:3,17 140:24
 146:15 147:7 170:22
Beach 148:23,24
became 8:21 13:11 15:18
 16:18
Becky 169:15 172:9
become 13:2 170:15,18
before 1:1 4:4,6 9:18
 18:18 25:22 32:18
 33:13 43:8 44:20 46:3
 49:2,7 54:22 56:4 91:9
 105:15 129:24 139:12
 146:7 148:23 154:19
 165:5 168:20 169:21
 177:11
began 170:13
behalf 3:3
being 41:1 48:24 61:6
 126:23 133:22 148:12
 152:7 170:9 174:21
 177:7
belief 54:6 61:15 62:17
 62:20 63:3,12,20 64:6
 65:6,15 74:21 76:24
 77:2,7 78:4,18 81:15
 81:16,19 92:18 96:14
 96:25 98:14 101:1,13
 102:8,9,17 103:11
 112:20 113:17,23
 117:3 135:11,15
 144:23 149:20 151:3
 154:4 163:7
believe 4:9 10:6 22:23
 23:18 24:16 31:22
 34:13 37:7,19,21 42:1
 42:1 45:21 46:22 47:8
 52:6 54:8 58:20 63:25
 64:3 67:3 76:18 82:18
 84:19,22 89:23,23 90:4
 90:10,19 91:9 94:17
 96:21 97:2,12,22 99:15
 100:14 102:18,21,23
 109:24 110:4,13,18
 111:5 116:23 120:17
 121:11,13,17 122:20
 122:22 126:10,14
 128:21 129:5,7,19

130:7 132:18,19 135:4
 136:3 137:1 149:12
 151:6,14,23 156:22
 157:7 158:10 160:20
 163:1,24,25 164:6,16
 164:18 165:12,15,18
 165:22 167:3 170:5,25
 171:1
believed 69:3
Bell 8:5
bellsouth 1:8 2:6 3:3,11
 4:14 9:8 15:13 17:15
 19:2,5,9,22 25:11 27:2
 31:2 32:4 34:5 36:10
 36:20,21 39:12,24
 41:21 42:17 43:12,14
 44:19 46:11 49:25 50:4
 55:8,11 57:19 58:7
 59:5,8 61:5,9,12,22,24
 62:17,24 63:7,12,25
 64:7 65:5,6,16 68:7
 69:3,7 70:4 71:7 74:3,4
 75:21,24 76:4,8,16
 77:22,23 78:20,22 79:5
 79:8,9 80:2,2,10,21
 81:3 83:15 85:6,10,14
 85:18,24 86:7,14 87:12
 87:20 89:6 90:1 91:16
 92:13,24 93:5,5 95:3,9
 96:7,15,19,24 97:7,11
 97:11,12,14,19,23
 98:14 99:14 102:16
 103:5 104:25 105:5
 106:16 107:11,13
 108:9 110:9 112:20
 113:1 115:9 116:18,25
 117:4,10,16,19 118:1
 119:11 120:24 121:2,7
 121:14 123:13,16
 125:1,5,14 127:10,13
 128:2 133:7,20,21,22
 138:4,16,21,23 139:3,6
 139:10,11,23 140:4,4
 140:20,22 142:5,17,21
 143:14,25 145:7,14,20
 146:16,23 147:6,18
 148:7,9,21 149:17,24
 152:14 153:17 154:4,8
 155:4 156:11,16
 157:15 159:18 161:18
 162:1 163:1,9,13,14
 164:2,20 166:9
BellSouth's 18:8 30:19
 44:2 50:2 80:23 81:24
 87:9 91:2,8 94:10 95:2
 95:23 99:21 110:9
 111:4 118:11,17,24

119:1 120:1 133:1,4
 137:7 143:7,20 152:23
 154:1 159:15
belonged 9:1
belongs 28:13
best 41:11 44:23 52:9
 53:1 69:10 113:5
bet 40:25
BETA-Com 136:8
BETA-test 35:16 166 10
 166:24,25
better 10:1
between 56:20,23 57:4
 57:11 65:24 96:4 153:8
 154:20 160:9,21,21
 161:14 163:2 170:7
Beverly 177:4,25
BH-1 11:7
BH-2 51:6,8,22
big 170:6
bill 101:16 102:2,22
 121:13 169:15
billed 39:9
Billing 97:12
bills 96:10 98:24 101:7
 104:2,3,24
BIPCO 97:10,12,13,19
 98:3
bit 32:6 40:24
blaming 96:12
bob 2:11 176:2
boss 13:22 106:2,3
both 11:22,24 12:11,13
 37:3 71:18 91:18
 135:15 161:22 173:11
 175:5,8,9,10,10
bottom 52:5 90:15
bought 107:18
box 50:23,24 175:15
Brad 77:14 108:18
 110:16 122:5
bradford 1:15 2:16 3:2
 3:14 177:8
brand 111:18
break 5:4 25:8 46:16,17
 91:12 129:11,14,15
 168:20 169:3
brian 2:3 54:10
briefly 172:10
bring 53:16
broadest 25:4,6 27:16
broken 8:3
brought 91:24,25 122:5
Bud 45:21
building 8:1 167:9
built 47:2
bulk 165:8,17 166:14

167:2 business 9:4,6,9 10:5,23 12:18 13:2,9,10,11 27:4,8,10,17,19 28:1,4 29:11 47:2 50:11,11 61:4 69:5 76:9 80:23 81:7,25 83:16 84:2,3 86:2,5,16 94:14 95:17 95:17,18 111:20 133:16,17 134:11,16 134:18 135:8,20 136:3 136:12,14,21,24 137:3 142:7,25 144:9,13,20 145:2,8,10 149:5,13 151:1 154:22 155:13 157:16 172:15 174:3 Businesses 134:20 buy 156:10,13	cancel 87:11 cap 61:25 62:4,7,11,14 capabilities 50:2,15 capability 47:3 50:5 capacity 109:14 capitalized 148:19 capped 62:12 card 3:24 cards 13:9 career 105:19 Carolina 30:1,2,9,10,13 30:13 31:7 carrier 174:25 carriers 61:16 case 10:10 19:7 73:3 94:6 97:22 127:5,6 169:11 172:7 cases 68:8 71:7 107:18 163:12 CASEY 2:11 175:24 catagorize 136:15 Cathy 53:7 56:5 60:20 60:21 64:24 caused 18:23 40:24 69:3 82:4 85:1,14 107:13 causes 19:3 causing 168:12 CC 177:25 cellphone 157:14 166:5 center 79:13 80:14 81:2 81:3 126:3 certain 62:9 117:7 132:20 certificated 30:25 certificates 128:23 Certified 177:4 certify 177:6,15,18 changes 55:11 173:2,6,6 channelized 22:15 channels 66:5 characterize 5:2 charge 93:23 94:13,23 charged 39:24 40:11 41:1 charges 95:10 check 54:9,11 55:17 88:19 107:5 158:15 checked 153:1,2,3,5 checking 47:3 50:2,15 161:20 Chicago 5:11 6:2,19 8:11 choice 151:24 175:9 chooses 79:5,9 175:11 circle 51:5 55:7,21 56:16 56:21,21,25 57:12,12 57:15,21 58:21 59:8,9 59:22 60:1,23,25 61:7	61:10 63:13,19 64:1 65:7,17 91:16 92:14 149:21 150:1,14,15 152:6 153:21 154:5 cite 144:5 145:23 148:22 claim 89:20 claimed 128:25 clarification 15:15 19:3 48:20 126:17 168:13 clarifications 15:9 17:24 18:1,21,22 19:1 168:9 clarified 18:24 125:10,11 127:16,18 clarify 31:24 125:14 126:12 clarifying 125:1,5 127:13 classes 154:21,22 classroom 156:20 clear 11:10 59:7 clearly 85:4 CLEC 28:13,17 32:2 58:20 73:5,14 79:15 118:5 130:22,24 135:19 136:24 151:21 162:7 165:7 175:4,10 175:12 CLECs 52:2,4 58:11,17 59:3,4 63:10 131:10 134:8,17 135:8,11 136:13 153:2,5,8 156:6 CLECWARE 48:1 161:23 162:20,21 CLEC's 58:3,5 CLEC.com 131:20 closed 6:18,20 Club 3:16 coincide 130:16 coincidence 63:6 152:6 cold 38:5,5 colleague 166:4 college 7:16 8:8,10 combination 34:17,18,20 34:23 39:17 41:13 158:22 165:24 combinations 158:7,9 159:17 combine 12:11 Combo 39:9 come 38:6 41:24 44:6 55:2 85:9 95:5,8 96:3 100:24 101:2 103:8,21 104:5 134:10 162:12 163:7 comes 140:1 coming 99:2 comments 113:14	commission 1:1 2:11 49:3,22,25 61:17 139:12 140:3 162:14 163:8,12,15 164:1,7,9 commissions 61:25 common 110:15 companies 109:20 131:25 company 3:24 4:13,15 45:10 73:2 109:18 compare 130:21 compared 95:1,19 133:19,20 comparing 174:21 compete 16:15 competition 58:7 59:6 133:19 155:6 competitors 130:25 136:19 142:8 143:1 complaint 1:5 4:13 84:18 complete 5:16 7:10 59:8 160:2 completed 91:23 completion 160:9,21 161:14 compliance 25:3 complicated 13:3 160:3 comply 163:15 164:2 computer 42:25 43:2 computerized 177:14 computers 42:21 concept 148:12 concern 40:24 concerned 111:21 153:11,18 concerning 58:4 concluded 176:4 conclusion 73:10 100:24 104:5 conducted 67:18 conference 37:1 conferred 166:3 confirm 102:17 166:13 confirmation 55:8 confirmations 167:7 confirmed 159:15 confused 39:19 79:23 114:13,22 connect 118:2 consider 32:12 38:1,3,4 105:4 106:16 124:19 131:23 136:7,8,19 171:19 consideration 159:24 considered 24:13 25:20 132:2 constant 23:18
C			
calculate 96:1 calculating 103:11 136:13 calculation 95:5,8 135:14 calculations 122:19 call 3:24 11:18 37:1,6,9 50:18 66:3,6,8,11 70:25 74:8 75:2,12 80:13,14,16,18 81:2,3 81:4 84:1,3 86:22 99:13,25 100:2,5,8,9 105:16 106:21,22 107:3 124:16,18 142:8 143:1 144:22 147:2 157:14 160:13 166:5 called 3:3 9:9 11:19 12:7 12:8 17:19 55:6 75:5 76:9 77:4 86:1,10 93:3 97:23 105:12,17,18,19 105:21 106:8 107:6 110:4 124:7 127:10 calling 74:19 86:25 105:14 calls 18:15 24:19 60:3 67:9 75:15 77:22 80:2 81:8 83:10 105:23 106:1 108:18 110:24 114:16 116:18 143:8 143:21 144:24 147:20 came 8:11 39:8 44:20 54:21 55:5 63:18 83:3 103:21 157:4,6 167:8 170:20 cancel 114:1,6 cancelled 64:9,20 114:21 115:6			

