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October 14, 2004

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

**Re: Docket No.: 040353-TP**

Dear Ms. Bayó:

Enclosed are an original and fifteen copies of BellSouth Telecommunications, Inc.'s Direct Testimony of Kathy Blake, Robert Pitofsky, W. Bernard Shell and Dr. William E. Taylor, which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,

  
James Meza III

Enclosures

cc: All Parties of Record  
Marshall M. Criser III  
R. Douglas Lackey  
Nancy B. White

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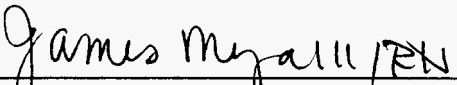
I HEREBY CERTIFY that a true and correct copy of the foregoing was served via First Class U.S. Mail and Electronic Mail this 14th day of October, 2004 to the following:

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(\*) Signed Protective Agreement

  
James Meza III

1                                   BELLSOUTH TELECOMMUNICATIONS, INC.  
2                                   DIRECT TESTIMONY OF KATHY K. BLAKE  
3                                   BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
4                                   DOCKET NO. 040353-TP  
5                                   OCTOBER 14, 2004  
6

7    Q.    PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH  
8           TELECOMMUNICATIONS, INC. (“BELLSOUTH”) AND YOUR BUSINESS  
9           ADDRESS.

10  
11   A.    My name is Kathy K. Blake. I am employed by BellSouth as Director – Policy  
12           Implementation for the nine-state BellSouth region. My business address is 675  
13           West Peachtree Street, Atlanta, Georgia 30375.  
14

15   Q.    PLEASE PROVIDE A BRIEF DESCRIPTION OF YOUR BACKGROUND  
16           AND EXPERIENCE.  
17

18   A.    I graduated from Florida State University in 1981, with a Bachelor of Science  
19           degree in Business Management. After graduation, I began employment with  
20           Southern Bell as a Supervisor in the Customer Services Organization in Miami,  
21           Florida. In 1982, I moved to Atlanta where I have held various positions  
22           involving Staff Support, Product Management, Negotiations, and Market  
23           Management within the BellSouth Customer Services and Interconnection  
24           Services Organizations. In 1997, I moved into the State Regulatory Organization  
25           where my responsibilities included issues management and policy witness

1           support. I assumed my current responsibilities in July 2003

2

3    Q.    WHAT IS THE PURPOSE OF YOUR TESTIMONY?

4

5    A.    The purpose of my testimony is to provide BellSouth's policy positions pertaining  
6           to the appropriateness of BellSouth's PreferredPack Plan offering and promotions  
7           ("PPP Promotions"). Specifically, I address the issues as set forth in the Florida  
8           Public Service Commission's ("Commission") Order Establishing Procedure  
9           issued September 22, 2004 (see Order No. PSC-04-0931-PCO-TP).

10

11   Q.    DO YOU HAVE ANY GENERAL COMMENTS REGARDING  
12           BELLSOUTH'S ABILITY TO OFFER PROMOTIONS?

13

14   A.    Yes. First and foremost, BellSouth must be able to compete for customers and be  
15           able to respond to the plethora of promotions offered by BellSouth's competitors,  
16           all of which are designed to entice customers to switch service providers. As  
17           proven by the Commission's 2003 report to the Legislature on competition ("2003  
18           Competition Report"), these competitive promotions have been very effective.  
19           Indeed, the 2003 Competition Report establishes that the telecommunications  
20           market in Florida is thriving. The report concludes:

21

22           •    **CLECs have** obtained an overall market share of 16% in 2003, compared  
23           to 13% in 2002.

24           •    **Competitors have** increased their share of the business market to 29%, up  
25           from 26% in 2002

- 1           • CLEC residential market share has increased to 9% from 7% in 2002  
2           • Total access lines have decreased by 2.4% since 2001  
3

4           This increase in competition is not unique to Florida. In fact, on a region-wide  
5           basis, the total CLEC market share in BellSouth's region, for the first two quarters  
6           of 2004, increased from 22% to 25%.<sup>1</sup>  
7

8           In addition, competition for end users is not limited to ILECs and CLECs as  
9           wireless carriers, cable companies, and VOIP providers are now competing for  
10          Florida end users. As a result, BellSouth must be able to provide attractive,  
11          adaptable promotions in order to respond to all manner of competition from  
12          regulated as well as non-traditional providers.  
13

14        **Q.    CAN YOU DESCRIBE SOME OF THE PROMOTIONS THAT BELLSOUTH**  
15        **HAS TO COMPETE AGAINST?**  
16

17        **A.    Yes. In fact, Supra provides an excellent example of the available promotions**  
18        **directed to Florida end users. Specifically, as admitted by Supra in response to**  
19        **Staff's discovery, Supra has a filed tariff that offers Florida consumers one month**  
20        **of its Total Solutions product for "free" if they switch from BellSouth to Supra.<sup>2</sup>**  
21        **In addition, Supra currently advertises that it will not charge "conversion fees" or**  
22        **line installation charges for customers who switch from BellSouth to Supra and**

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<sup>1</sup> See BellSouth's July 28, 2004 letter to the FCC attached hereto as Exhibit KKB-1.

