



July 19, 2002

Mrs. Blanca D. Bayo
Director, Division of the Commission Clerk
And Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

Dear Mrs. Bayo:

Enclosed is the original of Network Telephone Corporation's Comments to the FPSC's Request for Comments on the Third Party Test Conducted by KPMG Consulting, in Particular the Issuance of the Final Draft Report on June 21, 2002.

Thank you.

Sincerely yours,

Brent E. McMahan
Vice President-Regulatory
& Gov't Affairs

Enclosures

DOCUMENT NUMBER - 07558

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FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth)
Telecommunications, Inc.'s entry into) Docket No. 960786B-TP
InterLATA services pursuant to section)
271 of the Federal Telecommunications)
Act of 1996 (Third Party OSS Testing))

In Re: Petition of Competitive Carriers for)
Commission Action to Support Local Competition) Docket No. 981834-TP
In BellSouth Telecommunications, Inc.'s)
Service Territory)

COMMENTS OF NETWORK TELEPHONE CORPORATION TO THE
COMMISSION'S REQUEST FOR COMMENTS ON THE THIRD PARTY TEST
CONDUCTED BY KPMG CONSULTING, IN PARTICULAR THE ISSUANCE OF
THE FINAL DRAFT REPORT ON JUNE 21, 2002

The Florida Public Service Commission (hereinafter "the Commission" or "FPSC") issued its Draft Final Report, version 1.0, on the KPMG Third Party Test OSS Evaluation Project on June 21, 2002. Network Telephone Corporation (hereinafter "Network Telephone" or "NTC") submits these comments for consideration as a follow-up to its verbal questions and comments at the workshop, held July 12.

Network Telephone appeared along with representatives from AT&T, MCI/WorldCom, and other ALECs at the Commission Workshop on July 12 in Tallahassee. Our questions focused on two parts of the Final Draft Report from KPMG, although NTC supports the questions raised by other ALEC participants.

Our first questions pertained to the Provisioning section of the report, page 59, on Test Reference TVV4-5. It concerns NTC that KPMG admits in its comments on TVV4-5 that it "...is not yet able to determine whether BellSouth meets the parity performance requirements for SQM metric P-3, Percent Missed Installation Appointments measures for DS-1 circuits, wholesale." – but no further tests are planned.

Further, it concerns NTC that, even if KPMG were to plan further tests, it admits that it would not be testing accuracy of the data in the LFACS data base that BellSouth uses to determine whether such circuits are available per ALEC LMU request. It seems to Network Telephone that not testing for accuracy vitiates the true functionality of the performance requirement, the only goal that KPMG says the testing accomplishes. NTC believes it would be more appropriate to determine whether a ALEC could in fact get the requested circuit as ordered. In that sense, accuracy and functionality are equally important.

In addition, Network Telephone spoke to its concern about test reference TVV1-9-8 on page POP-98. NTC questioned KPMG 's testing of LENS in addition to the stated testing of the TAG interface for Loop Make Up (LMU). KPMG explained that the LENS interface was tested.

Moreover, ALECs bear this potential burden unequally. BellSouth of course can determine LMU accuracy by using the time, already paid for, of its technical employees to visit field sites. It doesn't "re-charge" itself to ascertain this needed information. ALECS, on the other hand, must paid additional charges to gather more accurate information about loop plant. This is disparate treatment.

Another Network Telephone concern in loop provisioning is the continual failure of BellSouth to properly terminate its UNE loops in discernable demarcs. All too often, NTC finds BellSouth technicians ignore service order remarks about NIDs, and improperly place the terminations for its loops where the customer doesn't want it, or away from the obvious place where the ILEC has previously placed the demarc. KPMG's claims to the contrary on its site visits with BellSouth installers, actual performance in this area is spotty at best, and frequently woeful.

But, again, the lack of any test for accuracy of the data BellSouth furnished ALECs through this LMU process means ALECs experience higher costs, delayed order completions, and, ultimately, disgruntled or dissatisfied customers. Unfortunately, few customers recognize their unpleasant experience is the fault of the incumbent carrier, and not NTC.

Network Telephone also shares concerns with the other ALECs present at the Draft Report Workshop on the lack of responsiveness from the "new" BellSouth Account Team structure, which has proven to make ALECs' problem solutions more, not less, problematic. This is germane, because only in the last few days has BellSouth informally offered, at Network Telephone's insistence, to make available one management person as a liaison for NTC back office problems with BellSouth.

