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November 7, 2001

BY HAND DELIVERY

Ms. Blanca Bayó, Director
Division of Records and Reporting
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

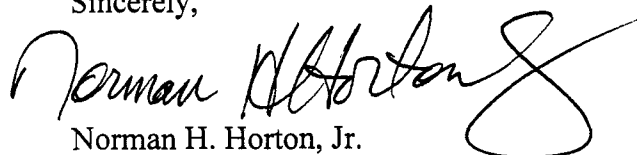
Re: Docket No. 011077-TL

Dear Ms. Bayó:

Pursuant to correspondence from Mr. Walter D'Haeseleer, enclosed are copies of correspondence and notes documenting behavior and practice e.spire has encountered with BellSouth. We have deleted customer names and telephone numbers but could provide this upon request.

Should you have any questions, please call me.

Sincerely,


Norman H. Horton, Jr.

NHH/amb

cc: Renee Terry, Esq.
Ms. Cheryl Bulecza-Banks

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DOCUMENT NO.
14174-01
11-7-01



JULY 13, 2001



**MR. ERROL TASSY, BRANCH SALES MANAGER
E-SPIRE
100 N.E. 3RD AVENUE, SUITE 900
FT. LAUDERDALE, FLORIDA 33301**

DEAR MR. TASSY:

I REGRET HAVING TO SEND THIS LETTER. HOWEVER, DUE TO THE NUMEROUS DELAYS, MIX-UPS, AND MISCOMMUNICATION BETWEEN OUR TWO COMPANIES, I HAVE DECIDED TO DIRECTLY WORK WITH BELL SOUTH FOR MY TELECOMMUNICATION NEEDS.

I HOPE THAT WE MAY BE ABLE TO DO A PROJECT TOGETHER IN THE NEAR FUTURE.

SINCERELY,



19 Business Days to get a FOC for porting of lines which should have been taken 5 business days, having to escalate to VP level to get that done. We had everything we could do to plead with customer to stay with us.

6/21/01 - LSR for porting of lines sent to BellSouth through DSET system with a requested DD of 7/10/01.

6/25/01 -(2 bus days) order errored in DSET, resent.

6/29/01 - (4 bus days) order errored again, called BellSouth DSET contact to discuss. Can't understand error. Was told DSET is having problems at Bell's end sending acknowledgements back to us. Trouble ticket opened with them and they are working on it.

7/3/01 - was asked to resend order.

7/5/01 - Still no status by COB.

7/9/01 - Advised DSET is fixed. Order is in process, but not completed as yet. Began escalating at first level for FOC for 7/10/01.

7/11/01 -Escalated to 2nd level at Bell. They will pull order and begin working now. Espire Checking back in 1 hr.

7/11/01 - received call from Bell informing us that 4 Tel #s do not belong to Bell any longer, that they ported out to another CLEC 6/1/01. Ref'd back through espire and contacted customer who completely disagreed they had moved any #s and BellSouth was still their provider. Bell continued to advise of same status.

7/12/01 - pulled new CSR from Bell's system and lines are still indicating they are with them. Had our switch tech verify these line #s in NPAC porting system and confirmed they are still owned by Bell.

7/13/01 - Supped order to re-add #s in question and resubmitted order back to Bell. Escalating once more after submission. LSR errored out again in DSET. Tried to resend and system will not accept order. Called Bell and was told if DSET won't take order, to send it by paper, so we then faxed.

7/16/01 - Bell rejected LSR saying it was illegible. Called Manager and had to leave V Mail. This is a typewritten LSR, can't understand why illegible. Waiting for callback. Refaxed LSR again anyway.

7/16/01 - Called Bell back and was told by rep that the order was not being processed yet, we called and spoke to Mgr. who said they would give a note to the clerks to pull that order off the fax and he would have the order assigned and worked.

7/17/01 - Received VM from another person at Bell indicating they were calling for Mgr. and informed us that the order was in clarification. Her message completely ignored the fact that we told them the PON had been refaxed. Left another VM stressing the fact that the order needed to be pulled and worked.

