

Competitive Local Exchange Carrier (CLEC) Data Request  
(Due by July 31, 2003)

REDACTED  
undocketed

Legal company name: Z-Tel Communications, Inc.

D/B/A: \_\_\_\_\_

Stock Symbol (if publicly traded): \_\_\_\_\_

FPSC company code (e.g., TX000): TX223-02-0-R

Contact name & title: Elizabeth A. Corddry Director, Compliance Reporting

Telephone number: 407-740-8575

E-mail address: ecorddry@tminc.com

- 1 Please complete CLEC Table-1, "Access Line Data (VGE basis)."  
*N/A - Service provided via UNE-P*
- 2 Please complete CLEC Table-2, "Facilities-Based Access Line Counts (not VGEs)."  
*N/A - Service provided via UNE-P*
- 3 Please complete CLEC Table-3, "Physical/Virtual Collocation Data."  
*N/A - Service provided via UNE-P*
- 4 Please complete CLEC Table-4, "Switch Data (VGE Basis)."  
*N/A - Service provided via UNE-P*
- 5 Please indicate the total number of lines over which you or an affiliate are providing broadband service in Florida, indicating the type of broadband service available.

**Z-Tel does not provide broadband service in Florida**

- 6 Are you offering or providing Voice over Internet Protocol (VoIP) services in Florida? If so, please list the respective exchanges, wire centers and price(s). Is the service local, long distance, or both?

**Z-Tel does not provide VoIP services in Florida**

- 7 Do you actively market your local services to Florida residential customers?

**Z-Tel does not actively market to Florida residential customers**

- (a.) If not, please explain why.  
**Z-Tel does not market in the traditional sense but rather Z-Tel has a limited direct mail campaign, directed toward our existing customer base, to obtain referrals. Further, Z-Tel maintains a website indicating product availability in Florida, as well as a listing in the BellSouth information directory pages.**

- (b.) If so, in what geographic areas ?

- (c.) If so, what types of marketing do you use? Please check all that are applicable.

- Newspaper
- Radio
- TV
- Direct Mail
- Telemarketing
- Email
- Website

DOCUMENT NUMBER-DATE  
06933 JUL 31 8  
FPSC-COMM DESIGN CLERK

Other (please specify)

(d.) If available, please provide marketing brochures or comparable materials.

**Product information can be found at [www.z-tel.com](http://www.z-tel.com)**

8 Please describe your long-term (5 years) business strategy, including whether you intend to change your method of provisioning (e.g., from resale/mixed to all UNEs to facilities-based).

9 During the last 12 months have you expanded your service offerings in Florida? If so, please list the new offerings, if they are residence or business (or both), their prices and the exchanges where you have offered the services.

**Z-Tel introduced Business service, Z-LineBusiness, within the last 12 months. This product is priced as follows: Local Business Line has a monthly charge of \$29.50 and the customer chooses various options including Custom Calling features, the Business Communication Center and Toll-Free services which are billed separately. Long Distance rates vary and are billed per minute.**

10 Please list your primary line of business (for example, entertainment, cable television, private line/special access service, interexchange service, local service, cellular service, paging service, electric service, municipality, etc.)

**Z-Tel provides bundled local, long distance, and enhanced service.**

11 If your company provides pre-paid local telephone service, please indicate whether this is the only service you currently provide in Florida. Also, provide an estimate as to the number of access lines served which constitute pre-paid local service.

**Z-tel does not provide pre-paid telephone service.**

12 Please provide information on any package plans offered and include:

(a.) Which services are offered (e.g., cable television, local telephone service, long distance, broadband service)

**Z-tel offers two primary products (bundled local, long distance, and enhanced voice service) to Florida customers: Z-LineHome Unlimited and Z-LineBusiness.**

(b.) Where such packages are being offered (exchanges or cities)

**Z-LineHOME Unlimited is offered in BellSouth, Verizon, and GTE territories. Z-LineBUSINESS is offered in BellSouth territories.**

(c.) Whether they are provided through your company itself, an affiliate, or a business partner  
**These products are provided through Z-Tel.**

(d.) Examples of plan pricing or price ranges

**For Z-LineHOME Unlimited, primary line prices range from \$49.99 to \$79.99 and secondary line prices range from \$25.00 to \$45.00. For Z-LineBUSINESS, the local Business line is \$29.50 with separate charges for Custom Calling Features, the Business Communication Center, and Toll-Free Services (Long Distance charges are billed per minute)**

(e.) Terms and conditions (for example, is subscribing to both local telephone and long distance a condition of providing service?)

**For Z-LineHOME Unlimited, subscribing to both local telephone service and long distance is a condition of providing service.**

13 Have you experienced any significant barriers in entering Florida's local exchange markets? Please list and describe any major obstacles or barriers encountered that you believe may be impeding the growth of local competition in the state, along with any suggestions as to how to remove such obstacles.


**BellSouth's low flow-through rate has caused excessive provisioning errors and incorrectly rejected orders. BellSouth continues to backbill Z-Tel for various charges, making it difficult for Z-Tel to accurately calculate its cost of goods sold. BellSouth's account team is generally not knowledgeable about the services, processes, or systems we use, and does not provide effective advocacy for Z-Tel within BellSouth. Further, BellSouth's unilateral imposition of "market-based" rates has hampered our ability to serve the small business market.**

14 Have you experienced any difficulties involving any agreements you may have with incumbent LECs? If so, please describe any significant problems encountered.

**BellSouth takes an unreasonably long time to update contracts to reflect PSC orders, and notifies CLEC's of changes to its operating practices via letter rather than by requesting changes to its contracts. For example, BellSouth decided to charge CLEC's for orders that it cancelled, and sent letters so stating. However, this was inconsistent with the terms of our agreement. The discrepancy has never been resolved, and BellSouth continues to bill us these cancellation charges. Further, BellSouth takes a "take it or leave it" position in most contract negotiations.**

15 Please provide any additional comments or information you believe will assist staff in evaluating and reporting on the development of local exchange competition in Florida. This information may include comments on alternative methods to evaluate the level of competition in Florida (e.g., use of the E911 databases, etc.) as well as comments or information on intermodal local competition (e.g., wireless, cable telephony).

**UNE rates for BellSouth and particularly for Verizon need to be substantially lower before competition will thrive in Florida. The commission needs to order TELRIC-compliant rates, and needs to facilitate operational and contractual disputes between carriers.**

16 For the year ending December 31, 2002, please identify your total revenue from local service, broken out by business and residence. 

17 As of December 31, 2002, how much money (in thousands of dollars) have you invested in your network serving Florida customers?

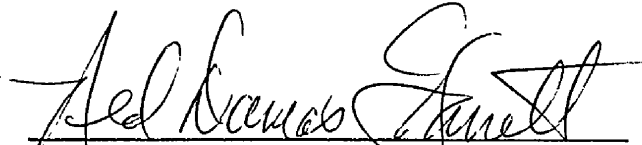
**To be determined**


18 Has your company filed either Chapter 7 or Chapter 11 bankruptcy in the past? Are you currently operating under Chapter 7 or Chapter 11 protection? If so, please provide relevant dates and details about the filing, including which chapter. N/A

19 If your company filed a Form 477 with the Federal Communications Commission in March 2003, please enclose a copy of the completed form with your response to this data request. (NOTE: This form only applies to CLECs with a minimum of 10,000 access lines.)

**Z-Tel did not file a form 477 with the FCC.**

20 If your company is publicly traded, please provide a copy of your (or your parent company=s) most recent annual report to stockholders, and Form 10-K. **Attached**

  
Authorized Signature      N. Dumas Garret      Secretary

  
Date