Until now, BellSouth's new structure supposedly obviated such a single point of contact according to BellSouth. Network Telephone has found, however, that BellSouth new Account Team structure, with its multiple interface points for ALECs, has complicated getting solutions. In practice, the new structure has only obfuscated what should be a simple liaison process that begins with a problem and, driven by that, NTC's need for assistance from BellSouth Interconnect. For the Commission's information, Network Telephone has attached a partial list of those recent back office problems.

Further, NTC agrees with the other ALECs' on the issue of the lack of confidence in the measurement process. NTC has consistently found disparate treatment, and, worse, errors of missing data in its own work on the metrics database. We have continued our review of the metrics from the PMAP data base, and found only some improvement, but

also the continued existence of disparate treatment for Network Telephone's orders and repair requests. Therefore, the fact that these kinds of errors and disparities of treatment for NTC still exist continue to bring into question the integrity of the whole measurement system. In particular, NTC finds perplexing at best, and vexing at worst, the continued disparity between our own measurement of BellSouth's repair performance, and that found on BST's PMAP (see June 2002 report attached).

Attachments

BST Issues List – July 15th, 2002

Within the last forty-five days NTC experienced the following recurring issues with BST:

1. CSRs are still not updating timely.
2. Carrier Notification Process is weak. BST often issues CNs without backup help alluded to in the CN. In addition, virtually all CNs are incomplete, in that CLECs must perform detailed research in the BST Interconnect web site to discover impact of changes.
3. NTC tie assignments and ACTLs are not loaded in BST systems and orders are clarified due to invalid tie assignment or ACTL. Additionally, tie assignments are deemed occupied subsequent to NTC rendering a disconnect order which would vacate ties for reuse.
4. The process for referring clarification errors to a BST team lead for correction is still flawed. BST doesn't return FOC same day and call back is not always received.
5. Features, class of service or lines inadvertently removed from order by BST during data entry process. Additionally, when the order is validated in CSOTS it is determined the call forward number is incorrectly entered by BST requiring a call to LCSC to correct.
6. BST is not consistently handling UNE-P conversion orders. On occasion BST clarifies an order deleting and adding a USOC if the conversion is not for a similar service (i.e. local service with calling plan options).
7. BST mishandles the ADSL USOC removal requests. BST neglects to remove ADSL USOC subsequent to NTC's call requesting disconnect. Sometimes an additional ADSL USOC clarification is received subsequent to the LCSC confirming removal of the ADSL USOC. If an ADSL USOC order is related to another order, BST doesn't always coordinate activities between orders.
8. Telephone number reservation process is inadequate. After reserving a telephone number the order is clarified indicating the telephone number is in use. Occasionally when activating a telephone number previously reserved in LENS, an error message is received indicating "TN not available in this switch". This can only be corrected by contacting the LCSC to remove a EXK/LRN FID prior to releasing the order.
9. CABS CSR and Address Validation databases in LENS are not identical causing invalid clarifications if CABS CSR database is incorrect.
10. BST technician is either not reading or not receiving special delivery instructions. Customer loop installed at incorrect demarcation or customer off premise when BST technician arrives since appointment wasn't pre-scheduled.
11. NTC must request DSL Loop Makeup using the service inquiry process thirty-two percent of the time. From May 2nd, to July 1st, 2002, NTC processed 721 DSL orders which 225 orders required the submission of a service inquiry for the Loop Makeup. A DSL Loop Makeup using the service inquiry process is more costly and increases the installation interval by ten working days.

12. BST initiated cancellations on T1 orders due to pending facility status. BST maintains position NTC must incur the expense for the provision of service.
13. BST network upgrade to eliminate NTC's ability to provide SDSL service.
14. Unfortunately NTC subscribers have been negatively impacted by a facility based CLEC conversion order due to poor BST coordination efforts.

There still appears to be some confusion within BST regarding roles and responsibilities since the reorganization. Fortunately Joyce Martin Ratliff has agreed to handle all escalations for NTC.

There are example e-mails for every entry noted above proving NTC addressed the issue with BST.

June 2002 Operations Report Statistics

Total Tickets for June: 3,584

Tickets by Type:	# OF TICKETS	AVERAGE TTR
Customer Outage (Voice)	496	39.12 Hours
Customer Outage (DSL)	521	23.30 Hours
Customer Degraded (Voice)	1096	45.89 Hours
Customer Degraded (DSL)	475	23.64 Hours
Customer Change Requests	71	31.34 Hours
Customer Feature Trouble	33	42.70 Hours
Customer Installation Trouble	201	74.39 Hours
Misc / Other	44	N/A
Information	180	N/A
Field Survey	10	N/A
Network / MOPs	175	N/A
(Web/Internet/Email) Misc Tickets	282	10.62 Hours