<p>consultant 9:10 10:21,23 11:21 12:16 13:1 consulted 31:20 consumer 135:3 150:24 151:14,18,22,25 152:1 154:10 consuming 34:6 174:22 contact 7:25 55:25 56:7 58:3,12 67:6 71:19 73:8 74:3 75:21 76:8 76:16 79:19 82:8 87:1 138:22 166:18 174:9 contacted 56:3 78:14 107:20 contacting 67:13 contacts 81:24 83:15 continuation 147:4 continued 5:12 98:9 continues 118:1 119:11 119:22 continuing 6:8 118:9 contract 34:21 68:6 70:3 71:6 contrary 80:24 149:10 control 18:8,11 135:8,11 150:22 151:4 controlled 134:17 conversation 52:13,24 84:20 89:4 98:13 106:10 159:12 conversations 36:21 52:11 62:23 65:4 68:15 69:12 71:2 74:23 77:11 82:17 112:24 141:1 146:10,11 conversion 41:12 69:4 74:2 75:20 77:23 78:19 80:1 96:8 100:15 101:14 106:15 112:10 112:17 115:23 116:8 116:12 159:17 161:6 165:24 168:13 172:1 172:13,14,15,18,22 173:4,5,13,18 conversions 116:15 convert 38:16 39:18 76:2 82:2 83:18 87:11 91:22 119:2 120:19 122:5 123:12 124:5 168:7 converted 39:16 118:4 123:6 126:24 127:18 Converting 121:24 copy 11:9 87:19 89:6 90:16 91:25 92:6 correct 19:22,23 32:9,10 32:23 41:13,14 56:17 56:18 57:23,24 59:16</p>	<p>59:23,24 60:2 87:6 115:18 127:15 129:20 137:7 141:6 143:6,15 152:20 156:2,4,7,8 157:25 159:1,2,7 160:23 173:10 177:16 corrected 85:8 correctly 19:6 85:17 cost 40:21 counsel 129:18 177:18 country 3:16 153:15 county 177:3,5 couple 87:14 128:5 154:22 157:23 course 7:13 27:19 91:22 92:13 131:15 172:6 courses 7:2,9 154:13 court 3:21 4:24 9:21 177:25 CPNI 138:22 created 18:4 creates 96:7,16 98:15 credible 151:24 credit 3:24 creditors 26:23 CRM 68:5 77:5 93:2,7 93:13,23 105:15 Cross 2:15 Crosswhite 53:7,8 56:5,7 60:21 64:24 CSO 77:3 CSR 40:1 173:1 174:19 cure 161:13 curious 145:22 current 26:22 27:1,11 121:21 171:3 currently 24:11 171:9 173:9 customer 4:19 7:25 8:12 10:10 12:2,6 13:13 14:7,8,11,12,15,20 15:5 16:3,18,20,24 17:19,22 26:10 27:15 40:2 50:18 57:21 61:13 65:20,22,24 66:2,4,9 66:12 67:7 68:20 69:1 69:18,22 70:1,10,12,22 70:24 71:4,10,18,20 72:4,9 73:1,7,12,12,17 74:1,13 75:5,6,19,25 76:2,5,12,14,15,17,18 77:20,22,24 78:20,21 79:1,8,16,17 80:2,3,22 81:11,24 82:3,23 83:15 84:25 85:5 86:11,18 87:10,19 88:3 91:17,21 92:5,6,21 93:1 94:14</p>	<p>101:20 107:12 108:10 108:13 110:2 111:18 111:19,22 113:7,18 114:1,3,6,7,9,13,21,23 115:23,24 116:18,25 118:3 124:5 127:6,7 128:15,21 139:13 140:7 143:8,9,10,21,22 144:14,21 145:15 147:25 148:8,18 163:4 174:4 175:7,10 customers 8:25 9:1,5,13 12:7,12 14:14,20 20:21 21:2,11,22,24 22:3,8 22:10,11,19,24 23:13 23:17,23,23 24:1,5,7 25:5 26:3,5 28:1,4,4,6 29:19,23 30:18 31:4,12 35:5,9 38:9,12,20 58:7 59:5,11 61:5 63:8,13 63:21 66:6 67:13 68:4 68:16 69:12 70:15,18 70:21 71:19 73:8 74:5 74:9,11,19,24 75:1 76:7,10 77:11,15 82:8 82:9 83:9 84:8,9,20 87:17,18 88:21 99:3 101:3 105:3,6,7,9,16 106:6,8 108:20 110:1 110:10 111:11,14 112:21 113:23 114:11 116:24 117:5 118:2,25 119:11,17 127:17 128:5,7,8 130:19 137:12,17,23 138:6,9 138:15,17,18,23 139:2 139:5,7 140:15,20 142:6,8 143:1 144:22 148:21 152:13 153:15 153:25 154:6 155:6,19 155:24 156:3,7 160:10 customer's 40:3 72:18 75:8 76:19 88:24 113:19 cut 80:8 141:18,20 174:18 cycle 50:20 C-1 80:13</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>D 2:14,18 dade 177:3,5 data 50:23 database 80:10 date 33:9 34:12 35:13 37:2 52:14 98:20 112:18 145:6 158:16</p>	<p>dated 53:11 54:14,19 dates 37:24 150:17 day 36:1,3 39:1,3,5 54:19 60:12 106:22 142:6 166:7 168:3 169:21 177:22 days 106:24 deal 29:14 dealt 9:13 12:8 14:12 December 41:25 164:22 decide 175:12 decided 166:6 decision 31:15,18 32:11 33:1 45:17 47:22,25 48:1,9 50:9 164:19,23 decrease 149:11 dedicated 20:4,17,19 23:16 24:3 Deducting 95:9 defend 142:21 defended 142:7,17,25 144:9,12 145:2,4,7 149:5 defending 143:14,25 defends 145:9 deficient 34:5 defined 149:6 degree 5:13 6:7,10,12 154:20 demanding 25:14 demonstrate 170:2 demonstration 46:10,13 46:20 47:7 50:13 173:16 denied 145:3 denies 142:18,22 144:1 department 8:2,2 13:5,7 13:22 44:10 45:3,7,24 46:1 75:24 76:5 77:19 77:23,24 80:22 83:5 86:7 99:16 101:6 103:3 112:16 117:24 119:19 122:25 164:11 DePaul 5:12 6:2,3,4 depends 94:15 95:16 deployed 94:19 138:12 deposed 4:4,6 deposition 1:13 3:11 4:18 177:8,11,16 describe 57:15 67:17 156:18 described 70:2 description 70:19 desk 83:3 103:22 despite 19:25 58:2 118:1 155:17 detail 67:17</p>
--	--	---	--

determination 131:9	distinction 153:7,8	economics 154:14,25	entire 23:5 133:7 141:14
determine 125:14	division 97:19	155:9,11,12,15,16	151:2
develop 16:14 25:13,23	DNN 160:14,16	economist 154:11	equal 50:2 73:3,14
developed 77:7	docket 1:2 139:20	EDI 31:16 33:1 34:1,8	equals 135:17
developing 72:6 84:18	document 43:23 57:8	34:11 35:22 36:9,13	error 18:12,23 19:25
dial 35:23,25 36:3 74:5	82:25 89:19 90:3 91:1	37:17,20 41:23 42:5,19	36:20,20 70:23 75:14
160:12	102:18	42:21 43:3,6,13 157:5	75:16 83:11 86:22
differ 12:1	documentation 19:5	157:6,19,24 158:5	96:11 101:16 102:2,19
difference 32:1 56:20,23	34:4 42:10,16 112:15	159:1,10,15,22 164:20	102:22 112:9
57:4,11 96:4	documented 102:21	edit 47:3 50:1,15 168:16	errors 18:5,9 102:14
different 5:2 9:8 11:20	documents 37:8 44:1,12	editing 50:5 161:20	104:3
11:23,24 66:5 76:17,18	63:1 65:9 76:23 88:19	162:19,22,23,24	ESQ 2:3,7,10,11
150:13,18 160:1	91:19 102:11,16,25	173:23	established 92:9
difficult 53:11	103:8 122:14,19	edits 50:17 174:16	estimate 100:21 104:13
direct 2:15 3:6 11:6	151:20	educate 157:4	122:21,22
38:13 48:11 53:20,23	doing 12:13 62:21 77:15	education 5:12 6:8 7:16	estimation 22:22
54:2 141:3 142:23	123:21 158:10 170:23	155:10	even 69:6 87:5 145:23
171:16 174:9	173:12	educational 5:8	156:3 157:23 175:13
direction 177:14	dollars 39:10	effect 42:12 62:4 150:4,7	ever 4:4,6 9:15 11:1 34:8
directly 12:8 109:17	done 34:21 65:21 67:16	effective 42:2	40:7 41:5 46:10 47:22
117:16	82:1 83:17 96:20	effectively 61:6,11	56:23 67:6 68:15
disagreement 51:22	100:23 119:8 121:2	effects 63:9	116:11 117:10,13,19
disappeared 64:14	123:23 125:13 163:11	efficiently 17:15	129:2 132:10 159:9
disconnect 36:17 108:14	164:1	efforts 28:11 142:18,22	161:11 164:19 166:17
108:21 110:12 112:21	Dottie 156:22,25	144:1 163:4	170:21
113:18,24 114:4 115:7	down 3:21 9:22 13:22	eight 91:15 161:17	every 3:23 39:3 66:8
115:10,24 119:11	20:1 25:9 32:6 124:6	162:16,17,25 168:24	75:18 77:22 78:5 83:14
144:22 148:20 160:10	126:10 157:4,6 166:5	either 12:14 22:14 29:19	83:23 84:2 101:20
160:21 161:7,15	175:4,14 177:12	32:12 57:22 75:13	102:18,21 115:22
disconnects 143:9,22	downsizing 8:8 13:4,22	79:15 88:3 94:5 144:9	139:13 140:7 154:1
discontinued 149:19	downstream 36:12	171:16	everybody 16:20 166:23
discount 57:23 61:11,13	draft 48:18 129:22	elected 8:4	everyone 139:8
68:7 70:4 71:6 73:3	drafted 122:17	electronically 159:18	everything 149:11,22
92:22 95:1 152:7,7,15	dramatic 130:11	elicited 45:19	166:22
152:19,22 153:22	dramatically 22:21	eliminate 13:4,6	evidence 62:16 64:5
discounts 61:6 62:18	63:18	eliminated 10:18	81:17,20 92:18 163:6
152:12,17 153:22	Drive 3:16	else's 171:13	exact 22:20 33:9 34:12
discovery 44:2 91:2,8	drop 100:16 101:24	EMERGENCY 1:10	36:18 37:24 42:6 52:14
99:21 103:5 110:9	125:8 126:2 175:4,14	emitting 18:13	66:15 98:2 100:17
111:4,4 127:25	dropped 124:14	employed 97:7 109:10	104:9 105:8 127:8
discuss 14:16 85:24	dropping 96:9	109:11	128:21 130:10 134:13
discussed 23:15 93:15	due 118:4	employee 28:16 96:25	exactly 7:14 10:5 11:18
discussing 68:14	duly 3:4 177:9	174:5	16:17 20:22 25:9 28:21
disparity 163:2 170:6	during 7:16 21:5 69:4	employees 29:6 35:6,20	32:24 35:11 36:14 39:4
dispatches 108:10	74:2 75:20 77:23 78:19	67:10	40:14 44:13,15 54:16
dispatching 112:17	79:25 80:1 96:8 106:15	employment 34:7	65:22 67:17 71:12 72:2
dispute 7:4	132:15 146:23 168:13	Empower 131:2 134:9	86:19 104:12 122:10
disruption 74:2 75:19	duties 10:8 14:8 24:25	135:16	132:8 134:1 141:7
80:1 82:4 85:1,15	55:19 121:21	encountered 25:22	151:15 156:24 160:6
96:12 107:13 118:4	D&N 36:8 160:19,19	end 52:17 168:3	165:16 170:19,24
disruptions 96:11		England 97:4,6 98:14	EXAMINATION 3:6
160:11	E	100:1 103:24	examined 3:4 177:7
distance 1:5 9:1 20:4,7	E 2:14,18,18	English 168:1	example 50:18 66:1
20:16 21:11,15,18,22	each 135:16	enough 3:20	86:10
22:8 23:12 24:1 29:19	earlier 132:20 152:16	ensure 163:4	except 35:14 150:17
29:22 30:20 111:19	early 52:18,19,20,166:7	entail 15:22 16:6 20:18	exchange 73:2 133:2,5
138:8 174:24 175:2	earning 61:12	enters 126:14	150:23 151:5

