



October 1, 2001

Division of the Commission Clerk  
And Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399

REF: docket number 011077-TL

Dear Sirs:

Attached is the response of Network Telephone Corporation to the Florida Public Service Commission's September 14<sup>th</sup> letter requesting documentation relevant to Docket No. 011077-TL, Investigation into Allegations of Anti-Competitive Behaviors and Practices of BellSouth Telecommunications, Inc.

I have included a copy of a slide presentation. In its second half, the presentation includes a listing of our problem areas with BellSouth. The written documentation we have also attached gives details for each problem areas listed. In addition, I have added documentation for several new problem areas that are not part of the slide presentation because they have occurred since the presentation was made.

Please let us know if we can furnish anything else. Thank you.

Sincerely yours,

Brent E. McMahan  
Vice President-Regulatory &  
Governmental Affairs

- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- CCM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- LEG \_\_\_\_\_
- OPC \_\_\_\_\_
- PAI \_\_\_\_\_
- REG \_\_\_\_\_
- SEC \_\_\_\_\_
- SER \_\_\_\_\_
- CTI \_\_\_\_\_

01 OCT -4 AM 9:03  
 DOCUMENT DISTRIBUTION CENTER  
 72607 OCT-4 06  
 FPSC-COMMISSION CLERK

COMMISSIONERS:  
E. LEON JACOBS, JR., CHAIRMAN  
J. TERRY DEASON  
LILA A. JABER  
BRAULIO L. BAEZ  
MICHAEL A. PALECKI

STATE OF FLORIDA



DIVISION OF COMPETITIVE SERVICES  
WALTER D'HAESELEER  
(850) 413-6600

Public Service Commission

September 14, 2001

1 - should we file? formal?  
2 - will it require attorney?  
3 - what will we file?

Mr. Brent McMahan, Vice President  
Regulatory & Governmental Affairs  
Network Telephone Corporation  
815 South Palafox Street  
Pensacola, Florida 32501

Dear Mr. McMahan:

Based on the results of meetings conducted with a number of Alternative Local Exchange Carriers and Incumbent Local Exchange Carriers certificated by the Florida Public Service Commission (PSC), and carrier to carrier complaints we have investigated, PSC staff has opened three dockets to investigate allegations of anti-competitive behaviors and practices in the State of Florida:

Docket No. 011075-TL - Investigation into allegations of anti-competitive behaviors and practices of Sprint-Florida, Incorporated;

Docket No. 011076-TL - Investigation into allegations of anti-competitive behaviors and practices of Verizon-Florida, Incorporated; and,

Docket No. 011077-TL - Investigation into allegations of anti-competitive behaviors and practices of BellSouth Telecommunications, Incorporated.

The docket schedule and staff assignments for each docket can be found on the PSC website at <http://www.psc.state.fl.us/>.

During the meetings held with the representatives of your company, staff indicated that any documentation of anti-competitive behaviors and practices your company has experienced or is experiencing could be provided if, and when, dockets were opened. Since dockets have been opened, it is now time to file documentation detailing any anti-competitive behaviors and practices your company has, or is, experiencing. Filings should be submitted to the Division of the Commission Clerk and Administrative Services, and should include the appropriate docket number listed above.

If you have any questions, please contact Cheryl Bulecza-Banks at (850) 413-6642, or Bob Casey at (850) 413-6974.

Sincerely,

Handwritten signature of Walter D'Haeseleer.  
Walter D'Haeseleer  
Director

CB:rc

cc: Division of Competitive Services (D'Haeseleer, Salak, Bulecza-Banks, Moses, Casey, Wright, Cater)  
Division of Legal Services (Keating, Helton, Fordham, Banks)  
Docket Files (011075-TL, 011076-TL, 011077-TL)

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

## Brent McMahan

---

**From:** Scott.Griffin@bridge.bellsouth.com  
**Sent:** Friday, September 28, 2001 2:45 PM  
**To:** Margaret.Ring@networktelephone.net  
**Cc:** Brent.McMahan@networktelephone.net; michelle.culver@bridge.bellsouth.com; Mitch.Miguez@networktelephone.net  
**Subject:** RE: UNE-T circuit acceptance time

Margaret-

I have asked Daphne Matchen on the account team to run this issue. Her number is 321-1028.

-----Original Message-----

**From:** Margaret.Ring  
**Sent:** Friday, September 28, 2001 1:58 PM  
**To:** Scott Griffin  
**Cc:** Margaret.Ring; michelle.culver; Mitch.Miguez; Brent.McMahan  
**Subject:** UNE-T circuit acceptance time

Scott,

You may have heard of this issue already, but it has ended up on my desk so I'm trying to get some information gathered together. Our NOC says that BST is only giving us 15 minutes to accept a UNE-T1 circuit, before classifying it as a missed appointment. It takes us 20 minutes alone to run our tests, and that doesn't include a window for getting everyone necessary together to handle the acceptance. Mitch Miguez says there is not a set interval on the website for UNE-T acceptance. Can you give me any information on this? Would it be an interval we could negotiate in our contract?

Thanks for your help,  
Margaret

## Brent McMahan

---

**From:** Brent McMahan  
**Sent:** Wednesday, September 19, 2001 4:00 PM  
**To:** Mitch Dantin; Mitch Miguez; Kenneth Kitchens  
**Cc:** Vinnie Oddo; Chuck Emling  
**Subject:** FW: Loop Qualification

This is so much legalese to justify what BellSouth is doing, i.e., KPMG discovered "superloopy" that ostensibly gives BST retail better data on loops than that available to the CLECs. Kyle is right: let's see how BellSouth answers on the observation 117 in CCP.

-----Original Message-----

**From:** Kyle Kopytchak  
**Sent:** Wednesday, September 19, 2001 3:51 PM  
**To:** 'Scott.Griffin@bridge.bellsouth.com'; Brent McMahan  
**Cc:** Kenneth Kitchens; Mitch Dantin; Mitch Miguez; Craig Holloway  
**Subject:** RE: Loop Qualification

This is a wonderful reply from Scott that came directly from the BST lawyers. We will now compare this with how BST responds to observation 117 regarding super loopy. Give it some time.

Kyle

-----Original Message-----

**From:** Scott.Griffin@bridge.bellsouth.com  
[mailto:Scott.Griffin@bridge.bellsouth.com]  
**Sent:** Wednesday, September 19, 2001 3:38 PM  
**To:** Brent.McMahan@networktelephone.net  
**Cc:** Kenneth.Kitchens@networktelephone.net;  
Kyle.Kopytchak@networktelephone.net; Mitch.Dantin@networktelephone.net;  
Mitch.Miguez@networktelephone.net;  
Michael.D.Wilburn@bridge.bellsouth.com  
**Subject:** RE: Loop Qualification  
**Importance:** High

Brent-

The FCC ruled in Kansas that "...both competing CLECs and SWBT utilize the LFACS system. Thus, any inaccuracies in SWBT's database, because they affect SWBT in the same fashion as competing carriers, are not discriminatory." The same is true for BellSouth. Loop makeup data resides in LFACS; BellSouth uses that data for ourselves and we make that data available to CLECs. If you receive incomplete or inaccurate data from LFACS, you may submit a manual LMUSI. In those instances, a BellSouth engineer will pull plats, Engineering Work Orders, may make field visits, etc. to generate the information to be provided to the

CLEC.

Following is part of the rebuttal testimony we provided in KY:

"The source data for all Loop Makeup information is LFACS. LFACS is available region-wide. When loop makeup is not built in LFACS, BellSouth personnel use a combination of Engineering Work Orders ("EWOs"), field visits, and the plats that contain records of BellSouth's Outside Plant Facilities to develop the loop makeup data that is stored in LFACS. There is simply a difference in how the plats are stored within BellSouth. In some states, like KY, the Outside Plant Facility data is recorded on manual or paper plats, whereas in other states, this data resides in the CFD, or a digitized version of the plats. The loop makeup information that has been generated manually via the paper plats has been populated region-wide in LFACS. Additionally, all loop makeup information that can be derived electronically via the CFD has been populated in LFACS as well. Because there is both a manual and a mechanized process for accessing loop makeup data, this information is regional in nature. For BellSouth to serve its own retail customers, BellSouth must perform manual service inquiries for information when there is no electronic access for the requested retail service/product."

I hope this answers your question.

SG

-----Original Message-----

From: Brent.McMahan

Sent: Thursday, September 13, 2001 9:43 AM

To: Scott Griffin

Cc: Brent.McMahan; Kenneth.Kitchens; Mitch.Miguez; Mitch.Dantin;

Kyle.Kopytchak

Subject: Loop Qualification

Scott, as we brought up this morning in our conference call, and to clear up any confusion, I want to ask you the following:

As a result of the inaccuracy of the loop make-up process, Network Telephone wants to know if BellSouth has access to greater information from a loop qualification report for requesting loop qualification? In other words, is

there more data available for NTC to access to raise the accuracy of qualifying loops?

Brent E. McMahan  
Vice President - Regulatory & Governmental Affairs  
NETWORK TELEPHONE CORPORATION  
815 South Palafox Street  
Pensacola, FL 32501  
Work - 850.465.1744  
Fax - 850.432.0218



ORIGINAL

NETWORK TELEPHONE  
VOICE • DATA • VIDEO

DISTRIBUTION CENTER

01 SEP 11 AM 8:52

011077-TL

September 7, 2001

Mr. Walter D'Haeseleer, Director  
Division of Competitive Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

RE: Informal Complaint of Network Telephone against BellSouth

Dear Mr. D'Haeseleer:

Network Telephone (NTC) requests investigation of BellSouth's \$20,948.13 charge for 30-day historical information from the Access Daily Usage File (ADUF), and BellSouth's lack of response to NTC's requests for information and assistance.

During the first quarter of 2001, Network Telephone began to implement plans to use the switched/combo platform (UNE-P). This was a new platform for NTC, and we had numerous meetings with our BellSouth Account Team in preparation for conversion to this platform. We were aware of problems other companies had implementing UNE-P, and specifically asked BellSouth to provide us with subject matter experts to help us through the process. We also asked for a UNE-P expert to be added to our account team.

BellSouth refused our requests, and told us that our current account team was capable of helping us implement UNE-P, and of advising us of everything we needed to do for implementation. NTC also took the extra step of contracting for BellSouth to provide an in-house training course on UNE-P.

As part of the implementation process, we had several discussions with BellSouth on the use of the ADUF files so Network Telephone could bill access charges. We told BellSouth we would need the files and assumed we would begin receiving the information when we began provisioning with UNE-P. **At no point did BellSouth advise us of a special procedure required for us to begin receiving the ADUF files.** When we did not receive the files, we contacted BellSouth to inquire about them. At this point, BellSouth said we had to make a written request to begin receiving the ADUF files.

While it is true that our extremely lengthy interconnection agreement does indicate that a written request is required to begin receiving the ADUF files, it is Network Telephone's contention that this fact does not absolve BellSouth of responsibility for directly advising us of the process, particularly after our repeated requests for subject matter experts to help us with UNE-P implementation.

AFEP  
CAMP  
CMP  
COM  
CTP  
FOR  
LCO  
PO  
PSC  
SOP  
XEP  
YEP

DOCUMENT NUMBER-DATE

11314 SEP 11 0

FPSC-COMMISSION CLERK

September 7, 2001  
Florida Public Service Commission  
Page Two

Because receipt of these files is required for Network Telephone to bill other carriers for access, we asked BellSouth to retrieve the historical ADUF information that we did not receive prior to late July. BellSouth responded that there would be a charge for retrieval of the files. The price BST quoted to us for providing historical ADUF records for 30 days was \$20,948.13. The price quoted to retrieve the information for 60 days was "estimated" at \$500,000. A copy of these quotes and BellSouth's documentation is attached.

These charge are patently ridiculous. BST has ready access to the information. BST quickly provided the number of messages and the dates on which the messages were sent, but claimed other detail was not readily available. They also acknowledged that the information had not been lost and that as time passed "the price could possibly change." Network Telephone had no choice but to take immediate action to pay for the 30-day retrieval in order allow for our CABS billing.

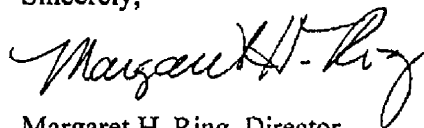
This situation is just another example of BellSouth's lack of responsiveness and intention to run roughshod over its competitors in any way possible. It is extremely difficult to run a competitive business when we are faced with lack of cooperation from BellSouth, who is our vendor, and astronomical prices for data retrieval.

Network Telephone requests that the PSC investigate this situation, review BellSouth's pricing methodology for the data retrieval, and require BellSouth to make refunds to Network Telephone for these charges.

I appreciate your consideration of this complaint. I am also including an additional copy of this letter to be placed in the correspondence side of Docket 011077-TL, the Commission's investigation into allegations of anti-competitive behaviors and practices of BellSouth Telecommunications.

Thank you for your assistance.

Sincerely,



Margaret H. Ring, Director  
Regulatory Affairs

cc: Docket 011077-TL

Encl: BellSouth Letter/Documentation





BellSouth Interconnection Services  
9th Floor  
600 North 19th Street  
Birmingham, Alabama 35203

CLEC Interconnection Sales

August 27, 2001

Mr. Mitch Dantin  
Network Telephone, Inc.  
815 South Palafox  
Pensacola, Florida 32501

Dear Mitch:

This is to inform you of the cost associated with your Access Daily Usage Files (ADUF) request. As outlined to you verbally, the cost that will be incurred by Network Telephone for BellSouth to pull the ADUF feeds going back thirty - (30) days to June 27, 2001 through July 31, 2001 is estimated at \$20,948.13. BellSouth will need a check of available funds in hand before the work to pull these feeds begins.

If BellSouth were to go back sixty - (60) days to May 31, 2001, the cost associated with this would be estimated at \$500,000. Going back sixty - (60) days would call for BellSouth to actually re-create all of Network Telephone's records back to that time frame as the records are not readily available that far back in time. This would involve a much more extensive programming job than going back the aforementioned thirty - (30) days and therefore would cost significantly more. If Network Telephone would like an exact quote for going back sixty - (60) days, please notify BellSouth in writing. Due to the significant work required, BellSouth will charge NTC for preparing the sixty - (60) day estimate even if NTC chooses not to accept the work.

Keep in mind that as time continues to pass, it is more difficult to pull this information and as a result, the price could possible change for the thirty - (30) day request. Therefore, BellSouth will need to know in writing by COB Friday, August 31, whether or not Network Telephone wants BellSouth to process this work request to avoid any possible price changes.

Attached are the details surrounding the thirty - (30) day work request. Please feel free to call me at (205) 321-4958 if you have additional questions regarding this issue.

Regards,

Scott Griffin  
Account Manager  
BellSouth Interconnection Services

cc: Bill French  
Attachments



## WORK REQUEST CONCEPTUAL DESIGN DOCUMENT (X031)

The Work Request Conceptual Design Document contains the high-level technical design of the work request. It is created as a result of requirements analysis activities. Use this document template to confirm the requirements prior to developing a detailed design. This template has been customized for Billing. For new development work or complex enhancements, use the BellSouth Accenture Sourcing Arrangement (BASA) standard X031 as reference.

Estimated Total Number of Work Hours: 184.5

<b>WORK REQUEST NAME:</b>	Network Telephone needs ADUF messages	<b>W/R NUMBER:</b>	01073001
<b>PROCESS NAME:</b>	BellSouth Industrial Billing System (BIBS)	<b>TARGET RELEASE:</b>	WSHLO1M8
<b>IMPACTED AREAS:</b>	INDU~BIBS		
<b>EXTERNAL ENTITIES - INPUT:</b>	N/A		
<b>EXTERNAL ENTITIES - OUTPUT:</b>	Recovered ADUF records		
<b>DEFINITION DESCRIPTION:</b> (INCLUDE PURPOSE)	Recover ADUF records for OCN 8773 from June 27, 2001 to July 31, 2001.		
<b>PRE-CONDITIONS:</b>	Able to recall and transmit the Production backup files that were created during that timeframe.		
<b>PROCESS STEPS:</b>	<u>INDU~BIBS</u> <i>Requirement 18010 version 3 -</i> <ol style="list-style-type: none"> <li>1.) Recall the Backup datasets 'QD102.BU1.PFA20.BADUF00' in all 12 production sites.</li> <li>2.) Transmit the backup datasets to TestBed (site U).</li> <li>3.) Using the File-aid 'Contains' command to extract the ADUF records with an OCN of 8773 and a Basic Class of Service of 'UEPBX' (Business) or 'UEPRX' (Residential) or 'UEPCO' (Coin).</li> </ol>		

**PRIVATE/PROPRIETARY**

Contains private and/or proprietary information. May not be used or disclosed outside the BellSouth companies or Accenture except pursuant to a written agreement.