Voice Outage Summary

	# OF TICKETS	AVERAGE TTR
Total Voice Outages	496	39.12 Hours
Closed to Bell South	204	60.90 Hours
Closed to NTC	136	17.83 Hours
Closed to Customer	55	31.74 Hours
Other Company / NTF / TOK/ Internet Supp.	101	N/A
	NTC Trouble TTR	17.83 Hours
	Bell South Trouble TTR	60.90 Hours

DSL Outage Summary

	# of Tickets	Average TTR
Total DSL Outages	521	23.30 Hours
Bell Trouble Resolutions	100	43.08 Hours

Customer Resolutions	136	17.75 Hours
NTC Trouble Resolutions	134	3.63 Hours
Other / NTF / Inet	151	N/A
	NTC	3.63 Hours
	BELL SOUTH	43.08 Hours

Voice Degraded Summary

	# Of Tickets	Average TTR
Total Voice Degraded Tickets	1096	45.89 Hours
Bell South Resolution	401	66.54 Hours
Customer Resoluiton	159	36.73 Hours
NTC Resolution	246	27.38 Hours
Other, NTF	290	N/A
	NTC	27.38 Hours
	BELL SOUTH	66.54 Hours

DSL Degraded Summary

	# Of Tickets	Average TTR
Total DSL Degraded Tickets	475	23.64 Hours
Bell South Resolution	52	51.71 Hours
Customer Resolution	129	29.92 Hours
NTC Resolution	92	21.66 Hours
Other, NTF	202	N/A
	NTC	21.66 Hours
	BELL SOUTH	51.71 Hours

June 2002 (Circuit Issues) Bell South Confirmed Issues with Close Codes and Bell South Ticket Numbers: Average F Resolution