<sup>2</sup> See Supra's Answer to Staff's Second Set of Interrogatories (Nos. 7-17) in this docket, at 7(d), p2 attached hereto as Exhibit KKB-2.

1 that a new customer can win a DVD prize package that exceeds \$300 upon  
2 switching from Supra.<sup>3</sup>

3  
4 Other specific examples of promotions offered by CLECs and non-traditional  
5 carriers include (copies of which are attached hereto as Exhibit KKB-4):

- 6  
7 ➤ MCI offers one month of **“free service”** if a new customer signs up for  
8 Neighborhood Complete or Neighborhood 200 and 50 percent off all other  
9 Neighborhood Plans. In addition, new customers of the Neighborhood  
10 Plan receive “3,000” airline miles with Northwest Airlines and 6 free  
11 DVD or game rental certificates at Blockbuster;
- 12 ➤ AT&T offers new customers who switch to AT&T local service a **\$25**  
13 **credit** on their long distance bill. In addition if a customer purchases a  
14 phone from AT&T, that customer is entitled to receive a **\$10 credit** on  
15 their AT&T bill;
- 16 ➤ Z-Tel offers one month of **free service** of its Z-Line Home Unlimited for  
17 new customers who switch to Z-Tel service (a value of \$49.99). In  
18 addition, Z-Tel provides customers with a **\$20** credit on their bill for every  
19 referred customer;
- 20 ➤ Momentum Telecom offers its customers a **\$20** credit and an opportunity  
21 to win **\$10,000** for all referred customers;
- 22 ➤ Talk America offers new customers **\$10** off any plan price for six months;

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<sup>3</sup> See Supra Web Pages included as part of BellSouth Exhibit 3 attached to BellSouth Telecommunications, Inc.'s Opposition to Supra's Motion for Summary Final Order, filed August 16, 2004 and included as Exhibit KKB-3

- 1           ➤ Vonage offers new customers a “**FREE month rebate credit**”, a value up
- 2           to \$34.99 for switching to Vonage;
- 3           ➤ AT&T’s CallVantage offers new customers a **\$120** credit for six months
- 4           worth of service;
- 5           ➤ Most of these carriers do not charge any conversion or switch fees.

6

7

8           In such a competitive environment, BellSouth must have the ability to compete

9           for customers that have been, or that may be, targeted successfully by its

10          competitors. Otherwise, competition cannot flourish, and the competition that

11          does exist will benefit only a few protected CLECs and not Florida consumers.

12

13          Q.    WHY IS IT IMPORTANT FOR THE COMMISSION TO CONSIDER THE

14          PROMOTIONAL OFFERINGS OF BELLSOUTH’S COMPETITORS?

15

16          A.    These promotional offerings represent the kind of competitive offers and the level

17          of competition that BellSouth has to compete against on a daily basis. Indeed,

18          promotional offerings represent the best proof as to the level of competition in a

19          particular market.

20

21          Q.    HAS THIS COMMISSION PREVIOUSLY ADDRESSED THE ISSUE OF

22          PROMOTIONAL OFFERINGS AND THE RESULTING BENEFITS TO

23          FLORIDA CONSUMERS?

24

1 A. Yes. This Commission has already determined in *In re: Petition for Expedited*  
2 *Review and Cancellation of BellSouth Telecommunications, Inc.'s Key Customer*  
3 *Tariffs*, Docket No. 020119-TP, Order No. PSC-03-0726-FOF-TP, June 19, 2003  
4 (“*Key Customer Order*”) that winback or reacquisition efforts, like the promotions  
5 at issue herein, benefit Florida consumers. Specifically on page 40 of the *Key*  
6 *Customer Order*, the Commission held that:

7  
8 We believe a win-back promotion such as the Key  
9 Customer offering is not, in and of itself, detrimental. In  
10 fact, win-back promotions can be very beneficial to Florida  
11 consumers by giving them a choice of providers with  
12 varied services at competitive prices.

