



ORIGINAL

Telephone: (850) 402-0510  
Fax: (850) 402-0522  
www.supratelecom.com

1311 Executive Center Drive, Suite 220  
Tallahassee, FL 32301-5027

August 15, 2003

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

RECEIVED-FPSC  
03 AUG 15 PM 4:26  
COMMISSION  
CLERK

RE: **Docket No. 030349-TP -**  
**SUPRA's MOTION TO COMPEL TO ANSWER AND RESPONSES TO**  
**SUPRA'S FIRST SET OF INTERROGATORIES AND REQUEST FOR**  
**PRODUCTION OF DOCUMENTS**

Dear Mrs. Bayo:

Enclosed is the original and seven (7) copies of Supra Telecommunications and Information Systems, Inc.'s (Supra) Motion To Compel To Answer And Responses To Supra's First Set Of Interrogatories And Request For Production Of Documents in the above captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return it to me.

Sincerely,

*Jorge Cruz Bustillo JWB*  
Jorge Cruz-Bustillo  
Assistant General Counsel

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM 3  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
SEC 1  
OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE  
07566 AUG 15 03  
FPSC-COMMISSION CLERK

**CERTIFICATE OF SERVICE**

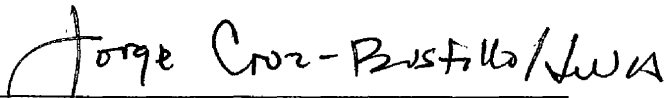
**Docket No. 030349-TP**

**I HEREBY CERTIFY** that a true and correct copy of the following was served via Hand Delivery, Facsimile, U.S. Mail, and/or Federal Express this 15<sup>th</sup> day of August 2003 to the following:

Linda H. Dodson, Esq.  
Staff Counsel  
Florida Public Service Commission  
Gerald L. Gunter Building  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
850/ 413-6199

Nancy B. White, Esq.  
c/o Nancy Sims  
BellSouth Telecommunications, Inc.  
150 S. Monroe Street, Suite 400  
Tallahassee, FL 32301

SUPRA TELECOMMUNICATIONS  
& INFORMATION SYSTEMS, INC.  
2620 S. W. 27<sup>th</sup> Avenue  
Miami, FL 33133  
Telephone: 305/ 476-4252  
Facsimile: 305/ 443-1078

  
By: Jorge Cruz-Bustillo

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Complaint by Supra Telecommunications  
and Information Systems, Inc. against BellSouth  
Telecommunications, Inc. regarding BellSouth's  
alleged use of carrier to carrier information.

DOCKET NO. 030349-TP  
FILED: AUGUST 15, 2003

**SUPRA TELECOMMUNICATIONS & INFORMATION SYSTEMS, INC.'S**  
**MOTION TO COMPEL**  
**ANSWERS AND RESPONSES TO SUPRA'S FIRST SET OF INTERROGATORIES**  
**AND FIRST REQUEST FOR PRODUCTION OF DOCUMENTS**

Pursuant to Order Establishing Procedure (Order No. PSC-03-0718-PCO-TP, issued June 17, 2003), and Rule 1.380(a), Florida Rules of Civil Procedure, Supra Telecommunications & Information Systems, Inc. ("Supra") by and through its undersigned counsel, hereby moves for the entry of an order compelling BellSouth Telecommunications, Inc. ("BellSouth") to respond to Supra's First Set of Interrogatories and First Request for Production of Documents for purposes of preparation for its upcoming depositions of BellSouth witnesses and hearing. In support of this Motion, Supra states as follows:

**Brief Introduction**

1. On August 8, 2003, Supra served its First Set of Interrogatories and First Request for Production of Documents upon BellSouth. On August 12, 2003, BellSouth served its General and Specific Objections to Supra's First Set of Interrogatories.
2. BellSouth made numerous general objections, many of which were repetitive and not applicable to the individual interrogatories or requests for documents. Supra seeks an order overruling BellSouth's objections and compelling answers and responses as set forth hereinbelow.
3. Supra's discovery requests are relevant to the issues in this cause and are reasonably calculated to lead to the discovery of admissible evidence concerning the issues in this proceeding.

See Rule 1.280(b)(1), Florida Rules of Civil Procedure. This Commission and the parties have established a list of specific issues to be resolved. As explained below, Supra's discovery requests are well within the scope of and are reasonably calculated to lead to the discovery of admissible evidence as the information sought thereby pertains to the specific issues listed in the Commission's Order Establishing Procedure.