TICKET #	Ticket Type	Trouble Type	Cleared Type	Trouble Cause	Trouble Found	SERV_ITEM_DESC	PARTY NAME	Admin Org.	Responsible O	Maint. Ctr	CTR Ticket#
200206090000	CUSTOMER	(DSL-Outage	BELL SOUTH	CUSTOMER I	Customer Win	L2/LXFU/501235/SC /N/ JESSIE'S GARDENIN	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024452	
200206120020	CUSTOMER	(Voice-Physical	BELL SOUTH	ILEC LIST	ILEC Assignm	850-477-5320	BUSINESS DATA M.	NOC/FLORID.	NOC/FLORID.	BELL SOUTH	VI032762
200206110010	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Assignm	M1/LXFU/374580/SC /N/ FIBRECRAFT INC	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024523	
200206190005	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Assignm	L1/HCFU/501930/SC /N/ STEEL FABRICATOI	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024768	
200206280017	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Assignm	L2/LXFU/500507/SC /N/ KIM TRAN DBA PH/	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI025186	
200206030023	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Assignm	38/LXFU/614403/SB /N/ DAVID GRAYBEAL	NOC/GEORGI	NOC/GEORGI	BELL SOUTH	GI 077560	
200206100019	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Assignm	38/HCFU/501669/SB /N/ FABULOUS CREATI	NOC/GEORGI	NOC/GEORGI	BELL SOUTH	GI078080	
200206180034	CUSTOMER	(DSL-PartialSh	BELL SOUTH	ILEC LIST	ILEC Assignm	38/LXFU/502232/SB /LW AMERICAN LIMOU	DISPATCH-G.	DISPATCH-G.	BELL SOUTH	GI078718	
200206180034	CUSTOMER	(DSL-PartialSh	BELL SOUTH	ILEC LIST	ILEC Assignm	38/LXFU/502232/SB /LW AMERICAN LIMOU	DISPATCH-G.	DISPATCH-G.	BELL SOUTH	GI078878	
200206250004	CUSTOMER	(Voice-DT-NoE	BELL SOUTH	ILEC LIST	ILEC Assignm	678-888-0001	WISDOM RIVERS P/	NOC/GEORGI	NOC/GEORGI	BELL SOUTH	GI079101
200206060009	CUSTOMER	(VOICE-OTHE	BELL SOUTH	ILEC LIST	ILEC Assignm	770-938-8190	NAM MAY WONG E	NOC/GEORGI	NOC/GEORGI	BELL SOUTH	GL057438
200206170012	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	T4/LXFU/718834/SC /N/ CRESCENT MOON T	NOC/TENNES	NOC/TENNES	BELL SOUTH	TI 038383	
200206050025	CUSTOMER	(DATA-OTHEF	BELL SOUTH	ILEC LIST	ILEC Facility	T3/LXFU/605745/SC /LV LUDLOW TRANSP	NOC/TENNES	NOC/TENNES	BELL SOUTH	TI038024	
200206170015	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	T3/LXFU/605283/SC /LV ALLCALL	NOC/TENNES	NOC/TENNES	BELL SOUTH	TI038333	
200206190021	CUSTOMER	(DSL-Intermitte	BELL SOUTH	ILEC LIST	ILEC Facility	T2/HCFU/501578/SC /N/ BUSINESS MACHIN	NOC/TENNES	NOC/TENNES	BELL SOUTH	TI038403	
200206260002	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	T3/LXFU/602632/SC /N/ HARRY H. MILLER .	NOC/TENNES	NOC/TENNES	BELL SOUTH	TI038627	