13 In support of this finding, the Commission cited to *In the Matter of*  
14 *Implementation of the Telecommunications Act of 1996*, FCC Order 99-223 (Sept.  
15 3, 1999), wherein the Federal Communications Commission (“FCC”) held:

16  
17 Winback facilitates direct competition on price and other  
18 terms, for example, by encouraging carriers to “out bid”  
19 each other for a customer’s business, enabling the customer  
20 to select the carrier that best suits the customer’s needs.

21  
22 Some commenters argue that ILECs should be restricted  
23 from engaging in winback campaigns, as a matter of policy,  
24 because of the ILEC’s unique historic position as regulated  
25 monopolies. Several commenters are concerned that the  
26 vast stores of CPNI gathered by ILECs will chill potential  
27 local entrants and thwart competition in the local exchange.  
28 We believe that such action by an ILEC is a significant  
29 concern during the time subsequent to the customer’s  
30 placement of an order to change carriers and prior to the  
31 change actually taking place. . . However, once a customer  
32 is no longer obtaining services from the ILEC, the ILEC  
33 must compete with the new service provider to obtain the  
34 customer’s business. We believe that such competition is  
35 in the best interest of the customer and see no reason to  
36 prohibit ILECs from taking part in this practice.  
37



1                   Because winback campaigns can promote competition and  
2                   result in lower prices to consumers, we will not condemn  
3                   such practices absent a showing they are truly predatory.  
4

5                   FCC Order 99-223 at ¶¶ 68-70 (emphasis added).  
6

7                   Subsequent to its finding in the *Key Customer Order*, the Commission also  
8                   determined that the method by which BellSouth targets potential customers for its  
9                   reacquisition programs is appropriate. The Commission found in *In re:*  
10                  *Complaint by Supra Telecommunications and Information Systems, Inc. against*  
11                  *BellSouth Telecommunications, Inc. regarding BellSouth's alleged use of carrier-*  
12                  *to-carrier information*, Docket No. 030349-TP, Order No. PSC-03-1392-FOF-TP,  
13                  December 11, 2003 (“*Operation Sunrise Order*”), that the specific program and  
14                  database (referred to as “*Operation Sunrise*”) that BellSouth uses to identify and  
15                  generate leads for its retail marketing organizations was not anticompetitive.  
16                  Thus, the Commission has already recognized the benefits to Florida consumers  
17                  of BellSouth’s reacquisition promotions as well as the means that BellSouth uses  
18                  to target potential reacquisition customers.  
19

20                  Q.       PLEASE EXPLAIN WHAT PROMOTIONS AND OFFERS ARE AT ISSUE IN  
21                  SUPRA’S COMPLAINT.  
22

23                  A.       The Promotions and offers challenged by Supra include the following:  
24

- 25                   ➤ **PreferredPack Plan Service.** This residential service tariff offering  
26                   provides for a flat rate access line with the option of receiving up to  
27                   10 vertical features and Privacy Director for \$26.95 a month. This  
28                   service is available to current and new BellSouth customers. Supra  
29                   had notice that BellSouth would be adding an access line to its  
30                   PreferredPack feature package since November 2003 and this current  
31                   offering has been in effect since January 9, 2004.

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➤ **Line Connection Charge Waiver.** With this offering, certain new BellSouth customers are eligible to receive a waiver of the line connection charge when they switch to BellSouth. As I previously discussed, Supra and other CLECs offer a similar type of promotion. Supra had notice of this offering since November 5, 2003 and the offering has been in effect since January 2, 2004.

➤ **\$100 Cash Back Offer.** With this promotion, certain eligible new BellSouth customers are entitled to receive a \$100 cash back coupon after returning to BellSouth, purchasing the PreferredPack Plan service, and after meeting certain conditions and completing and returning applicable paperwork and coupons. Supra had notice of this offering since December 17, 2003 and the promotion has been in effect since January 2, 2004.