	<p>4.) For all sites, merge all the individual extract ADUF files with OCN 8773 into 1 file with a header and trailer record.</p> <p>- 5.) Contact WR Item Coordinator, so the file can be reviewed and BIBS receives permission to send file to OCN 8773.</p> <p>6.) Transmit this combined data set to the appropriate Production site.</p> <p>7.) Via ETRS, request a 1-time job to run in the production site to copy the transmitted data set to the GDG base 'QD10?.BU1.PFA20.BADUF00'. Notify the ADUF person to let them know that BIBS has attached an extra data set that was created via this method.</p>
<b>POST-CONDITIONS:</b>	N/A
<b>ASSOCIATED REQUIREMENTS:</b>	N/A
<b>ASSUMPTIONS:</b>	N/A
<b>PERFORMANCE REQUIREMENTS:</b>	N/A
<b>GLOSSARY:</b>	<p>ADUF - Daily Access Usage</p> <p>BIBS - BellSouth Industrial Billing System</p> <p>ETRS - Automated system for requesting 1 time jobs to run in production.</p> <p>GDG - Generation Data Group</p> <p>OCN - Other Carrier Number</p>

PRIVATE/PROPRIETARY

Contains private and/or proprietary information. May not be used or disclosed outside the BellSouth companies or Accenture except pursuant to a written agreement.



<b>SYSTEM RULES</b>
N/A

<b>DATA MODEL</b>
N/A

<b>APPLICATION ARCHITECTURE IMPACT</b> <b>WHERE PERFORMED (SITES):</b>	This will happen in all production RAO sites
---	--

<b>VOLUME</b>	N/A
<b>VOLUME PERIOD:</b>	N/A
<b>MAXIMUM VOLUME:</b>	N/A
<b>MINIMUM VOLUME:</b>	N/A
<b>AVERAGE VOLUME:</b>	N/A

## Product Test Approach

This section describes the work request level test approaches for product test.

**Note** Work request specific risks, including those associated with the testing effort, are documented in CMTS.

### Product Test Approach, T910Test Objectives and Scope

See T905 on the O: drive.

### Test Resources and Work Plan

Eric Samblanet (BIBS) and Edward Russell (BBI) will participate in the UAT Walkthru.

**COMMENTS:** N/A

**PREPARED BY:** Eric Samblanet **DATE:** 08/17/2001

**PRIVATE/PROPRIETARY**

Contains private and/or proprietary information. May not be used or disclosed outside the BellSouth companies or Accenture except pursuant to a written agreement.

# **NETWORK TELEPHONE**

Documentation of Problems  
Outlined in August, 2001  
Presentation

## **CUSTOMER OUTAGES SAMPLE PROBLEMS**

Informal complaint to Florida PSC August 21, 2000 regarding Pensacola DSL outages.

Informal complaint to Louisiana PSC June 18, 2001 regarding UNE-P conversion outages.

Informal complaint to FPSC June 20, 2001 regarding BST installing service for itself when an NTC order was pending.



June 20, 2001

Mr. Walter D'Haeseleer, Director  
Division of Competitive Services  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399

RE: Informal Complaint of Network Telephone against BellSouth

Dear Mr. D'Haeseleer:

Network Telephone (NTC) requests investigation of a situation involving BellSouth's service installation for a customer for itself, while Network Telephone's order for the same customer remained in pending facilities status with BellSouth (BST). We consider this a serious parity issue. The situation we outline is not isolated or unique, but in this particular instance we have documentation and an affidavit from the customer for the Commission's consideration.

Network Telephone placed an order with BST (PON 01032129201) to add three new lines for Gynecology and Obstetrics, which was an existing resale customer of NTC in Pensacola, Florida. We received a firm order confirmation from BellSouth on March 21 with a due date of March 26. On March 26 BST called NTC and advised that the technician could not complete the order, as additional cable was needed. On March 28 we were advised that the estimated completion date was April 30. NTC personnel spoke with the LCSC and were advised that they could not give us a better date but they would call if they were able to provide facilities more quickly than April 30.

On March 30, our customer (Susan Buckley, Office Manager with Gynecology and Obstetrics) called BST to complain about the delay in the installation of facilities for her additional lines and was told BST could not help her since she was an NTC customer. The customer called BST back later the same day and placed an order with BST for installation of the three lines. The customer did this with NTC's knowledge and approval. The customer advised us that the cable was run on April 3 and her service was connected on April 4. This connection was made in response to the customer's order placed by her with BST. NTC's order remained in pending status. BST's LENS system appears to confirm the connection dates, although BST provided different dates in its letter to us. Network Telephone cancelled its own order for the lines on April 9, after they had been activated for five days. We were never notified by BST that the facilities were available.

I'm sure you understand this situation raises serious parity issues for us. BellSouth gave itself preferential treatment. It installed an order for its own customer more quickly than it would install the same service for us. It failed to notify us that facilities were available 26 days earlier

Florida Public Service Commission  
June 20, 2001  
Page Two

than the due date it had provided us, even after we explicitly asked for an expedite and were told we would be called if anything was available more quickly.

I have attached an affidavit from Susan Buckley confirming the information contained in this letter. You will see that the information we received in the written response from BellSouth (attached) contradicts some of the information provided by Ms. Buckley and information from our own records. We believe our facts, and those provided by the customer, are correct.

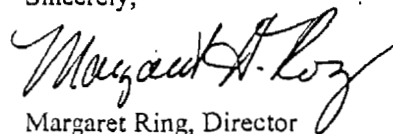
We would like assurance from BellSouth and the support of the Commission staff on the following points:

1. BellSouth will notify Network Telephone immediately if facilities become available prior to a previously provided due date.
2. BellSouth will provide service to Network Telephone at parity with the service it provides its own retail division.
3. BellSouth will provide Network Telephone with a means of escalating pending facilities issues at parity with the escalation procedures it apparently has in place for itself.
4. BellSouth will handle its orders on a first-in, first-out basis. If a Network Telephone order is placed prior to a BellSouth order for the same service and is not cancelled by Network Telephone, this order should be the first worked regardless of the circumstances or additional orders place.

We appreciate your consideration of this complaint, particularly with regard to the parity issue. I am also including an additional copy of this letter to be placed in the correspondence side of Docket 960786-TL, BellSouth's Petition for 271 Relief in Florida.

Thank you for your assistance.

Sincerely,



Margaret Ring, Director  
Regulatory Affairs

cc: Docket 960786-TL

Encl: Affidavit of Susan Buckley  
Response of BellSouth to NTC



AFFADAVIT REGARDING  
TELEPHONE SERVICE CONNECTION  
FOR GYNECOLOGY AND OBSTETRICS

STATE OF FLORIDA  
COUNTY OF ESCAMBIA

Personally appeared before me, the undersigned, Susan Buckley, who, being first sworn according to law, deposes and states on oath that she is Office Manager of Gynecology and Obstetrics, that she personally handled the telephone service connections for the business in March and April of 2001, and that she is making this Affidavit in connection with Network Telephone's informal complaint before the Florida Public Service Commission against BellSouth.

Susan Buckley affirms the following to be true and correct statements to the best of her own personal knowledge and belief:

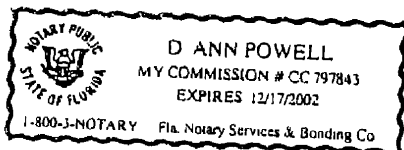
1. Gynecology and Obstetrics, 4900 Grande Drive, Pensacola, FL 2504 has been a telephone customer of Network Telephone since July, 1999.
2. Ms. Buckley placed an order on March 20, 2001 with Network Telephone for three additional telephone lines for Gynecology and Obstetrics.
3. Upon being informed by Network Telephone that there was a delay due to pending facilities with BellSouth, Susan Buckley contacted BellSouth to place an order directly with BellSouth for the service. This order was placed on March 30, 2001.
4. BellSouth called Susan Buckley on March 30, 2001 and told her they would clear the facilities the next week.
5. On April 3, BellSouth informed Susan Buckley they had installed enough cable for 20 lines and that they had installed the three new lines requested.
6. On April 4, 2001, the three new lines were working at the office of Gynecology and Obstetrics.
7. On April 4, 2001, Susan Buckley requested that Network Telephone convert these lines to Gynecology and Obstetrics' account with Network Telephone.

AFFIANT AFFIRMS THE STATEMENTS ABOVE AND FURTHER SAYETH NOT:

*Susan G. Buckley*

Sworn to and subscribed before me this  
19<sup>th</sup> day of June, 2001.

*D. Ann Powell*  
Notary Public





---

BellSouth Telecommunications, Inc. Fax  
Interconnection Services  
600 North 19th Street  
9th Floor  
Birmingham, AL 35203

May 9, 2001

Mr. Mitch Dantin  
Network Telephone, Incorporated  
815 South Palafox  
Pensacola, Florida 32501

Dear Mitch:

This is in response to the conference call of April 11, 2001, between BellSouth and Network Telephone (NTC). During the call NTC raised an issue regarding BellSouth's intervals when an order has been placed in a pending facility (PF) status.

I understand from the conference call that NTC sent Purchase Order Number (PON) 01032129201 to BellSouth to switch the local service for Gynecology Obstetrics from BellSouth to NTC and to also add three additional lines to the service. On March 26, 2001, BellSouth informed NTC that the order had been placed in a PF status. The estimated completion date (ECD) for the construction of the additional facilities was April 30, 2001.

In addition, I also understand that on March 30, 2001, Gynecology Obstetrics placed an order with BellSouth's Business Systems. According to NTC, Gynecology Obstetrics was given a due date of April 4, 2001 by BellSouth. Further, according to NTC, the end-user elected to cancel the order with NTC. The three lines that were added by BellSouth Business Systems for Gynecology Obstetrics were 850-474-4787, 850-474-1486 and 850-474-9201.

Following are the results of BellSouth's investigation:

On March 26, 2001, a BellSouth technician was dispatched to the Gynecology Obstetrics location to install the three additional lines ordered by NTC, only to discover that the order had incorrect cable and pair assignments. There were no available facilities at this location for the additional lines. The technician referred the order to the engineering group to have additional facilities installed and the order was placed in a PF status.

On March 27, 2001, the engineering group began to size the job. Due to the numerous activities involved such as, looking at the pole lines, cable, checking whether there were pole permits, etc., it appeared that the construction job for the facilities would require a great deal of time to complete, therefore, an ECD of April 30, 2001 was provided to NTC.

The job bid was given to Truvance, a BellSouth contractor. The expected completion date for the cable to be in place was April 23, 2001.

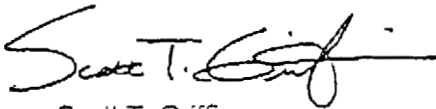
On March 30, 2001, Gynecology Obstetrics called BellSouth Business Systems (BBS) to place an order for the three additional lines. The BellSouth ordering system provided a due date of April 4, 2001, however, the system also immediately placed the order in a PF status.

On April 3, 2001, Truvance was dispatched on the construction job and discovered that the amount of work involved to complete the job was not be as involved as first estimated.

On April 9, 2001, the construction work to add new facilities was completed by Truvance. The three additional lines ordered by Gynecology Obstetrics were installed on April 9, 2001, after the construction work was completed. On April 9, 2001, BellSouth received a request from NTC to cancel PON 01032129201. .

I trust the above information satisfies your concerns. If you have additional questions, please feel free to call me at 205-321-4958.

Regards,



Scott T. Griffin  
Regional Account Manager  
BellSouth Interconnection Services



2316 East Main Street • New Iberia, LA 70560

(318)•365•3434 • FAX•(318)•367•5385

July 6, 2001

Commissioner James M. Field  
Louisiana Public Service Commission  
One American Place, Suite 1510  
Baton Rouge, LA 70825

Dear Commissioner Field:

I am writing to file a complaint with the Louisiana Public Service Commission against BellSouth. BellSouth's handling of a service order involving KANE Radio resulted in a lengthy service outage to the station and borders on gross negligence.

I elected to move my service from BellSouth to a competitor, Network Telephone. Network Telephone issued its order to BellSouth to provision my service through what I understand is called UNE-P. It has been explained to me that this involves BellSouth issuing a disconnect order and an "N" or new order for the service, although no physical change in facilities is made. These orders are supposed to be worked at the same time so the customer doesn't have any problems.

BellSouth did not work the orders together and as a result KANE Radio had approximately 20 hours of service outages on June 14, 2001, during which time callers received a "not in service" recording on our lines. Network Telephone appeared to do everything possible to resolve the problems and get BellSouth to restore this service. Each time, the service would be restored, and then be disconnected again. It was absolutely inexcusable.

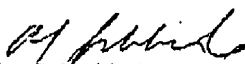
It is very frustrating to have to deal with this gross negligence. This whole scenario has occurred because BellSouth has (opened its lines to competition), however, when we decided to try the competition we were faced with this service disruption and embarrassing "not in service" message on our lines which have been in operation since 1982. BellSouth.net even disconnected my e-mail account after the conversion, although I had not ordered a change in the account. They said this was done, "because they didn't have a means of billing me." This is patently ridiculous. BellSouth has managed to bill me for many years and BellSouth.net could either use the same address or contact me to confirm a billing address. It is amazing that the Yellow Page advertising division could quickly find an address to bill me for my monthly advertising.

I don't know if BellSouth is trying to subtly, or not so subtly, harass customers who choose a different carrier. It was very embarrassing to hear that my telephone "had been disconnected". Now my business has suffered from their negligence.

Please investigate the situation involving KANE Radio and take whatever steps are appropriate to prevent the problems I experienced from happening to anyone else.

Network Telephone has advised me it has had a number of similar situations involving Louisiana customers and intends to compile them to present to the Commission also. I certainly hope that the Commission will take BellSouth to task for such inept handling of a relatively simple transaction.

Respectfully,

  
Art Suberbielle  
President & General Manager



June 18, 2001

Lawrence St. Blanc, Secretary  
Louisiana Public Service Commission  
One American Place  
Baton Rouge, LA 70825

RE: Informal Complaint of Network Telephone Against BellSouth Regarding  
Service Outages on UNE-P Conversions

Dear Secretary St. Blanc:

Last week Network Telephone had three instances in Louisiana in which BellSouth incorrectly worked orders for UNE-P conversions, causing extensive service outages for the business customers involved. Network Telephone has been told by each of the customers that they have filed complaints with the Louisiana Public Service Commission against BellSouth over the problems. Network Telephone also wants to file a complaint regarding the service outages experienced by these customers.

Although BellSouth has indicated both to us and to the Commission that its processes have been corrected so the "N" and "D" orders associated with UNE-P conversions are being worked together, this is not the case. The three customers converted last week had outages totaling approximately 66 hours. The customers included a law office and a radio station. Callers received a "not in service" recording which implied that the customer either no longer existed or had service disconnected for nonpayment. I'm sure you can understand that no business can tolerate this type of treatment.

Attached is a summary of the problems for each customer. Your assistance in investigating each instance is requested. Network Telephone advocates a change in BellSouth process so these orders can flow through as "C" (change), orders, since no physical disconnection of facilities is really necessary. We, as a competitor, and you as representatives of customers in Louisiana, cannot continue to use and approve processes that result in this type of disruption of telephone service.

Thank you in advance for your consideration.

Sincerely,

Brent McMahan, Vice President  
Regulatory Affairs

cc: Account Team, BellSouth  
UNE-P User's Group, BellSouth  
Broussard, Bolton, Halcomb and Vizzier  
KANE Oldies Radio  
Supreme Specialties

Attachment One  
Informal Complaint of Network Telephone  
June 18, 2001

#### Louisiana Customer Outage Details

318 487-4589 Broussard, Bolton, Halcomb & Vizzier, 912 5<sup>th</sup> St., Alexandria, LA 71301

BST issued two disconnect orders with only one associated N order to convert on 6/13.

CAUSE: BST did not process LSR request properly.

APPROXIMATE OUTAGE TIME: 9 hours

985 851-7465 Supreme Specialty, 401 Roland Rd., Houma, LA 70363

BST issued an N and D order to convert on the due date of 6/13 then cancelled and reissued both because the N order PF'd. The second D order completed on 6/13 and the customer was out of service. The second N order noted that it required a dispatch to get it to work. We repeatedly called the LCSC and left a message about the problem but never got a response. I notified the OAVP in the LCSC of the problem at 1:PM EDT. I advised him that the order did not require a dispatch. The pairs had been changed on the conversion and AFIG needed to be told to change them back to the originals so that the customer's service would work without a BST technician visit. He referred it to the LCSC center support manager. The hunting was not working so the LCSC then had to issue a C order to try to get the hunting to program correctly through RCMAG. The customer got his service back about 4:45PM EDT on 6/14. As of 6/15, the N order is still in the pending status in CSOTS.