200206250025	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	T3/HCFU/605188/SC /N/ AMERICAN METAL	NOC/TENNES	NOC/TENNES	BELL SOUTH	TI038677	
200206030018	CUSTOMER	(Voice-DT-NoE	BELL SOUTH	ILEC LIST	ILEC Facility	48/HCFU/704654/SB /N/ CELLULAR SERVIC	NOC/FLORID.	NOC/FLORID.	BELL SOUTH	VI032460	
200206050018	CUSTOMER	(DSL-Open	BELL SOUTH	ILEC LIST	ILEC Facility	48/LXFU/510753/SB /N/ PARKS AND ASSOC	NOC/FLORID.	NOC/FLORID.	BELL SOUTH	VI032532	
200206050005	CUSTOMER	(DATA-OTHEF	BELL SOUTH	ILEC LIST	ILEC Facility	48/HCFU/704497/SB /N/ RAWSON DAVID W	LOOP INSTAI	DISPATCH-FI	BELL SOUTH	VI032543	
200206100025	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	54/LXFU/700295/SB /N/ CARR ELECTRICAL	NOC/FLORID.	NOC/FLORID.	BELL SOUTH	VI032689	
200206100029	CUSTOMER	(Voice-DT-NoE	BELL SOUTH	ILEC LIST	ILEC Facility	850-437-9514	NABORS, SANDY	NOC/FLORID.	NOC/FLORID.	BELL SOUTH	VI032774
200206170006	CUSTOMER	(Voice-DT-NoE	BELL SOUTH	ILEC LIST	ILEC Facility	48/HCFU/704545/SB /N/ BUSINESS DATA M.	NOC/FLORID.	NOC/FLORID.	BELL SOUTH	VI032842	
200206180039	CUSTOMER	(DATA-OTHEF	BELL SOUTH	ILEC LIST	ILEC Facility	48/LXFU/701170/SB /N/ CNN RADIO	NOC/FLORID	NOC/FLORID.	BELL SOUTH	VI032926	
200206210001	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	54/LXFU/700161/SB /N/ GAINESVILLE REAL	NOC/FLORID.	NOC/FLORID.	BELL SOUTH	VI033015	
200206240024	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	48/LXFU/700914/SB /N/ EMMANUEL SHEPP	NOC/FLORID.	NOC/FLORID.	BELL SOUTH	VI033122	
200206250028	CUSTOMER	(DSL-Open	BELL SOUTH	ILEC LIST	ILEC Facility	48/LXFU/510780/SB /N/ MODERN JANITORI	DISPATCH-FI	LOOP INSTAI	BELL SOUTH	VI033197	
200206260015	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	48/HCFU/704435/SB /N/ GUI F COAST FINA	NOC/FLORID	NOC/FLORID.	BELL SOUTH	VI033246	
200206030006	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	M1/LXFU/375978/SC /N AD LAB IDENTITY C	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI02402	
200206030005	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	L1/HCFU/501499/SC /N/ DR. ROY M. FLENK	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024194	
200206030015	CUSTOMER	(DSL-Outage	BELL SOUTH	ILEC LIST	ILEC Facility	L2/LXFU/581638/SC /N/ BIZ CAPITAL	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024204	
200206030020	CUSTOMER	(DATA-OTHEF	BELL SOUTH	ILEC LIST	ILEC Facility	M1/HCFU/500329/SC /N STEPHEN CAMPBEI	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024220	
200206040018	CUSTOMER	(DSL-Open	BELL SOUTH	ILEC LIST	ILEC Facility	L2/HCFU/502440/SC /N/ TOMAHAWK; WELI	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024252	