4. On August 15, 2003, in an effort to resolve this issues without the aid of the Commission, Supra contacted counsel for BellSouth. However, counsel was unable to agree on a solution. As such, Supra is filing the instant Motion before this Commission to seeking an order compelling BellSouth to answer the interrogatories and produce responsive documents.

5. Below, Supra has set forth each interrogatory and request for document for which BellSouth objected, and the reason why the objection should be overruled and an answer should be compelled.

### INTERROGATORIES

#### **INTERROGATORY No. 1.**

1. Mr. Ruscilli states in his Direct Testimony that:

"A few examples of possible disconnect reasons are moving, deceased, no further use, **changing local service providers**, and bankruptcy." DT, Pg.6, lines 21-22. (Emphasis added)

Mr. Wolfe in his Rebuttal Testimony further elaborates on Mr. Ruscilli's general statement. He states:

"In the case of a **BellSouth retail customer calling to disconnect his or her service**, an abandoned station, a retail customer's nonpayment of his account, or numerous other reasons, the disconnect order **originates from BellSouth's retail operations**. In either case, a

**specialized reason code is assigned to each order.”** RT, Pg. 4, lines 23-25 and Pg. 5, lines 1-2. (Emphasis added).

Finally, Mr. Wolfe, in his Rebuttal Testimony, clarifies who actually assigns the reason code with respect to in-bound calls to BellSouth’s retail operations. He states:

**“For a retail customer who has called BellSouth to disconnect service, the reason code is assigned by the retail customer service agent who handles the call.”** RT, Pg. 5, Lines 6-8. (Emphasis added).

Question:

For the period beginning June 9, 2002 through June 9, 2003, Please identify for the Florida region, **how many** disconnect orders are the product of an in-bound call to BellSouth’s retail Customer Service Representatives (“CSR”) in which the CSR assigned a Disconnect Reason Code (“DCR”) identifying that the retail customer is “changing local service providers?”

**BST Objection:** None.

**Supra Response:** No discovery has been provided, even though BellSouth did not object to this interrogatory. Supra would ask the Commission to compel BellSouth to provide this information forthwith.

**INTERROGATORY No 2:**

Mr. Wolfe states in his Rebuttal Testimony that:

In the case of a CLEC converting a BellSouth retail customer to the CLEC, the disconnect or change order **originates from the CLEC's Local Service Request ("LSR")**, which is sent to BellSouth either manually or electronically.”  
Pg. 4, lines 20-23. (Emphasis added.)

Mr. Wolfe goes on to state that:

**“For an LSR sent by a CLEC, the disconnect or change orders and the appropriate disconnect reason code are generated electronically by BellSouth's OSS or generated by the LCSC if the CLEC has sent the LSR manually.”**  
(Emphasis added). RT, Pg. 5, lines 4-6.

Question:

2(a). For the period beginning June 9, 2002 through June 9, 2003, Please identify for the Florida region, how many disconnect orders were generated, that originated from CLEC LSRs. Specifically, those disconnect orders that are the product of a CLEC LSR submitted electronically?

**BST Objection:** BellSouth objects to this Interrogatory on the grounds that it is vague and ambiguous and consists primarily of sentence fragments.

**Supra Response:** First, the interrogatory question itself does not contain any sentence fragments. The question is quite focused. Identify “how many” service orders were processed electronically for the 12 month period. Ronald Pate stated in his Rebuttal Testimony that for the first Quarter of 2003, that CLECs submitted approximately 670,000 LSR’s electronically per month for that quarter. For BellSouth to make this statement, BellSouth must have the ability to “track” a CLEC LSR versus a BellSouth retail service order. Supra would simply ask BellSouth to produce the figures for a one year period – as opposed to one quarter.

Supra would also note that it is not required to provide context for the question. The context consists of BellSouth’s own testimony. Supra nevertheless has offered context to assist BellSouth in understanding why the interrogatory was asked.

2(b). For the period beginning June 9, 2002 through June 9, 2003, Please identify for the Florida region, how many disconnect orders were generated, that originated from CLEC LSRs. Specifically, those disconnect orders that are the product of a CLEC LSR submitted manually through LCSC?

**BST Objection:** BellSouth objects to this interrogatory on the grounds that is duplicative of Interrogatory No. 2(a) and because it is vague and ambiguous as it consists primarily of sentence fragments.