excuse 57:25 102:6 156:14	124:25 159:4,25	finish 65:12	forum 165:8
executive 12:19 13:2,10 13:12	falls 125:4,22	finished 5:13 7:7 83:7 168:23 176:2	forward 168:21
exhibit 11:7 51:6,11,14 51:14 54:6 169:9,14	familiar 53:6 56:4 61:16 62:3,15 118:10,15,17 118:21,24 119:5,6 120:6,7,8 135:5,6 160:16 167:17 170:15 170:18	fired 13:18	forwarding 50:19 160:13 174:20
exhibits 2:19 11:12 48:21 51:7 53:22	far 27:14 41:20 46:9 97:17,21 148:11 174:16	first 3:4 5:20 17:6 32:8 33:7,16,17 34:10 35:6 35:12,23 36:5 37:4 39:6,21 56:13,25 64:1 74:3 75:2,20 76:16 173:24 174:2	foundation 27:6 29:8 118:14 152:2 155:21 158:2,17
existing 61:5 111:19 116:9	fast 174:20	firsthand 67:22 71:16 92:7 93:20 107:21 108:24 115:17,20 168:6	four 17:17 20:12 52:10 58:2 60:11 61:3 74:1 104:21 107:10 109:24 109:25 111:11 134:21 135:12 137:2 138:21 148:17 149:9 152:5 159:13
exists 29:1 98:6	faster 68:8 70:5 71:8 174:7	fit 37:13 50:24	frame 41:7 42:1 54:20 98:7,8 108:5 125:24 127:20 161:8 165:1 170:16
expected 56:11 64:19,20	fastest 130:3 133:10 140:21	five 37:22 38:17 40:6 41:15,16 60:11 67:3 78:13 105:10 122:11 137:2 148:17 149:4 151:7 155:2 158:6 159:5 161:17 169:3	Freddie 166:4
expecting 56:5	fax 90:9 112:8	fix 79:9 80:18 96:20 98:11 168:16	Frederic 47:15 167:3
expenses 26:20	faxed 87:19 89:5 90:7 112:12	fixed 37:14,15 98:7,8,19 98:20,22 124:7	freeze 167:18,18,20,24 168:9,12 174:24 175:2 175:7,13
experience 70:1 80:8 96:8,14,16 98:15 100:16,22 101:2,14,18 102:1 105:5 125:7 127:4 160:11	faxes 163:6	fixing 98:11	freezes 175:4,9,10,10
experienced 69:4 101:23 104:7	FDM 131:2	float 160:23	frequency 171:22
experiences 74:1 75:19	FDN 134:9 135:15	Floor 1:16 2:4	Friday 1:18
experiencing 101:21	feature 101:15,24 165:8 166:15 167:2	florida 1:1,17 2:5,8,12 3:17 5:13 6:10,20 8:16 30:3,10,11,14 31:13 49:3 110:6,7 130:4,22 133:8,9,11,12,15,17 134:6,12,17 135:19 136:14 137:13,18 138:2,3,4 151:10 152:22 153:12,13,18 153:19 175:16 177:1,6	friendliness 46:9
expert 155:15,16 171:19 172:8	features 96:10 100:16 160:12	flowed 39:1	friendly 34:6 42:8,9
expertise 154:25 155:9	February 24:16 46:22 156:16 159:1	flows 126:10	from 4:2 5:23 6:6,23 7:22 8:17,18,19 10:16 12:14 15:9 17:10,22,24 19:2,5 20:1 21:1,3,4 22:17,24 23:21 24:6 26:3 29:4 34:4 38:6 41:21 42:17 43:12 45:20 49:13,16 53:11 53:19 59:10 60:19 62:8 67:19 68:13 69:2 71:19 73:6,7 74:2,25 77:2,3,7 79:15 82:7,7 87:17,20 93:2,7,8,9 101:2 105:4 107:17 108:14 112:24 115:8 118:8 119:9 121:3 122:8,24,25 125:7,8,24 130:18 132:13 134:18,18 137:1,4 139:3,8 140:15 140:25 141:20,21 143:8,19,21 147:8 150:16 152:14 154:10 156:10 162:3,18 164:20 168:7 172:15 174:8 175:6
Expires 178:1	feature 101:15,24 165:8 166:15 167:2	flowing 177:15	front 140:3
explain 32:1 35:19 79:10 113:21 125:21	feature 101:15,24 165:8 166:15 167:2	forgot 42:6	froze 168:2,4
explains 108:13	features 96:10 100:16 160:12	form 19:10,12,13 22:4 32:14 34:25 44:3 70:8 83:1 104:8 112:12 113:8 144:16 150:5	frozen 167:23
explanation 60:13,17 61:1 103:17 122:7	February 24:16 46:22 156:16 159:1	former 66:8,11 67:13 68:16 142:8 143:1 148:21	FUEL 50:4 162:8 163:10
explore 33:23	FEC 135:5	forth 120:2 177:12	
extent 14:25	FEC's 134:25 151:25		
e-mail 53:10,12,14 54:3 54:14 64:8 69:6 123:22 123:23 143:14 148:23 149:18,24 150:2,7	Federation 135:3 150:24 151:14,18,25 152:1 154:10		
	feel 34:1,3 137:6 166:17		
F	fell 124:15		
Fabio 77:19 93:25 94:2,4 106:4	felt 33:22		
facilities 36:7 116:9	Fern 109:3,5,8		
facility 20:20 21:24 22:11 23:16 136:5	few 16:19 73:8 87:13 105:16,17 156:19		
fact 49:17 61:14 86:12 98:1 105:3 127:16 139:2 140:17 150:19 155:18 159:3	Fifty 102:3		
facts 62:16,23 64:5 81:17 81:20 92:18	figure 22:20 103:9 122:15 134:1 136:18		
failed 158:6	figured 8:9		
failing 37:13	figures 100:21 137:5,8		
fair 32:15 43:10,10 117:2 138:1 152:4	file 48:24		
fall 18:24 34:13 35:14 37:25 38:1,3 43:11	filed 53:17,18,20 64:17 129:2,24		
	filing 48:23 51:13,15 52:8		
	filmer 173:21		
	filming 173:20		
	find 45:4 66:7 105:19 106:6 112:6 119:13 151:24 157:8,15 163:21		
	findings 163:8		
	fine 129:14 163:19		

full 3:13 51:5 55:6,21
56:16,20,21,25 57:11
57:12,15,20 58:21 59:8
59:22 60:1,22,25 61:7
61:10 63:13,19 64:1
65:7,16 91:16 92:14
149:21 150:1,14,15
152:6 153:20 154:5
177:16
full-time 67:10
fun 162:11
function 161:20 162:19
functionality 162:15
163:10
further 15:1 25:9 63:7
177:18
Furthermore 94:9
future 13:23 17:1
F-E-R-N 109:6

G

Galopi 77:19 93:25 94:2
106:4,5
game 4:17
gap 160:9,21 161:14
gather 10:12
gatherers 131:21
gave 41:18 45:1 55:23
61:11 67:20 89:7,23
90:18 99:19 129:18
130:17 136:17
general 112:24
generally 80:5 81:1,2
88:13 112:4 120:10
gentlemen 94:5
Georgia 30:2,10,11,13
getting 15:13,14 63:21
79:18 92:22 99:1 112:8
168:8
give 4:23 5:7 14:19 22:20
22:22 34:12 35:13
40:17 43:16 56:11
66:15 89:22 91:7 99:4
99:6,18 104:13 105:8
110:14,19 111:22
126:16 130:12 161:4
163:10 167:22
given 10:18 45:2,3,8
170:1
gives 56:23 57:21 160:19
giving 61:13 150:9
glad 5:3
go 5:17 6:1 7:21 8:5,6
10:11 13:25 16:21 21:8
30:4 32:11 47:6,22
50:9 60:11 64:1 66:5
73:2,15 80:3 99:10

106:1 114:14 124:23
126:9 129:9 148:15
154:6 166:7 168:21
169:7
goes 19:9 115:22
going 8:10 43:13 51:4
53:25 58:1 64:17,21,25
73:15 80:12 108:19
130:17 145:20 146:8
162:6 168:18,23 169:3
174:11
gone 93:6 112:11
good 3:8,8,9 42:6 44:17
82:25 174:5
gotten 114:8
graduate 5:15 7:1,3
graduated 6:23
greatest 132:25 133:4
137:6
greatly 125:1,6 127:13
grievances 147:2
gross 26:16
ground 38:7
group 20:6,7 151:13,21
151:22
groups 28:14
growing 130:3 133:11
growth 130:5,8,21
131:25 137:8,11
guess 9:7 169:12
guesstimate 100:18
101:22 134:14 137:21
guesstimation 104:6
Gulas 121:13,18 122:8
169:15

H

H 2:18
hamilton 1:15 2:16 3:2
3:14 38:16 106:5
129:18 169:7 177:9
handed 48:16
handle 126:2
handling 124:25 125:4,9
125:23 126:3
happen 73:21 118:9
119:22 126:20
happened 12:4 16:17
38:22 39:6 41:19 43:8
45:2 72:3,21 106:15
115:11 119:24
happening 112:7 119:20
126:21
happens 84:13,15,22
114:25 119:13 125:12
125:22 160:25 161:1
Harbinger 43:13,15

44:19
having 3:4 85:16 118:4
128:16
head 128:12
heading 90:9
hear 33:6 84:21 163:20
heard 92:10,16 115:17
161:11
hearing 4:11,12 165:20
held 30:5 46:21 101:10
155:4
help 16:14 78:20,22 79:1
80:15,16 157:6
helpful 157:9
HELTON 2:10 169:2
her 36:25 37:14,15 56:10
56:11,13 69:5,8 85:6
97:9 98:17 126:16,18
156:22 157:8,14
Herald 145:19
Herbinger 41:22
hereunto 177:21
Hey 77:14
Hickdon 45:22 46:6 47:6
high 5:8
highest 23:4,13
him 33:21 41:18 45:1
53:2 56:3 87:11 91:4
121:16 129:12 174:9
hint 155:5
Hiram 66:24 94:3
hired 46:3
hold 14:6 154:24
home 3:15
hours 87:14
House 110:4,5,20,22
111:7,10,17,24
hung 125:25
H-I-R-A-M 67:1

I

IDC 151:15
idea 26:2 82:25 130:12
136:23
identical 150:14
identify 110:10
IDS 1:5,5 2:2 15:23 16:1
17:4,6 18:2,5,13,22,23
20:6 21:2,11,14,18,25
22:19 23:23 24:9 26:3
26:6,11,14,22 27:1,12
27:15 28:6,13,19 29:18
29:22 30:25 31:4,9
32:11,18 34:7,19,22
36:20 40:1,11,25 41:11
42:19,22 43:2,21,24
47:12 48:3 53:3 55:5

55:13 58:5 59:3,10,14
59:25 60:8,13 64:2
65:6,16 66:7,8 68:9
69:7 70:6 71:8 75:25
76:2,5 77:22,25 78:15
78:15,20,22,25 79:21
80:4 81:2,4,7 82:2
83:15,18 85:7,14,17,25
86:25 87:2,12 88:13
91:10 92:22 94:9,13,25
96:10,12,18 100:15
101:14 102:22 104:22
105:19,20 106:6
108:14 109:11,12,18
110:10 112:21 114:11
114:14,23 115:22,24
119:8 120:16,19
121:10 122:12 123:1
126:13,19 127:22
130:3 132:7,10 133:3
133:17,23 135:14
137:6,12,17 138:6,9,15
147:11,14 148:5
149:11,22 152:8,18
153:25 155:18 156:3
159:16 160:11 162:18
165:4 167:11 168:12
169:16 170:13 171:22
173:9 175:1,2,11
IDS's 26:16,19 27:4,25
28:3,10 29:5 31:15,18
32:25 63:8,13 82:3
84:25 91:8 104:7
110:23 111:3 116:24
137:23 148:4 153:14
153:21 154:6 161:6
IGS 166:9
ILEC 25:10 61:20,22
73:15 134:5 138:16
Ilene 47:15
imagine 134:14 140:14
immediately 75:25 76:6
77:25
implement 150:1
implemented 63:25
154:5
implicated 34:20
impression 19:4 111:22
impressions 46:24 91:18
improved 17:23
improving 63:18
INC 1:5,8
incentive 73:3,13
included 21:17 46:1,2
52:1 69:17,23 136:11
includes 151:9
Incorporated 97:20

incorrect 19:8 51:16,19
51:20,23 52:22
increase 94:10 95:3
130:11 149:10,13,21
149:25
increased 22:21 125:2,6
127:14
incumbent 73:2
indicated 53:12
indication 155:9
industry 11:19 28:14
151:21
infer 150:16
Info 128:13
information 4:20 10:12
18:7 19:8,21,23 24:2
56:12 57:18 58:11,13
64:11 66:2,4 67:21
71:23 73:7 103:4 122:8
122:23 125:18 131:19
131:21 138:22,22
140:11 141:2,22
149:17 150:9 160:24
informed 92:23 93:4,6
informing 55:5
informs 87:11 118:3
initial 60:22 64:19
initially 15:13 64:3
initiated 167:25
initiating 55:6
inordinate 147:5,13,23
inputter 18:2
inquire 80:24
inquired 152:25
inquiry 118:3
inserting 19:21
inserts 19:8
install 165:4
installed 42:22,24
instance 78:5 113:15
instances 74:17 82:3
84:25 107:11
instead 75:24 91:19
instinct 74:3 75:21 76:16
instruct 19:16 146:8
170:21
instructed 35:19,21
39:13 41:2 45:11
instructions 45:8
instructs 58:11
intended 63:8,12
intent 59:7
intentional 96:22 97:1
intentionally 96:7,16
98:15 116:24 163:1,15
interconnection 25:11
25:12 138:11

interest 7:8
interested 177:20
interface 8:12 12:6 13:13
14:11 32:2 33:24
115:19 163:9
interfaced 12:2 14:21
interfaces 32:4 162:8
interfacing 50:1,5
internal 50:10 54:2
162:1
internet 132:1
introduce 169:25
investigate 112:3,4
investigated 40:16
investigation 40:18
112:1
involve 52:4
involved 28:10,25 31:15
31:18 32:25 40:19,22
45:17 47:24 48:9
156:15,17 160:5,7
161:9 164:17,19,23
167:10 168:17 173:23
involvement 47:25
156:18 168:15
involves 154:25
issue 49:19,23,24 79:14
144:8 167:18,21
issued 56:17 163:23
issues 49:14,15 68:14
147:1

J

JAMES 2:7
January 23:21 42:2
46:22 51:9,21 135:4
149:25 150:2 151:11
164:22
jeopardize 69:5
Jim 3:10
job 7:25 8:9 10:7,18
12:20 14:8 15:21 16:6
16:21,22 24:9,25 45:23
48:4 55:19 67:13 70:18
82:21,22 87:6 88:18
97:9 121:21 171:13
jobs 7:19,22 11:23,24
13:8,12 66:20
John 143:19
July 170:16
June 170:16
just 11:1,9,13 14:19 15:7
18:20 22:22 35:18 37:4
38:2 48:20 56:24 59:15
60:2 69:7,16 70:2,10
77:14 79:12 80:25
81:15 83:14 85:8,9

90:5 91:21 104:13
107:5 120:12 122:21
128:11 129:18 133:13
136:18 138:8 147:23
150:12 162:11 168:21
169:21 172:10

