



Communication has evolved.

December 17, 2001

960786-TL

Ms. Blanco Bayo
Division of the Commission Clerk
FLORIDA PUBLIC SERVICE COMMISSION
Administrative Services
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

RE: Florida Public Service Commission docket no. 960786, section B, Consideration of BellSouth Telecommunications, Inc.'s entry into interLATA services pursuant to Section 271 of the Federal Telecommunications Act of 1996.

Dear Sirs:

Network Telephone Corporation wants to file comments with the Florida Public Service Commission (FPSC) on docket 960786 under section B, OSS Testing and ALEC experience. Network Telephone Corporation is a Pensacola-based ALEC, Certified for both Resale and Facility-Based Services by Florida and eight other states in the Southeast, providing bundled packages of telephonic voice and data services, including local voice over xDSL, long distance, web hosting and design, and other ancillary services to small and medium sized business customers. We serve close to 60,000 lines, though not all in FL, with plans and funding in place to double that in business plan for 2002.

Network Telephone has been heavily involved in the Florida third party test with KPMG, and we are also heavily involved in use of the BellSouth PMAP database. We are would like to offer our current CLEC experiences on:

- ξ Change Control Process
- ξ Flow through
- ξ Account team representation
- ξ LCSC provisioning issues
- ξ Open observations & Exceptions
- ξ Duf Billing charges
- ξ CSR update

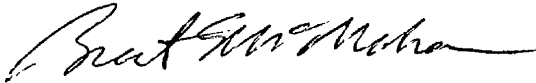
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Our goal is to get the commission to understand how BellSouth problems are impacting us and the CLEC community as a whole. If possible, we would be delighted to see resolution of these problems included in the FPSC decision on BellSouth's 271 application, docket number 960786.

Thank you for your consideration on this.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "Brent E. McMahan".

Brent E. McMahan
Vice President – Regulatory &
Governmental Affairs