200206040020	CUSTOMER (Voice-DT-NoE	BELL SOUTH ILEC LIST	ILEC Facility	601-544-2669	ADVANTAGE INSU	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024261
200206050005	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L2/LXFU/585909/SC	NK JH SERVICES INC.	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024275
200206050003	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L2/LXFU/501243/SC	NK LARRY'S INCOME T	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024287
200206050016	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L0/LXFU/500641/SC	NK MARK'S MARINE A	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024299
200206070008	CUSTOMER (Voice-DT-NoE	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/663547/SC	NK PLANET PETS, LLC	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024401
200206070016	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L1/LXFU/501230/SC	NK ONPOINT LEARNIN	DISPATCH-L/	DISPATCH-L/	BELL SOUTH	SI024421
200206100002	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	M1/HCFU/500500/SC	N BUSINESS SYSTEM	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024455
200206100008	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L2/LXFU/584556/SC	NK EXECUTIVE INSUR	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024472
200206100009	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	M1/HCFU/377381/SC	N CIVILTECH INC	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024473
200206110004	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/502157/SC	NK MOSQUITO CONTR	DISPATCH-L/	DISPATCH-L/	BELL SOUTH	SI024508
200206110004	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/502157/SC	NK MOSQUITO CONTR	DISPATCH-L/	DISPATCH-L/	BELL SOUTH	SI024508
200206110000	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	M1/LXFU/372835/SC	N FIRST BAPTIST CH	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024513
200206110022	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L0/LXFU/362041/SC	NH HOIST & CRANE	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024565
200206110008	CUSTOMER (DATA-UNAB	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/663662/SC	NK TOMAHAWK DOWN	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024576
200206110020	CUSTOMER (Voice-F-Other	BELL SOUTH ILEC LIST	ILEC Facility	L1/LXFU/460789/SC	NK RELIABLE LIFE INS	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024590
200206120021	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L2/LXFU/585350/SC	NK DR. WASHINGTON I	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024594
200206130023	CUSTOMER (Equipment-Ro	BELL SOUTH ILEC LIST	ILEC Facility	L1/LXFU/460731/SC	NK PLASTIC SURGERY	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024638
200206170026	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L3/LXFU/663753/SC	NK MECCA PROPERTIE	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024714
200206180016	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/502157/SC	NK MOSQUITO CONTR	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024732
200206030018	CUSTOMER (DATA-OTHE	BELL SOUTH ILEC LIST	ILEC Facility	L1/HCFU/501617/SC	NK FIRST CHOICE MED	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024734
200206030018	CUSTOMER (DATA-OTHE	BELL SOUTH ILEC LIST	ILEC Facility	L1/HCFU/501617/SC	NK FIRST CHOICE MED	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024734
200206180037	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/501656/SC	NK CREDIT SERVICES	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024750
200206170016	CUSTOMER (VOICE-OTHE	BELL SOUTH ILEC LIST	ILEC Facility	L1/LXFU/460304/SC	NK JIM THOMASEE INS	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024763
200206190022	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L1/HCFU/501930/SC	NK STEEL FABRICATO	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024768
200206200001	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	M1/HCFU/500376/SC	N MCKAY EQUIPMEN	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024811
200206030018	CUSTOMER (DATA-OTHE	BELL SOUTH ILEC LIST	ILEC Facility	L1/HCFU/501617/SC	NK FIRST CHOICE MED	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024834
200206200001	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	M1/HCFU/500376/SC	N MCKAY EQUIPMEN	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024867
200206240013	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	M1/HCFU/500275/SC	N ALABAMA COMMU	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI024940
200206250018	CUSTOMER (Voice-DT-NoE	BELL SOUTH ILEC LIST	ILEC Facility	318-323-6681	S FRAUSS THEATRE	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI024999
200206250023	CUSTOMER (Data-Errors	BELL SOUTH ILEC LIST	ILEC Facility	L2/HCFU/502606/SC	NK HITS SERVICES, INC	DISPATCH-L/	NOC/LOUISIA	BELL SOUTH	SI025002
200206250017	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	M1/HCFU/500260/SC	N 235 TIRE	NOC/MISSISS	NOC/MISSISS	BELL SOUTH	SI025010
200206250011	CUSTOMER (Equipment-Ro	BELL SOUTH ILEC LIST	ILEC Facility	M1/LXFU/373521/SC	N FANTASY LAND	DISPATCH-M	DISPATCH-M	BELL SOUTH	SI025041
200206260002	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/502200/SC	NK TOMAHAWK ENTE	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI025045
200206260003	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/663662/SC	NK TOMAHAWK DOWN	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI025047
200206240025	CUSTOMER (Voice-DT-NoE	BELL SOUTH ILEC LIST	ILEC Facility	318-869-4565	FIRST UNITED MOR	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI025049
200206260017	CUSTOMER (DSL-Open	BELL SOUTH ILEC LIST	ILEC Facility	L3/LXFU/657750/SC	NK FSC SECURITIES CC	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI025064
200206260010	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/663135/SC	NK TRI-PAC SVCS	NOC/LOUISIA	NOC/LOUISIA	BELL SOUTH	SI025068