CAUSE: BST issued order incorrectly and/or downstream OSS systems did not work properly.

APPROXIMATE OUTAGE TIME: 36 hours

337 364-9956 Supreme Specialty (Same customer as above but in different location)

Converted on 6/13. Original N order went PF and BST cancelled and reissued the D and N orders. The D order completed on 6/13 but the cable pairs were changed on the N order and the customer was out of service all day. BST advised at 6PM on 6/13 that lines were all working but that was because the customer had Call Forwarding Don't Answer and his calls were going to voice mail. I advised them that the customer wasn't answering because the calls were ringing open and that the cable pairs needed to be referred to LFACS to be changed back to the original ones. The LCSC told us they were changed because the pairs were in a SLC. I told them that a SLC does not affect a conversion to UNE-P. Two lines were omitted from the N order and a C order had to be issued on 6/14 to add back those lines. It does not appear that the charges were waived on that C order even though the LCSC issued it under the same PON as the N. Both the N and C orders showed that they needed to be dispatched out. As of 6/15 those two orders do not show completed in CSOTS. Customer was finally in service on 6/14.

CAUSE: BST issued order incorrectly and/or downstream OSS systems did not work properly.

APPROXIMATE OUTAGE TIME: 21 hours

337 365-3434 KANE Radio, 2316 E. Main, New Iberia, LA 70560

N and D conversion orders were due on 6/13. When the D order completed on 6/13 the customer went out of service. The N order noted that it required a dispatch to work because the cable pairs on all 6 numbers had changed. The LCSC changed the appointment on the N order to 6/14 but the customer was already out of service. I called the LCSC and advised them that the order should not be dispatched on but that they must get the cable pairs changed back to the original ones. The customer was back in service at 8:30 pm EST ON 6/14.

CAUSE: BST issued order incorrectly and/or downstream OSS systems did not work properly.

APPROXIMATE OUTAGE TIME: 20 hours

STATE OF FLORIDA

Commissioners:  
J. TERRY DEASON, CHAIRMAN  
E. LEON JACOBS, JR. -  
LILA A. JABER  
BRAULIO L. BAEZ



DIVISION OF COMPETITIVE SERVICES  
WALTER D'HAESELEER  
DIRECTOR  
(850) 413-6600

## Public Service Commission

October 2, 2000

Mr. Brent McMahan  
Vice President, Regulatory & Governmental Affairs  
Network Telephone Corporation  
815 S. Palafox  
Pensacola, Florida 32501

**Re: Digital Subscriber Line (DSL) Service to Pensacola End-users**

Dear Mr. McMahan:

This is in response to your August 21, 2000 letter about BellSouth's provision of DSL service to your end-users served by its Bayou Boulevard remote terminal. You wrote of multiple, constant interruptions from March through August 2000, and asked that BellSouth provide a permanent solution.

We forwarded your concerns and letter to BellSouth, asking that it expedite its investigation of your end-users' problems. BellSouth's September 12, 2000 response (enclosed) details the results of its investigation. It first reset and systematically replaced common electronics in the remote terminal and its 5000 Grande Drive central office to restore service and attempt to resolve the troubles. It then found on August 15, 2000 that the DSL failures were caused by AC Power alarms at the Grande Drive central office and backup batteries that failed to carry the load causing all the central office equipment to fail. When the AC power was restored, only the DSL circuits failed to restore normally. BellSouth reports that it installed new backup batteries on August 30, 2000. It also referred the power problems to Gulf Power, who completed the replacement of faulty buried power feeder cables in the Bayou Boulevard area on September 6, 2000. By telephone on September 27, 2000, BellSouth reported that it has verified that all service in its Grande Drive central office is working properly. It apparently also checked with your company on September 19, 2000 and found that your DSL lines were working properly.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

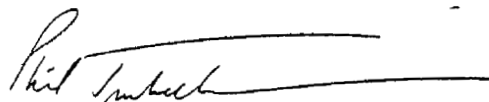
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. McMahan  
Page 2  
October 2, 2000

Since BellSouth appears to have fully resolved your concerns and DSL troubles, we are closing your inquiry. Thanks for bringing your concerns to my attention. If you have questions or additional concerns, please call me at 850/413-6592.

Sincerely,

  
Phil Trubelhorn, Engineer  
Bureau of Service Quality

Enclosure

File: TL720, CATS #332297T





BellSouth Telecommunications, Inc. 850 222-1201  
Suite 400 Fax 850 222-8640  
150 South Monroë Street  
Tallahassee, Florida 32301

Nancy H. Sims  
Director - Regulatory Relations

September 12, 2000

Mr. Phil Trubelhorn  
Florida Public Service Commission  
2450 Shumard Oakes Boulevard  
Tallahassee, Florida 32301

RE: Network Telephone Pensacola, FL

Dear Mr. Trubelhorn:

This is in response to your request of August 24, 2000, for an investigation with a written explanation of the interruptions of service experienced by Network Telephone Corporation (NTC) end user's in the Pensacola, Florida area. Following are the results of BellSouth's investigation:

A review of the trouble reports for NTC's Digital Subscriber Line (DSL) services in the Bayou Boulevard area in Pensacola by BellSouth's Network Operations personnel reveals there were service problems at that location.

The trouble reports received from NTC began March 21, 2000. An analysis of BellSouth's records shows that not all of NTC's DSL customers in the Bayou Boulevard area were out of service at the same time. On some occasions three of the DSL circuits failed and at other times five or eight of the circuits failed.

There were also periods of ten days to two weeks when no failures occurred in the area. It is also important to note that this same site provides Digital Signal 1 (DS1), Digital Data (DS0), Integrated Services Digital Network (ISDN), as well as, business and residential dial tone services on common facilities. BellSouth has not had reported failures of these services in the March 2000 to August 2000 time frame. The point is that the ISDN circuits use exactly the same electronics as the DSL circuits except the ISDNs are connected to the switched network and the DSLs are connected to NTC's Digital Subscriber Line Access Multiplexer (DSLAM).

COMPETITIVE SERVICES  
DIVISION OF  
REGULATORY AFFAIRS

2000 SEP 18 10:03 AM

Mr. Phil Trubelhorn  
September 12, 2000  
Page 2

Consistent throughout the investigation was the finding that the DSL circuits were the only circuits failing and they were only failing at BellSouth's 5000 Grande Drive central office location. 5000 Grande Drive provides service to the Bayou Boulevard area. BellSouth dispatched to the Grande site and found all services except some of the DSL circuits working. The DSL circuits trouble was alleviated if the NTC customer's equipment was reset or if the BellSouth channel unit at 5000 Grande Drive was reseated. During this period of time BellSouth systematically replaced common electronics in the central office as well as the remote terminal at 5000 Grande Drive in an effort to completely resolve the trouble.

Unfortunately, the problems on the DSL circuits continued. As a result of the trouble reports from NTC, BellSouth's attention focused on the multiplexers that were on the fiber ring feeding the Grande Drive site. No system common problems were found. Much of the testing, verification, and electronics replacement were accomplished during early morning hours, 1:00 AM to 5:00 AM, in order to reduce the impact on other customers in that area. The local BellSouth personnel were also working with BellSouth's Region Technical Support for Data Services and Digital Loop Carrier.

The source of the trouble was finally found on the afternoon of August 15, 2000 as a result of a trouble report received from NTC on August 11, 2000. A review of central office alarms indicated an AC power alarm had occurred at the Grande Drive on August 11, 2000. The float voltage of the back up batteries was verified at Grande Drive, as well as, the output voltages of the primary and backup rectifiers and all tested OK. It appeared that the DSL circuits went down during the same time frame that an AC power alarm was activated at the Grande site by the BellSouth Network Reliability Center.

On the afternoon of August 15, 2000, the BellSouth's Digital Electronic Support Specialist and the Special Services Installation & Maintenance Network Manager visited the Grande site where the AC power was purposefully failed. The result was that the backup batteries would not carry the load causing all of the equipment to fail at the site. The AC power was quickly restored and all services restored normally with the exception of the DSL circuits.

New batteries to supply backup power at the 5000 Grande Drive Remote Terminal were ordered on August 17, 2000 and installed on August 30, 2000. This should resolve the problem with the failing DSL circuits even if power outages continue. Additionally, a trouble was referred to Gulf Power, the local power provider, on August 18, 2000 to resolve the AC power problem. Gulf Power found a faulty buried power feeder that affected several of its customers in the Bayou Boulevard area. Gulf Power has completed the placing of the new power cables. The Gulf Power Engineer has advised that all customers have been moved to the new power lines and all work in the area was completed on September 6, 2000.

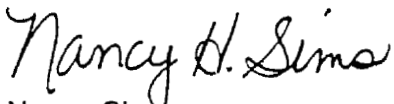
Mr. Phil Trubelhorn  
September 12, 2000  
Page 3

BellSouth's Network Operations personnel will follow up on September 19, 2000, to verify that all service in the Grande central office is working properly.

The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

Should you have further questions, please do not hesitate to call.

Sincerely,

A handwritten signature in cursive script that reads "Nancy H. Sims".

Nancy Sims  
Director – Regulatory Relations

(21)

**CSI UPDATE ISSUES, CLARIFICATIONS,  
MISCELLANEOUS PROVISIONING SAMPLE PROBLEMS**

Complaint to Florida PSC February 17, 2000

Matrix of problems sent to BST in July 2000. BST responses in bold.

Letter to Marcus Cathey, BST, September 12, 2000 requesting assistance on continuing problems and answers on BST procedures. No response received.

Letter to Bill French, BST, May 25, 2001, requesting written documentation of CSI update time.

Bill French response June 11, 2001.

Mitch Dantin letter to Bill French on same issue 6/13, 2001. No response received.



**NETWORK TELEPHONE**  
NOW YOU HAVE A CHOICE

June 13, 2001

Mr. William French  
BellSouth Interconnection Services  
600 North 19<sup>th</sup> Street  
9<sup>th</sup> Floor  
Birmingham, Alabama 35203

RE: CSR Update Issues

Dear Bill:

I am in receipt of your letter dated June 11, 2001 to Margaret Ring in response to her request for written confirmation of the CSI update intervals discussed in the conference calls with Network Telephone. Your statement "I am not sure how or where Network Telephone got the impression that BellSouth has a 30-day standard interval to update a CSI" has taken me quite by surprise and is frankly unbelievable.

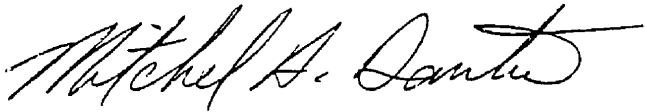
We have discussed this issue with BellSouth repeatedly. Network Telephone has pushed for a firm answer to BellSouth's time interval for updating a CSI due to us experiencing extreme delays in getting updated CSIs. After having consulted with the AVP of the LCSC, Bill Thrasher, during our May 24, 2001 conference call, you clearly stated that BellSouth's interval for updating a CSI was 30 days. There were eight Network Telephone employees who can confirm this, of which three are vice presidents and one is our chief information officer. At this point, we asked for a confirmation of this interval in writing, and you asked that we make our request in writing. This is what prompted Margaret's letter. At no time did you state that the 30-day interval to update a CSI was only for those files that were placed into an error status. There was no misunderstanding on our part.

Network Telephone can work with the 24-48 hour standard interval you have now given us, with an understanding of the escalation process that we may follow in the event it exceeds that time. However, as we have discussed, receiving the CSI update in a timely manner is of utmost importance to us as our ability to begin billing our customers is dependent upon it. It is an interval we will continue to monitor.

We have seen what appears to be a BellSouth problem. The problem being, not consistently updating a CSI within the 24-48 hour interval, since we began processing orders as a CLEC in 1998. This has been brought to our account team's attention on numerous occasions since that time. How would you suggest we proceed with getting the problem corrected within BellSouth? Do we need to work this issue through the Change Control Process or is our only recourse through the Regulatory process?

As our BellSouth Account team representative, I am seeking your guidance on how to proceed with continuing problems on CSI updates. I also trust that you will come to better understand the impact these issues have on our business. I would appreciate a response by June 29, 2001. Thanks for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Mitch A. Dantin".

Mitch Dantin, Vice-President  
Order Management

cc: Margaret Ring



BellSouth Telecommunications, Inc.  
Interconnection Services  
600 North 19th Street  
9th Floor  
Birmingham, AL 35203

william.french2@bellsouth.com

Bill French  
Sales Director  
CLEC Interconnection Sales

205 321 4970  
Fax 205 321 4343  
Pager 877 850 8791

June 11, 2001

Ms. Margaret H. Ring  
Network Telephone Company  
815 South Palafox Street  
Pensacola, Florida 32501

Dear Margaret:

This is in response to your letter dated May 25, 2001, regarding the interval for BellSouth to update a Customer Service Record (CSR) after an order activity has occurred. I am not sure how or where Network Telephone got the impression that BellSouth has a 30-day standard interval to update a CSR. As we have discussed with you and others at Network Telephone during the weekly conference calls, BellSouth's objective is to update an order to the CSR within 24-48 hours.

As previously discussed, there may be an occasion when it may require more than 48-hours for an order to process through the various systems and update the CSR. I did share with Network Telephone that if an error or errors occur on a service order, additional time may be required to resolve the error and update the CSR. BellSouth strives to have an error corrected and update completed to the CSR prior to the close of a bill cycle.

I hope this explanation clears up any misunderstanding that may have existed concerning the update of a CSR. Please feel free to call me at 205-321-4970, if there are additional questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Bill French", written over a horizontal line.

Bill French  
Sales Director



May 25, 2001

Mr. William French  
BellSouth Interconnection Services  
600 North 19<sup>th</sup> Street  
9<sup>th</sup> Floor  
Birmingham, Alabama 35203

Dear Mr. French: *bill*

As we discussed on our conference call yesterday, Network Telephone is requesting written confirmation from BellSouth Telephone that the interval for a CSI to update is 30 days. This interval is not published, and we are requesting written documentation of the verbal information we were given.

I would appreciate a response to this request no later than June 5, 2001.

Thanks for your assistance.

Sincerely,

Margaret H. Ring, Director  
Regulatory Affairs

cc: Mitch Dantin





# NETWORK TELEPHONE

NOW YOU HAVE A CHOICE

September 12, 2000

VIA OVERNIGHT MAIL

Mr. Marcus B. Cathey  
Sales Assistant Vice President  
BellSouth  
CLEC Interconnection Sales  
600 North 19<sup>th</sup> Street, 9<sup>th</sup> Floor  
Birmingham, Alabama 35203

Dear Mr. Cathey:

We have had an ongoing problem with provisioning issues, and provided individual documentation of those problems to BellSouth. Scott Griffin has sent responses to the individual problem areas we have documented, and Bill French has suggested that we need to find a better way to address the issues we have encountered since reviewing each problem on a case-by-cases basis. We certainly agree on this point.

After reviewing BellSouth's most recent responses to the individual cases, which included acknowledgement of BellSouth problems and system errors on a number of occasions, I would like some information from you on what action BellSouth plans to correct the following global problems:

1. Number Assignment Problems – While we understand that “no telephone number is guaranteed until dial tone is provided,” there appears to be a system problem on number assignment. When the number is already assigned to another customer or CLEC, it apparently continues to appear as available to be reserved. Why can't numbers be removed from the “available” list once they have been assigned or reserved by another customer? If the number is then not actually connected for some reason, it could be returned to the list.
2. CSI Updates – There are numerous instances of “order had to be manually completed, error status, unable to determine.” Is there an internal BellSouth procedure to process CSIs in a more timely fashion when there is an error or when the CSI hangs up for some reason and has to be done manually? What percentages of your CSIs are not updated within the required intervals?
3. Clarified in Error – We continue to experience clarifications in error, which you acknowledged on your report. What type of process is in place at BellSouth to reduce clarifications in error? Do you track the number or percentage of clarifications in error?

*BST ?*


Marcus, Cathey  
BellSouth  
September 12, 2000  
Page Two -

4. Missed Due Dates and Outages – Many of these are attributed to LCSC errors. Are the number or percentage of LCSC errors tracked? What internal procedures are in place to reduce or eliminate these errors?
5. In the specific case of Premier Paint, this customer does still have service with Network Telephone, but also has a line with BellSouth. The BST line was added after we could not get a timely response from BST for the addition, and the customer went with BST for the new service, while keeping existing lines with NTC. This furthers our argument that we do not receive equal treatment. Please take a look at this account again and provide a report on this situation.

