

DOCKET NO. 011077-TP
 MEMORANDUM
 PAGE 2

ORIGINAL



P.O. Box 220
 Orange, Texas 77631

Competitive Practice	Priority Ranking
Refusal to Convert Special Access	
Sharing of Information Between Retail and Wholesale Units	<i>Not ethical - could be utilized as "win back" plan</i>
Use of Remote Switches Create a Barrier to Entry	
Misinformation Provided to Customer Regarding A Competing Carrier	<i>Misinformation - misinformation given to customer who had in for info</i>
Disparaging Comments Made to Customer Regarding a Competing Carrier	
Unreasonable Engineering Requirements for Conduit Entrance	
Refusal to Port Numbers To Customer Who Has Switched Carriers	<i>#2 concern</i>
Refusal to Transfer Customers With Outstanding Bills	<i>#1 Problem</i>
Loss of Dial Tone and/or Ancillary Services During the Switch	<i>High concern</i>
Phone Service Disruptions After the Switch	<i>#2 concern</i>
Win-Back Programs	<i>Can lead to abuse of privileged info</i>
Disconnect and New Connect Orders Separated During the Conversion Process	<i>High concern</i>
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	<i>Happens on occasion depends on ILEC</i>
Multiple Billing Errors	<i>Widespread Problem!</i>
Escalation Procedures Do Not Result in the Timely Resolution of Issues	<i>Access to actual escalation team member is limited, at best</i>
Establishing Cross Connects Without Permission	
Caller ID Boxes Do Not Recognize Ported Numbers	
ILEC Techs Not Properly Trained on New Loop Products, Results in Bad Loops and ILEC Will Not Help Troubleshoot	
No Dispute Process for a PIC Change	
ILEC Charging ALEC for PIC Change Yet ALEC is Preparing the Paperwork	
Prolonged Period of Time Elapses Before ILEC Takes Action to Determine Service Quality Problem	
Problems with Directory Listing Data Base	
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	

- APP _____
- CAF _____
- OMP _____
- COM _____
- CTR _____
- ECR _____
- LEG _____
- OPC _____
- PAI _____
- RGO _____
- SEC **I**
- SER _____
- OTH _____

DOCUMENT NUMBER-DATE
 00344 JAN 10 8
 FPSC-COMMISSION CLERK

DOCKET NO. 011077-TP
 MEMORANDUM
 PAGE 3

Competitive Practice	Priority Ranking
Requirement to Ground the Smart Jacks	
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	
Porting of Large or Multiple Business Telephone Numbers Must Be Completed in Multiple Sessions	
ILEC Does Not Allow Change from Resale to UNE Pricing if a PIC Freeze is on the Account	
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	
Performance Measures Don't Apply to Special Access	
ILEC Sharing Information with Associated CLEC Operations	
ILEC Fails to Block Calls	
Customer Account Placed on Hold for 15 Days So They Can't Change to An ALEC	<i>also #1 concern</i>
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	<i>Not a widespread problem.</i>
ALEC Refuses to Release Customer to an ILEC	

* ILEC refusal to release cust to ALEC #1 Problem
 refusal to disc line so that cust may obtain other services