K

keep 9:2 67:4 69:7 71:1
82:16,19 88:13 89:3,10
89:15 90:16 105:23,24
165:2
Keith 31:22 37:7 159:9
166:5 169:19
Kentucky 30:1,9,13 31:5
kept 13:4 104:25
Key 110:7 128:12,13,14
170:24
keyed 171:1
kicked 15:14
kind 13:3
knew 64:24 86:4 128:5
168:18
Knight 156:25 159:9
know 4:17 5:5 6:11 13:3
14:23 16:3 18:3 20:13
21:1,11,19,20 22:2,7
22:21 23:14,22 24:4,6
24:8,18 26:4,5,8,10,13
26:16,19,22,24,24 27:1
27:3,8,25 28:2,3,8,9,13
28:15,19,21,22,23,24
29:1,4,4,10,18,21
30:21,22,23,24,25 31:3
31:4,7,9,12 34:21
35:11 36:4,12,14,19
38:8,11,19,21 40:13,14
42:2,18,21,23,24 43:2
43:4,9,21,23,25 44:12
44:14 45:13,15 46:3,20
47:16,18 50:8,10,23
51:2,6 52:12 54:16,20
56:23 57:3,5 58:25
61:14,19,19,24 62:2,4
62:7,10,11,13 63:22
64:24 65:1 66:10,13
67:4,5,12 71:12 73:23
74:4,6,16 75:10,25
76:4,21 78:9,10,12
80:10,11 81:2 84:7
85:9 86:1,4,8,12,20,25
87:3,24 88:10,12 89:1
91:10,11,23 92:2,7,17
93:1,2,17 96:15 97:13
97:17,21,25,25 98:2
99:1,16,23,24 100:4,13
100:17 103:4,7 108:3

108:17,22,23 110:16
111:10 114:5 115:4
116:13 119:20,23
120:10 121:1,14,15,16
121:19,20 123:3,8,19
126:22,25 127:23,24
129:1,3,4 130:4 134:1
134:3,5,13 136:7
137:16 139:1,9 140:10
140:12,17 141:5,18
142:4 145:11,14
148:11 149:6,15,16
150:13,13,19,23 152:8
152:21,24 154:8
157:15 158:12 159:8
160:18 162:1 163:12
163:18,19,22 164:1,4
165:4 167:11 168:7
170:8 171:3,22,25
172:2,13,15,17 173:12
173:17,19,22 174:1,8
174:17 175:13
knowledge 29:11 35:1,17
37:15 41:11,16 42:20
44:23 67:23 71:16 92:7
92:15 93:20 94:7 97:8
107:22 108:25 114:12
115:20 122:2,3 168:6
known 55:1
knows 79:8
Kramer 17:18 31:22
33:7 37:7 38:18 40:15
41:17 44:20 55:24
99:19 159:9 166:13
169:19 170:21

L

L 177:25
lack 10:1 19:4 42:9,16
laid-off 16:20
large 160:9,20 161:14
last 7:12,13 26:17,20
129:5 142:5,24 169:5
Late 52:19
latter 133:13
lawyer 164:13
layoffs 8:8
LCSC 80:16,18 86:10
126:3
leading 156:21
leave 6:16 12:23 13:16
13:19,23 16:25 17:2
27:12 166:6
leaves 140:7
leaving 91:17 106:16
led 84:19,21
left 16:23 58:7 59:5,11

<p>66:6,7 93:4 105:13,20 106:6 139:4,5,6,14 141:22 166:4 legal 175:16 lend 49:25 lengthy 68:6 70:3 71:6 lens 80:8 163:9 173:9 LEO 126:15 Lepowski 52:12 55:25 60:20 123:22 Lerio 44:11 77:20 89:24 91:7 99:18 less 15:3 21:13,21,23 22:1 70:16 133:24 lessen 18:12 lesser 153:22 let 5:4 11:9 16:17 30:12 42:4 50:8 59:21 65:12 78:18 105:25 154:3 169:12 170:8 letter 41:21 90:1,11 114:10 119:6 120:2,3,8 120:9,10,12 139:4,7,13 140:5 175:3 letters 139:3 let's 5:17 22:17 23:4 32:8 46:15 79:23 96:2 123:20 129:9 158:21 172:10 level 31:10 license 43:3 lifted 168:9 like 20:19 52:17 54:15 62:10 77:12 78:11 83:3 89:25 90:1 106:6 147:3 169:21 likely 73:1 limbo 78:17 limitation 59:22 limitations 172:17,19 limited 151:1 line 27:24 39:10 40:2,11 41:1 51:4 55:4 56:19 57:7 58:2 61:4 84:24 94:14 95:13,16 100:19 108:12 119:1 122:9,11 130:3 132:24 135:20 136:14 142:14,24 155:24 156:10,13 160:3 lines 22:2,7,13,16 23:16 24:7 26:8 40:4 49:1 51:24 52:10 56:22 57:14 58:1 60:11 61:3 63:5 65:19 68:3 69:11 69:13,17,23 71:15 72:2 72:12,25 73:25 78:13</p>	<p>81:23 87:8 91:15 92:20 94:8,24 96:6 100:20 105:2 107:10 108:6 117:25 120:18 123:1,5 124:21 130:18 132:6,7 133:16,18 134:6,11,16 134:19 135:8 136:3,12 137:10 138:20 140:19 143.4,15 148:17 149:3 149:9 150:21 152:5 154:9 155:2,18 159:13 160:5,6,8 161:17 162:16,25 Lisa 177:4 list 107:2,4,8 119:18 127:17,19,22 140:10 140:15 litigation 28:17 little 25:9 32:6 103:17 living 148:10 LLC 1:5 LOA 87:19 89:6,8,11,17 89:18,20,21,22 90:1,5 91:10,16,25 92:13 local 15:19 16:4,8,9,10 16:12,13,19 20:4,6,10 20:12 21:1,14 22:2,19 22:25 23:23 24:5,11 25:5,7 27:4 29:19,22 31:1 41:10 73:2 130:18 130:19 133:2,5 138:17 138:18 148:19,20 150:22 151:4 153:16 167:18,20,24,24 located 14:4 log 50:23 long 1:5 9:1 12:21 20:4,7 20:16 21:11,15,18,22 22:7 23:12 24:1 29:19 29:22 30:20 94:18 106:10,11 111:19 138:8 174:24 175:2 longer 8:10 41:22 42:2 43:13,14 44:19 150:3,7 look 45:8,11 47:9 51:24 54:1 56:19 57:25 63:5 65:19 72:25 73:25 75:23 81:23 87:8 89:25 92:20 94:8 96:6 103:8 103:12,15 105:2 107:10 108:6 117:25 124:21 130:1,24 131:4 131:8 132:24 138:20 140:19 142:4,14 143:3 147:4 148:17 149:9 150:21 159:13 160:8 162:25 172:10</p>	<p>looked 45:14 47:16 90:13 130:25 131:6 134:9 looking 11:4 33:8,18,23 44:22 61:3 100:20 111:9 115:4 131:10 134:14 looks 54:15 90:1 loop 156:14,14 lose 36:1 loses 142:6 losing 61:13 loss 101:15 lost 7:8 26:3 35:23,25 36:3 lot 44:16 75:15 161:1 168:18 low 132:11 lowest 23:9 LSR 19:9</p> <hr/> <p style="text-align: center;">M</p> <p>machine 112:8 made 4:14 77:3 79:19 99:13 127:17 131:9 153:7 165:11 166:5 Maimi 1:17 maintains 163:1 major 5:24 6:14 majored 5:25 majority 28:3,5 137:19 make 18:20 25:2 32:11 34:22 49:25 66:3 68:4 79:21 106:1 133:14 147:16,18 148:5,10 163:2,9 165:14 173:6 making 16:8 17:14 55:12 67:9 173:2,6 manage 15:23 management 8:21 65:20 65:22 67:20,25 68:13 71:18,21,24 73:6 74:25 82:7 84:12,21 87:18,21 88:1,5 91:24 93:13 107:17,19,24 125:8 manager 10:3,6,15 14:7 14:9,15 15:19 16:4,4 16:18,19,24 17:7,9,13 20:25 24:10,12 25:1 29:13 41:10 48:7 58:4 58:12 94:1 122:4 170:11 managers 15:5 managing 20:3 Manson 77:19,20 MANTISS 47:23 48:1 50:9,10,14 51:2</p>	<p>manual 121:6 124:25 125:4,9,22 126:3 manually 49:18 many 14:14 15:5 17:16 20:10,13,23 21:1,11,24 22:2,7,12,15,19,24 23:22 24:6 25:4 26:2,5 26:8,10,13 28:8,9 31:4 31:7,9,12 35:3 40:4 42:21 44:14 49:17 51:2 53:22 67:2 70:15 73:19 74:9,10 75:1 76:10 77:8 82:2,9 84:24 87:21 88:21 93:15 103:14,15 104:3,16 105:1,9,18,19 109:22 119:23 132:5,7,9 133:25 134:2,4,6 137:10,15 139:7 141:5 153:2,5 160:5,6 167:11 March 24:16 158:16 178:1 marked 2:19 72:10 market 8:13 25:13 94:15 133:2,5 136:21,25 150:23 151:2,5 153:12 155:3 marketing 27:14 65:25 77:18 88:4 136:14 marks 54:1 mary 2:10 175:22,24 massive 8:8 Master's 5:15 match 25:13 153:21 matched 152:7 matter 92:13 may 7:14 12:24 19:7 35:10 80:11 81:4 89:5 89:16 104:25 105:21 108:1 111:1,15 113:13 124:23 165:1,1 167:2,3 maybe 8:19 35:4 39:1 53:25 54:15 88:4 97:18 103:17 104:17 106:11 126:15 130:13 132:14 141:24 MCI 131:7,8 134:2,3 mean 12:6 15:11,21 16:9 25:8 27:8 28:22,23 50:17,21 59:2 61:8,9 66:19 77:3 78:13 106:21 128:19 135:25 142:4 143:19 172:22 means 115:6 mechanisms 54:17 mediation 7:5,6 meeting 23:14 68:1</p>
---	---	---	--

71:24 77:16,17 84:12 84:21 88:2 91:25 92:8 92:10,11,17 93:8,9,13 93:17 107:18,19,25 meetings 67:20 68:13 73:6 74:25 82:7 87:18 87:21 88:6,11 93:3,15 125:8 140:25 member 71:20 members 17:16 memorandum 77:10 memorandums 82:16 mention 4:19 111:13 mentioned 110:22 131:11 menu 96:11 merged 12:4 methods 25:23,24 meza 2:7,17 3:7,10 4:1 9:24 11:14,15 15:4 18:19 19:11,19 21:7 22:6 23:3 24:21 27:7 29:9 30:4,7 32:15,19 33:5 35:2 44:5 46:19 48:14,22 54:9,12 57:10 59:20 60:6 65:14 70:14 72:15 78:6 81:12 83:6 83:24 91:6,14 101:8,12 104:10 111:2 113:11 114:20 115:1 116:6 118:16,23 119:4 129:12,17 132:17,23 135:24 143:18 144:19 145:5 146:2,14 147:22 150:11 152:3 155:23 158:3,20 168:19,24 169:4,17 175:20 176:2 Miami 2:5 14:4 94:16 95:15,21,24 145:19 MiamiHerald 146:21 Michael 52:12 55:25 60:20 123:22 microphone 165:22 Microsoft 54:17 might 66:1 85:9 104:14 133:24 migration 172:6 miller 2:3 3:20 9:17,20 11:11 14:22 18:15 19:10,13,15 21:5 22:4 23:1 24:19 27:6 29:7 32:14 33:2 34:25 44:3 46:15 48:13,20 54:11 57:8 59:17 60:3 65:13 70:8 72:13 78:1 81:8 83:1,19 91:4 104:8 109:3,5 110:24 113:8	114:16,24 116:2 118:14,20 119:3 129:10 132:15,19 135:22 143:16 144:16 144:24 146:1,7 147:20 150:5 152:2 155:21 158:2,17 168:22 176:1 million 154:9 Milner 140:1 mind 85:5 134:10 140:1 153:8 Minnesota 4:3 5:10,21 6:17 38:6 minus 96:2 minute 99:10 106:11 168:20,25 minutes 87:13 88:5 156:19 169:6 Mischaracterizing 59:18 78:2 83:20 116:3 135:23 143:17 mislead 92:21 93:1 misnomer 52:21 misprint 95:6 Miss 53:8 56:7 97:6 169:9 missed 112:9,13,14,19 113:2,4,9,15,21,25 115:5 116:13,19 117:8 missing 70:6 Mississippi 30:2,10,11 30:14 moment 132:8 money 147:16,18 148:5 monitor 25:2,10,11 153:19 monopolist 155:5 monopoly 133:1,4 137:7 155:3 Monroe 2:7 month 17:11 months 8:1 16:19 129:6 157:23 more 9:3 12:2 18:3,6 21:9,22 29:14 30:16 50:14 52:17 54:10 56:11 58:12 64:20 68:8 70:5,12 71:8 73:1 142:12 151:24 160:3 165:2 169:5 morning 3:8 most 23:23 27:21,22 68:7 71:7 74:18 132:10 132:12,13 mostly 153:19 moving 41:7 120:13 much 8:9 14:10 27:23	62:12 68:8 70:5 71:8 150:17 161:3 multiline 95:17,18 160:4 174:3 must 10:16 58:3 91:18 168:9 myself 38:15 47:11 121:9 127:2 <hr/> N <hr/> N 2:14,18 name 3:10,13 72:18 74:13 75:8 76:19 88:24 110:19 111:6 127:8 128:18,21 131:17 139:25 141:16 150:16 151:13 156:22 173:22 177:22 named 177:8 names 14:19 38:8 45:16 66:15 99:5,7 105:8 128:9 Nancy 77:19,20 narrate 169:23 170:2 nature 128:13 nearest 130:25 necessarily 29:14 necessary 103:17 116:8 166:17 need 5:4 14:24 18:17 32:6 44:7 50:24 66:1 80:16 169:7 172:20 175:3,6 needed 10:11,13 needs 172:5 173:1,3 negative 96:7,16 98:15 105:5 163:3 negotiating 166:10 neither 78:20,22 158:24 159:21 177:18 network 34:17,18,20,23 39:9,16 41:12 158:7,8 158:22 159:17 never 57:1 91:22 105:4 106:15 116:12 117:16 138:14 new 25:18,20,21 55:22 95:9 111:18 172:13,18 172:21,22 173:4,5,13 173:18 newly 95:2 newspaper 146:17,20 next 41:19 45:2 75:23 80:21 nine 8:1 92:20 94:8 Ninety 137:20 Nobody 86:17	None 48:2 normal 70:18 normally 75:15 North 3:16 30:1,9,13 31:7 137:12 138:2 Northwestern 8:5 notes 37:8 71:1 72:23 74:20 76:24 82:16,20 89:3,16,18 93:7,9,10 100:12 105:23,24 106:17 113:3 177:17 nothing 81:25 83:16 96:19 173:1,3 177:10 notice 41:22,24 43:12,16 43:18,21 44:18 51:5 55:5,7,11 56:16 57:2 118:2 119:12 notification 113:10,16 113:22 115:5 117:8 notifications 112:9,10,19 113:5 116:14,20 notwithstanding 63:9 Nova 5:14 6:21 154:17 November 34:24 38:1,3 52:18,19,20 53:11,13 54:15,21,24 55:2,5 64:16,22,25 100:14 149:24 number 3:16,18 23:9,13 72:25 100:17 104:9 116:16,21 139:20 174:4 numbers 14:19 76:11 130:5,9,17 131:25 134:3 161:4 n/k/a 1:5 <hr/> O <hr/> object 18:18 104:8 objection 18:15 19:10,13 22:4 24:19 27:6 29:7 32:14 33:2 34:25 44:3 57:8 59:17 60:3 70:8 72:13 78:1 81:8 83:1 83:19 110:24 113:8 114:16,24 116:2 118:14,20 119:3 135:22 143:16 144:16 144:24 147:20 150:5 152:2 155:21 158:2,17 objections 120:17 obtain 6:7 27:15 41:19 obtained 6:10 38:14 77:2 occasion 70:22,23 171:11 Occasionally 25:16 occasions 81:4 105:3
--	---	---	---