200206270014	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	T1/HCFU/502642/SC /NF COMMUNITY R&D NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025161
200206280006	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	M1/HCFU/500311/SC /N PEOPLES CONSTRU NOC/MISSISS NOC/MISSISS BELL SOUTH SI025172
200206280006	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	M1/LXFU/372817/SC /N TUPELO FIRE EQUIP NOC/MISSISS NOC/MISSISS BELL SOUTH SI025174
200206280007	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	L2/LXFU/500385/SC /NF POCHIE WELDING, I NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025180
200206280014	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	M1/HCFU/500532/SC /N GRAYCO SYSTEMS NOC/MISSISS NOC/MISSISS BELL SOUTH SI025183
200206280023	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	L1/HCFU/462754/SC /NF VAN MARK APTS % NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025201
200206260003	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	L3/HCFU/663662/SC /NF TOMAHAWK DOWN NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025210
200206240023	CUSTOMER (Voice-Trans-Si	BELL SOUTH ILEC LIST	ILEC Facility	38/HCFU/501770/SB /LV CERQUEDA, MORG NOC/GEORGI NOC/GEORGI BELL SOUTH GI079652
200206100007	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	38/LXFU/618719/SB /LW MAIL BOXES ETC. NOC/GEORGI NOC/GEORGI BELL SOUTH GI078033
200206180014	CUSTOMER (Voice-F-Other	BELL SOUTH ILEC LIST	ILEC Facility	770-717-0109 BERGMAN & ASSO(NOC/GEORGI NOC/GEORGI BELL SOUTH GI078672
200206200004	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	38/HCFU/501410/SB /NF BAY MARINE NOC/GEORGI NOC/GEORGI BELL SOUTH GI078781
200206200004	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	38/HCFU/501410/SB /NF BAY MARINE NOC/GEORGI NOC/GEORGI BELL SOUTH GI078990
200206200004	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	38/HCFU/501410/SB /NF BAY MARINE NOC/GEORGI NOC/GEORGI BELL SOUTH GI079229
200206250014	CUSTOMER (DATA-OTHEI	BELL SOUTH ILEC LIST	ILEC Facility	38/HCFU/501990/SB /LV DONNA BRIGGINS / LOOP INSTAI LOOP INSTAI BELL SOUTH GI179143
200206030011	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	A2/HCFU/462203/SC /NI THERAPEUTIC PRO NOC/ALABAI NOC/ALABAI BELL SOUTH KI023904
200206070015	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	A4/LXFU/668392/SC /NF GRIFFON AEROSPA NOC/ALABAI NOC/ALABAI BELL SOUTH KI024004
200206170011	CUSTOMER (DSL-CanNotV	BELL SOUTH ILEC LIST	ILEC Facility	K1/HCFU/500436/SC /NI KENTECH MACHIN NOC/KENTUC NOC/KENTUC BELL SOUTH KI024148
200206240004	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	A2/HCFU/462263/SC /NI MAGNOLIA MORTC NOC/ALABAI NOC/ALABAI BELL SOUTH KI024260
200206240026	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	A2/HCFU/462213/SC /NI GULF ROPE & CORI NOC/ALABAI NOC/ALABAI BELL SOUTH KI024269
200206250019	CUSTOMER (DSL-Intermitte	BELL SOUTH ILEC LIST	ILEC Facility	A3/LXFU/586379/SC /NF INDIANA HILLS ANII NOC/ALABAI NOC/ALABAI BELL SOUTH KI024286
200206270006	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	A3/LXFU/587048/SC /NF WASHINGTON CAB NOC/ALABAI NOC/ALABAI BELL SOUTH KI024322
200206260026	IP REQUEST IP REQUEST	BELL SOUTH ILEC LIST	ILEC Facility	A4/LXFU/500955/SC /NF MAIL BOXES ECT. NOC/ALABAI NOC/ALABAI BELL SOUTH KI024420
200206040027	CUSTOMER (Data-Errors	BELL SOUTH ILEC LIST	ILEC Facility	22/HCFU/502174/SB /NF ALIANZA MORTGA DISPATCH-N(LOOP INSTAI BELL SOUTH CI066455
200206140002	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Facility	26/LXFU/403349/SB /NF DERWARD W. BAKI NOC/N CARO NOC/N CARO BELL SOUTH CI067078
200206040022	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Other Eq	L1/HCFU/501577/SC /NF JAMES HOLYFIELD NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024254
200206040022	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Other Eq	L1/HCFU/501577/SC /NF JAMES HOLYFIELD NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024267
200206140002	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Other Eq	M1/HCFU/377130/SC /N MISSISSIPPI FIRE EC NOC/MISSISS NOC/MISSISS BELL SOUTH SI024675
200206190002	CUSTOMER (DSL-Open	BELL SOUTH ILEC LIST	ILEC Other Eq	M1/LXFU/378424/SC /N VICKSBURG FARM LOOP INSTAI LOOP INSTAI BELL SOUTH SI024773
200206190018	CUSTOMER (DSL-BandWid	BELL SOUTH ILEC LIST	ILEC Other Eq	M1/HCFU/500562/SC /N WOODSTOCK FURN NOC/MISSISS NOC/MISSISS BELL SOUTH SI024791
200206210003	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Other Eq	M1/LXFU/375971/SC /N ELLIOTT LUMBER (NOC/MISSISS NOC/MISSISS BELL SOUTH SI024836
200206200028	CUSTOMER (DSL-WiringFin	BELL SOUTH ILEC LIST	ILEC Other Eq	L3/HCFU/502726/SC /NF ANGEL AIR REPAIR LOOP INSTAI LOOP INSTAI BELL SOUTH SI024857
200206240011	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Other Eq	M2/LXFU/455547/SC /N BAY MOTOR WIND NOC/MISSISS NOC/LOUISIA BELL SOUTH SI024942
200206240008	CUSTOMER (Voice-Out-Get	BELL SOUTH ILEC LIST	ILEC Other Eq	404-524-4338 L. DAVID WOLFE P. NOC/GEORGI NOC/GEORGI BELL SOUTH GI079205
200206270006	CUSTOMER (DSL-Open	BELL SOUTH ILEC LIST	ILEC Other Eq	38/HCFU/502059/SB /LV PLASTIKOS PLASTIC LOOP INSTAI LOOP INSTAI BELL SOUTH GI079336
200206180002	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Other Eq	A3/LXFU/587918/SC /NF VESTA VIA HILLS B. NOC/ALABAI NOC/ALABAI BELL SOUTH KI024185
200206050015	CUSTOMER (DATA-OTHEI	BELL SOUTH ILEC LIST	ILEC Wiring	T3/LXFU/605069/SC /NF LARRY FERGUSON NOC/TENNES NOC/TENNES BELL SOUTH TI037940
200206060005	CUSTOMER (DSL-Outage)	BELL SOUTH ILEC LIST	ILEC Wiring	T3/HCFU/501127/SC /NF POWER EQUIPMEN NOC/TENNES NOC/TENNES BELL SOUTH TI037979

