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January 10, 2002

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ORIGINAL

By Overnight Delivery

Ms. Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399

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Re: Docket No. 011077-TP

Dear Ms. Bayo:

On behalf of Allegiance Telecom of Florida, Inc. ("Allegiance"), attached is its priority list of issues for the above-referenced docket found in Commission Staff's December 20, 2001 Memorandum. None of these issues is being adequately addressed in the Commission collaborative.

Allegiance has ranked "Refusal to Convert Special Access" as its Number 1 issue. BellSouth currently refuses to convert special access DS1s to UNE pricing consistent with the FCC's directives. These conversions should be no more than a billing change and there should be no change in the physical facilities. The Commission should step in to assure that conversions are completed promptly and economically and with the least disruption to customer service, in accordance with the FCC's UNE Remand Order.

Allegiance has ranked several items as Number 2 in priority as it views all of those issues as symptoms of the same problem it experiences, specifically improper BellSouth customer retention efforts. Allegiance suggests that such conduct should be addressed by developing a Commission procedure in which allegations may be turned over to Commission Staff for investigation, and that violations be met with graduated penalties. Such penalties should be significant enough that anticompetitive conduct is not an economical business strategy.

Allegiance has added a third issue not on Staff's list regarding BellSouth's lack of collaboration with Allegiance in provisioning DSL lines to our joint customers. BellSouth commonly assigns DSL lines to the billing telephone number when it is part of its customer's multi-line hunt group that also includes analog lines. While that conduct is not anticompetitive in itself, if BellSouth's customer wishes to port its analog lines only to Allegiance, the customer must contact BellSouth to get the DSL line changed to a different number. In Allegiance's experience other ILECs do not require this. The change order is costly and time-consuming for the customer who may then decide not to convert to the ALEC. In addition, this customer change order affords BellSouth an opportunity for contact with the customer in which retention efforts may occur. Allegiance suggests that BellSouth revise its LSR ordering process so that an ALEC itself

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could request reassignment of a DSL line as part of the order, and that there be a standard interval for BellSouth to make that reassignment.

Allegiance has prioritized as Number 4 "Performance Measures Don't Apply to Special Access." This issue should be expanded. Performance measures do not apply to BellSouth complex orders because the intervals are negotiated. Unfortunately, BellSouth has a low threshold for what constitutes a "complex" order. For example, orders of 15 or more business lines are a complex order for BellSouth with no standard interval. The Commission should ensure that performance measures address the majority of orders that ALECs actually place.

Allegiance has prioritized as Number 5 "Problems with Directory Listing Data Base." Allegiance has found that former Verizon customers that port to Allegiance may be dropped inexplicably from the list of telephone subscribers that Verizon turns over to the database vendor. Again, the Commission should step in and require a verification process so ALEC customers do not experience this inconvenience.

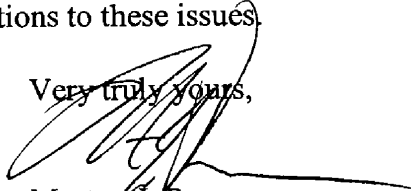
Allegiance added a sixth issue not on Staff's list regarding BellSouth's refusal to provide a Customer Service Record ("CSR") if another ALEC serves the customer. The other ALEC may not have had the requisite circuit identification information when it converted the customer from BellSouth initially (such as in a "change as is" order). Unfortunately, this problem is even more acute when other ALECs exit the market and Allegiance attempts to convert their customers. The ALEC may have gone dark or have insufficient remaining staff to provide the information if it is in its possession. The Commission should ensure that ILECs are always responsible for providing the CSR as a matter of last resort.

Allegiance has prioritized as Number 7 "Use of Remote Switches Create a Barrier to Entry." In Verizon territory, the presence of remote switching modules has prevented Allegiance from converting Verizon customers as a result of no facilities being available between the host and remote. Verizon has proposed that Allegiance pay for a T-1 and channel banks to connect the facilities, which is not an economic alternative. Consequently, many Verizon customers served by remote switches are effectively insulated from any competitive alternatives whatsoever. The Commission needs to ensure that competition is available to all consumers in the state.

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Allegiance appreciates the Commission's expansion of this docket and looks forward to working with Staff to craft solutions to these issues.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Morton J. Posner', written over the closing 'Very truly yours,'.

Morton J. Posner

Counsel for Allegiance Telecom of
Florida, Inc.

Attachment

cc: Counsel of Record

Competitive Practice	Priority Ranking
Refusal to Convert Special Access	1
Sharing of Information Between Retail and Wholesale Units	2
Use of Remote Switches Create a Barrier to Entry	
Misinformation Provided to Customer Regarding A Competing Carrier	2
Disparaging Comments Made to Customer Regarding a Competing Carrier	2
Unreasonable Engineering Requirements for Conduit Entrance	
Refusal to Port Numbers To Customer Who Has Switched Carriers	
Refusal to Transfer Customers With Outstanding Bills	
Loss of Dial Tone and/or Ancillary Services During the Switch	
Phone Service Disruptions After the Switch	
Win-Back Programs	2
Disconnect and New Connect Orders Separated During the Conversion Process	
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	
Multiple Billing Errors	
Escalation Procedures Do Not Result in the Timely Resolution of Issues	
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	5
Power Rates Too High at the Remote Switch (Large Differential From ILEC to ILEC)	
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	

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Allows for Expedited Orders in Very Limited Circumstances Even if ALEC is Willing to Pay	
Performance Measures Don't Apply to Special Access	4
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	
After the Switch, an Intercept Message Placed on Customer's Phone Number Indicating the Station Has Been Abandoned	
ALEC Refuses to Release Customer to an ILEC	
NEW: No ILEC process to reassign DSL lines from billing telephone number of a hunt group	3
NEW: ILEC will not provide CSR requisite information is unavailable from an ALEC	6

CERTIFICATE OF SERVICE

This is to certify that I have served copies of the foregoing Petition of Allegiance Telecom of Florida, Inc. to Intervene, Request to Name Qualified Representative, and Comments Regarding Staff's Decmber 20, 2001 Memorandum upon the following parties of record by first class mail, this 10th day of January, 2002.

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