We continue to track and document individual BST provisioning problems on a daily basis. Rather than continuing to inundate you with this information, we want to try to get answers on a system-wide basis for the continuing problems. I look forward to your response on these larger issues by September 19, 2000. As you may be aware, we have also requested a meeting to discuss these and other problems. We want to have your response in hand prior to a meeting on this subject.

Should you not respond or be unable to provide some assurance to us that we will not continue to encounter these difficulties over and over again, we will have no choice but to present the general problems, and our specific documentation, to the respective Public Service Commissions and ask for their intervention.

Sincerely,



Brent McMahan  
Vice-President, Regulatory and Governmental Affairs

Diane Brasfield, - - -  
Vice-President, OM and Provisioning

CC: Scott Griffin  
Bill French

NETWORK TELEPHONE PROBLEMS WITH BELLSOUTH ORDER PROCESSING  
 SAMPLES FROM MARCH, APRIL AND MAY, 2000

NUMBER ASSIGNMENT PROBLEMS				
NAME	ST	PON	BTN	DETAIL
Grase, Olivia	FL	00032816-04	850-747-9426 (FOC) 850-747-9426	NTC reserved number, placed order, FOC showed reserved number, NTC found number assigned to another CLEC and BST had to give new number. Telephone number was assigned to another customer with application date of 4-7. <b>**No telephone number is guaranteed until dial tone is provided.</b>
Komegay, Deloise	MS	00427216-02 00424457-01	601-991-0163 (FOC) 601-992-3839	NTC reserved number, PON due date 4/28, initial order rejected "assignable order" due to BST "run time error", and number reserved already a working number. Order resubmitted and given due date of 5/3. (BST expedited the due date at our request) Telephone number was assigned to another customer with application date of 4-20. <b>**No telephone number is guaranteed until dial tone is provided</b>
Buckner, Emma	FL	004175051000	601-829-3393 (FOC) 601-829-2796	NTC reserved number. 4/20 FOC gave due date 4/25 with reserved number. On 4/26 BST said number was taken and we would have to resubmit order. BST gave new connection date of 4/27. Order worked 4/27. Telephone number was assigned to another customer with application date of 4-12. <b>**No telephone number is guaranteed until dial tone is provided</b>
Morgan, Debra	FL	000328216-06	850-785-2739 (FOC) 850-626-6828	Order placed 3/28, FOC shows assignable order. BST said the number we reserved was given to another CLEC. FOC dated 3/31 still shows incorrect number. BST confirmed new number in 3/31 fax. Order was worked on 3/30. Telephone number was a designated Quick Serve number and should not have been assigned. Telephone number had to be changed to provide dial tone <b>**No telephone number is guaranteed until dial tone is provided</b>
Lee, Arдания	FL	000328216 Invalid PON Correct PON 000328216-10	850-626-7763 (FOC) 850-626-6781	Received FOC and completion notice showing reserved BTN. Order worked 3/30. However, a new BTN was assigned, and was not provided to NTC until 3/31. Telephone number on LSR was 850-522-1822, not 850-626-7763. Order would not complete with telephone number 850-626-7763. Number had to be changed to provide dial tone. <b>**No telephone number is guaranteed until dial tone is provided</b>
Network Telephone	FL	000317033006	504-466-1375	Order placed 3/17. FOC received 3/20 with 3/21 due date. 3/31 NTC checked on order not completing and BST said the installed number was different from the number on the FOC, and gave the installed number at that time. <b>**No information available. Order gives no indication that number was changed. **No telephone number is guaranteed until dial tone is provided</b>
Rathel, Denise	FL	000502024000	850-539-4863 (FOC) 850-539-7234	5/2/ LENS down so NTC did paper order using a quick serv number. Clarified on 5/3 saying number was currently in service. Ver 01 sent 5/4 to assign new number. BST said did not receive. Resent 5/5. Received FOC 5/8 due 5/11. Worked 5/11. <b>**No information available. Order gives no indication that number was changed. **No telephone number is guaranteed until dial tone is provided</b>

CSI DOES NOT UPDATE				
Rental City	LA	000429rey02	337-334-7368	FOC due date of 5/3. CSI did not update until 5/15 and we could not verify order. 12 days to update. **Order had an error on it and the order cannot complete until error clear. Error in directory section of order. Error cleared and accounting posted complete 5-15.
Avery Clinic	FL	00042538701	850-470-8430	FOC due date of 5/12. Called BST on 5/25 as CSI had not updated and we could not verify order had been worked BST said it was "hung up in the system." CSI updated on 5/26. Order had been worked on 5/12. 14 days to update. **This was a correction order to correct an N order. This order could not post until the N order posted. The N order was in error and the errors had to be cleared.
Town of St. Martinville	LA	00412366-11	337-M31-8366	FOC due date of 4/18. Checked with BST on 5/3 and told the order was still showing "pending." CSI updated on 5/10, showing order worked on 4/18. 22 days to update. Order hung in system and had to be manually completed.

CSI DOES NOT UPDATE (continued)				
Acadia Parish	LA	991129041000	337-788-8800	FOC due date of 1/11/00. CSI did not update until 4/18/00 after numerous escalations. NTC could not confirm correct order for 3 months. 97 days to update. **Very large account with a high volume of activity. From December to April this account had over 11 C orders issued. Most of the orders were Sequenced and CRO'd together. In the middle of the C orders more than 6 record orders were issued. When orders are Sequenced and CRO'd together they do not complete until all orders that are Sequenced and CRO'd together complete.
Acadiana Medical	LA	0051129203	337-948-6446	Disconnect worked 5/12. CSI did not update until 5/15. BST indicates it is a LENS problem with no fix available. 3 days to update. **Unable to locate a D order for this number. Number is a live account.
Wilkes, Harry	FL	00042434102 Invalid PON Correct PON 000424341-02	850-479-9630	Order to bring customer to NTC submitted 4/24 with due date of 4/24 on FOC. The order did not post due to a BST processing error. Order posted 5/2. Eight day delay before we could confirm customer's order had been correctly worked. **Unable to determine cause of delay.
Green, James	FL	000424341-05	850-436-6626	Order placed 4/24 with due date of 4/27. CSI did not update until 5/9. Twelve day delay before we could confirm customer's order had been correctly worked. **Unable to determine.
Jimenez, Ricardo	FL	000419-340-02	850-539-7906	Order placed 4/19 with FOC date of 4/20. Order was worked but system did not update until 4/28 due to LENS error. Eight days to confirm order. **Unable to determine.
Myrick & Davis	FL	000420341-03	850-433-0084	FOC date of 4/20. CSI did not update until 4/28 due to an error in the system. Eight days to confirm order **Unable to determine.
Anderson Rug	MS	000405341-02	601-264-0304	Order placed 4/5 with due date of 4/10. Completed 4/10. CSI updated 4/12 and showed usage package left off each line. BST said would correct 4/12. LENS problem would not allow adding usage packages. BST finally forced addition on 4/14. CSI updated to show

				addition on 4/18. Eight days to final resolution. **Previous C orders issued were in error. Errors corrected and a C order canceled before this order could post complete.
Total Quality Realty	FL	000505341-01	850-939-8488	Order placed 5/5, worked 5/9. Called BST to confirm order and was told it was complete and CSR would update within 24 hours. CSR updated 6/4. 5/16. Seven days. **Unable to determine error
Werstler, Ronald	AL	000403341-05	334-602-4917	Order placed 4/3, worked 4/10. CSI did not update until 4/17. 7 day delay! **Order in error status. Error had to be cleared before could post complete.
Norwalk Service	MS	000411341-01	601-264-4966	Order placed 4/11, worked 4/14. CSI did not update until 4/24. 10 day delay. ** Error had to be cleared before could post complete.
Morgan, Debra	FL	000328216-06	850-769-6828	Order placed 3/28. Order was worked on 3/30. CSI did not update until 4/4. Seven days to
<b>BST NOT PROVIDING EQUAL SERVICE TO CLEC</b>				
Exit Realty	FL	0051703300	850-994-7744	Customer requested new numbers with specified NXXs. LENS would not allow us to reserve the numbers. Bell gave her the numbers "in less than 10 minutes" and we lost the customer. **This Customer is still a customer of Network Telephone. Unable to locate where customer left Network Telephone.
Premier Paint	MS	000412277-03	601-482-7246	Placed order 4/12, FOC received 4/14 with due date of 4/19. Lost customer. BST installed for customer on 4/17. **This customer is still with Network Telephone. Order shows that Network Telephone canceled this order. Order was scheduled within standard due date interval.
<b>CLARIFIED IN ERROR</b>				
Weems Community	MS	00030626507	601-483-4821	3/6 order for an additional directory listing. Multiple invalid clarifications resulting in 24 days for the order to be processed. NTC has extensive documentation of various problems. **Order canceled and new order issued 3/30 under PON 00032826501.
Kelly & Cabell	MS	00051726501	601-795-6949	Request for telephone directories returned, saying must go through BAPCO. Called BST and they agreed clarification was in error, and worked the order **Clarified in error.

<b>CLARIFIED IN ERROR (continued)</b>				
Chemel, Ellen	MS	00042829212	601-264-2529	Order for transfer of service placed 4/28 with requested due date of 5/2. On 5/2 BST clarified for a listing error on DLR. Verified in CLEC ordering guide that the clarification was in error. FOC issued 5/3 with due date of 5/8. CSI did not update until 5/15. Six day

				connection delay, 7 day CSI update delay. **No information- account disconnected.
Lenox, Melissa	FL	00032826506	850-457-3604	3/28 placed order to add call forwarding to a toll-free number. 3/30 received clarification that "feature not offered w/o memory call." BST said that the clarification was invalid and it would be worked. Later that day a clarification was issued for "activity type." Customer went back to BST. **Order clarified in error.
Barnhill's Buffet	MS	000410277-04	601-485-3335	Order to add usage package returned stating "USOC not valid". Called BST and told that the order was valid and they will have it released. Due date kept. **Order clarified in error.
Fast Eddie's	FL	00046277-01	850-433-7735	Received clarification on order to delete call waiting. BST said no idea why it was clarified. Order worked as scheduled. **Network Telephone issued order to delete ESX. Worked as scheduled.
B95 Radio	MS	522029000	601-795-9595	Clarification stated FA field should be populated with a C and to resubmit. Ordering guide says C should not be used. Called BST and order was worked on due date. **No information
Lafourche Parish	LA	000307366-25	504-446-1316	Order placed on 3/7 to change service to NTC. BST did not have service address on customer record, clarified back to NTC. Referred to BST supervisor. Worked 3/9. 2 day delay. **Clarified in error.
Lafourche Parish	LA	000307366-29	504-532-3911	Order placed 3/7. Clarified in error as invalid Q account. BST advised LENS is supposed to change the BAN number, the provisioner cannot change it. **Clarified in error
Iberia Parish	LA	000315366-07	318-367-8967	Order placed on 3/15 to change service to NTC. BST did not have service address on customer record, clarified back to NTC. Referred to BST. Worked 3/17. 2 day delay **Order was clarified in error. Order was not clarified for address. The order was clarified for HUNTING information.
Network Telephone	NC	000531366-07	828-654-9326	Order placed on 5/31 for new RCF line. 6/2 received clarification for not having PIC and LPIC on the order. Called BST and was told it should say "none" on LPIC, not "N/A". The basic class of service does not have an LPIC therefore N/A is appropriate. BST called back and said they would pull the order out of clarification and work it. **Order was clarified in error.

MISSED DUE DATES				
Lamar Advertising	FL	00051538703	318-322-2970	FOC due date of 5/15. Not worked and NTC contacted BST. BST said the system put the order in error status (without notification to CLEC) due to jack installation. The order did

				not involve jacks. BTC corrected order with a completion date of 5/16 One day delay. <b>**Clarified in error.</b>
Rule, Adarian	FL	00033126502	850-433-2352	Placed order 3/31 with FOC due date of 3/31 to add/delete features. On 4/5 there was no CSI update and BST said the order hadn't completed and they would work it 4/5. Order was worked 4/5 but 4/7 CSI indicated it was completed 3/31. Five day delay. <b>**No delay in service the order was worked on 3-31, CSR posted 4-4-00</b>
Beavers, Matt	FL	0050929204	850-995-9846	FOC due date 5/12 for service transfer. Transfer not completed until 5/15. Three day delay. <b>**Unable to determine why original T&amp;F order canceled. Orders canceled and reissued.</b>
National Motorist Association	MS	00031626508	228-863-1647	FOC due date of 3/21 to delete usage package 1 and add usage package 2. 3/22 order listed as complete - pkg. 1 deleted but pkg. 2 not added. BST said would correct. Checked on 3/27 and correction not made. Escalated. 3/30 still not corrected. 4/3 customer record indicated pending status. Order completed on 4/5 and posted on 4/6. However, FOC shows completion date as 3/21 - the date to which BST said it would adjust billing Two week delay. <b>**System error.</b>
Magee, Katherine	MS	00031026503	228-864-7377	FOC due date of 3/15. Completed, but usage package2 was not on CSI. BST said would correct. On 3/17 posted as completed, but usage package 1 was added instead of package 2. On 3/20, the CSI showed both usage packages added. ON 3/21 the order was finally corrected. Six day delay. <b>**System error</b>
Old City Bldg.	FL	00032126504	850-432-7723	FOC due date of 3/24 to delete lines from hunt sequence. Order was not worked until 4/03. Nine day delay. <b>** Delay due to HUNTING on the order. Correction order to correct records issued.</b>
Our Lady of Fatima Catholic Church	LA	00031526501	337-232-8945	Customer requested change to non-pub with no transfer of calls message. FOC due date 3/17. On 3/20 the old number was referring calls. BST said FOC date was wrong and the order would be worked on 3/20. On 3/21 correct message was on the line. Four day delay <b>**LSR incorrect. LSR did not indicate to make Non-Pub, only mention of no reference of calls was in RMKS of LSR. Not on LSR. SUPP sent in on 3/20 (due date of order) cannot supp on Due Date.</b>
Cruisetime & Tours	FL	000411277-03	850-438-1912	FOC due date 4/18. NTC checked on 4/26 as CSI had not updated. BST advised that the due date was changed to 4/25 because the number wasn't in the wire center and a corrected FOC should have been sent. Received corrected FOC on 4/26 with new number and completion date of 4/25. CSI updated 4/27. Seven day delay. <b>**If CSOTS had been checked they would have seen that the order had not completed and called the LCSC to question. Unable to determine if FOC resent.</b>
Gulf Coast Bank	LA	000405033005	337-M31-8782	FOC due date 4/12 for conversion as is. Order worked 4/24. CSI updated 4/28. 12 day delay on order, 4 day delay on CSI. <b>**Due date missed due to Bellsouth error. If CSOTS had been checked the LCSC could have been notified before this long of a delay.</b>
Computer Horizons	MS	00042429203	601-583-2727	FOC due date 4/26. CSI updated on 4/28 and a feature was not added as ordered. Called

				BST and the feature was added on 4/28. CSI updated on 5/1. 2 day delay. **LCSC error, feature not added to order. If CSOTS had been checked would have seen feature left off.
<b>MISSED DUE DATES (continued)</b>				
Fast Signs	FL	000504341-01	850-477-9744	Order placed 5/4 for switch as is. Checked on order 5/9 and BST said there was a problem in the system and they would try to work the order. Order worked on 5/10. Six day delay. **Records indicate order issued on 5-10-00 and due 5-10-00. LCSC error
Dubroc, Tracey	LA	00050129203	318-563-9533	Order placed 5/1 for transfer of service. FOC due date 5/8. Order not worked. BST said FOC due date was type and it should have been 5/9. Called customer on 5/10 and she still did not have service. BST worked on 5/10. CSI indicates incorrectly that the order was worked on 5/9. Two-day outage beyond FOC date. **Order was SD until 5-10-00 for CF. Bellsouth tried call CBR to notify without success.
<b>OUTAGES</b>				
Palmer, Monica	FL	0051226503,04	850-505-0370, 0821	FOC due date of 5/17 for both PONs. Customer reported no dial tone on 5/17. It appears the PONS were not worked together. BST resequenced to flow through together. Service outage to customer – 8 hours. **LCSC error. Failed to CRO orders together. Could have been detected in CSOTS.
Keltner, Veronica	FL	00050329201	850-475-1789	Order submitted 5/3 to change to non-pub and add voice mail. Due date 5/5. BST issued the customer a new number instead of making change. NTC escalated and problem was corrected on 5/5. Also, voice mail was not connected until 5/8 – 3 days late. **Bellsouth did not change number. **LCSC error issued as R order instead of C order. Feature has to be installed on C order.
Image Development	FL	000504277-05	850-934-7823	Order worked 5/8 with incorrect call forwarding number. BST acknowledged the order was worked incorrectly and said order would have to be cancelled and reworked. New FOC issued with 5/10 due date. Two-day outage. **LCSC error, transposed CFN number when typed.
Innerlight Surf	FL	000329226504 Incorrect PON 00032926504	850-932-5134	Placed order for new install with hunting on 3/29. Received FOC on 4/4 with 4/7 due date. On 4/10 NTC received notification of pending facilities with new due date of 5/10. BST did not return calls from 5/3 to 5/9. On 5/9 hunting was worked in the switch, causing 1 <sup>st</sup> line to roll over to 2 <sup>nd</sup> line, which had not been installed. Line was not installed until 5/12. CSI updated 6/2. 43 days for new line, 3 days outage due to hunting problem, 21 days for CSI to update. **NTC reserved telephone number 850-932-4558 on 3/25. LSR submitted with this number on 3/29. On 3/27 telephone number 850-932-4558 was assigned to another customer. IN FLORIDA AND OTHER STATES IN CERTAIN CO's A SHORTAGE OF NUMBERS EXIST. The order had to have another telephone number assigned. Part of order delay was CF for cable pair. Central Office did work on 5/9 instead of 5/12.





