

DOCKET NO. 011077-TP
 MEMORANDUM
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Digital Express, INC.
 4709 Mobile Hwy.
 Pensacola, FL 32506

ORIGINAL

Competitive Practice	Priority Ranking
Refusal to Convert Special Access	N/A
Sharing of Information Between Retail and Wholesale Units	08
Use of Remote Switches Create a Barrier to Entry	N/A
Misinformation Provided to Customer Regarding A Competing Carrier	06
Disparaging Comments Made to Customer Regarding a Competing Carrier	05
Unreasonable Engineering Requirements for Conduit Entrance	N/A
Refusal to Port Numbers To Customer Who Has Switched Carriers	19
Refusal to Transfer Customers With Outstanding Bills	
Loss of Dial Tone and/or Ancillary Services During the Switch	03
Phone Service Disruptions After the Switch	04
Win-Back Programs	10
Disconnect and New Connect Orders Separated During the Conversion Process	07
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	16
Multiple Billing Errors	01
Escalation Procedures Do Not Result in the Timely Resolution of Issues	21
Establishing Cross Connects Without Permission	N/A
Caller ID Boxes Do Not Recognize Ported Numbers	20
ILEC Techs Not Properly Trained on New Loop Products, Results in Bad Loops and ILEC Will Not Help Troubleshoot	N/A
No Dispute Process for a PIC Change	17
ILEC Charging ALEC for PIC Change Yet ALEC is Preparing the Paperwork	12
Prolonged Period of Time Elapses Before ILEC Takes Action to Determine Service Quality Problem	11
Problems with Directory Listing Data Base	18
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	N/A

APP
 CAF
 CMP
 COM
 CTR
 ECR
 LEG
 OPC
 PAI
 RGO
 SEC
 SER
 OTH

02 JAN - 9 AM 8:56
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DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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Competitive Practice	Priority Ranking
Requirement to Ground the Smart Jacks	N/A
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	N/A
Porting of Large or Multiple Business Telephone Numbers Must Be Completed in Multiple Sessions	N/A
ILEC Does Not Allow Change from Resale to UNE Pricing if a PIC Freeze is on the Account	N/A
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	22
Performance Measures Don't Apply to Special Access	N/A
ILEC Sharing Information with Associated CLEC Operations	13
ILEC Fails to Block Calls	02
Customer Account Placed on Hold for 15 Days So They Can't Change to An ALEC	09
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	15
ALEC Refuses to Release Customer to an ILEC	14