117:12 occur 98:25 occurred 52:13 74:16,17 75:10 89:1 93:17 100:13 141:6 174:16 occurring 93:21 109:23 occurs 78:9 October 52:18,19 off 30:4,5 57:19 95:2 101:8,10 107:5 124:14 124:15 125:8 128:12 141:23 152:22 172:5 173:2 offer 25:3 95:2 152:11 offered 61:10 73:4,14 152:8,9,10,14 offering 32:4 92:22 offers 153:22 office 6:19,20 76:9 80:23 81:7,25 83:16 84:2,4 86:2,5,16 99:11 128:20 often 66:11 78:9 98:25 125:14 161:2 oh 11:17 47:20 64:20 okay 5:6,19 6:9 7:16,24 10:4,7,17 11:1,17,20 12:18,23 13:16 14:16 15:18 16:16 19:7,18 20:3 21:8 22:17 23:9 24:9,13 25:10,24 27:1 30:21,23 35:3,16,24 38:6 40:23 41:17 44:6 44:25 47:1 48:23 51:10 51:17 55:4 57:14 60:11 63:20 64:10,13 68:25 69:19 70:21 72:25 73:9 78:9,14 81:23 83:13 84:3 94:13,24 96:21 98:3 99:12 100:23 103:20 106:21 113:15 113:21 115:2 122:1,17 124:2 130:24 132:4,7 133:9,16 136:2,17 137:5,9 139:9 144:13 145:14 146:12,15 147:4 148:3,15 153:20 155:14 156:15 157:8 158:21,23 159:3,13 160:20 165:20 168:15 174:14 omission 146:19 once 56:3 92:9 one 1:16 2:4 12:2 28:24 35:23,25 36:6,16 37:4 37:5 38:23 39:1,3,5,6 39:21 40:5 48:8 49:1 50:13 51:16,18,20,21	51:24 58:2 63:5 64:18 64:19 68:21 69:19,20 70:12,24 71:11 74:13 75:5,6 76:14 85:4 88:23 92:9,11,20 94:14 95:13 100:22 104:14 105:2 107:24 108:1,1 110:2,16 111:10 122:9 123:4 124:5 127:2,5,6 127:9 128:11 133:24 134:15 135:14,16,16 139:17 147:1 155:4,19 160:2 163:24,25 164:12 174:7,18,19 ones 74:12 131:13,16 160:2 only 15:16 18:11 30:20 32:22 58:22 59:21 84:9 89:16,19 107:24 123:14 124:16 126:25 131:10 138:15,17 152:18 153:11,18,21 155:3 171:11 174:18 174:19 on-line 50:1,5,10,15,17 open 80:17 opening 24:24 operate 145:15 153:25 operating 156:7 operation 85:11 operations 45:25 opinion 19:20 31:20 33:19 34:19 41:18 44:21 45:1,19 46:9 47:7 60:7 115:21 119:10 124:8 136:11 161:13,16 order 18:24 25:19 34:16 36:7,11 39:21 42:17,19 76:2 78:16,17 79:14,20 79:21 80:9,11,15,23 82:3 84:25 85:7,12,17 85:19,25 87:11 108:13 112:17 116:25 125:5 125:15,22 126:6,9 127:2,13,16 148:5,9 157:16,19 158:25 159:10,21 160:18 162:14 164:12,15 167:2 ordered 49:25 50:4 162:7 163:9,13 ordering 165:8,17 166:14 172:8 orders 9:15,16 12:10,12 14:11 15:12 17:15 18:13 19:6 25:15,17	26:1 34:2,22,23 35:3,8 35:12,20 37:3,23 38:17 40:7 41:3,6,12 42:13 43:6 49:17 50:18 66:3 100:15 101:14,18,23 104:4,7,16 112:11 123:2 124:24 125:1,8 126:23 140:16 157:13 157:24 158:5 159:5,16 160:10 161:7,19 162:18 163:16,18,22 164:3,6 167:1,11,14 170:3,24 171:5,7,9,23 172:1,3 original 48:4 originally 33:1 124:13 127:10 other 12:3 24:10 28:17 32:13 37:22 40:14 41:8 42:18 43:2,5 45:13 47:4,9 58:5 59:4 61:25 63:2,9 65:9 66:20 86:6 89:10 92:16,17 96:11 109:19 111:13 125:18 127:1,14,17 130:22 131:10,13,16 135:19 138:2,4,4 146:5,17 148:8 152:21 153:14 153:16,22 156:6 162:18 164:15 165:13 166:14 168:6 170:2 171:2 others 20:14 otherwise 87:10 out 10:11 18:24 41:24 55:23 63:18 66:7 85:5 96:3 104:4,16 105:20 106:6 108:19 116:10 119:7 120:8 124:25 125:4,22 126:3 129:13 131:14 137:24 139:4 139:13 154:24 156:6 157:15 163:19 166:7 outcome 177:20 Outlook 54:17 outside 10:19 30:18 31:1 over 5:17 18:8 45:24 90:19,21 106:23 112:15 128:16 130:14 154:8 169:7 oversight 146:19 own 9:16 13:6,8 16:14 73:8 135:8 161:19 owned 97:17 134:17 owns 78:17 O'Kendall 47:15 166:4 167:4	P PA 2:3 page 49:1 51:4,24 52:10 56:19 57:7,14,25 58:1 58:2 60:11 61:3 63:5 65:19 68:3 69:23 72:25 73:25 81:23 87:8 90:3 90:3 91:15 92:20 94:8 96:6 105:2 107:10 108:6 117:25 120:18 122:9,11 124:21 130:1 132:24 138:20 140:19 141:8 142:14 143:4 148:17 149:9 152:5 155:2 159:13 160:8 161:17 162:16,25 174:2 pages 44:14 90:4 96:10 97:11,23 98:24 101:7 101:15 102:2,19,22 104:1 Palm 148:23,24 paper 49:18 145:17,18 parenthetical 78:12 part 47:7 50:8,11 55:19 87:5 90:13,14 91:7 97:13 111:9 112:23 127:25 128:3 133:13 139:18 153:16 partial 172:6 participate 53:3 58:6 59:3,4,14 60:8,13 64:23 participation 52:1 particular 71:17 127:5 particularly 42:16 partner 41:23 45:4 parts 138:3,4 party 177:19 passed 98:8 past 145:20 159:24 paste 141:18 Pat 36:24 156:25 157:1,2 157:17 158:25 159:9 159:21 165:12,16 166:14,18 pattern 39:4 72:5 Patty 156:25 159:9 Paul 4:3 pay 27:23 pays 40:2 PBX 120:19,20 pending 36:7 76:1 78:16 79:14 80:9,15 84:5 people 15:17 50:14 66:19 67:2 106:22 125:18 127:1,14 132:5 147:11
---	--	--	---

148:2,3,4,7,9 166:21 per 39:10 40:2,11 41:1 114:1 170:22,23 175:18 percent 15:9,13,15 17:24 20:1,1 57:22,23,23 95:1,2,7 96:2 100:22 101:13,22,25 102:3,4,5 103:9,12 104:6 122:12 123:4 130:13 133:23 133:24 134:11,15,21 135:12,12,15,16,16,17 136:18 137:2,3,20,21 137:25 138:2 149:13 151:4,7 152:9,11,12,14 152:17,18,18,18,22 153:22 161:5,5,6 percentage 27:25 67:12 100:15 101:18,23 102:1 123:1,3 133:16 133:22,23 134:13,16 135:7 136:13,24 137:17,23 150:22 151:6 percentages 161:4 Perhaps 70:16 period 21:10 62:9 103:19 104:2,14,19 105:15 106:23 118:7 130:14 132:21 142:12 permit 159:16 person 9:11 42:19 43:5 85:13 89:7 98:3 112:14 113:1 115:13 147:9 148:13 154:24 personal 71:16 74:23 82:8 122:1 127:3 personally 47:11 75:3 82:9 91:5 107:12 120:3 120:15 125:16 127:2 128:6 personnel 65:5 pertain 37:9 pertains 69:16 perused 111:5 PF 36:6 phone 8:13 9:12 39:15 69:8 113:24 175:25 phones 108:14,21 110:12 112:22 113:19 115:10 pick 4:24 167:18 picked 75:14 pickup 65:24 66:1 Pilot 110:4,5,19,22 111:7 111:10,17,23 place 18:25 25:14 32:17 34:16 76:3 117:23	177:12 placed 168:12 plan 27:4,9,10 92:1 planning 169:1 plant 109:8 Platform 34:17,18,20 playing 169:10,13 please 5:1 38:16 156:18 168:1 podium 166:22 point 21:5 23:1 police 129:1 policy 118:11,17 143:7 143:20 175:2 poll 65:21 67:16,23 polling 67:18 poor 13:21 pop 50:23 port 156:13 portion 145:25 port/loop 165:23 poses 132:25 133:3 position 10:2,19 12:20 12:21 16:5 17:6 41:8 50:6 120:2 133:1,4 137:7 170:9 171:4 positions 12:4 14:6 66:17 positive 63:7 posses 136:3 possesses 137:6 possession 43:19,20 104:23 possibility 54:23 114:15 124:25 125:5 127:12 possible 25:4,6 27:16 82:23 85:23,24 96:8,17 98:16 114:21 115:3 130:20 145:21 163:3 possibly 60:5,10 88:4 137:25 Post 148:23,24 posted 57:1 131:25 potential 146:23,25 POTS 116:16,21 practice 144:13,20 practices 142:7,25 144:9 144:11 145:2,8,10 149:5 premise 10:11,12 premises 108:10 112:11 112:13 115:23 present 2:9 77:17 159:8 159:11 165:7 presented 92:4 94:5 143:15 pressure 147:6,14,24 pretty 14:10 62:11	150:17 previous 139:12 140:3 145:24 previously 49:2,6,24 130:17 158:4 price 40:1 61:25 62:4,7 62:11,14 94:18,21,22 95:9,21,23 149:13 prices 61:10 62:12 149:21,25 printed 55:23 prior 34:7,23 48:24 54:24 86:25 91:21 99:23 111:21 170:10 177:7 priority 82:22 probably 82:24 105:10 122:16 123:3,25,25 135:18 136:8 problem 19:11 36:9,10 36:13,13,14,22 37:14 37:16,19 39:8 40:15 70:24 78:19 80:19,24 85:16 98:6,9,18,23 101:15,19 103:19 104:7 120:1,14,16 125:12 problems 69:4 80:10 96:19 100:22 148:20 procedures 25:23,24 proceeding 4:10 49:10 49:11,19 91:9 139:15 139:16,18 140:3 162:9 proceedings 30:5 46:18 91:13 101:10 129:16 162:3,4,5 176:4 process 19:5 34:2 42:17 66:2 80:1 88:15 96:9 157:12,19 159:10 160:17 161:19 162:18 163:3 168:13 170:3,20 processed 36:8,11 126:23 processing 12:10,12 17:14 85:25 procurement 33:20 produce 77:10 91:1 99:14 122:16 128:1,1 produced 43:24 51:11 91:10 99:17 103:5 127:22 128:3,22 129:7 169:14 product 15:19 16:4,8,9 16:14,19 24:11,25 25:21 29:13 34:23 41:10 46:25 48:7 59:1 94:19 122:4 136:16,20	158:22 170:10 products 15:23 16:8,13 25:2,4,7,12,13 professional 173:21 profitable 27:21,22 program 5:15,15,16 7:3 51:5 52:1,4,15 53:3,4 56:5,11,12,13,21 57:1 57:12,16 58:4,6 59:4 60:9,23 61:11 63:14 64:1,8 91:17 149:17 150:3 154:5 programs 56:24 progress 63:23 prohibit 59:10 prohibited 62:8 promise 169:5 promoted 10:2 24:15,18 48:6,7 promotion 24:13 55:6,22 57:22 60:1 63:19 65:7 65:17 91:17 92:14 149:22 150:14 152:7 153:21 promotions 60:14 prompt 50:21 126:18 prompts 50:19 proof 63:7 81:13 proper 157:18 properly 158:25 proprietary 4:20 14:17 14:18 131:24 132:2 provide 19:22 31:1 44:1 68:8 70:4,4 71:7 110:8 118:12,18 119:19 provided 44:12 61:7 107:3 120:24 141:2 provider 118:13,19 136:5 167:25 provides 94:25 providing 4:22 provision 9:15 25:15,17 25:19,22 171:5 172:21 provisioner 15:16 170:9 provisioners 174:7 provisioning 12:3,9 13:6 13:13 14:11 17:7,8,13 17:19,21 20:5,6,10,18 20:23,25 24:10 25:25 26:1,13 29:14 49:14,15 65:25 87:6 162:7 163:3 170:20 provisions 13:5 PSC 49:7 162:3 PSE 4:11 PSO 82:1 83:17 psychology 5:25 6:14,24
--	---	--	---