**Supra Response:** First, the interrogatory question itself does not contain any sentence fragments. The question is quite focused. Identify “how many” service orders were processed manually for the 12 month period. Ronald Pate stated in his Rebuttal Testimony that for the first Quarter of 2003, that CLECs submitted approximately 4% of its LSR’s manually per month for that quarter. For BellSouth to make this statement, BellSouth must have the ability to “track” a manual CLEC LSR versus a BellSouth retail service order. Supra would simply ask BellSouth to produce the figures for a one year period – as opposed to one quarter.

Supra would also note that it is not required to provide context for the question. The context consists of BellSouth’s own testimony. Supra nevertheless has offered context to assist BellSouth in understanding why the interrogatory was asked.

**INTERROGATORY No. 3.**

3. As already noted, Mr. Wolfe explains that:

**“For an LSR sent by a CLEC, the disconnect or change order and the appropriate disconnect reason code are generated electronically by BellSouth’s OSS or generated by the LCSC if the CLEC has sent the LSR manually.”** (Emphasis added). RT, Pg. 5, lines 4-6.

Question:

3(a). Please articulate with specificity “when” the CLEC LSR, that is submitted electronically, is assigned the reason code “changing local service providers?” This reason code was articulated by Mr. Ruscilli in his Direct Testimony, Pg. 6, line 22.

**BST Objection:** None.

**Supra Response:** No discovery has been provided, even though BellSouth did not object to this interrogatory. Supra would ask the Commission to compel BellSouth to provide this information forthwith.

Interrogatory No. 4.

Mr. Pate explains that the SOAC manages the “service order” through the steps necessary to “complete the order.” He states:

“SOCS communicates the order with the Service Order Activation and Control System (“SOAC”), which manages the service order process with respect to the specialized systems that design and activate network-based services, assign facilities, maintain central office inventory, and **manage the customer account information.** In doing so, **SOAC directs each service order through all steps necessary to complete the order** and provision the service.” RT, pg. 31, lines 13-18. (Emphasis added).

Question:

Does SOACs automatically “notify” the Harmonize database once the CLEC initiated conversion is complete? If not, please articulate “how” the Harmonize database is “notified” (whether manually or mechanically) that a pending service order is complete?

**BST Objection:** None.

**Supra Response:** No discovery has been provided, even though BellSouth did not object to this interrogatory. Supra would ask the Commission to compel BellSouth to provide this information forthwith.

**Interrogatory No. 5.**

5. Mr. Wolfe defines what information is contained in the “disconnect order” that is provided to MKIS. He states:

“Next, Operation Sunrise copies into a **permanent table** in the **Sunrise database** certain data from each remaining disconnect order: **the NPA, the NXX, the line, the customer code, and the date the data was extracted** from SOCS. The temporary table is then purged completely.” RT, pg. 11, lines 10-12. (Emphasis added).

**Question:**

5. Please articulate with specificity what BellSouth means by “the line” and the phrase “customer code?” Please answer this question with respect to CLEC initiated service orders for conversions over UNE-P and BellSouth retail initiated service orders.

**BST Objection:** None.

**Supra Response:** No discovery has been provided, even though BellSouth did not object to this interrogatory. Supra would ask the Commission to compel BellSouth to provide this information forthwith.

**REQUEST FOR PRODUCTION OF DOCUMENTS**

**RFP No. 1.**

**BST Objection:** None.

**Supra Response:** No discovery has been provided, even though BellSouth did not object to this interrogatory. Supra would ask the Commission to compel BellSouth to provide this information forthwith.

**RFP No. 2:**

2. Mr. Wolfe explains in his Rebuttal that:

“All “**disconnect**” orders and certain “new,” “**change**,” and “transfer” orders flow **nightly into the Harmonized database** on the Strategic Information Warehouse (“SIW”), a data warehouse, via a data feed called the Harmonized feed, which is sourced from SOCS data.” (Emphasis added) RT, Pg. 5, lines 10-13.

Mr. Wolfe further provides that:



“Each night, SOCS creates an extract file of all orders from the preceding 24-hour period. The extract file is posted to a mainframe repository, which resides in a computer environment separate from the SIW. And each night, using the Harmonize feed, various types of orders - including retail and wholesale disconnect orders and orders of other types – are harvested from this extract file and downloaded into a database on the SIW called the Harmonize database. The Harmonize database is separate from the Sunrise database on the SIW.” RT, Pg. 10, lines 8-15.