**NETWORK TELEPHONE**  
NOW YOU HAVE A CHOICE

February 17, 2000

VIA FACIMILE

Mr. Victor Cordiano  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0580

RE: Case 289837T – Complaint of Network Telephone (NTC)  
against BellSouth (BST)

Dear Mr. Cordiano:

Thank you for your assistance with the above-reference complaint. I apologize for Network Telephone's delay in responding to your January 11 request for further information. I understand the difficulty you must have in resolving a case when the companies provide conflicting dates and information.

BellSouth makes two points in its response to the Commission that I would like to address specifically. First, BellSouth implies that problems have resulted from the fact that a large percentage of NTC's orders have required clarification. In discussions with BST, they have indicated our clarification rate is not substantially different from that of other ALECs. In addition, BST often sends orders back for clarification when they do not need to be clarified. These improperly returned clarification requests are also included in BellSouth's totals as NTC problems. Examples in the matrix of clarifications that were requested in error by BellSouth are the cases of 4T Financing and Jamie Hars.

Second, BellSouth implies that, since there are only 58 cases included in the matrix and over 7,000 orders were processed, the error rate is less than one (1) percent and this is acceptable. However, the matrix provided by NTC is only a sample of the BellSouth orders for which we experienced trouble during the period in question. It does not include every order, and therefore extracting a percentage sample from this list is invalid.

I have been through the responses BellSouth has provided on the individual customers listed in the matrix. In some instances I agree there were problems on the NTC side of the order, as well as the BellSouth side. In other instances, there are problems that are strictly BellSouth problems, and which BellSouth did not address.

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA  
ISSUED: December 21, 2000  
BY: Joseph P Lacher, President -FL  
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

Eleventh Revised Page 35.1  
Cancels Tenth Revised Page 35.1

EFFECTIVE: January 15, 2001

A2. GENERAL REGULATIONS

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. The following promotions are approved by the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period	Authority
BellSouth's Service Territory -From Central Offices where business services are available.	Full Circle Program will include services from the "A" and "B" tariffs excluding Analog Private Line service	Former BellSouth business customers who have changed to another local service provider in the previous two years, beginning January 1, 2001, with monthly BST revenue of \$70 to \$12,500 and return to BellSouth are eligible. Customers signing an election agreement of 18, 24 or 36 months will receive a 10%, 15% or 20% discount, respectively. Eligible revenue consists of recurring, nonrecurring and usage charges excluding: <ul style="list-style-type: none"> <li>• Nonregulated charges</li> <li>• Taxes</li> <li>• Late Payment Charges</li> <li>• Charges billed pursuant to Federal or State Access Service Programs</li> <li>• Charges collected on behalf of municipalities (including, but not limited to, surcharges for 911 service and dual party relay service)</li> <li>• Charges for services provided by other companies</li> </ul> -Contract Service Arrangements (Product Level or Volume and Term) are not eligible for this program. -Line Connection Charges will be waived on the initial service order establishing that service.	01/15/01 to 07/13/01	(N)
BellSouth's Service Territory -From Central Offices where Complete Choice for Business® packages are available.	Complete Choice for Business®	A coupon that may be redeemed for a check in the amount of the Line Connection charges will be given to business customers when 1-3 lines are added to an existing Complete Choice for Business® package.	01/01/01 to 02/16/01	

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
FLORIDA  
ISSUED: June 11, 2001  
BY: Joseph P. Lacher, President -FL  
Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

Twelfth Revised Page 34.0 2  
Cancels Eleventh Revised Page 34.0 2

EFFECTIVE: June 26, 2001

**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are approved by the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period	Authority
BellSouth's Service Territory' -From Central Offices where Caller ID features are available.	Caller ID Deluxe, Enhanced Caller ID, Enhanced Caller ID with Call Management and Caller ID with Call Management and Call Forwarding	Nonrecurring charges and one month's recurring charges	1/23/01 to 12/31/01	

(DELETED)

BellSouth's Service Territory'	2001 Key Customer Program -For business customers served from wire centers in competitive situations. -Customers with Analog Private Line service are not eligible for this promotion. -Customers with Volume and Term Contract Service Arrangements are not eligible to participate in this promotion.	-Eligible monthly revenue is discounted at percentages listed below based on monthly total billed revenue (TBR) and applied as a credit each month on the customer's bill: Monthly TBR - 18 months \$1,000 - \$3,000 14% \$150 - \$999.99 10% \$100 - \$149.99 6% Monthly TBR - 36 months \$1,000 - \$3,000 18% \$150 - \$999.99 14% \$100 - \$149.99 10% -50% discount will be given on Rotary Line service for a contract period of 18 months. -75% discount will be given on Rotary Line service for a contract period of 36 months. -Line Connection Charges will be waived during the promotion sign-up period.	06/26/01 to 06/25/02	(D) (N)
--------------------------------	---	--	----------------------------	------------

**Note 1:** Customer may elect to participate only once during each promotion.

**RATE ISSUES  
SAMPLE PROBLEMS**

BST tariff showing promotions giving retail business discounts of up to 20%. Our wholesale discount on resale is only 16.81%

**Report:** Total Service Order Cycle Time (TSOCT) measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC

			May-01 Dispatch Avg. Intvl. (Days)	May-01 Non-Dispatch Avg. Intvl. (Days)
NETWORKTELE 8772	AL Resale Business < 10 Circuits		4.94	1.82
BST	AL Retail Business < 10 Circuits		2.85	1.47
CLEC	AL Resale Business < 10 Circuits		6.40	1.86
NETWORKTELE 8772	FL Resale Business < 10 Circuits		6.40	2.67
BST	FL Retail Business < 10 Circuits		2.55	1.45
CLEC	FL Resale Business < 10 Circuits		4.26	2.19
NETWORKTELE 8772	GA Resale Business < 10 Circuits		9.00	2.60
BST	GA Retail Business < 10 Circuits		3.45	1.37
CLEC	GA Resale Business < 10 Circuits		7.04	3.12
NETWORKTELE 8772	KY Resale Business < 10 Circuits		7.00	3.00
BST	KY Retail Business < 10 Circuits		2.82	1.28
CLEC	KY Resale Business < 10 Circuits		2.94	1.27
NETWORKTELE 8772	LA Resale Business < 10 Circuits		4.56	2.13
BST	LA Retail Business < 10 Circuits		2.77	1.27
CLEC	LA Resale Business < 10 Circuits		3.35	1.75
NETWORKTELE 8772	MS Resale Business < 10 Circuits		5.23	1.58
BST	MS Retail Business < 10 Circuits		3.48	1.46
CLEC	MS Resale Business < 10 Circuits		4.42	1.91
NETWORKTELE 8772	MS Resale Business >= 10 Circuits		4.00	
BST	MS Retail Business >= 10 Circuits		10.67	10.45
CLEC	MS Resale Business >= 10 Circuits		4.00	
NETWORKTELE 8772	NC Resale Business < 10 Circuits		5.00	2.44
BST	NC Retail Business < 10 Circuits		3.62	1.24
CLEC	NC Resale Business < 10 Circuits		4.28	2.05
NETWORKTELE 8772	TN Resale Business < 10 Circuits		4.33	3.13
BST	TN Retail Business < 10 Circuits		3.28	1.27
CLEC	TN Resale Business < 10 Circuits		3.49	2.11

## Kyle Kopytchak

---

From: French, William D [William.French2@bellsouth.com]  
Sent: Wednesday, May 02, 2001 4:17 PM  
To: 'Kyle Kopytchak'  
Subject: RE: Total Order Service Cycle Time

Kyle, this is to let you know that I did receive your e-mail and that I do have a paper copy of the same document. The account team will get with the PMAP Product Manager to see what is going on and provide you with a response as quick as possible.

Thanks,

-----Original Message-----

From: Kyle Kopytchak [mailto:Kyle.Kopytchak@networktelephone.net]  
Sent: Thursday, April 26, 2001 2:16 PM  
To: 'William.French2@bellsouth.com'  
Cc: 'Scott.Griffin@bridge.bellsouth.com'; Craig Holloway; Mitch Dantin; Vinnie Oddo  
Subject: Total Order Service Cycle Time

Bill,

Attached in Word are screen shots of our TSOCT agains BST's and the CLEC industry. I thought this would be eaiser than the fax. Let me know if you need anything else.

Thanks, Kyle

<<TSOCT comp.doc>>

## RELIABILITY OF PMAP DATA SHOULD BE QUESTIONED

PMAP Data of questionable validity - Upon extensive review through PMAP's raw data files, Network Telephone noticed what appeared to be missing data. After retrieving NTC's internal data and comparing it to the PMAP data, we discovered 8773 UNE orders completed for the months of April and May were missing in PMAP. This brings into question the validity of the entire measurement system.

## LACK OF BELLSOUTH KNOWLEDGE AND HELPFULNESS ON PMAP

Network Telephone cannot get BST to address or explain disparate treatment or PMAP's data integrity issues. Network Telephone brought the TSOCT issue to our account team on May 2, 2001. In response, they said that: "The account team will get with the PMAP Product Manager to see what is going on and provide you with a response as quick as possible." (see attached email). To date, the BellSouth Account Team has been of no help on this issue.

On May 23, Network Telephone provided our account team with numerous PONS to investigate the PMAP data integrity issue. To date, there has been no explanation.

On June 14, Network Telephone requested 12 months of Flow-through data for a trend analysis, which the PMAP process requires CLECs to perform at their expense, to identify both internal and external flow-through issues. To date the request has been ignored.

*BST's failure to respond and lack of action regarding explanations and or understandings of all of the above-mentioned issues have strained relations between Network Telephone and BST's PMAP and Flow through departments. The account team improperly requested Network Telephone deal directly with PMAP and Flow through as a result of their lack of understanding of the issues. When Network Telephone contacted both PMAP and Flow through regarding these issues, Network Telephone was directed back to our account team, as they were "not responsible for these issues." Being tossed back and forth between BellSouth departments that cannot answer our questions has created unnecessary animosity and bred suspicion and mist-trust between NTC and BellSouth. It is apparent that Network Telephone is the only CLEC delving into the PMAP data and actually questioning the data.*

## PERFORMANCE MEASUREMENT DISCREPANCIES SAMPLE PROBLEMS

Network Telephone Findings – May – July 2001

### TOTAL SERVICE ORDER CYCLE TIME (TSOCT)

Total Service Order Cycle Time (TSOCT) measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC interface. Network Telephone's business model consists of: Business, Non-dispatch, < 10 Circuits, ordering fully mechanized, and, UNE Design, Dispatch, < 10 Circuits, ordering both mechanized and non-mechanized.

Network Telephone constructed a 14-month metrics analysis formatted from reports within BST's Performance Measurement Analysis Platform. The analysis shows that from April 2000 to May 2001, for Business, fully mech, non-dispatch, < 10 circuits, Network Telephone's TSOCT is 3.27 days compared to BST 1.52 days, compared to the overall CLEC aggregate of 3.5 days. PMAP clearly shows that BST is taking twice as long to provision its wholesale sector than it is their retail sector.

For Network Telephone's UNE Design, Non-dispatch, < 10 circuits, a six month trend analysis shows a TSOCT of 14.68 days, compared to the CLEC aggregate of 11.8 days.

Note 1: BST does not have a non-mechanized ordering process for their retail sector.

Note 2: Network Telephone shows disparate treatment for all services offered in every state (SEE DATA MATRIX).

### FLOW-THROUGH

Flow-through is defined as the percentage of Local Service Requests (LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

For the month of April, BST achieved 83.98% flow through of its orders (Base Calculation), while Network Telephone achieved 53.10%. In other words, out of 1313 NTC orders submitted via LENS, BST caused errors were 347 against NTC caused error of 84. For the month of May, BST had 83.55% flow through percentage on its base calculation, while Network Telephone had a base calculation percentage of 54.77%. In other words, out of 1507 orders submitted via LENS, BST caused errors totaled 361 against NTC caused errors totaled 108.



Rome GA  
New Orleans LA

These keys can not be provided by Bellsouth Access Management in a timely manner consistent with Network Telephone's installation schedule. These interior doors are not known to exist until a vendor/employee tries to gain access.

I have been told numerous times by Bellsouth Access Management that is a collocation can not be accessed and a key can not be sent down in a timely manner appropriate with our installation schedule that we must call ACAC to put in a trouble ticket.

We should not have to call ACAC and report a trouble ticket just to get into our collocation. Under CLEC agreement Network Telephone should have access into our collocations 24 hours a day 7 days a week. If this requires calling a manager to get access than there should not be any red tape to get access into these sites.

Thank you  
Dorrian Gerbig  
Administrative Coordinator-Engineering  
Network Telephone  
850-469-9904 ext 1723

Dorrian Gerbig  
Administrative Coordinator-Engineering  
Network Telephone  
850-469-9904 ext 1723

Margaret Ring

---

**From:** Margaret Ring  
**Sent:** Monday, November 13, 2000 9:46 AM  
**To:** Brent McMahan  
**Cc:** Grant Williams  
**Subject:** FW: Continuous Access Problems with BellSouth COs

Brent,

For clarification

- 1) Has access has now been gained in all the listed offices?
- 2) I assume we have more collos in these states and do not want the problem to continue?
- 3) Have we addressed the issue with the account team regarding upcoming collos and received no assurance that the problem will be corrected?
- 4) Can dates be provided for the listed locations giving the number of days of delay?
- 5) Can dates be provided for when the matter was escalated to the account team regarding past problems or upcoming collos and when they responded to us?
- 6) Can I get a list of the upcoming collos in each of these four states and the dates by which we need access for installation to provide to the commission so they can assist us in avoiding future problems?

In order to present the best case for NTC, I need answers to these questions.

Thanks,  
Margaret

-----Original Message-----

**From:** Brent McMahan  
**Sent:** Thursday, November 09, 2000 3:07 PM  
**To:** Grant Williams  
**Cc:** Margaret Ring; Arvil Fowler  
**Subject:** FW: Continuous Access Problems with BellSouth COs

*Margaret, pls let's prepare a complaint letter to the various commissions (LA, FL, GA, & KY) on this...call me if questions. Thanks.*

*Brent*

-----Original Message-----

**From:** Dorrian Gerbig  
**Sent:** Thursday, November 09, 2000 2:22 PM  
**To:** Brent McMahan  
**Subject:**

During the time since I have been requesting access into Bellsouth collocations I have ran upon many obstacles.

The constant problem that has arose is the fact that many collocation sites have an interior door that must be passed even after entrance has been given by the card reader or physical key.

This problem has arose in many areas.