6:25 public 1:1 2:11 8:13 49:3 publicized 145:17 purchase 31:16,19,24 45:18 purchased 48:3 purchases 45:10 purely 11:1 102:7 purpose 34:15 169:24 170:1 purposes 173:16 pursue 33:20 put 18:25 50:4,20,24 101:21 123:14 p.m 1:19,19 176:5	reach 73:10 read 54:16 120:3,9 135:6 real 170:1 realizing 40:25 really 56:5 61:18 85:23 90:14 111:8 114:22 157:2,10 170:1 realm 82:21 realtime 174:15 reappeared 64:16 reason 19:20 36:17,18 43:16 45:5,7 47:4,5 85:16 98:10 116:10 121:2,4 123:5,7 125:9 139:25 reasons 42:12 48:8 rebuttal 53:25 54:3 129:9,19,22 169:9,15 171:16 recall 23:11 33:9 35:4,21 36:5,5,18 37:24 38:10 39:4 44:13,15 49:13,16 53:1,2,24 54:21 68:21 69:2,18 71:11 73:18,20 73:22 74:10,12,15 77:9 85:4 86:19 87:4,23 88:7,15,23 104:12 105:7 106:20 107:18 108:1 110:2 111:8 128:11,12 142:13 154:23 158:11 160:6 162:5 164:25 170:19 170:23,24 recalled 70:10 recalling 69:20 70:7,9 recapped 50:3 162:14 receive 18:23 75:12 90:23 104:4 116:20 139:3 received 41:21 60:12 83:10 86:22 90:22 105:1 115:8 116:14 121:19 122:8 139:7 150:3 receiving 18:22 19:2 27:11 recent 134:25 135:3 recollection 52:9 53:2 69:10 113:5 recommended 165:2 reconnect 160:10,22 161:15 record 30:6 100:9 101:8 101:11 169:12 recorded 100:2,7 recording 100:4 recordings 76:23	records 18:2 67:4 74:20 89:3 105:1 reduce 18:5 19:1 reduced 15:8,15 18:21 177:13 redundance 18:7 refer 53:7 76:5 77:24 81:6 reference 51:8,13 59:13 69:11 142:12 referenced 24:6 111:11 143:13 145:12 148:22 referencing 51:10 141:9 142:16 referred 60:21 78:15 83:2,4 99:15 101:4 referring 4:21 60:22 75:24 98:23 118:7 134:24 135:2 161:21 refers 80:22 refiled 64:22,25 reflect 82:17 89:4 169:12 refusing 163:15 164:2 regarding 28:17 45:2 49:22 69:13 143:9,22 150:3 region 30:19 31:2 133:7 154:1 regularly 55:17 regulated 61:17,24 regulatory 44:10 83:4 90:20 99:16 112:16 117:24 119:19 164:10 reissue 150:10 reissued 150:8 relate 67:19 related 14:12 36:8 177:19 relates 69:16 Relations 65:20 relationship 29:12 65:22 71:18,21 109:12 111:20 relayed 37:12 73:7 released 135:4 relevant 113:22 RELIEF 1:10 relying 163:6 remaining 35:8 138:2 remember 7:14 17:10 23:5,6,10,13 35:14 37:2 49:10,23 71:14 72:1,3,5,18 73:12 74:13 75:8 76:19 82:12 82:14 88:12,24 111:6 111:15,17 128:20 139:20,21	rep 8:15,16,24 9:7 10:1 11:2,17 13:1 108:18 109:2 112:25 115:9,15 117:3 126:5,8,12 143:21 repair 74:4 75:21,24 76:4,9,16 77:22,24 79:13,15 80:2,3,13,14 80:16,22 124:7,17,18 repeat 30:8,12 114:19 144:18 155:22 158:1 repeatedly 96:18 140:20 141:5 163:11 report 74:7 79:15 84:8 93:2 115:8 129:1 135:9 135:10 151:24,25 154:10 reported 74:5,9 76:7 88:3 96:18 98:5 100:6 100:7 117:23 152:13 reporter 3:21 4:24 9:21 177:5,25 reporting 98:17 reports 93:2 94:3 represent 3:10 representation 118:1 representative 12:15 representatives 87:9 107:12 145:15 147:18 148:19 represented 22:3,8 24:7 reps 10:9 17:19,20,21 20:10,23 25:25 26:11 26:13 85:24 143:8 144:14,21 146:16 147:25 148:8 request 1:10 44:2 91:2,8 99:22 103:6 110:9 114:1 118:25 126:7 127:7 requested 92:5 122:23 127:23 requests 148:20 required 118:11,18 173:18 resale 52:6 58:22 60:2 94:21 119:2,13,15 120:13 123:15 167:23 168:8 research 16:11,13 85:21 researched 134:7,8 researching 16:7 162:12 resetting 96:9 resident 172:8 residential 9:4 27:18,24 28:6 151:9,10 resolution 7:4
Q			
quantity 99:2 119:25 question 5:1 9:12,17 32:22 33:13,15 51:10 54:13,18 56:16 57:6,13 58:19 65:12,13 70:11 114:19 143:3,14 146:1 146:9 questions 4:22 175:20,23 175:25 176:1 quickly 82:23 quite 40:24 126:15 149:10 quota 148:1 quotas 145:16 146:17 quote 142:11			
R			
Rabatie 177:4,25 raise 94:9 raised 61:9 92:24 93:5 143:3 164:9,10 raising 61:4 62:8,18 155:6 ramp 63:21 Rand 36:24 156:25 157:1,2,17 158:25 159:9,21 165:12,16 166:14 range 25:4,6 27:16 132:14 151:8 rare 117:12 rarely 25:16 29:16,17 rate 18:12 19:25 62:1 95:3 130:21 137:8,11 152:23 rates 61:5 62:8,19 92:23 93:5,6 94:9 149:13 155:6 rather 68:6 71:5 RE 1:4			

<p>resolving 103:18 respond 155:5 responded 56:15 123:23 response 4:23 64:17 91:2 91:8 94:10 99:21 103:5 110:8 121:18 169:14 responses 4:22 103:24 110:23 111:3 responsibilities 7:19 8:23 17:12 responsibility 9:2 45:3 88:18 110:14 responsible 16:7 20:3 45:9 102:24 103:18 104:1 121:22 153:14 171:4 responsive 44:2 restore 76:3 82:1 83:17 restored 78:21 87:13 91:19 140:21 restoring 91:20 restricted 123:13 result 18:1,23 36:19 82:22 128:15 148:18 161:7 168:4 results 40:17 resume 11:4,14 15:8 retail 80:23 81:6,24 83:15 85:11,24 86:1,5 86:13,15 95:10 140:8 return 59:8 reveal 146:9 revenue 26:17 61:12 review 48:24 102:10,17 117:7 129:24 reviewed 63:1 65:9 right 5:7,17 7:6,11 11:5 21:10 23:21 32:7 36:16 39:22 40:20 42:18 43:11 44:18,25 48:8 52:10,20 55:19,20 56:14 57:25 59:25 60:7 63:5 67:15,22 71:24 72:8 73:25 75:7 84:10 84:11 85:19,20 90:7 93:14 95:25 96:5,6 98:10 99:9 102:7,8 107:14 108:6 110:23 115:11 118:10 120:18 122:9,11 123:18 124:7 131:17 132:22 134:10 138:19 141:8,17 144:10 148:15 149:14 151:12 152:5 157:5 159:22,23 162:16 165:7 166:7 167:17 169:10 173:8 174:12</p>	<p>175:14 ringing 50:20 rivals 142:6 RNS 161:22 163:11 robbed 128:16 ROBOTAG 31:24,25 32:3,9,12,13 41:20 45:11 46:11,24 47:19 47:23 50:15,25 role 167:5 room 67:8 166:4,21 ROS 161:22 163:11 rough 22:22 104:13 130:12 RRSO 37:13 161:11 rule 157:16 rules 4:17 47:2 50:11,11 172:16 Ruscilli 142:18,22 143:6 143:20 144:1,6</p> <hr/> <p style="text-align: center;">S</p> <p>Saint 4:3 sales 10:2,14,19 13:21 22:21 38:13 63:17 108:18 109:2 112:25 115:9,15 117:3 130:5,8 145:16 146:16 147:9 147:11 148:1,2,3,4,7,8 148:12 same 21:10 27:13 36:1,2 63:17 68:7 71:6 76:15 84:18 89:7 92:22 94:23 94:23 98:9 106:22,25 114:24 119:3 136:15 136:20 141:2 152:9,14 153:10 162:15 163:10 166:11 satisfied 46:25 saw 84:17 92:8,11 137:1 137:4 saying 9:22 80:6 83:13 83:22 85:11 91:3 98:19 112:16 115:5 116:19 126:20 139:3 142:11 143:12 145:9 149:18 says 7:9 15:8,18 72:2 86:17 113:16,25 120:11,12 142:5,6,24 143:20 145:1,7,9 SBC 131:5,11,12 scenario 170:25 schedule 66:13 school 5:9,20 6:1 scope 64:11 script 172:11 second 35:24,25 36:16</p>	<p>37:5 101:9 section 113:13 secure 155:7,20,25 security 3:18 see 11:13,16 16:11 17:1 38:4 39:1 49:3 50:13 51:6,13 54:3,3,5,10 57:2 58:8 60:14 63:10 68:9 72:11 82:4 85:1 85:12,21 87:14 92:24 93:4 95:3 96:2 107:14 108:14 118:5 120:21 138:24 141:17 142:9 142:19 154:3 159:18 160:19 seeing 55:21 111:6 seeking 47:7 seems 54:18 seen 67:6 103:10 111:3 113:4 170:5 173:25 sees 76:1 select 48:1 selected 8:5 38:19 selecting 175:1 selects 57:21 sell 109:19 147:6,14,16 147:19 148:5,9 selling 15:24 sells 109:18 send 92:6 116:10 126:19 sending 96:10 sends 91:16 140:4 sent 19:3 53:10 54:24 55:13 75:15 92:2,13 102:19,22 104:24 112:8 123:21 139:4,13 141:25 149:18,24 150:6 sentence 75:23 133:13 142:5 143:12 147:5 Senterfitt 2:3 Sentinal 141:21 145:19 146:22 149:1 separate 17:22 September 1:18 23:22 32:21 177:22 service 1:1 2:11 8:15,16 8:24 9:7,25 10:9 11:2 11:17 12:15 13:1 14:7 14:9,15,20 15:5,12 16:3,10,12,14,18,20,24 17:19,22 25:7 26:10 27:5 31:1 39:15 49:3 65:25 66:7 69:6 70:24 74:2 75:20 76:1,3 77:20 78:16,21 79:1,9 79:14,18 80:1,15 82:1</p>	<p>82:2 83:17,18 84:5 87:9,12,13 88:4 96:12 107:11,13 115:7,25 116:19 118:2,12,18 119:1,12 123:24 139:4 139:5,14 140:9,21 143:8,21 144:14,21 145:15 147:6,19,25 148:8,19,20 156:1 161:19 167:18,20,24 167:24 services 9:3 20:19 27:11 27:12 68:8 70:5 71:7 91:19,20,22 147:14 148:5,9 155:8,20 160:12 set 8:25 120:2 177:12 seven 10:9 35:4 41:12,14 41:15 42:13 60:12 73:25 81:23 87:8 105:21 106:22 151:7 153:4 158:5 159:13,14 160:8 several 44:13 105:3 121:17 157:14 share 136:13,19,24 sharing 41:23 she'll 126:18 short 46:15 129:10 shorthand 177:4,13,17 shortly 52:15,16,20,22 show 11:9 51:7 54:1 141:19 170:4,6 174:19 shows 40:1,2 side 18:13 36:22 86:13 140:8 sign 91:18 signed 89:6 138:11 158:12 silent 174:14 similar 73:4,14 150:17 simple 160:2 simply 12:3 52:5 91:20 159:15 simultaneously 61:4 since 61:9 85:11 94:19 165:18 single 39:3 66:8 75:19 83:14 95:16 154:1 Sir 3:13 sitting 12:10 situation 113:17 144:6 six 52:11 63:5 65:19 67:3 68:3 69:23 72:25 78:13 105:10,21 106:22 107:10 129:5 151:7 153:4 161:17</p>
---	--	---	--