7/17/01 - received call from Bell saying that the order has been received and has been assigned to another Mgr's group. Called that Mgr. and received message that someone else was sitting in for him while on vacation, so we called that person.

7/17/01 - 130p, received call that order is being clarified again for missing "eri" field. Made correction and resent back. 2hrs later we escalated to our Director who left message for LNP Manager to callback.

7/18/01 - Our Director called for update on status and we were told they would have one for us at 3:30pm. Received no call, our Director escalated another level. 5pm, received verbal commitment for 7/19 5pm porting.

7/19/01 -Order finally issued today but with a 7/20/01 date. Director called again to confirm she was told 7/19 DD. Npac finally received concurrence for that day port.

13 Business Days to get a FOC for T-1 ckt to be delivered which should have taken 7 business days. Multiple (5) clarifications which begins Bell's interval again.

6/22/01 -ASR for UNE T-1 sent to Bell.

6/25/01 - Pon clarified, saying illegible. Re-typed and resent back to Bell.

6/29/01 - Clarified again, resent ASR back with corrections.

7/2/01 - Clarified again, resent ASR back with corrections.

7/5/01 - Clarified again, provisioner referred to Mgr to begin escalating as this is the 3rd clarification and 8 business days have gone by.

7/10/01 - Clarified again, escalated to Mgr, now trying to get FOC for 7/12. Resent order through CAFÉ system as Special Access ckt.

7/11/01 - Received FOC 7/12 ..BS order # CQCMQ4R7,..60/HCGS/823710..SB.

13 Business Days to get a FOC for new Frame Relay ckt, having to escalate to BS Director level to get that date.

6/28/01 - LSR sent with data gathering form and topology to BellSouth via email.

6/28/01 - Received acknowledgement via emails that Bell has received LSR.

7/2/01 - Received clarification for problems with order corrected and resent as expedite.

7/5/01 - Received acknowledgement that Bell received order sup.

7/6/01 - Spoke to rep at Bell, he is currently working order.

7/9/01 - Bell advised order has been sent to service inquiry and once it's returned will go to the LCSC who will then either FOC or clarify the order. We advised that this was an expedited order. Rep was not able to give an estimated due date, we were asked to follow up with them in am 7/10.

7/10/01 - Called contact at Bell, he is in meeting until noon, we left urgent VM to call with status, also escalated to next level at Bell.

Escalation - our Mgr. called all Bell's Mgr. on escalation list and they are all in meeting, got one of the Mgrs. out of the meeting and escalated to her. We were advised that Bell does not guarantee expedites. We were told order must go through several departments before we can begin to escalate again.

7/12/01 - Mgr. called BellSouth Mgr. and LW to call back with status. After several hours of no returned call, we escalated to 5th level contact. He would look into it and call back in a few hours. Later that day we spoke with the Director of the CSRG group who will have his people work to get the order sent to the LCSC so that we can begin to escalate with them to get a FOC and then get the order back to the CSRG group to escalate for a DD of 7-20.

7/12/01 - CSRG group called to advise that they have sent the order to the LCSC group. It takes about 3 - 4 hrs to move into the LCSC system.

7/13/01 - 9am Contacted Mgr. in LCSC group, left VM regarding order, explaining it was an expedite and to call back with update on status. 11a - Received call from BS Mgr. advising she has order and will give to a rep to type and call back as soon as order in system. 2p - no call back yet, called Bell and were advised who was working the order. We were asked to call back later to find out if the order went into the system ok. 5:33p - received call from BS indicating that the order was entered with a FOC of 7/26/01.

7/16/01 - 9:37am Mgr. called CSRG group, Mgr., out in Training, and the other one running late. Left VM and paged asking that as soon as one gets into the office to return call and we were escalating for 7/20 DD. 12:40p - Both Mgrs. are now in training. Our Mgr. escalated with another Director; he will check on order and get to us within 2 hrs. 2:28p - BS Mgr. called ours back and gave us a verbal FOC for 7/20/01 saying he will be faxing a hard copy of the FOC to her. 2:48p - Received callback from Mgr. saying order has FOC of 7/26 and he will give order to the Expedite Mgr. to check all departments to see if we can get the 7-20 date. This may take up to 48 hrs.