Monroe LA--Beasley street

Shreveport LA

Birmingham AL (a list of names authorized to maintain access into the collo had to be supplied to the CO Manager)

Jacksonville, FL (a list of names authorized to maintain access into the collo had to be supplied to the CO Manager)

Sanford FL

Albany GA

Louisville KY

Thanks  
Dorrian Gerbig

- 1) Has access has now been gained in all the listed offices? No. There are collocations that neither Network Telephone nor Bellsouth Access Management are aware of. We have been repeatedly told that the only way Bellsouth Access Management becomes aware of an interior door key problem is when a vendor like ourselves notifies Bell that there is a interior door key needed for that specific location.
- 2) I assume we have more collos in these states and do not want the problem to continue? Yes, we have numerous collocations in all Bellsouth nine states that these problems need to be addressed.
- 3) Have we addressed the issue with the account team regarding upcoming collos and received no assurance that the problem will be corrected? I personally have not.
- 4) Can dates be provided for the listed locations giving the number of days of delay? Yes. Since the beginning of October I have requested interior door keys for Monroe LA (Beasley street); Knoxville TN (Magnolia Ave); Albany GA; Sanford FL; Orlando FL (Sandlake Rd); Louisville, KY (Bauer Rd); Jackson TN (College St).
- 5) Can dates be provided for when the matter was escalated to the account team regarding past problems or upcoming collos and when they responded to us? Matters were escalated by Brent McMahan on 11/13/00 to Michael Cowgill of Bellsouth Access Management, Sandy Purvis BST Co supervisor, Romero Martinez
- 6) Can I get a list of the upcoming collos in each of these four states and the dates by which we need access for installation to provide to the commission so they can assist us in avoiding future problems?

Margaret Ring

---

**From:** Brent McMahan  
**Sent:** Wednesday, November 15, 2000 2:13 PM  
**To:** Margaret Ring  
**Subject:** FW: Continuous Access Problems with BellSouth COs

*More sordid details: today, Dorrain came to me for help with the following BST central offices: DelRay Beach (SE 2nd St. and West Atlantic Ave.) and West Palm Beach (Main, I believe). It seems Marconi has shown up at these offices, and been refused the right to work 7x24. BST's local CO foremen are saying basically that unless prior arrangements are made, Marconi will not be allowed to work outside normal hours of 8 to 5.*

*I have called the supposed higher CO management, but have heard back nothing....*

-----Original Message-----

**From:** Brent McMahan  
**Sent:** Tuesday, November 14, 2000 3:32 PM  
**To:** Margaret Ring  
**Subject:** RE: Continuous Access Problems with BellSouth COs

*Margaret, you are so good! I am thankful to have you around....*

*Yes, I took Tony and Dorrian's complaint, and called Susan Vonuegal (sp) at 205-321-4792; she is the BellSouth manager over all building access for CLECs. She responded to my voice mail by calling and agreeing to get involved. We found that Jeff had gone to Knoxville for NTC equipped with only the electronic keys -- not the hard keys required for two of the COs he was visiting. Magnolia Street was one of them. Jeff was told by Tony to call the ACAC to get an escort for access since the key he needed was here (Dorrian has them all).*

*I had previously called her predecessor, Jan Wilkes, over the Sanford, FL issue last week. In that case, a local BST Central Office manager had refused to allow our Marconi crew access after hours. I read him, and then faxed him, our contract calling for 24X7 access.*

*In neither case was the BST Account Team called, mainly because there is a defined escalation procedure from BellSouth for access problems.*

-----Original Message-----

**From:** Margaret Ring  
**Sent:** Tuesday, November 14, 2000 3:17 PM  
**To:** Brent McMahan  
**Cc:** Grant Williams  
**Subject:** FW: Continuous Access Problems with BellSouth COs

Brent,  
Dorrian lists you as the point of escalation for this matter on Nov. 13. Can you give me details and BST responses? Thanks.

-----Original Message-----

**From:** Dorrian Gerbig  
**Sent:** Tuesday, November 14, 2000 3:15 PM  
**To:** Margaret Ring  
**Cc:** Donald Keith; Brent McMahan; Tony Marquis  
**Subject:** RE: Continuous Access Problems with BellSouth COs

Margaret,  
I have compiled all the information I can. I am working with Tony on #6 for you. If you need any other information please let me know

Page Two  
 November 22, 2000

Network Telephone has upcoming collocation work as listed below. I'm requesting your help to determine in advance if interior door key access is required in these locations and if so, to have BellSouth to provide us with access to both exterior and interior doors by the dates listed below so we can maintain our installation schedule. We also request that the local manager be instructed to comply with our contract requiring access 24 hours a day, 7 days a week.

Site	CLLI	Date Work Begins
Orlando, FL	ORLDFLSADS0	12/4/00
Orlando, FL	ORLDFLPCWO3	12/4/00
Oriando, FL	ORLDFLPHDS0	12/4/00
Boca Raton, FL	BCRTFLMADS1	12/9/00
Boca Raton, FL	BCRTFLBTDS0	12/9/00
Boca Raton, FL	BCRTFLSADS0	12/9/00
Winston Salem, NC	WNSLNCFI74H	11/30/00
Boynton Beach, FL	BYBHFLMACG0	12/13/00
Greensboro, NC	GNBONCLANKH01	12/2/00
Winston Salem, NC	WNSLNCVINKH01	12/8/00
Greensboro, NC	GNDONCASNKH01	12/8/00
Winston Salem, NC	WNSLNCLENKH01	12/8/00
Anderson, SC	ARSNSCMA22F	12/8/00
Cayce, SC	CLMASCSW79E	12/8/00
Charleston, SC	CHTNSCLB55E	12/2/00
Columbia, SC	CLMASCSN79F	12/8/00
Columbia, SC	CLMASCSU78E	11/27/00
Easley, SC	ESLYSCMA85E	12/8/00
Greenville, SC	GNVLSWE26E	12/18/00
Spartanburg, SC	SPBGSCMA57E	12/16/00
Louisville, KY	LSVLKYSLDS0	12/8/00
Louisville, KY	LSVLKYSMCG0	12/8/00
Knoxville, TN	KNVLTNBEDS0	12/2/00
Knoxville, TN	KNVLTNWHDS0	12/2/00

Should we have any problems with access at the above locations, we will contact the Public Service Commission. Thank you for your assistance in resolving these difficulties.

Sincerely,

Brent E. McMahan, Vice President  
 Regulatory and Governmental Affairs

BEM/MR



**NETWORK TELEPHONE**  
NOW YOU HAVE A CHOICE

November 22, 2000

Mr. Bill French  
BellSouth CLEC Interconnection Sales  
9<sup>th</sup> Floor, 600 North 19<sup>th</sup> Street  
Birmingham, AL 35203

RE: Complaint of Network Telephone Regarding Access to Collocation Sites

Dear Mr. French:

Network Telephone has experienced continuing problems receiving access to our BellSouth collocation sites. There are mainly two types of problems.

First, trouble generally occurs when there is an interior door that requires additional access beyond the exterior or key card door. Network Telephone and its vendors have been unable to gain access in a timely manner when there is an interior door, and this problem is delaying our installation schedule. We are given key or electronic access to the exterior door, but when we arrive there is additional interior door access required and we are unable to gain entry.

BellSouth Access Management has repeatedly advised Network Telephone that BellSouth is not aware of interior door key requirements until a vendor or collocator complains about lack of access. In spite of our escalation of the problems through BellSouth channels, BellSouth has not been able to offer a solution. BellSouth advises we need to put in a trouble ticket if there are access problems. This obviously causes us lost man-hours and a delay in our installation schedule. The interior door problem has occurred at the following sites: Monroe, LA (Beasley Street), Knoxville TN (Magnolia Avenue), Albany GA, Sanford FL, Orlando FL (Sandlake Road), Louisville KY (Bauer Road), Jackson TN (College Street).

In addition to this problem, we have had problems on several occasions, as you know, with local central office managers refusing to allow our vendors 24-hour access to the collocation site. Around-the clock access is included both in our contract with BellSouth and in BellSouth's tariffs. We have had this problem in Sanford FL, Delray Beach FL (West Atlantic Avenue), and West Palm Beach FL(main), among other locations.



BellSouth Telecommunications, Inc.  
Interconnection Services  
600 North 19th Street  
9th Floor  
Birmingham, AL 35203

william.french2@bellsouth.com

Bill French  
Sales Director  
CLEC Interconnection Sales

205 321 4970  
Fax 205 321 4343  
Pager 877 850 8791

November 28, 2000

Network Telephone  
Mr. Brent McMahan  
815 South Palafox  
Pensacola, Florida 32501

Dear Mr. McMahan:

This letter is in response to your letter dated November 22, 2000 regarding the perceived Collocation issues between BellSouth and Network Telephone (NTC). BellSouth is currently reviewing your issues at hand and is working with the appropriate departments within BellSouth to address the issues you raise in your letter. BellSouth will require some additional time in order to provide Network Telephone with a thorough and complete response. The goal of the account team is to have a written response to NTC within the next thirty (30) days.

In the interim, if you have any additional information, questions or concerns please feel free to call me at (205) 321-4970 or Scott Griffin at (205) 321-4958.

Sincerely,

A handwritten signature in black ink, appearing to read "William D. French", written over a large, stylized circular flourish.

William D. French  
Interconnection Sales Director

CC: Scott Griffin, Account Manager - BellSouth  
Debbie Evans, Collocation Manager - BellSouth

3. BellSouth has attached the detailed diagram as required by PSC-99-1744-PAA-TP.

4. BellSouth will file its petition for permanent waiver 20 days from the date of this filing.

5. The original of this notice has been filed with the Division of Records and Reporting.

5. A copy of this notice has not been sent to any applicants for space.

Respectfully submitted this 3rd day of July, 2001.

BELLSOUTH TELECOMMUNICATIONS, INC.

*Nancy B. White*

NANCY B. WHITE (CA)

JAMES MEZA

c/o Nancy Sims

150 South Monroe Street, Suite 400

Tallahassee, Florida 32301

(305) 347-5558

*R. Douglas Lackey*

R. Douglas Lackey (CA)

J. Phillip Carver

675 W. Peachtree Street

Suite 4300

Atlanta, Georgia 30375

(404) 335-0710



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for Permanent Waiver of )  
Physical Collocation in the Lake Mary ) Docket No.  
Central Office )  
\_\_\_\_\_ ) Filed: July 3, 2001

BELLSOUTH TELECOMMUNICATIONS, INC.'s NOTICE OF  
INTENT TO REQUEST PERMANENT WAIVER OF PHYSICAL  
COLLOCATION REQUIREMENTS IN THE LAKE MARY CENTRAL OFFICE

COMES NOW, BellSouth Telecommunications, Inc. ("BellSouth" or "Company"), and files its Notice of Intent to request a permanent waiver of the physical collocation requirements in the Lake Mary central office pursuant to Order No. PSC-99-1744-PAA-TP issued September 7, 1999.

1. On June 30, 2000, the Florida Public Service Commission ("Commission") issued Order PSC-00-1181-FOF-TL granting BellSouth a temporary waiver for physical collocation in the Lake Mary central office until June 31, 2001.

2. In its Petition for Temporary Waiver filed with the Commission on March, 30, 2000, BellSouth advised that an addition to the building would be completed at the end of second quarter of 2001. However, further review of the existing structure and soil conditions at this site indicate that the building cannot be reasonably expanded. There is no further space available for physical collocation. BellSouth is currently searching for a replacement site for the Lake Mary Central Office.

## **COLLOCATION SAMPLE PROBLEMS**

November 2000 documentation of problems with access and BST initial response. No follow-up response was ever received from BST.

Petition of BST to FPSC regarding build out in Lake Mary central office is example of BST delaying tactics:

- BST requested temporary waiver 3/30/00 and committed to have office addition built by June 30, 2001.
- July 3, 2001 BST filed petition for permanent waiver saying, "structure and soil conditions indicate the building cannot be reasonably expanded" and requesting a permanent waiver while they "search for a replacement site." No reasonable person could believe it took 15 months to determine that an addition could not even be started.

I am not sure of the dates, but I can tell you what happened each time I went out there. Duane or Scott can probably come closer to the dates than I could.

Trip # 1 -

Scott Porter called me about an outage. When I arrived, one of the people that work there showed me where the phone closet was. I saw that Corbett had been given this install. I first noticed that there was not an incoming line attached to the router. I looked at everything in the closet, but could not find where Bell had dropped the line. I did see a surface mount jack on the wall that said ADSL. By this time the guy that works on their network had gotten there. He told me that Bell had not dropped the line in the closet. We went outside and he showed me where Bell had dropped the line for our DSL. It was on the eve of the building approximately 30 ft off of the ground. There was an overhang about 12 ft high that extended about 4ft out from the building. After talking to him a little more I found out that there was no access to it from the attic, and that Bell had used a bucket truck to install it. At this time I called back to dispatch and asked Duane what he wanted me to do. He did some checking and called me back. He said that they were going to get Bell back out there to run it in the closet. So I told the customer what was going on, and that as soon as Bell moved it down to the closet that I would be back out to hook it all up.

Trip #2

I was told that Bell had put it in the closet and to go back out and complete the install. That I might add Corbett obviously didn't complete. When I got out there I was told that Bell had not moved it in to the closet. I immediately called Scott. Darrell Ard the Sales Engineer at the time was with me. Scott asked if I had a personal extension ladder. I told him that I didn't, but Darrell did and he said that I could borrow it if I needed it. So I told Scott and the customer that I would be back the following day to either find a spare pair on some other cable up there or run a new cable, but that when I left it would be up and running.

Trip #3

I met Darrell that next morning. We initially tried to put the ladder on the ground but the awning that I mentioned above was in the way. We had to put the ladder in the bed of Darrell's truck in order to get it around the awning. I was lucky enough to find a spare pair in one of the cables running from there into the closet. I did all the connections necessary on the external demarc and then made the connections in the phone closet. After a little while I was able to get the router up and surfing on the web. I told the network guy there what he needed to do to get his network connected to our router and I left.

About the ADSL. I found out by the network guy that the ADSL had been ordered by some lady in like California I think. Anyway he had her number and had left her a message to call him. He said he had never heard of this lady and wanted to find out why she ordered them an ADSL line.

That is about all I can think of right now. If I do think of anything else I will let you know.

Margaret Ring

---

From: Brent McMahan  
Sent: Friday, June 08, 2001 8:58 AM  
To: Margaret Ring  
Subject: FW: Shreveport Auto Leasing



SHPT Auto  
Leasing.doc

FYI

-----Original Message-----  
From: Mitch Miguez  
Sent: Friday, June 08, 2001 8:42 AM  
To: Brent McMahan  
Subject: FW: Shreveport Auto Leasing

I hope this is what you needed on this situation. Please let me know if it is not.

-----Original Message-----  
From: Kelly Spiva  
Sent: Thursday, June 07, 2001 11:32 PM  
To: Mitch Miguez; Scott Porter; Duane Cagle; Scott Arnold  
Subject: Shreveport Auto Leasing

If anyone needs clarification on any of it feel free to call me or send me an e-mail. I'm know author.

Thanks,  
Kelly

Margaret Ring

---

**From:** Mitch Dantin  
**Sent:** Tuesday, May 29, 2001 7:44 PM  
**To:** Margaret Ring  
**Subject:** RE: dmarc issue

Did you expect anything less?

-----Original Message-----

**From:** Margaret Ring  
**Sent:** Friday, May 25, 2001 2:04 PM  
**To:** Mitch Miguez; Mitch Dantin; Brent McMahan; Vinnie Oddo  
**Cc:** Ann Powell  
**Subject:** dmarc issue

I had a voice mail from Scott Griffin today asking me to let everyone know the status of this issue. He said he had a response from their legal department saying that BST was "in compliance" in delivery of the dmarc to the "side of the building 30 feet up," and was doing the right thing in the other instances too. He did not leave me any specific details for their reasoning, but said it would all be addressed in a written response we would receive from BST, probably "not by the next conference call but hopefully by the visit he will make the week after that." I guess we'll have to wait to see what they say and go from there. Please continue to make note of any cases that come up in the interim.

Thanks,  
Margaret

Margaret Ring

---

**From:** Margaret Ring  
**Sent:** Thursday, May 31, 2001 10:08 AM  
**To:** 'Scott.Griffin@bridge.bellsouth.com'  
**Cc:** Brent McMahan; Mitch Miguez; 'william.french2@bellsouth.com'  
**Subject:** RE: Demarc Issue

**Importance:** High

Scott,  
You had indicated in your voice mail to me that we could expect a written response on the demarc issue by your visit next week. I just wanted to confirm you would still be bringing this with you. I would like BST to address the contract language which includes defining the loop to include "inside wiring owned by BellSouth." In BST's opinion, when would this apply, if you believe the FCC Part 68 Minimum Point of Entry definition applies? I would also like the written reply to address the parity issue, or in other words, to confirm that BST treats our orders the same as it would its own retail orders.

Thanks,  
Margaret

-----Original Message-----

From: Scott.Griffin@bridge.bellsouth.com  
[mailto:Scott.Griffin@bridge.bellsouth.com]  
Sent: Wednesday, May 30, 2001 4:53 PM  
To: mitch.dantin@networktelephone.net; mitch.miguez@networktelephone.net  
Cc: margaret.ring@networktelephone.net;  
vinnie.oddo@networktelephone.net; William.French2@bellsouth.com;  
Sheila.Rockett@bridge.bellsouth.com  
Subject: Demarc Issue

To All- ..