<p>slam 114:11 slammed 114:7 slightest 155:5 slow 32:6 slowly 3:20 9:21 small 9:6 123:4 136:21 137:3 150:22 151:1 snow 38:7 social 3:18 Society 151:14,18 SOER 50:4 162:8 163:10 software 32:13,22 33:8,18 41:19 44:22 45:4,10,13 45:18 47:9,23 48:4 50:9 solely 125:18 151:1 154:5 solutions 28:25 29:3,5,12 103:23 some 5:17 7:1 16:2 33:23 35:16 42:5 55:5 58:10 65:21 66:2 68:4 71:23 100:16 101:3,14 103:10,23 107:11 110:14 120:17 122:23 125:9,11 131:16 139:25 148:18 161:4 161:25 162:23,24 170:23 175:17 somehow 170:19 someone 44:6 72:1 107:19 166:14 171:13 something 6:12 13:17 18:12 25:18,20,21 70:6 90:12 98:4 121:22 126:1 128:13,14 147:3 164:7 171:12 sometime 34:13 41:25 43:11 49:8 75:11 76:22 82:15 86:21 87:25 89:2 90:24 159:4 sometimes 33:6,6 80:20 88:9 113:25 somewhat 156:17 somewhere 151:7 154:20 soon 90:22 sorry 3:23 9:19,23 16:2,3 29:20 33:13 38:5 45:6 58:18 94:3 102:5 114:19 130:8 131:12 144:17 155:22 158:1 168:3 172:23 173:5 sounds 44:17 62:10 South 2:7 30:1,9,13 137:18 153:11 Southeast 1:16 2:4 Southeastern 5:14 6:22</p>	<p>speak 3:20 9:21 87:1 speaking 101:3 105:7 133:15 speaks 57:9 special 154:13 155:9 specific 7:19 9:13 10:7 31:10 38:8 62:23 65:4 66:2 69:13 70:10 85:4 122:18 specifically 46:7,8 55:13 65:16 68:25 71:5,11 72:7,9 73:13 76:12 101:7 103:12 104:1 110:2 155:12 165:23 171:17 speculate 22:9,14 speculation 18:16 24:20 60:4 81:9 110:25 114:17 144:25 147:21 spell 66:25 spoke 70:13 87:18 105:10 spoken 70:15 82:10 sponsored 46:11 156:16 spreadsheet 104:25 spring 4:9 49:8,9 68:23 93:19 SPRINT 134:4,5,7 SPRINT's 138:13 ss 177:2 staff 17:14,16 20:5,8,18 standard 92:23 standing 157:13 stands 85:5 start 32:20 41:5 63:21 started 5:10,14 7:3,24 8:7,8,10 32:18 43:1,8 63:23 123:21 165:6 starting 5:8 8:7 state 31:1,10 49:1 63:6 68:5 69:21 73:1 84:15 84:24 94:24 137:24 138:21 153:13 154:1 155:24 161:18 175:18 177:1,5 stated 52:5 68:5 87:22 108:12 statement 52:7 59:2 61:8 68:12 73:5 80:21 82:6 85:3 96:13 107:16 122:2 125:3,17 127:12 140:24 146:16 147:7 150:4 155:2,8,17 statements 68:4 77:3 149:3 states 29:18,21,22 30:21 175:17</p>	<p>stating 58:3 status 36:6 80:9 statute 61:25 62:4,7,14 stay 8:4 69:6 116:25 stayed 23:18 stays 87:12 steal 128:24 still 6:8 43:18,21 48:4 94:10,12 97:7 98:6,9 98:20,22 99:1,2 107:8 109:10,10,12 119:10 124:19 stock 128:17,23,24 stolen 128:23 stop 39:13,25 41:2 Street 2:7 Strictly 9:6 12:10 strike 145:21,21 146:24 146:25 stripped 172:5 173:2,3 structure 98:2 study 73:9 125:13 134:24,25 135:2,3 137:1 150:25 subcontracts 29:5 subject 77:16 139:19 158:15 submit 34:22 35:3,18,19 37:22 40:7 42:13 43:6 49:17 126:7 158:25 159:5,16 160:18 167:12,14 171:9 submits 171:23 submitted 35:11 36:2 37:3 39:7,21 40:8 41:12,14 42:19 80:11 85:17 104:5 140:15 158:5 167:1 submitting 15:12 41:3,5 157:16,24 158:8,22 171:5,7 subscribed 177:22 subsidiaries 28:19 subsidiary 28:22 97:18 subsidized 61:6 subsidizing 62:18 substance 146:10 success 159:25 successful 157:21,24 163:5 successfully 159:6 such-and-such 98:7 sudden 64:14 suggested 142:7 143:1 Suite 2:4,8 summary 5:7 77:11 summer 63:24 74:18</p>	<p>75:11 76:22 82:15 86:21 87:25 89:2 90:24 94:20 108:4 127:20 161:10 Summerlin 44:11 89:22 142:3 Sun 141:21 145:19 146:21 149:1 supervises 66:23 supervision 177:15 support 10:3,14 41:22 42:3 43:13,14 62:17 63:3 64:6 65:5,15 74:21 76:24 81:18,21 89:19 92:18 96:25 98:14 112:19 122:14 144:23 145:23 149:3 149:20 150:4 supported 10:10 supporting 44:19 supposed 126:12,18 supposedly 85:12 Supra 4:16 14:1,2,6 15:25 16:23,25 49:11 131:15 139:16 162:13 164:18 Supra's 50:6 sure 5:5 16:8 17:14 18:20 25:2 30:12 43:22 53:21 54:11 57:5 73:23 97:10,16 119:18 126:15 127:24,25 133:14 134:23 140:1 surprised 85:10 Suzanne 44:11 89:22 141:25 142:2 switch 27:10,12 144:22 switching 105:4 140:22 143:9,21 160:11 sworn 3:4 177:9 system 32:3 37:12 40:15 126:15,16 159:15 161:18,20 162:7,17 165:17 systems 18:25 126:2,6,11 162:2 163:2</p> <hr/> <p style="text-align: center;">T</p> <p>T 2:18 TAG 31:19,24,25 32:2,4 32:8,9,12,12,17 33:8 33:24 41:19 42:7 44:22 45:2 165:4 167:12,14 take 3:11,21 7:12 9:22 22:17 23:4 24:23 32:8 46:15 59:7 70:25 79:13 79:15 87:9 106:17</p>
---	--	--	--

129:10,13 135:14 140:14 144:21 159:24 168:19 taken 154:13,21 177:11 177:12,17 taking 147:2 talk 36:23,25 52:11 55:4 65:20 67:16 69:22 70:3 86:6,10 88:21 111:23 137:10,11 talked 28:16 51:4 71:4 82:14 83:10 84:9 86:12 86:14,15 96:24 117:3 117:10 talking 70:17,21 83:14 86:5 104:19,21 108:9 113:6 117:15 119:14 133:8 136:1,22 144:7 153:6 160:13 161:8 174:11 Tallahassee 2:8,12 Tammy 97:4,6 98:14 100:1 103:24 target 63:8,13 targeted 58:6 59:5 64:12 65:16 targeting 59:10 65:6 tariff 53:12 55:8,12 57:1 57:19 58:3,11 59:1 61:7 63:2 65:10 tariffs 25:3,10 tariff's 63:9 team 20:4 65:21,23 66:14,16,21 67:2 71:19 71:21 tech 115:6 technical 121:1,4 123:7 technician 108:10,12 112:11,17 113:17 115:22 116:7,10 117:11,17 technicians 108:19 110:11 112:20 113:23 116:23 telecom 1:5 4:16 14:1 16:23 telecommunications 1:8 10:20 11:21 12:15,25 20:5,7,17 97:20 109:20 telemarketing 13:7,8,14 28:11 telephone 16:10,12 25:5 25:7 114:4 115:7 tell 16:17 29:4,25 33:21 37:11,16 45:15 51:8 53:5,11 68:18 69:1 76:12 77:8 80:3 81:1,4	85:13 98:4 104:17 105:11 106:13 109:22 109:25 113:23 132:8 156:24 telling 73:13 108:20 112:20 116:24 117:4 132:5 150:8 tells 106:5 115:23 117:4 templates 18:4,4 Ten 21:23 44:16,17 term 9:7 92:1 170:10 terminology 50:7 terms 14:23 territory 138:5,7,10,13 153:17 testified 3:5 49:2,6 78:24 132:19 139:17,23 140:4 158:4 171:15 testify 49:12 139:19 161:23 177:9 testimony 41:2 48:11,15 50:3 53:23 54:7 59:13 59:19 69:15 75:18 77:1 77:21 78:3,25 79:2,4,7 79:25 83:13,21 92:12 104:22 112:18 115:21 116:4 122:18 129:19 129:22 133:3 135:23 139:12 140:2 141:10 142:23 143:17 145:6 145:25 154:4 157:17 158:24 162:13 163:14 169:10,16,25 171:16 testing 171:11 their 36:22 58:12 59:11 67:13 75:20 93:5 108:14,21 115:25 126:1,10 131:17 134:11 136:5 139:5,14 140:21 142:8 143:1 theories 140:13,14 thereof 177:20 thing 75:2 106:25 things 11:10 33:6 42:5 44:13 50:25 71:18 101:3 145:4 think 11:7 12:22 14:17 14:18 17:18 39:5 70:2 82:24 89:12,14 90:24 93:23 105:21 107:7,9 110:21 131:13,16 134:21 147:2 150:16 165:5 168:22,24 thinking 31:25 54:25 69:20 92:21 93:11 Third 2:4 third-party 32:13	though 51:23 69:6 72:19 156:3 157:23 thought 42:5 100:6,11 123:24 153:6 169:2,4 thoughts 54:2 thousand 21:23 39:10 threat 133:4 137:6 threats 133:1 three 13:8,12 15:17 20:24 51:24 52:10 56:19 57:7,14 58:1 63:6 82:11 83:9 84:9 84:20 90:3 92:21 93:16 104:15,21,23 105:2 106:23 109:24,25 111:11,13 115:11 117:4 134:21 135:12 135:17 136:17 137:3 138:20,20 140:19 141:8 142:14 143:4 152:17 through 7:21 10:25 16:13 25:12 35:22 38:13 39:2 40:6 42:19 43:6 52:11 57:14 60:12 63:6 65:6,19 66:5 69:23 80:20 92:20 94:8 94:25 107:10 108:7 112:8 114:8 126:10 145:21 155:3,7,20,25 157:18,19,24 158:5,25 159:10,14,22 160:8 162:17 167:1,12,14 174:2 ticket 76:3 80:17 tickets 79:14 time 3:23 4:25 5:4 8:22 17:17 18:18 21:6,10 34:5,10 38:23 41:7,25 45:21 48:3 54:20 56:15 62:9 63:17 67:12 83:15 83:23 84:2,16,22 87:5 88:14 98:7,8 99:20 103:19 104:2,14,19 108:5 115:22 118:7 125:24,25 127:20 130:14 132:16,21 155:19 160:9,20,25 161:1,8,14 165:1 166:11 168:22 170:14 170:16 173:24 174:22 177:12 times 77:8 109:22 115:11 119:23 121:17 141:6 157:14 title 10:5,22 13:9 97:9 today 3:12 26:5 53:16	59:22 69:15 77:2,21 79:7 92:12 94:11 98:20 98:21 99:9 104:22 115:21 118:9 130:17 140:2 150:12 152:16 154:4 155:17 156:3,6 158:4 159:4 161:23 171:13,15 173:22 together 12:5 92:3,4 toled 13:23 35:18 40:15 41:5 59:22 67:25 69:16 69:22 71:23 72:1,9 74:14 75:1,3,4 76:8,10 76:15,21 77:14 80:25 81:25 82:3 83:16 84:6 84:12,25 85:6,6,14,18 86:3,14,20 88:1 93:12 93:24 98:4,5 105:4,8 106:1,18 107:2,12,24 110:11 111:12 112:25 113:1,17 114:3 115:9 125:18 127:1,14 140:20 150:12 159:4,9 170:25 tone 35:23,25 36:3 160:12 top 90:12 128:12 total 23:4 26:16,19 35:4 104:4 105:22 136:24 137:22 151:6 totally 45:9 TPB 114:9 tracking 54:16 train 157:5 trained 157:1 trainers 156:23 training 156:16,21 157:2 157:8 164:20 165:3 transcript 99:13,25 100:11 177:16 transcription 177:14 transferred 5:11,13 6:19 6:20 70:23 75:13 103:24 trend 84:17 tried 35:22 39:5 124:2 168:7 trouble 76:3 79:13 80:17 true 29:10 85:22 94:11 94:12 117:17,20 130:7 135:25 153:20 162:19 177:16 truly 54:19 57:3 truth 177:10,10,10 try 5:1 25:18 35:22 79:23 123:25 166:7 trying 85:7,19 129:12
---	---	--	---