7/17/01 -10:30a Called Expedite Mgr. to check on status, order is in engineering group, she will not have it out of design until 7/18. Called original Director back again to escalate. 3pm - BS Director called to advise that we will have ckt delivered 7/18/01 and gave us order #s NY92C783 and NY79C8W1, CKT IDS 30.DNMG.520704 and 30.QLDS.502074 ..SB.

Porting lines for customer which BS has on 3 different CSRs, some simple business & some complex business.

6/19/01 -LSR sent 6/19 through DSET. Customer's line #s are spread out over 3 different CSRs from Bell. BS requires each CSR to have a different order to them from us.

6/21/01 - Received error from DSET, corrected and resent.

6/25/01 (2 bus days) -Checked DSET, no FOC as yet.

6/27/01 -Still no FOC.

6/29/01 -Receiving error in DSET, don't understand error, called and left VM for DSET contact at BellSouth to help.

7/6/01 - Order is being escalated with DSET, has trouble ticket in, they cannot send us acknowledgements.

7/9/01 - DSET is fixed, called LCSC to try to work with someone over the phone. On phone for several hours, BS saying that the customer address is incorrect and it ended up not being incorrect. Error said "see details on FOC remarks", order was never foc'd. espire Mgr. escalating again.

7/11/01 - Mgr. & provisioner speaking to DSET group, escalated to Mgr. level, will have status within hr. 1.5 hrs go by, no call, we called BS Mgr. We are advised they are still working the orders, have 1 done, but not the other 2.

7/12/01 -noon, called BS for update, they are still working the other 2 orders. BS called provisioner and told her that the ATN was wrong. BS suggested that we cancel the old PONs and submit new ones with the correct ATN, we did that, and now they are erroring the cancels. We can't get the new ones FOC'd until we get the old cancels to go through. Left VM for BS Mgr. to callback.

7/15/01 - Spoke to BS and was told the problem is at our end. Got our ISS involved, researched and pushed through the cancels to BS. We then resent the new PONs they requested.

7/16/01 - orders went into clarification again. Made corrections that BS told us to make and it errored again. Escalated again, asked if we could send the PONs by fax, we were told we couldn't because there is an existing pon with this BTN in the system.

7/17 & 7/18- Still problems with DSET and we are escalating. On the 18th 10am we were told by BS MGR to send on them on paper. Called to confirm they received it and waiting for callback from Bell with FOC. 3:30p called back for Mgr. and we were told his department doesn't do LNPs, only frame. He referred us back to LCSC complex group. We got a rep that transferred us to a work leader and we got their VM. Called a supervisor in that group, he is out on vacation and refers us to another contact. We call that contact who informs us that orders are worked in the order of receiving them and there are other orders ahead of ours. Our Mgr. left urgent VM for person who is sitting in for the Director who is listed on our escalation list.

7/19/01 - Our Mgr. received VM from that contact who, obviously did not listen to the original VM as we asked for the Director over the complex group and all she did was refer us back to the Mgr. in complex group. We called and left an urgent message for another supervisor to try to find out who is over the complex group and get some help in escalating the Pons I1101MIAD & I1101MIAE. Received callback from that supervisor saying that the order hasn't been assigned and he would try to help. We explained now that the customer can only do cuts on Weds or Thursdays so we are escalating for 7/25.

7/3/01 - ASR sent.

7/5/01 - Received clarification saying that AN is missing and account can't be disconnected because it is not in the name of espire. We verified this is the correct information, pulling a CSR, and resent order.

7/12/01 Called BS to check on status, advised that due to lack of work force FOC's will be delayed but they will be sure to EBD the date back to when the order was received.

7/20/01 Still no FOC, provisioner is still holding order open.