Regarding the Demarc issue, BellSouth feels that it is in compliance with the delivery of these services as outlined in the FCC Part 68 Rules.

If you have any other questions, please let me know.

Thanks!  
SG

Margaret Ring

---

**From:** Scott.Griffin@bridge.bellsouth.com  
**Sent:** Monday, June 04, 2001 6:32 PM  
**To:** Margaret.Ring@networktelephone.net  
**Cc:** Brent.McMahan@networktelephone.net; William.French2@bellsouth.com;  
Mitch.Miguez@networktelephone.net; Pinky.Reichert@bellsouth.com;  
Sheila.Rockett@bridge.bellsouth.com  
**Subject:** RE: Demarc Issue

Margaret-

I wanted to update you on the written request from Network Telephone regarding the Demarc Issue and the FCC part 68 ruling. It appears that I will not have a copy of our written response for you by our meeting on Thursday, June 7. I had hoped to have a copy by then, but the response is still circulating and once I receive the final draft, I will forward to you for your review. If things change and I get a copy, I will bring it with me.

Thanks!  
SG

be located outside the building structure, BellSouth will deliver all services, including BellSouth's retail services, at such designated outside demarcation point locations.

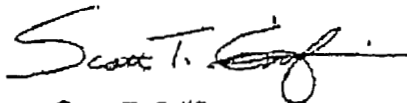
In the case of Shreveport Auto Leasing, the demarcation point for all of BellSouth's existing services is on an Outside Network Interface (ONI) device located, in this case, high on the building next to a building eave entry point. BellSouth did, in fact, deliver Network Telephone's UNE loop at the same demarcation point as with all of BellSouth's retail services. Any wiring work on the field side of the end user's demarcation point at this or any other location is performed on a deregulated, billable basis. BellSouth believes that such a situation (i.e., ONI located high on a building) is probably a configuration that will rarely be encountered again by Network Telephone in its relationship with BellSouth.

In the case of the Princeton Place apartments leasing office, the established demarcation point for all of BellSouth's services is at two multi-pair ONIs located on the side of the building. This is typical for small business locations and single-family residences. Network Telephone's UNE loop at this location was delivered to the demarcation point at the ONIs.

In summary, BellSouth delivered Network Telephone's UNE loops correctly and consistent with the delivery of its own retail network services in both situations and the Interconnection Agreement. In the future, if any question arises concerning the location of the demarcation point, upon your request, BellSouth will arrange a field check to assist Network Telephone in determining where the loop will be delivered.

If you have additional questions, please feel free to call me at 205-321-4958.

Sincerely,



Scott T. Griffin  
Regional Account Manager  
BellSouth Interconnection Services





---

BellSouth Telecommunications, Inc. Fax  
Interconnection Services  
600 North 19th Street  
9th Floor  
Birmingham, AL 35203

June 29, 2001

Mr. Mitch Dantin  
Network Telephone, Incorporated  
815 South Palafox  
Pensacola, Florida 32501

Dear Mitch:

This is in response to an issue raised by Mitch Miguez of Network Telephone on May 10, 2001, during a conference call between BellSouth and Network Telephone, regarding the delivery of services to a demarcation point at two of Network Telephone's end user locations. The two end user locations in question are Shreveport Auto Leasing and Princeton Place Apartments. Before responding to the two cases in question, I will first address the general demarcation point issue that Margaret Ring from Network Telephone raised in an e-mail dated May 10, 2001, to BellSouth.

Ms. Ring pointed out that the current Interconnection Agreement states in Attachment 2, 2.1.2,

*"The local loop network element is defined as a transmission facility between a distribution frame (or its equivalent) in BellSouth's central office and the loop demarcation point at an end-user customer premises, including inside wire owned by BellSouth" (emphasis added).*

Ms. Ring maintains that this language supports a contention that BellSouth must always place the Unbundled Network Element (UNE) loop demarcation point inside an end user's premises. This is not correct. The term "inside wire" as used in the Interconnection Agreement is taken from the Federal Communication Commission (FCC) rules defining a loop. In other Incumbent Local Exchange Carrier (ILEC) territories, "inside wire" includes facilities that the ILEC owns and utilizes on the regulated side of the demarcation point. "Inside wire" in BellSouth's territory is a deregulated facility that exists on the end user's side of the demarcation point. BellSouth does not own any inside wire that is associated with the provision of its regulated services. However, the demarcation point will be a fixed point where BellSouth's network facilities end.

Notwithstanding the above, please be assured that BellSouth will deliver UNE loops to the established demarcation point. Thus the loop may include Unbundled Sub-Loop-Intra-building Network Cable (USL-INC) and/or Network Terminating Wire owned by BellSouth, both of which could physically reside inside of a building structure. However, if the end user or property owner has designated a new or existing demarcation point to

## **DEMARCATIION SAMPLE PROBLEMS**

Issue Raised to BellSouth in late April 2001 in instance of Shreveport Auto.

Final response on the general issue received June 29, 2001.

Continuing to experience problems with service left on poles, and outside interior demarc.

Example of BST using the regulatory process for further delays (Lake Mary central office).

Victor Cordiano  
Florida Public Service Commission  
February 17, 2000  
Page Two

For example, there are delays for Carlan Killam (8 days for repair), and for the Pensacola Interstate Fair (7 days to tag lines).

However, I recognize that asking the PSC to explore each of the complaints listed is unrealistic and would be extremely time-consuming for the PSC staff, NTC, and BellSouth. For this reason we will consider this complaint closed. Network Telephone intends to improve our relationship with BellSouth, and thus improve service to our customers.

We will continue to study problem orders on a going-forward basis. If necessary, we will provide the commission with future documentation of problem areas, when and if the problems exceed what we consider to be an acceptable level. NTC will provide this information as a percentage of total orders, with back-up documentation available on an individual customer basis.

Thank you again for the time you have spent on this matter.

Sincerely,



Arvil Fowler  
Chief Technical Officer

cc: Bill French, BellSouth  
Scott Griffin, BellSouth  
Mitch Dantin  
Brent McMahan



**NETWORK TELEPHONE**  
VOICE · DATA · VIDEO

Communication has evolved.

815 South Palafox Street • Pensacola, Florida 32501



**NETWORK TELEPHONE**  
VOICE · DATA · VIDEO

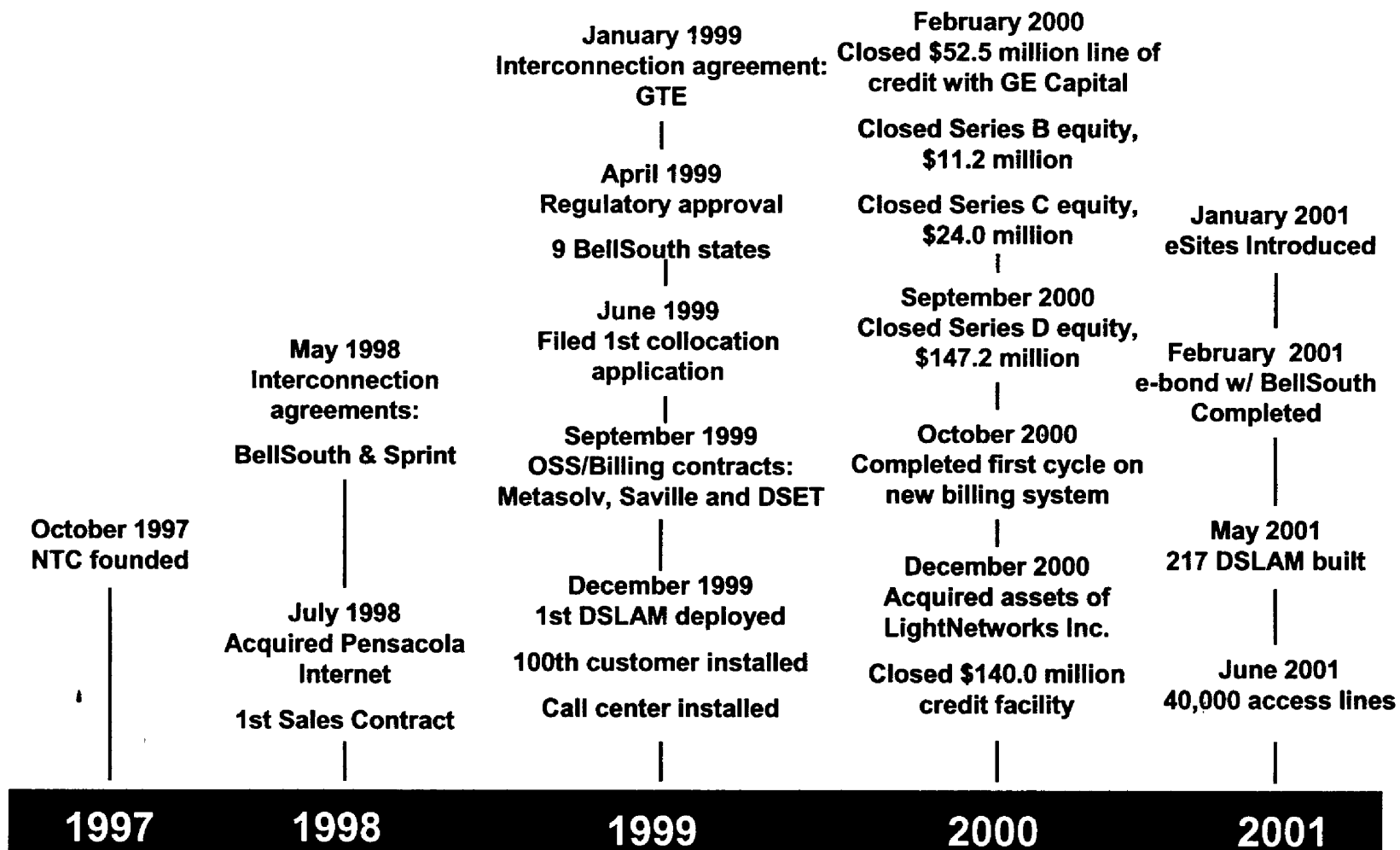
**BRENT E. McMAHAN**  
Vice President  
Regulatory and Governmental Affairs

815 South Palafox Street  
Pensacola, FL 32501  
850.465.1744  
850.432.0218 Fax  
[www.networktelephone.net](http://www.networktelephone.net)  
[brent.mcmahan@networktelephone.net](mailto:brent.mcmahan@networktelephone.net)

# Network Telephone Overview

- **Founded 1997**
- **Southeastern region focus**
- **Small, mid-sized business focus**
- **Direct sales driven**
- **UNE-P early entry, VoDSL by Q1 2002**
- **Fully funded business plan**
- **Strong balance sheet**

# Network Telephone Timeline



**NETWORK TELEPHONE**  
VOICE · DATA · VIDEO

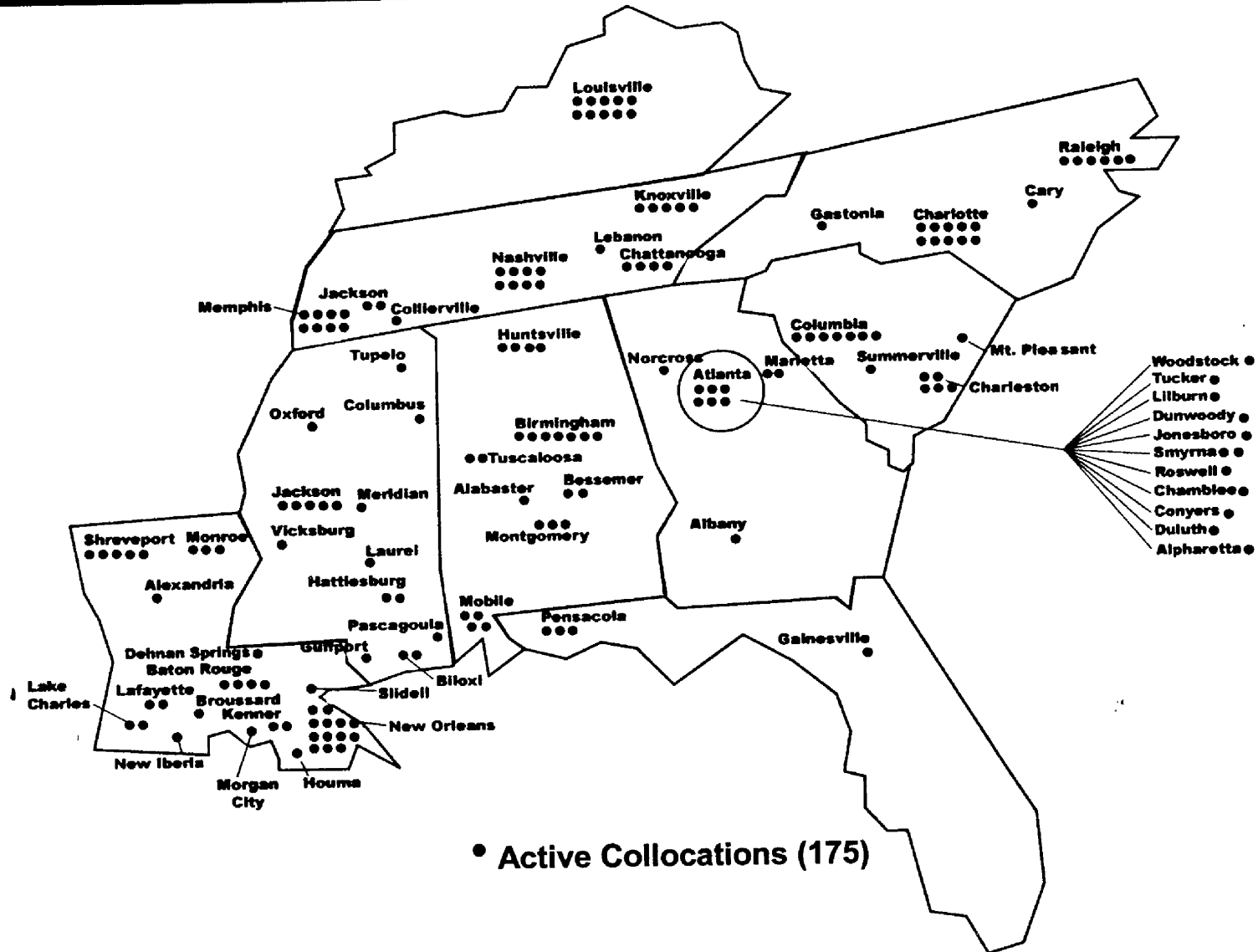
Communication has evolved.

# Network Telephone Overview

- Annualized revenue of **\$19.6 million**
- Projected 2002 revenue: **\$68 million**
- Operating in **33 markets, 9 states**
- **40,264 lines**
- **5,459 customers**
- **483 Employees**
  - **128 Sales Employees**

Figures as of July 1, 2001.