Request for Production:

A) Please provide a copy of the “extract file” that is taken from SOCS on a “nightly” basis. Please provide this data for any one week period (seven days) between June 9, 2002 through June 9, 2003, for the Florida region.

B) Using the sample “extract file”, produced above, please provide a copy of the Harmonize database for the same one week period used above (i.e. one week period (seven days) between June 9, 2002 through June 9, 2003, for the Florida region). Specifically those “orders” that are harvested from this extract file and downloaded into the Harmonize database.

**BST Objection:** BellSouth objects to this request on the grounds that (1) it may require BellSouth to create documents that do not exist; (2) it is irrelevant and not likely to lead to the discovery of admissible evidence as the "extract file" and the "Harmonize databases" contain information that is not used in Operation Sunrise.

**Supra Response:** First, BellSouth has filed testimony that the service orders extracted from SOCS are placed on a table called the “Harmonize Table.” Supra would like to see what specific categories of data are transferred to the Harmonize Table.

The production of this data does not require BellSouth to create any files. BellSouth is free to choose any one week period Since June 2002 to the present. BellSouth’s own instructional manuals indicate that a back-up of the files used in Operation Sunrise are made on a daily basis. Accordingly, BellSouth’s first objection is not legitimate. Second, for a violation of section 222 to occur BellSouth need only “notify” its retail operations of the switch. Notwithstanding, BellSouth has argued that it does not transfer data to its retail operations that it obtains from its wholesale operations. If this is the case, then BellSouth should produce documentation to support its testimony.

It is interesting to note that none of the manuals used by BellSouth regarding Operation Sunrise mention the existence of a Harmonize Table. The manuals indicate that the service orders are fed directly to the Sunrise Table. This may be the reason why BellSouth cannot produce the data.

**RFP No. 3:**

3. Mr. Wolfe explains in his Rebuttal that:

“The local service reacquisition function of **Sunrise processes data from the Harmonized database on a weekly basis** in a manner that filters out any information that could even arguably be considered CPNI or wholesale information.” (Emphasis added) RT, Pg. 5, lines 13-16.

Mr. Wolfe goes on to explain that:

“**Once each week, Operation Sunrise downloads from the Harmonize database all of the completed residential orders from the preceding seven days** into a temporary table. . . At this point, the temporary **table contains all orders in SOCS from the previous seven days** that involve completed disconnections of residential retail service - both CLEC initiated disconnections and those initiated by BellSouth’s retail operations.” (Emphasis added). RT, pg. 10, lines 17-19 and 21-24.

Request for Production:

Using the sample data that populated the Harmonize database, produced above in POD #2, for the same one week period (i.e. one week period (seven days) between June 9, 2002 through June 9, 2003, for the Florida region) please provide a copy of the “data” contained in the temporary table referenced in your Rebuttal Testimony. Specifically the “Harmonize data” that is forwarded to the “temporary table” referenced above in your Rebuttal Testimony.

**BST Objection:** BellSouth objects to this request on the grounds that it may require BellSouth to create documents that do not exist.

**Supra Response:** First, BellSouth has filed testimony that the service orders extracted from SOCS that are placed on the “Harmonize Table”, are then transferred to a “Temporary Sunrise Table.” Supra would like to see what specific categories of data are transferred to the Temporary Sunrise Table.

The production of this data does not require BellSouth to create any files. BellSouth is free to choose any one week period Since June 2002 to the present. BellSouth’s own instructional manuals indicate that a back-up of the files used in Operation Sunrise are made on a daily basis. Accordingly, BellSouth’s first objection is not legitimate. Second, for a violation of section 222 to occur BellSouth need only “notify” its retail operations of the switch. Notwithstanding, BellSouth has argued that it does not transfer data to its retail operations that it obtains from its wholesale operations. If this is the case, then BellSouth should produce documentation to support its testimony.

It is interesting to note that none of the manuals used by BellSouth regarding Operation Sunrise mention the existence of a Temporary Sunrise Table. The manuals indicate that the service orders are fed directly to the Sunrise Table. This may be the reason why BellSouth cannot produce the data.