131:13 TSBS 7:25 turn 90:21 turned 90:19 112:15 Turpin 47:15 Twenty 23:19 Twenty-five 161:6 twice 27:23 two 7:9 12:4 15:17 20:16 20:24 35:4,6,12,20 40:5,6 51:4,24 54:10 56:23 57:4 72:2 74:1 82:11 83:9 84:20 87:23 88:11 90:3,4 93:16 106:12,23 107:18 108:1,2 111:13 115:11 117:4 130:1 131:10 132:24 134:10 148:17 149:3 156:23 158:5 160:2 163:2,12 168:19 type 4:10 27:14 33:20,23 35:16 49:15 55:7 65:21 66:17 71:24 77:10 84:18 101:14 125:12 126:5 148:1 173:17 types 50:25 124:24 126:9 148:8 152:17 160:1 172:1 typing 157:13 T-1 20:19 22:10 136:5 T-1s 22:15	119:2,14 120:25 121:6 122:6 123:6,14,17,21 123:23 124:6 158:10 158:12 168:8 Unified 28:25 29:3,5,12 unilaterally 175:12 University 5:10,12,14,21 6:2,17 154:17 Unless 19:15 until 13:1 17:10 149:25 150:1 upfront 32:3 up-sell 9:3 usage 172:4,5 use 31:19 32:3 33:1,18 43:3 58:20 59:25 143:8 143:21 170:13,21 172:18,21,24 173:11 173:18 used 3:25 34:8,11 42:6 99:24 126:6 138:21 161:3 162:17 171:25 172:3,4,6 useless 76:1 78:11,12 80:7 user 34:6 42:8,9 46:9 50:19 175:8,13 uses 161:18 using 62:17 116:9 173:9 USOC 120:25 121:6 utilize 60:1 utterly 79:23	169:23,24 170:4,5 visit 10:11 visualize 50:22 voice 118:12,19 voicemail 96:9 101:15,19 101:21 160:13 volumes 22:21 volunteered 146:13 vulnerable 87:10 V-E-G-A 67:1	19:1,21 20:20,25 24:15 24:18 30:5 31:15,18 32:25 35:6,8,18,19 36:2 38:13 39:9,16 40:8 41:2,5,22 44:1 45:11,12,17 48:4,6,9 59:12 61:12 62:20 68:14 71:23 74:19 76:8 76:10 82:12 83:10,14 87:5,24 90:4 92:2,4 100:4 101:4,10 107:18 108:3 110:10,11 111:16,19,21 112:7,10 112:12 126:23 127:18 128:23 131:1 144:11 147:1 150:13,14,17,18 152:14,17 153:6 156:15,23 157:1,12,21 157:23 158:7,10 159:5 159:8 160:1,2,3,5,7 162:9,11 163:18,22 164:19 165:7 166:9,10 166:22,24 167:7 168:8 169:2 170:8 173:18,23 176:4 weren't 36:8 50:8 158:8 West 110:7 128:12,13,14 170:24 We'll 21:8 54:11 we're 3:11 98:10 99:1 116:9 117:14 133:8 161:8 169:13 176:2 we've 98:17 WHEREOF 177:21 while 8:13 44:21 96:11 whole 177:10 wholly 97:17 win 81:11 138:23 139:4 143:10,22 148:21 winter 33:10 34:13 35:14 37:25 38:4,5,7 43:12 49:9 93:18 159:4,25 win-back 60:14 140:5 142:18,22 144:1 163:4 Wishful 93:11 withdrawn 53:13 55:2 witness 2:15 3:3,23 9:19 9:23 11:13 15:2 18:14 19:14,18 22:5 32:16 33:4 35:1 44:4 59:18 60:5 70:9 78:2,4 81:10 83:2,20,22 104:9 111:1 113:9 114:18,25 116:3 116:5 118:15,21 132:18,22 135:23 139:23 140:4 143:17 144:17 145:1 146:12
U	V	W	
Um-hum 22:18 23:7,20 51:25 52:23 63:11 69:14 108:8 124:22 140:23 142:15 143:5 143:11 unaware 132:20 unclear 5:1 under 61:7 62:7 121:21 132:14 135:8,10 145:15 146:16 147:5 147:13,23,25 167:24 170:25 177:14 understand 4:25 18:20 29:5,20 58:18 62:22 105:25 118:8 119:9 120:12 121:3 132:13 134:18 139:8 143:19 149:23 154:3 understanding 32:16 53:19 58:16 121:5 125:21 167:22 168:11 understood 125:25 UNE-P 58:24 59:1,12,15 59:23 94:21 116:12	V 170:7 171:23 173:7,8 vast 137:19 Vega 66:24 67:1 94:3 vender 32:13 venders 47:10,16 verbal 4:23 verbiage 58:2 verified 174:3 verify 102:17 Verizon's 138:6,10 version 64:1 versus 27:17 171:23 very 13:21,21 25:16 29:15,16,17 34:5 85:4 106:11 117:12 127:24 142:17,21 143:25 150:22 viable 58:5 59:3,14 60:8 155:7,19,25 156:9 vice-president 45:25 vice-presidents 165:13 165:14 video 168:20,25 169:8,13	wait 9:17 18:17 65:13 walk 157:18 want 7:21 8:4 18:20 20:13 22:16 79:10 81:10 98:11 114:14,22 129:13 157:3 168:19 wanted 13:17 59:25 69:6 133:13 wasn't 42:6,8,9 82:21 88:18 106:11 110:15 111:8 117:23 126:21 146:4 159:11 167:9 170:1 watch 123:1,5 124:6 126:24 128:16 way 5:2 18:11 32:25 36:10 58:5 59:3,14,21 60:8 68:9 70:5 71:8 79:17 91:20 140:21 157:18 164:13 171:2,4 website 25:11 55:15,17 57:2 141:21 151:16 websites 55:9 weeks 104:21 well 4:21 7:2 8:19,25 12:2 19:7 24:11 32:8 41:17 62:3 64:18 67:17 85:9,13 86:9 95:16 101:20 124:23 136:2 138:11 139:10 141:24 153:23 171:3 172:20 Wellman 172:9 Wellman's 169:9,15 went 5:11,20 6:2 7:1 14:1 17:4 36:6 39:9 69:7 119:6 120:8 124:6 were 2:19 4:15 7:17 8:15 8:23 9:4,25 10:7,9,14 10:20 11:1 12:11,14,18 12:21,25 13:18,21 14:8 15:5,13,14,16 17:2,8 17:12,22 18:1,21,22	

150:6 155:22 158:18 162:9 177:7,21 witnesses 94:6 witnessing 162:11 wondering 56:24 word 10:1 42:6 work 16:2 39:14,15 40:9 65:24 80:12 85:7,19 109:17 122:18 124:1,8 124:10,13,19 127:9 160:1 worked 4:14 6:18 7:24 8:1,11,12,13 39:24 40:10 41:15,16 97:10 158:6 working 4:15 7:17 69:8 122:3 works 79:11 97:11 98:3 105:25 123:9,10,19 124:4,16,20 175:18 worse 161:3 worth 44:21 wouldn't 8:9 18:6 21:17 58:13 84:1 114:8 135:17 136:7 147:15 164:6 171:21 175:18 write 89:18 wrong 19:21 114:2 143:6 W's 171:1	1,000 104:18 1:45 1:19 10 15:9,15 17:24 20:1 57:22 65:19 91:15 96:6 138:2 152:11,17 162:17 169:5 10,000 21:13,21,22 100 133:23 11 55:4 68:3 81:23 94:8 105:2 107:10 108:6,6 154:8 12 69:11,17,23 71:15 72:12 94:24 117:25 120:18 140:19 149:9 155:3,24 12,000 21:18 13 122:9,11 124:21 140:19 149:9 150:21 162:25 14 1:18 56:19 57:7 61:3 65:19 68:3 69:12,17,24 71:15 72:2,12 84:24 94:8,25 108:12 150:21 14th 53:11 54:15 15 51:5,9 56:22 57:14,22 81:24 91:15 117:25 124:21,23 143:4,15 149:12 152:5,12,17 15th 51:9 150 2:7 16 61:3 73:1 162:25 16th 177:22 17 51:4 117:25 124:21 152:5 18 73:1 96:6 108:7 160:8 19 100:20 143:4,15 1978 7:22,24 1990 6:16 1997 164:12 1999 21:1,25 34:24 159:5,25 1999/2000 22:3 164:22	74:18 75:11 82:15 86:21 87:25 89:2 90:25 94:20 100:14 108:5 127:21 130:15,19 156:16 158:16 159:1 161:10 167:2,12,19 170:17 2000/2001 23:12 2001 1:18 22:17,24 23:21,22 24:6 26:3 51:9 55:7,22 56:16,21 57:12,16,21 58:21 59:23 60:25 63:14,19 68:24 93:19 135:4 150:1,15 151:11 153:21 154:5 177:23 2002 178:1 21 96:7 160:8 22 49:1 57:25 58:1 120:18 130:3 132:24 142:14 23 49:1 58:1 87:8 120:19 178:1 25 161:5 26 95:19 96:4 26.17 94:17 95:21 96:3 27 158:16 28 95:6 96:2 28th 1:16 2:4 165:19	6 6,500 142:6 611 74:5,8 75:2
X X 2:14,18,18	2 2nd 34:24 2,000 21:9,14,17 130:18 20 22:1 56:22 57:14,23 70:16 87:8 95:2 100:20 101:22,25 122:12 137:25 152:9,14,18,18 152:22 153:21 161:5 20,000 23:8 24:5,7 130:18,19 200 130:13 2000 17:10 21:1,4,25 22:8,17,24 24:6,17 26:3 46:23 51:6 63:24	7 70 100:21 101:13 137:21 727346 177:25	7
Y yeah 11:17 38:3 47:20 104:11 113:12 133:10 158:18 164:24 year 12:22 23:2,5 26:17 26:20 68:24 130:15 150:1,2 154:18 years 5:17,22 6:5,21 10:14,24 17:8 Yellow 96:10 97:11,23 98:24 101:7,15 102:1 102:18,22 104:1	3 3 2:17 3,000 15:3 30 102:5 103:9,11 104:6 30th 55:5 300 166:21 32301 2:8 33131 1:17 2:5 34 96:4 34.33 95:12,23 96:2 3475 3:16 38 95:1	8 804 3:17 84 8:3 85 8:7 86 5:11,23 88 5:23 6:6	8
S \$1,000 39:25 40:2,11 41:1 \$100,000 128:16	4 40 15:9,13 17:24 20:1 400 2:8 104:15,23 473-72-6464 3:19	9 9 155:2 9th 53:13 54:21,24 55:2 149:24 90 6:6,23 102:4 154:20 92 6:23,23 154:20,20 93 8:17,18,19 10:25 12:14 95 7:15 8:19,20 10:16 96 7:15 8:19 10:16 97 10:25 12:14,24 13:1,1 163:24 98 4:9 49:9 163:25 164:16 99 17:10 21:4 22:8 32:21 33:10 34:14 35:15 37:25 42:1 43:12	9
0 OCP 172:5 010740-TP 1:2	5 5:30 129:13 5:45 1:19 176:5 50 30:22 50,000 132:14 500 9:1 55 155:18 55,000 155:18		
1 1st 23:22			