# Active Markets





# Customers/Lines in Service

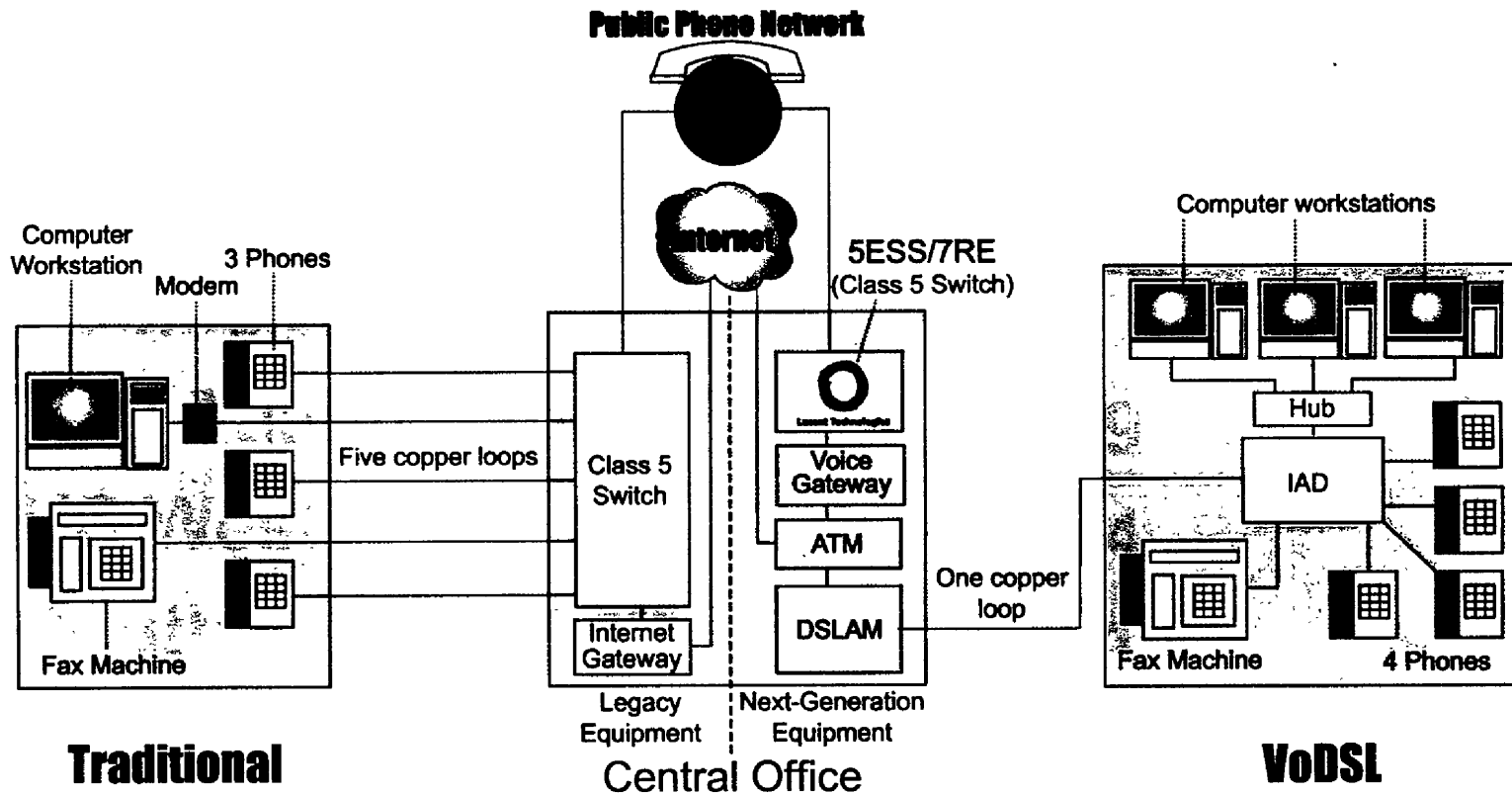
	<b>Lines</b>	<b>Customers</b>
<b>Alabama</b>	4,963	691
<b>Florida</b>	11,679	1,637
<b>Georgia</b>	641	101
<b>Kentucky</b>	484	62
<b>Louisiana</b>	12,423	1,604
<b>Mississippi</b>	9,138	1,235
<b>N. Carolina</b>	246	34
<b>S. Carolina</b>	106	15
<b>Tennessee</b>	683	80
<b>TOTAL</b>	<b>40,363</b>	<b>5,459</b>

As of July 1, 2001.



Communication has evolved.

# VoDSL vs. Traditional Architecture



# 'Super Regional' Market Opportunity

## Small Business Average Monthly Telephone Bill\*

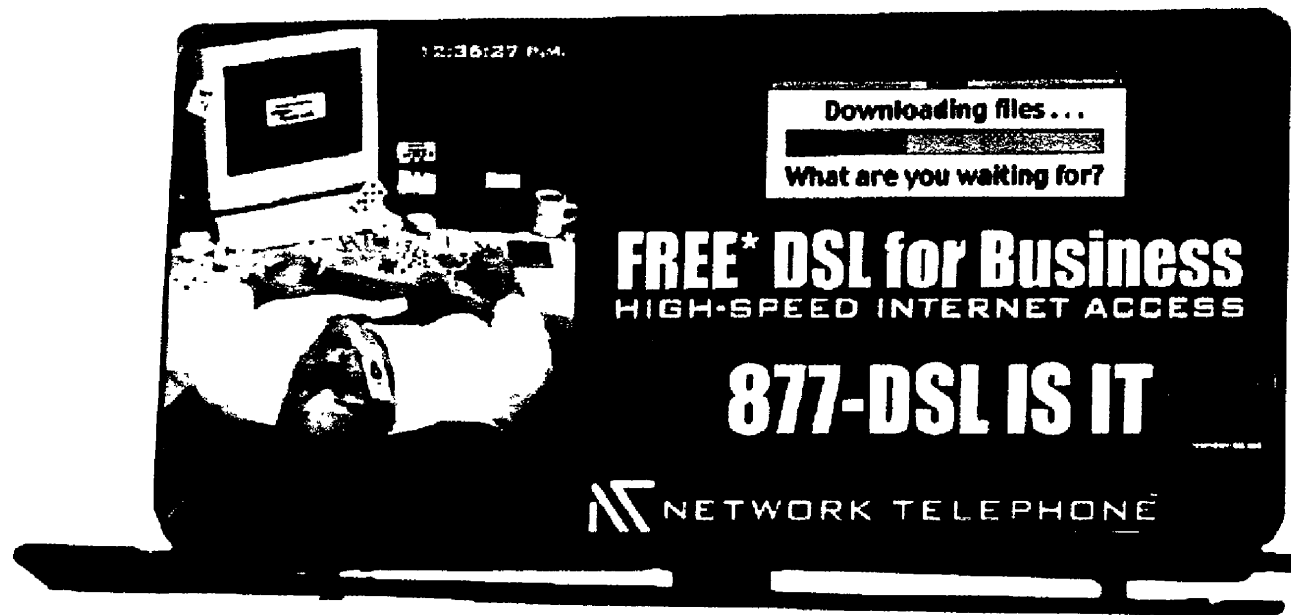
<b>Bell South</b>	<b>\$629</b>
<b>Pacific Bell</b>	<b>\$617</b>
<b>Bell Atlantic South</b>	<b>\$559</b>
<b>US West</b>	<b>\$504</b>
<b>Southwestern Bell</b>	<b>\$451</b>
<b>Ameritech</b>	<b>\$427</b>
<b>Bell Atlantic North</b>	<b>\$408</b>



Communication has evolved.

\*Source: IDC's 1999 Small Business Report;  
fewer than 100 lines.

# Compelling Service Bundle



**DSL • Local • Long distance • eSite  
Web hosting • E-mail**



Communication has evolved.

# Compelling Value Proposition

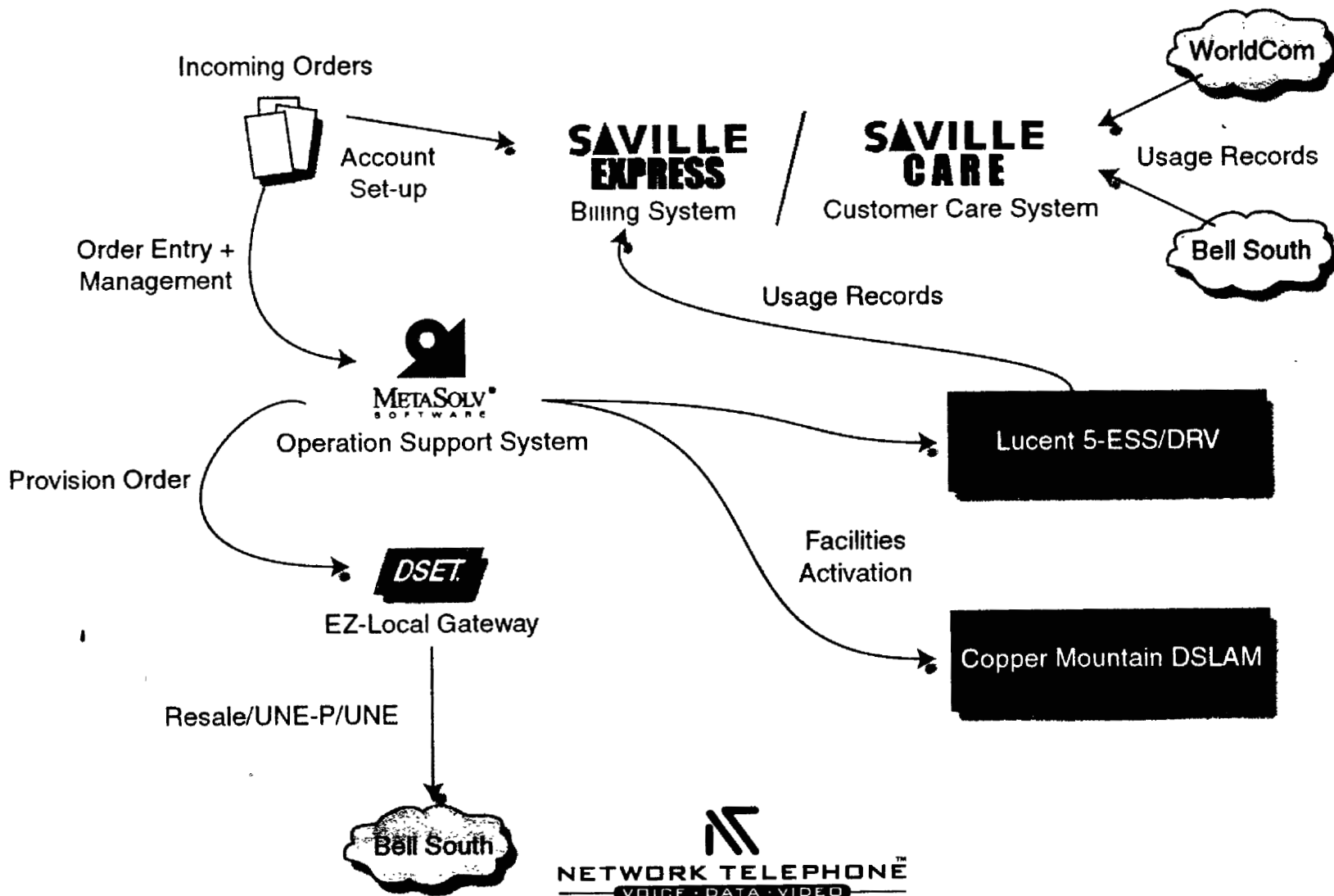
	<b>PowerLine DSL™ Bundle Customer</b>			<b>BellSouth Customer</b>	
<b>Voice</b>					
<b>Local</b>	<b>5 Lines</b>	<b>Incl.</b>	<b>6 Lines</b>	<b>\$290.00</b>	
<b>Long Distance</b>	<b>500 Minutes</b>	<b>Incl.</b>	<b>500 min.</b>	<b>\$ 40.00<sup>a</sup></b>	
<b>Data/Internet</b>	<b>160 Kbps DSL</b>	<b>Incl.</b>	<b>ADSL</b>	<b>\$ 75.00</b>	
<b>Web site hosting</b>	<b>25MB</b>	<b>Incl.</b>		<b>\$ 28.95</b>	
<b>TOTAL</b>				<b>\$322*</b>	<b>\$433.95*</b>

a) Cost for long distance assumes minutes @ 8¢ per minute. BellSouth does not provide Long Distance.

\*Pricing for Birmingham, AL. BellSouth Source: [www.bellsouth.net](http://www.bellsouth.net).



# Fully Integrated Back Office



**NETWORK TELEPHONE™**  
VOICE · DATA · VIDEO

Communication has evolved.

# Best of Breed Partners

Lucent Technologies  
Bell Labs Innovations



micro  
muse

WWW.SUN.COM



TURNSTONE

ADC Telecommunications



CISCO SYSTEMS  
EMPOWERING THE  
INTERNET GENERATION™

ORACLE

netopia.



3COM

# Network Telephone Overview

## Investment Highlights

- **Strong balance sheet**
- **Experienced management team**
- **Knowledge of the Southeast region**
- **Targeting Southeast Tier II, III, IV markets**
- **Scalable back office**
- **Quality financial sponsorship**



# Customer Outages

- **Port Out Problems**
  - Almost too numerous to mention. Each port consistently results in a customer **outage**.
- **Disconnects on UNE-P**
  - Bell has **no incentive** to improve process or implement change process instead of N&D.
- **Pending Facilities**
  - NTC finds that Bell will provide service on their own orders, and will provide partial service to themselves, while **NTC orders wait**.

# Back Office Issues

- **EDI**
  - Implementation problems
  - No learned experience assistance
- **LENS**
  - **Outage** issues
- **UNE-P**
  - Implementation problems
  - No learned experience assistance

# Back Office Issues

- **Non-Mechanized Orders (UDC, Complex)**
  - Bell does not use UDC UNE.
  - Bell has no incentive to provide mechanized ordering.
  - Bell will not allow ordering by e-mail.
  - Continuous problems with faxing orders. **Substantial additional costs.**
- **CLEC Purchase**
  - NTC purchased assets of another CLEC.
  - NTC paid **\$2 million** owed to Bell by that CLEC.
  - Due to multiple problems/little BST support, NTC has a **60-day delay** with orders to former CLEC's locations.

# Clarifications

- **Orders clarified in error**
  - NTC is asked to **supp the order** rather than escalate to have it processed.
  - These orders are never counted as a clarification in error against BST.
  - NTC complies **only** because it is the fastest way to serve the customer.
- **Multiple clarifications**
  - Same order clarified several times, not 'cleaned' once.
  - Bell says this should not happen. **It does** - repeatedly delaying orders.

# CSI Issues

- **When an order is worked, BST updates the CSI. We must have this to begin billing.**
- **We have documented - for two years, the lag in CSI updating – sometimes weeks or months.**
- **Requested policy on normal interval repeatedly.**
  - In May NTC was told **30 days**. NTC requested this in writing.
  - Written response said **24-48 hours** for update.
- **Asked for escalation procedures if it is over that time.**
  - Still awaiting response.

---

**We have actually spent **two years** documenting and following up on this issue**

# Escalation Issues

- **Account Team Process flawed**
- **When NTC asks for LCSC supervisor, placed on hold, often for more than an hour.**
- **BST does not return calls.**
- **When NTC complains of slow or no response, instead of looking internally, Bell asks for documentation that NTC followed procedures.**
- **BST changes escalation process frequently, without any improvement. Changes cause confusion for CLECs and internally at BST.**

# Demarcation Point

- **Our contract defines the UNE as:**  
“up to and including inside wire owned by BST.”
- **BST is inconsistent in dropping service.**
  - Leaves service on top of pole.
  - Leaves service on awning when the customer has an interior demarc.

# Collocation Issues

- **Access Problems**
  - Key cards not issued or not activated
  - Locks changed
  - 24 hour access denied
- **Back Billing**
  - \$6 million
- **Locations**
  - A floor that floods
  - A/C problems



# Billing Issues

- **Problems during ordering generate inaccurate charges.**
  - Example: Order is clarified in error, resubmitted to comply with Bell specifications, billed according to order but not according to how the circuit was delivered.
- **Rates billed NOT in accordance with current interconnection agreement.**
- **Collocation invoice processing appears manual.**
  - Example: Additional Engineering charges billed at \$2,000 per hour instead of \$31.00 an hour.
- **Incorrectly billed local channel charges on circuits connecting collocations within the BST central office.**

# Billing Dispute Process

- **Payment amounts withheld.**
  - Disputes are reflected as outstanding balances and accumulate late payment charges.
- **BellSouth initiates collections processing.**
  - Disputed amounts not documented in the Bell system.
- **Time spent clarifying.**
- **Disputes denied without documentation.**
- **Granted adjustments posted inconsistently and difficult to track.**
- **BST Dispute Department cannot give credit, forcing escalation.**

# Performance Measurement Discrepancies

- **Total Service Order Cycle Time disparity**
- **PMAP Data of questionable validity**
  - Mechanized LENS orders **not recorded**
- **Inability to get BST to address or explain the differences**

# Rate Discrepancies – Promotions

- **BST continually offers promotions to business customers**
  - Tariffed examples
- **Term agreements for basic business service discounts of 6-18%**
  - Businesses with \$100-\$3,000 monthly billing
- **Win-back program discounts of 10-20%**
  - Businesses with \$70-\$12,500 monthly billing

**CLEC wholesale discount from Bell: 16.81%**

# Summary

- **NTC continues to have the same problems - over and over:**
  - Delays
  - Requests for documentation
  - Partial responses
  - Continuing problems
- **When NTC enters a new market or provides a new service, a host of new problems with BST surface - in addition to keeping the old ones.**

# Summary

- **The amount of research and documentation required to refute Bell's claims or file formal complaints is overwhelming and expensive.**
- **NTC has to focus on moving forward and serving customers. When NTC documents a specific incident carefully to use as an example, BST responds that it is isolated.**



Communication has evolved.

# Roadblocks to Competition

**For every delay, every error,  
every unreasonable request  
for documentation, every minute of every day  
BellSouth costs  
Network Telephone revenue  
in what we spend to correct problems  
and overcome obstacles, and in what we lose  
when a BST roadblock results in a lost customer.**