

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Implementation of requirements
arising from Federal Communications
Commission's triennial UNE review: Local
Circuit Switching for Mass Market
Customers. | DOCKET NO. 030851-TP

SUPPLEMENTAL REBUTTAL TESTIMONY OF SHERRY LICHTENBERG

On Behalf Of

MCI WORLDCOM COMMUNICATIONS, INC.

AND

MCIMETRO ACCESS TRANSMISSION SERVICES LLC

PUBLIC VERSION

January 22, 2004

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FPSC-COMMISSION CLERK

1 **Q. PLEASE STATE YOUR NAME, EMPLOYER AND TITLE.**

2 A. My name is Sherry Lichtenberg. I am currently employed by MCI as Senior
3 Manager, Operational Support Systems Interfaces and Facilities Development.

4 **Q. ARE YOU THE SAME SHERRY LICHTENBERG WHO PROVIDED**
5 **DIRECT AND REBUTTAL TESTIMONY IN THIS DOCKET?**

6 A. Yes.

7 **Q. WHAT IS THE PURPOSE OF YOUR SUPPLEMENTAL REBUTTAL**
8 **TESTIMONY?**

9 A. The purpose of my supplemental rebuttal testimony is to clarify my testimony
10 with respect to Issue 4 and provide additional information explaining why
11 MCI is not a trigger company under the analysis provided by MCI witness Dr.
12 Mark T. Bryant. In so doing, I will further rebut the Direct Testimony of
13 BellSouth witness Pamela Tipton and Verizon witness Orville D. Fulp.

14 **Issue 4: Actual Switch Deployment**

15 **Q. PLEASE CLARIFY YOUR REBUTTAL TESTIMONY WITH RESPECT**
16 **TO MCI'S OFFERING OF UNE-L TO CUSTOMERS IN FLORIDA.**

17 A. Certainly. MCI does not currently use UNE-L to provide service to
18 residential customers in Florida, nor does it offer or hold itself out as
19 providing residential service via UNE-L in Florida. MCI does offer and
20 provide business services via UNE-L to business customers. MCI *does not*
21 currently offer or provide such services through its mass market residential
22 and small business sales channels, however, except through its limited direct

1 or face-to-face business sales channels. As I explain below, MCI has
2 provisioned few UNE-L lines in Florida, and in most (if not all) cases those
3 lines are for medium- to large-sized businesses. Locations MCI serves
4 throughout the country generally are affiliated with a larger enterprise
5 customer with specialized business needs requiring UNE-L functionality such
6 as analog lines for fax machines. In some cases, the customer needs
7 specialized functionality permitted by the billing systems that support MCI's
8 UNE-L service. The main factor in determining what product and delivery
9 method MCI uses to serve a customer is not a predetermined line count or
10 revenue amount set by MCI, but a customer's specific and sometimes highly
11 customized needs.

12 **Q. HOW DOES MCI PROVIDE LOCAL SERVICE TO FLORIDA MASS**
13 **MARKET CUSTOMERS?**


14 A. Other than in some exceptional cases involving business customers, MCI's
15 vehicle for providing residential and small business local service is UNE-P.
16 MCI provides UNE-P service in BellSouth's service territory today, and MCI
17 is projected to launch UNE-P in the Verizon Florida territory in February,
18 2004.

19 **Q. PLEASE EXPLAIN FURTHER THE CIRCUMSTANCES IN WHICH**
20 **MCI PROVIDES UNE-L SERVICE TO LARGER BUSINESS**
21 **CUSTOMERS.**

22 A. On occasion, large or mid-sized business customers will require a relatively
23 small number of DS-0 loops to some location or locations as part of a larger

1 service package. For example, an enterprise customer using MCI as a single
2 source provider might obtain high-capacity service connections at a central
3 location and also need a relatively small number of voice-grade (“DS-0”) lines
4 at a satellite location. A mid-sized business might require a high-capacity line
5 for its primary voice and data needs and also a handful of individual voice-
6 grade lines to use in conjunction with fax machines and dial-up modems. In
7 other cases, MCI uses UNE-L to meet specific customer needs that MCI can
8 only fulfill through its UNE-L product. Such needs often include the
9 customer’s desire for a consolidated bill for all services, including toll free or
10 800 services or multi-location billing functionality. In addition, in many
11 instances MCI is not the sole provider of local telecommunications services to
12 the customer, but is the customer’s “alternative” provider and the customer
13 still receives most of its local telecommunications services from the ILEC.
14 Thus, the number of DS0s or voice grade equivalents that MCI provides to a
15 customer rarely reflects that customer’s total demand for local
16 telecommunications services.

