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January 14, 2002

Ms. Blanca Bayo, Director
Division of the Commission Clerk
& Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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**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.**

Dear Ms. Bayo:

As requested by staff, Time Warner Telecom of Florida, L.P., has prioritized its Top-20 of the issues staff identified thus far in the above-referenced docket. Attached is a matrix that indicates the level of priority that Time Warner places on each issue.

The issues that remain blank are either inapplicable to Time Warner or there is inadequate documentation to prioritize those issues.

On Friday, January 11, 2002, I e-mailed a prioritized matrix to Ms. Banks. In the past several days, we have collected additional information from our field offices and have modified the matrix accordingly. Please replace the matrix we submitted on Friday with the revised matrix below.

Please contact me if you have any questions or comments.

Sincerely,

Karen M. Camechis
Karen M. Camechis

KMC/ks

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Competitive Practice	Priority Ranking
Refusal to Convert Special Access	
Sharing of Information Between Retail and Wholesale Units	19
Use of Remote Switches Create a Barrier to Entry	
Misinformation Provided to Customer Regarding A Competing Carrier	14
Disparaging Comments Made to Customer Regarding a Competing Carrier	15
Unreasonable Engineering Requirements for Conduit Entrance	16
Refusal to Port Numbers To Customer Who Has Switched Carriers	6
Refusal to Transfer Customers With Outstanding Bills	10
Loss of Dial Tone and/or Ancillary Services During the Switch	20
Phone Service Disruptions After the Switch	3
Win-Back Programs	5
Disconnect and New Connect Orders Separated During the Conversion Process	11
LSR Immediately Stamped "Pending Facilities", Even Though Facilities Are Currently In-Service	4
Multiple Billing Errors	18
Escalation Procedures Do Not Result in the Timely Resolution of Issues	2
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	12
No Dispute Process for a PIC Change	17
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	7
Problems with Directory Listing Data Base	9
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	13
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	8
Performance Measures Don't Apply to Special Access	1
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	

CERTIFICATE OF SERVICE
DOCKET NO. 011077-TP

I HEREBY CERTIFY that a true and correct copy of the foregoing **Time Warner Telecom of Florida, L.P.'s Prioritized List of Staff Issues** has been served by U.S. Mail on this 14th day of January, 2002, to the following parties of record:

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Access Integrated Networks, Inc.
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