200206270006	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	T3/HCFU/603917/SC /NF RAY WIGGINS DBA NOC/TENNES NOC/TENNES BELL SOUTH TI038685
200206250008	CUSTOMER (DSL-CanNotV	BELL SOUTH ILEC LIST	ILEC Wiring	48/LXFU/700984/SB /NK PUETZ & ASSOCIAT NOC/FLORID. NOC/FLORID. BELL SOUTH VI033189
200206130012	CUSTOMER (Voice-Physical	BELL SOUTH ILEC LIST	ILEC Wiring	601-956-5911 CENTRAL LIGHTING NOC/MISSISS NOC/MISSISS BELL SOUTH SI 024685
200206030025	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L3/LXFU/459055/SC /NF HONDA STORE NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024219
200206040018	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L1/LXFU/461726/SC /NF DIRECT CABLE TV NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024253
200206050012	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L2/LXFU/583221/SC /NF THE CORNER OYST NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024289
200206060000	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	M1/LXFU/373004/SC /N MISSISSIPPI INDUST NOC/MISSISS NOC/MISSISS BELL SOUTH SI024309
200206060019	CUSTOMER (DSL-PartialSh	BELL SOUTH ILEC LIST	ILEC Wiring	M1/LXFU/374224/SC /N ROGERS BENEFIT C NOC/MISSISS NOC/MISSISS BELL SOUTH SI024364
200206060014	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L3/HCFU/501656/SC /NF CREDIT SERVICES (NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024371
200206070010	CUSTOMER (Voice-DT-NoE	BELL SOUTH ILEC LIST	ILEC Wiring	L3/HCFU/501658/SC /NF TECHNIKONICS OFF NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024390
200206070010	CUSTOMER (Voice-DT-NoE	BELL SOUTH ILEC LIST	ILEC Wiring	L3/LXFU/657625/SC /NF SHELTER INSURAN NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024394
200206060014	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L3/HCFU/501656/SC /NF CREDIT SERVICES (NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024476
200206070008	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L3/LXFU/500565/SC /NF EDUCATIONAL & T NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024479
200206120000	CUSTOMER (Voice-DT-NoE	BELL SOUTH ILEC LIST	ILEC Wiring	318-361-0137 HUFF FINANCIAL G NOC/LOUISIA MOP BELL SOUTH SI024569
200206140004	CUSTOMER (DSL-WiringEn	BELL SOUTH ILEC LIST	ILEC Wiring	L0/HCFU/502264/SC /NF HEALTH QUEST PH LOOP INSTAI LOOP INSTAI BELL SOUTH SI024658
200206140011	CUSTOMER (DATA-OTHER)	BELL SOUTH ILEC LIST	ILEC Wiring	L3/HCFU/502047/SC /NF SOLEAU, TONY, DI LOOP INSTAI LOOP INSTAI BELL SOUTH SI024663
200206180011	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L3/LXFU/657324/SC /NF SELLERS AND ASSC NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024730
200206200007	CUSTOMER (DATA-OTHER)	BELL SOUTH ILEC LIST	ILEC Wiring	M1/HCFU/500512/SC /N RYAN CHEVROLET LOOP INSTAI LOOP INSTAI BELL SOUTH SI024796
200206210006	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L2/LXFU/500291/SC /NF FINE FURNITURE PI NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI024840
200206240007	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	M1/LXFU/373053/SC /N MT. VERNON BAPT NOC/MISSISS NOC/MISSISS BELL SOUTH SI024938
200206250024	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L2/LXFU/585818/SC /NF DIXIE CHEMICAL C NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025003
200206250005	CUSTOMER (Voice-Trans-Si	BELL SOUTH ILEC LIST	ILEC Wiring	L3/HCFU/502505/SC /NF R. M. WINCHELL CC NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025071
200206280004	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L3/HCFU/663152/SC /NF RUSSEL J. STUTES (NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025171
200206280023	CUSTOMER (Voice-DT-NoE	BELL SOUTH ILEC LIST	ILEC Wiring	L0/HCFU/501830/SC /NF SMG FOODS, LLC NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025198
200206260010	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	L1/HCFU/501915/SC /NF RENAL ASSOCIATE NOC/LOUISIA NOC/LOUISIA BELL SOUTH SI025211
200206050025	CUSTOMER (DATA-OTHER)	BELL SOUTH ILEC LIST	ILEC Wiring	38/LXFU/619089/SB /NK DAVIS PRINTING LOOP INSTAI LOOP INSTAI BELL SOUTH GI 077769
200206250022	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	38/LXFU/618721/SB /N ENVIRONMENTAL NOC/GEORGI NOC/GEORGI BELL SOUTH GI079177
200206030002	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	A3/HCFU/587243/SC /NI NETWORK TELEPH NOC/ALABA NOC/ALABA BELL SOUTH KI023899
200206030012	CUSTOMER (DSL-WiringEn	BELL SOUTH ILEC LIST	ILEC Wiring	A4/HCFU/500588/SC /NI ROTO ROOTER PLU LOOP INSTAI NOC/ALABA BELL SOUTH KI023914
200206070004	CUSTOMER (Data-Errors	BELL SOUTH ILEC LIST	ILEC Wiring	K1/HCFU/500136/SC /NI KENTECH MACHIN NOC/KENTUC NOC/KENTUC BELL SOUTH KI023996
200206070005	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	A4/LXFU/668058/SC /NF THE EXECUTIVE GI NOC/ALABA NOC/ALABA BELL SOUTH KI023997
200206100006	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	K1/LXFU/500181/SC /NF COVERS INC NOC/KENTUC NOC/KENTUC BELL SOUTH KI024013
200206170017	CUSTOMER (DSL-Outage	BELL SOUTH ILEC LIST	ILEC Wiring	A2/LXFU/460221/SC /NF RUSSELL, THOMPSON NOC/ALABA NOC/ALABA BELL SOUTH KI024149

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06/20/2002	06/26/2002	520620	521142
06/21/2002	06/21/2002	13740	351825
06/24/2002	06/26/2002	161460	183806
06/25/2002	07/02/2002	580020	581763
06/26/2002	06/29/2002	225840	346231
06/28/2002	06/28/2002	7620	13176
06/28/2002	06/28/2002	18420	26217
06/29/2002	07/01/2002	154860	430005
06/05/2002	06/07/2002	168000	177750
06/25/2002	06/25/2002	4800	6022
06/03/2002	06/03/2002	15960	20153
06/03/2002	06/03/2002	12180	39309
06/07/2002	06/12/2002	446280	453138
06/07/2002	06/07/2002	7740	12487
06/10/2002	06/11/2002	58020	58487
06/17/2002	06/18/2002	76320	80993
		46.68	

me of 46.68 Hours for each referral on Circuits