

ORIGINAL

MCWHIRTER REEVES  
ATTORNEYS AT LAW

TAMPA OFFICE:  
400 NORTH TAMPA STREET, SUITE 2450  
TAMPA, FLORIDA 33602  
P. O. BOX 3350 TAMPA, FL 33601-3350  
(813) 224-0866 (813) 221-1854 FAX

PLEASE REPLY TO:  
TALLAHASSEE

TALLAHASSEE OFFICE:  
117 SOUTH GADSDEN  
TALLAHASSEE, FLORIDA 32301  
(850) 222-2525  
(850) 222-5606 FAX

January 11, 2002

VIA HAND DELIVERY

Blanca S. Bayo, Director  
Division of Records and Reporting  
Betty Easley Conference Center  
4075 Esplanade Way  
Tallahassee, Florida 32399-0870

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02 JAN 11 PM 4:00  
COMMISSION  
CLERK

Re: Docket No.: 011077-TL

Dear Ms. Bayo:

On behalf of NewSouth Communications Corp. (NewSouth), enclosed for filing and distribution are the original and 15 copies of the following:

- ▶ NewSouth Communications Corp.'s Prioritization of Staff's Concerns.

Please acknowledge receipt of the above on the extra copy of each and return the stamped copies to me. Thank you for your assistance.

Sincerely,

*Vicki Gordon Kaufman*  
Vicki Gordon Kaufman

- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
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VGK/bae  
Enclosure

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*M. Hockland*  
FPSC-BUREAU OF RECORDS

DOCUMENT NUMBER-DATE  
00443 JAN 11 02  
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**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

In re: Generic investigation into whether  
competitive practices of incumbent and  
alternative local exchange carriers comply  
with Section 364.01(4)(g), F.S.

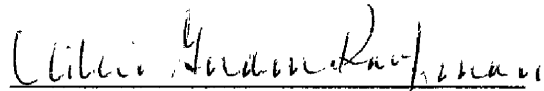
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Docket No.: 011077-TL

Filed: January 11, 2002

**NewSouth Communications Corp.'s Prioritization of Staff's Concerns**

NewSouth Communications Corp. (NewSouth), hereby files its prioritization of Staff  
concerns pursuant to Staff's Request.

  
Vicki Gordon Kaufman  
McWhirter Reeves McGlothlin Davidson  
Decker Kaufman Arnold & Steen, PA  
117 South Gadsden Street  
Tallahassee, Florida 32301  
(850) 222-2525 (telephone)  
(850) 222-5606 (fax)

Attorneys for NewSouth Communications  
Corp.

DOCKET NO. 011077-TP  
 MEMORANDUM  
 PAGE 2

Competitive Practice	Priority Ranking
Refusal to Convert Special Access	1
Sharing of Information Between Retail and Wholesale Units	26
Use of Remote Switches Create a Barrier to Entry	34
Misinformation Provided to Customer Regarding A Competing Carrier	24
Disparaging Comments Made to Customer Regarding a Competing Carrier	25
Unreasonable Engineering Requirements for Conduit Entrance	17
Refusal to Port Numbers To Customer Who Has Switched Carriers	8
Refusal to Transfer Customers With Outstanding Bills	10
Loss of Dial Tone and/or Ancillary Services During the Switch	6
Phone Service Disruptions After the Switch	2
Win-Back Programs	23
Disconnect and New Connect Orders Separated During the Conversion Process	7
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	16
Multiple Billing Errors	18
Escalation Procedures Do Not Result in the Timely Resolution of Issues	5
Establishing Cross Connects Without Permission	30
Caller ID Boxes Do Not Recognize Ported Numbers	19
ILEC Techs Not Properly Trained on New Loop Products, Results in Bad Loops and ILEC Will Not Help Troubleshoot	3
No Dispute Process for a PIC Change	27
ILEC Charging ALEC for PIC Change Yet ALEC is Preparing the Paperwork	28
Prolonged Period of Time Elapses Before ILEC Takes Action to Determine Service Quality Problem	4
Problems with Directory Listing Data Base	21
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	29

Competitive Practice	Priority Ranking
Requirement to Ground the Smart Jacks	15
Refusal to Provide Information Regarding Procedure to Convert from Resale to UNE Pricing	11
Porting of Large or Multiple Business Telephone Numbers Must Be Completed in Multiple Sessions	13
ILEC Does Not Allow Change from Resale to UNE Pricing if a PIC Freeze is on the Account	12
Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	20
Performance Measures Don't Apply to Special Access	22
ILEC Sharing Information with Associated CLEC Operations	31
ILEC Fails to Block Calls	33
Customer Account Placed on Hold for 15 Days So They Can't Change to An ALEC	14
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	32
ALEC Refuses to Release Customer to an ILEC	9

**CERTIFICATE OF SERVICE**

**I HEREBY CERTIFY** that a true and correct copy of the foregoing NewSouth Communications Corp.'s Prioritization of Staff's Concerns has been furnished by (\*) hand delivery or by U. S. Mail on this 11th day of January, 2002, to the following:

(\*) Beth Keating

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399

Nancy B. White

c/o Nancy Sims  
BellSouth Telecommunications, Inc.  
150 South Monroe Street, Suite 400  
Tallahassee, Florida 32301

Catherine F. Boone

Covad Communications Company  
10 Glenlake Parkway, Suite 650  
Atlanta, GA 30328-3495

Michael A. Gross

Florida Cable Telecommunications Assoc., Inc.  
246 E. 6th Avenue, Suite 100  
Tallahassee, Florida 32303

John Fury

NewSouth Communications Corp.  
Two North Main Street  
Greenville, SC 29601-2719

Peter Dunbar/Karen Camechis

Pennington Law Firm  
Post Office Box 10095  
Tallahassee, Florida 32301

Kimberly Caswell

Verizon Communications  
201 North Franklin Street  
Post Office box 1100, MC FLTC0007  
Tampa, Florida 33601-0110

Jon Moyle/Cathy Sellers

Moyle, Flanigan, Katz, Raymond  
& Sheehand, P. A.  
118 North Gadsden Street  
Tallahassee, Florida 32301

William Rooney

General Counsel  
Global NAPS, Inc.  
10 Merrymount Road  
Quincy, MA 02169

Matthew Feil

Florida Digital Network, Inc.  
390 North Orange Avenue, Suite 2000  
Orlando, Florida 32801-1640

Nanette S. Edwards

ITC DeltaCom  
4092 South Memorial Parkway  
Huntsville, AL 35802-4343

Norman H. Horton, Jr.

Messer Law Firm  
215 S. Monroe Street, Suite 701  
Tallahassee, Florida 32301-1876

F. Ben Poag

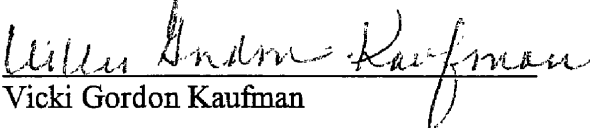
MC:FLTLHO0107  
Post Office Box 2214  
Tallahassee, Florida 32316-2214

Ann H. Shelfer

Koger Center - Ellis Building  
1311 Executive Center Drive, Suite 200  
Tallahassee, Florida 32301-5027

Dana Shaffer  
XO Florida, Inc.  
105 Molloy Street, Suite 100  
Nashville, TN 37201-2315

Renee Terry  
e.spire Communications, Inc.  
131 National Business Parkway, #100  
Annapolis Junction, MD 20701-1001

  
Vicki Gordon Kaufman