17 **Q. DO YOU HAVE ANY GENERAL COMMENTS CONCERNING THE**
18 **EVIDENCE BELLSOUTH WITNESS TIPTON PROVIDES**
19 **CONCERNING MCI’S SWITCH DEPLOYMENT IN FLORIDA?**

20 **A** Yes. As a preliminary matter, I note that MCImetro Access Transmission
21 Services, LLC and Intermedia Communications, Inc. are affiliates, so their
22 switches must be treated as belonging to one company, not two, for trigger
23 purposes. According to Ms. Tipton’s Exhibit PAT-1, MCI has **** 

1 ██████████ **** total switches in Florida, when in fact it has **** ██████████, **** as
2 reflected in Confidential Exhibit SL-6. I would add that of those switches,
3 **** ██████████ **** are in Verizon's service territory and **** ██████████ **** of the
4 switches in BellSouth's service territory are being decommissioned. Finally, I
5 note that Ms. Tipton makes no effort to quantify the UNE-L activity on each
6 switch.

7 **Q. DO YOU HAVE ANY GENERAL COMMENTS CONCERNING THE**
8 **EVIDENCE VERIZON WITNESS FULP PROVIDES CONCERNING**
9 **MCI'S SWITCH DEPLOYMENT IN VERIZON'S SERVICE**
10 **TERRITORY IN FLORIDA?**

11 A. Yes. Mr. Fulp identifies the correct number of MCI switches in Verizon's
12 service territory, but again it must be borne in mind that the "WorldCom" and
13 Intermedia switches must be treated as belonging to one company.

14 **Q. IS MCI PROVIDING ACTIVE AND CONTINUING LOCAL SERVICE**
15 **TO MASS MARKET CUSTOMERS IN FLORIDA USING ITS OWN**
16 **SWITCHES?**

17 A. No. As I noted above, MCI is not using its mass market sales channels to sell
18 UNE-L to mass market customers. Moreover, many of the UNE-L lines MCI
19 has provisioned are to large- and medium-sized business customers rather than
20 small business customers. MCI has provisioned few if any UNE-L lines to
21 small business customers in Florida.

22 **Q. PLEASE EXPLAIN FURTHER THE LIMITATIONS OF MCI'S UNE-L**
23 **SERVICE IN FLORIDA.**

1 A. MCI is only collocated in only **** [REDACTED] **** ILEC wire centers in Florida,
2 and has UNE-L lines in only **** [REDACTED] **** of those wire centers. The most
3 UNE-L lines that MCI has in any of those wire centers is **** [REDACTED], **** and
4 MCI has only two collocations with more than **** [REDACTED] **** UNE-L lines,
5 as shown in Confidential Exhibit SL-7. MCI's records do not categorize these
6 lines according to the size of the business served, but, based on MCI's
7 business practice and experience, it is virtually certain that most if not all of
8 these few UNE-L lines are for medium and large business customers, not
9 mass market customers. Moreover, it is possible that some of these circuits
10 ride on DS1 loops, which are only provided to larger business customers.

11 **Q. DOES MCI'S EXPERIENCE REFLECT THAT ECONOMIC AND**
12 **OPERATIONAL BARRIERS HAVE BEEN REMOVED IN THOSE**
13 **WIRE FLORIDA CENTERS WHERE MCI HAS PROVISIONED UNE-**
14 **L LINES?**

15 A. Absolutely not. To the contrary, MCI has provisioned almost no UNE-L lines
16 to mass market customers in Florida, which further demonstrates that these
17 barriers still exist.

18 **Q. DOES THIS CONCLUDE YOUR SUPPLEMENTAL REBUTTAL**
19 **TESTIMONY?**

20 A. Yes.

THIS EXHIBIT IS PROPRIETARY

Docket No. 030851-TP
Witness: Lichtenberg Confidential Exhibit ____ (SL-7)
MCI Line Count
Page 1 of 1

THIS EXHIBIT IS PROPRIETARY

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been served on the following parties by electronic mail and U.S. Mail on the 22nd of January, 2004 and by Hand Delivery (*), on the 23rd day of January, 2004.