**RFP No. 4:**

4. Mr. Wolfe then defines what information is contained in the “disconnect order” that is provided to MKIS. He states:

“Next, Operation Sunrise copies into a **permanent table** in the **Sunrise database** certain data from each remaining disconnect order: **the NPA, the NXX, the line, the customer code, and the date the data was extracted** from SOCS. The temporary table is then purged completely.” RT, pg. 11, lines 10-12.

Mr. Wolfe states further that:

“Operation Sunrise **matches** each disconnect **order** to a former **BellSouth customer service record.**” (Emphasis added). RT, pg. 11, lines 17-18.

Request for Production:

Using the sample data that populated the Temporary Sunrise database, produced above in POD #3, for the same one week period (i.e. one week period (seven days) between June 9, 2002 through June 9, 2003, for the Florida region), please provide a copy of the “data” contained in the Permanent table referenced in your Rebuttal Testimony.

**BST Objection:** BellSouth objects to this request on the grounds that it may require BellSouth to create documents that do not exist.

**Supra Response:** First, BellSouth has filed testimony that the service orders extracted from SOCS that are placed on the “Harmonize Table”, are then transferred to a “Temporary Sunrise Table”, are then transferred to the “Permanent Sunrise Table.” Supra would like to see what specific categories of data are transferred to the Permanent Sunrise Table.

The production of this data does not require BellSouth to create any files. BellSouth is free to choose any one week period Since June 2002 to the present. BellSouth’s own instructional manuals indicate that a back-up of the files used in Operation Sunrise are made on a daily basis. Accordingly, BellSouth’s first objection is not legitimate. Second, for a violation of section 222 to occur BellSouth need only “notify” its retail operations of the switch. Notwithstanding, BellSouth has argued that it does not transfer data to its retail operations that it obtains from its wholesale operations. If this is the case, then BellSouth should produce documentation to support its testimony.

It is interesting to note that none of the manuals used by BellSouth regarding Operation Sunrise indicate that all of the service orders extracted from SOCS are fed directly to the Sunrise Table. BellSouth has also testified that it keeps this data for several years so as to be able to target these customers.

**RFP No. 5:**

5. Please provide at least twenty (20) sample “service orders” from SOCS: (A) Ten (10) CLEC initiated “change orders,” and (B) Ten (10) BellSouth’s initiated retail disconnection orders. The sample orders must come from the same data produced in POD Nos. 2, 3 and 4 above (i.e. one week period (seven days) between June 9, 2002 through June 9, 2003, for the Florida region).

**BST Objection:** BellSouth objects to this request on the grounds that it is (1) irrelevant and not likely to lead to the discovery of admissible evidence; and (2) may require BellSouth to create documents that do not exist.

**Supra Response:** First, BellSouth has filed testimony that the service orders extracted from SOCS that are placed on the “Harmonize Table”, are then transferred to a “Temporary Sunrise Table”, are then transferred to the “Permanent Sunrise Table.”

Supra would like to see what specific categories of data are contained in the initial service order extracted from SOCS. Supra will then match that data with the data that allegedly remains on the account once it is fed into the Permanent Sunrise Table.

The production of this data does not require BellSouth to create any files. BellSouth is free to choose any service orders -- so long as they match up with the one week period of data provided in the proceeding request for production.

BellSouth’s own instructional manuals indicate that a back-up of the files used in Operation Sunrise are made on a daily basis. Accordingly, BellSouth’s first objection is not legitimate. Second, for a violation of section 222 to occur BellSouth need only “notify” its retail operations of the switch. Notwithstanding, BellSouth has argued that it does not transfer data to its retail operations that it obtains from its wholesale operations. If this is the case, then BellSouth should produce documentation to support its testimony.

It is interesting to note that none of the manuals used by BellSouth regarding Operation Sunrise indicate that all of the service orders extracted from SOCS are fed directly to the Sunrise Table.

**WHEREFORE,** Supra respectfully requests that the Commission enter an Order overruling BellSouth’s objections to Supra’s Interrogatories and Document Requests as set forth herein, and

compelling BellSouth, forthwith, to respond fully to the Interrogatories and Document Requests identified herein, and for such other relief as is deemed equitable and just.

SUPRA TELECOMMUNICATIONS  
& INFORMATION SYSTEMS, INC.  
2620 S.W. 27<sup>th</sup> Avenue  
Miami, Florida 33133  
Telephone: (305) 476-4252  
Facsimile: (305) 443-1078

By: Jorge Cruz-Bustillo / JCB  
Jorge Cruz-Bustillo