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December 27, 2001

Public Service Commission  
2540 Shumard Oak Blvd.,  
Tallahassee, Fl. 32399-0850

Attn: Commission Clerk and Administrative Service Divn.

Re: Docket No. 011077-TP

Enclosed please find our comments on your questionnaire requested by Jan. 11, 2002.

Sincerely,

Lorene M. Koen  
Manager-Regulatory

- APP \_\_\_\_\_
- CAF \_\_\_\_\_
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DOCKET NO. 011077-TP  
 MEMORANDUM  
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Competitive Practice	Priority Ranking
Refusal to Convert Special Access	NA
Sharing of Information Between Retail and Wholesale Units	NA
Use of Remote Switches Create a Barrier to Entry	NA
Misinformation Provided to Customer Regarding A Competing Carrier	6
Disparaging Comments Made to Customer Regarding a Competing Carrier	5
Unreasonable Engineering Requirements for Conduit Entrance	NA
Refusal to Port Numbers To Customer Who Has Switched Carriers	2
Refusal to Transfer Customers With Outstanding Bills	3
Loss of Dial Tone and/or Ancillary Services During the Switch	1
Phone Service Disruptions After the Switch	4
Win-Back Programs	17
Disconnect and New Connect Orders Separated During the Conversion Process	NA
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	NA
Multiple Billing Errors	NA
Escalation Procedures Do Not Result in the Timely Resolution of Issues	8
Establishing Cross Connects Without Permission	NA
Caller ID Boxes Do Not Recognize Ported Numbers	NA
ILEC Techs Not Properly Trained on New Loop Products, Results in Bad Loops and ILEC Will Not Help Troubleshoot	NA
No Dispute Process for a PIC Change	9
ILEC Charging ALEC for PIC Change Yet ALEC is Preparing the Paperwork	NA
Prolonged Period of Time Elapses Before ILEC Takes Action to Determine Service Quality Problem	NA
Problems with Directory Listing Data Base	
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	NA

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Competitive Practice	Priority Ranking
Requirement to Ground the Smart Jacks	NA
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	NA
Porting of Large or Multiple Business Telephone Numbers Must Be Completed in Multiple Sessions	10
ILEC Does Not Allow Change from Resale to UNE Pricing if a PIC Freeze is on the Account	11
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	12
Performance Measures Don't Apply to Special Access	14
ILEC Sharing Information with Associated CLEC Operations	15
ILEC Fails to Block Calls	13
Customer Account Placed on Hold for 15 Days So They Can't Change to An ALEC	7
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	18
ALEC Refuses to Release Customer to an ILEC	16

State of Florida



Public Service Commission  
-M-E-M-O-R-A-N-D-U-M-

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**DATE:** December 20, 2001  
**TO:** ALL PARTIES AND INTERESTED PERSONS  
**FROM:** DIVISION OF COMPETITIVE SERVICES (CASEY, BULECZA-BANKS)  
DIVISION OF LEGAL SERVICES (B. KEATING, F. BANKS)  
**RE:** DOCKET NO. 011077-TP - GENERIC INVESTIGATION INTO WHETHER  
COMPETITIVE PRACTICES OF INCUMBENT AND ALTERNATIVE LOCAL  
EXCHANGE CARRIERS COMPLY WITH SECTION 364.01(4)(G), F.S.

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To follow-up the December 12, 2001 conference call regarding the above Docket, we are attaching a preliminary list of concerns which staff has compiled from interviews conducted by staff, complaints received, and issues filed in the previous three dockets. The concerns are in no particular order or priority.

As mentioned in the conference call, you can prioritize the items you deem are most important to your company, or list additional concerns if you believe your company is experiencing a problem not on the list regarding compliance with Section 364.01(4)(g), F.S. Also, please note those items that you believe are currently being adequately addressed in the Commission collaborative.

Your comments regarding the list of concerns, and proposed process to resolve the concerns are welcome. Please file all replies and comments with the Commission Clerk & Administrative Services Division using the above Docket number by January 11, 2002. If you have any questions, please don't hesitate to contact Felicia Banks at (850) 413-6191, Beth Keating at (850) 413-6212, Bob Casey at (850) 413-6974, or Cheryl Bulecza-Banks at (850) 413-6642.

CB/rjc