Jeremy Susac, Esq.*
Office of General Counsel, Room 370
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Jason Rojas, Esq.*
Office of General Counsel, Room 370
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

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

Susan S. Masterton, Esq.
Sprint-Florida, Incorporated
Sprint Communications Company Limited
Partnership
P.O. Box 2214
Tallahassee, FL 32316-2214

Richard A. Chapkis, Esq.
Verizon Florida Inc.
P.O. Box 110, FLTC0007
Tampa, FL 33601-0110

Nanette Edwards
ITC^DeltaCom
4092 S. Memorial Parkway
Huntsville, AL 35802

Mr. James White
ALLTEL
601 Riverside Avenue
Jacksonville FL 32204-2987

Ms. Laurie A. Maffett
Frontier Telephone Group
180 South Clinton Avenue
Rochester NY 14646-0700

Mr. R. Mark Ellmer
GT Com
P. O. Box 220
Port St. Joe FL 32457-0220

Mr. Robert M. Post, Jr.
ITS Telecommunications Systems, Inc.
P. O. Box 277
Indiantown FL 34956-0277

Ms. Harriet Eudy
NEFCOM
11791 110th Street
Live Oak FL 32060-6703

Ms. Lynn B. Hall
Smart City Telecom
P. O. Box 22555
Lake Buena Vista FL 32830-2555

Michael A. Gross
Vice President, Regulatory Affairs
& Regulatory Counsel
Florida Cable Telecommunications Assoc., Inc.
246 E. 6th Avenue
Tallahassee, FL 32301

Tracy W. Hatch, Esq.
AT&T Communications of the Southern States, LLC
101 N. Monroe Street, Suite 701
Tallahassee, FL 32301

Lisa Sapper
AT&T
1200 Peachtree Street, NE, Suite 8100
Atlanta, GA 30309

Donna McNulty, Esq.
WorldCom
1203 Governors Square Blvd, Suite 201
Tallahassee, FL 32301-2960

De O'Roark, Esq.
MCI WorldCom Communications, Inc.
6 Concourse Parkway, Suite 600
Atlanta, GA 30328

Vicki Kaufman, Esq.
Joe McGlothlin, Esq.
McWhirter, Reeves, McGlothlin,
Davidson, Rief & Bakas, P.A.
117 S. Gadsden Street
Tallahassee, FL. 32301

Marva Brown Johnson, Esq.

KMC Telecom III, LLC
1755 North Brown Road
Lawrenceville, GA 30034-8119

Charles V. Gerkin, Jr.
Regulatory Counsel
Allegiance Telecom, Inc.
9201 North Central Expressway
Dallas, TX 75231

Terry Larkin
Allegiance Telecom, Inc.
Regional Vice President
700 East Butterfield Road
Lombard, IL 60148

James C. Falvey, Esq.
Senior Vice president, Regulatory Affairs
Xspedius Communications, LLC
7125 Columbia Gateway Drive, Suite 200
Columbia, MD 21046

Norman H. Horton, Jr.
Messer, Caparello & Self, P.A.
P.O. Box 1876
Tallahassee, FL 32302-1876

Mr. Jake E. Jennings
NewSouth Communications Corp.
Two N. Main Center
Greenville, SC 29601

Jon C. Moyle, Jr., Esq.
Moyle, Flanigan, Katz, Raymond & Sheehan, P.A.
118 North Gadsden Street
Tallahassee, FL 32301

Charles E. Watkins
Covad Communications Company
1230 Peachtree Street, NE, 19th Floor
Atlanta, GA 30309

Rand Currier
Granite Telecommunications, LLC
234 Copeland Street
Quincy, MA 02169

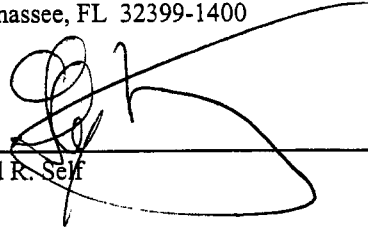
Andrew O. Isar
Miller Isar, Inc.
7901 Skansie Avenue, Suite 240
Gig Harbor, WA 98335

Jorge Cruz-Bustillo, Esq.
Supra Telecommunications and
Information Systems, Inc.
2620 S.W. 27th Avenue
Miami, Florida 33133

Mr. Jonathan Audu
Supra Telecommunications and
Information Systems, Inc.
1311 Executive Center Drive, Suite 220
Tallahassee, FL 32301

Thomas M. Koutsky
Vice president, Law and Public Policy
Z-Tel Communications, Inc.
1200 19th Street, N.W., Suite 500
Washington, DC 20036

Charles Beck
Office of the Public Counsel
111 W. Madison St., Room 812
Tallahassee, FL 32399-1400


Floyd R. Self