➤ **\$25 Gift Card Promotion.** With this promotion, certain eligible new BellSouth customers were entitled to receive a \$25 gift card after returning to BellSouth, purchasing the PreferredPack Plan service, and after meeting certain conditions and completing and returning applicable paper work and coupons. BellSouth has not offered this promotion on a region-wide basis since April 2004, and, as of August 20, 2004, is no longer available in BellSouth's region. Supra had notice of this offering since December 17, 2003 and the promotion has been in effect since January 2, 2004.<sup>4</sup>

In order to receive the \$100 Cash Back (or the previously offered \$25 Gift Card) promotion, the customer must meet certain eligibility criteria. First, the customer must be a returning BellSouth customer who has not had service with BellSouth at least 10 days prior to the new service connection date. Second, the customer must have local service at the same local service address. Third, the customer must request service at the same address and in the same name (except for cases of an imminent move from one location in BellSouth's territory to another location in BellSouth's territory). Fourth, the customer must have eligible

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<sup>4</sup> BellSouth made the decision to not actively promote, and to ultimately terminate, the \$25 Gift Card promotion on a region-wide basis because the promotion was not obtaining the desired result

1 services on the new service order and purchase BellSouth's PreferredPack Plan  
2 service (or other eligible bundled service). Fifth, the customer must fill out a  
3 coupon and mail the coupon to a specified address within 90 days of the order  
4 date. Sixth, the customer must still have the qualifying service after BellSouth  
5 processes the coupon and before issuing the cash back check.<sup>5</sup>  
6

7 Generally speaking, if BellSouth mails the coupon after order completion, the  
8 approximate time interval between the customer's service being established and  
9 BellSouth's issuance of the cash back coupon is 4-6 weeks. Upon receipt of the  
10 completed coupon, BellSouth will verify the customer's eligibility. If at that time  
11 the customer no longer subscribes to the PreferredPack service, the customer will  
12 be deemed ineligible and the Cash Back check will not be sent. In addition,  
13 before actually mailing the Cash Back check BellSouth verifies whether the  
14 customer is receiving the subject service. Thus, approximately two to three  
15 months could elapse between the time the customer submits an order to return to  
16 BellSouth and the time the customer actually receives any of the subject non-  
17 telecommunications promotions. During this time period, BellSouth bills the  
18 customer \$26.95 for the PreferredPack service (along with the \$6.50 subscriber  
19 line charge ("SLC") and will treat the customer as any other customer for  
20 nonpayment of services rendered if payment is not received. In addition, neither  
21 the \$100 Cash Back Offer nor the \$25 Gift Card can be applied towards payment  
22 of a customer's bill.  
23

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<sup>5</sup> See Exhibit KKB-5

1 ***Issue 1: What criteria should be used to evaluate whether or not BellSouth's***  
2 ***PreferredPack Plan and/or its related promotional offerings (i.e., the \$100 Cash Back,***  
3 ***waiver of the subscriber line connection charge, and the \$25 gift card) have violated***  
4 ***364.01(4)(g), 364.051(5)(c), or 364.08 Florida Statutes?***

5  
6 Q. WHAT CRITERIA SHOULD THE COMMISSION CONSIDER WITH  
7 RESPECT TO SECTION 364.01(4)(G), FLORIDA STATUTES?

8  
9 A. Although I am not an attorney, Section 364.01, Florida Statutes, in general,  
10 provides that the legislative intent is to give exclusive jurisdiction in all matters  
11 set forth in Chapter 364 to the Florida Public Service Commission in regulating  
12 telecommunications companies. Section 364.01(4) provides guidance to the  
13 Commission as to how to exercise the jurisdiction that the Legislature granted the  
14 Commission, and more specifically, Section 364.01(4)(g) requires the  
15 Commission to “ensure that *all* providers of telecommunications services are  
16 treated fairly, by preventing anticompetitive behavior...” (Emphasis added.)

17  
18 In its *Key Customer Order*, the Commission recognized that “we interpret Section  
19 364.01, Florida Statutes, as providing us with the authority to promote  
20 competition by preventing any conduct or practice which contravenes the goal of  
21 promoting competition as set forth in Section 364.01, Florida Statutes.” (*Key*  
22 *Customer Order*, p. 8).

23  
24 The *Key Customer Order* concludes the following with respect to whether a  
25 BellSouth promotion is anticompetitive.

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1. “We believe a win-back promotion such as the Key Customer offering is not, in and of itself, detrimental. In fact, win-back promotions can be very beneficial to Florida consumers by giving them a choice of providers with varied services at competitive prices.”<sup>6</sup>
2. “BellSouth may meet competitor’s offerings in a specific market or to a specific customer as long as it does not engage in any anti-competitive act or practice, or unreasonably discriminate among similarly situated customers.”<sup>7</sup>
3. “BellSouth should have the ability to respond to offerings made by competitors in BellSouth wire centers. Restricting BellSouth from meeting offerings would limit the choices of the consumer in the marketplace.”<sup>8</sup>
4. “Section 364.051(5)(c), Florida Statutes, examines direct costs, and we believe an examination of direct costs is needed to make a determination of whether the post-discounted rates offered in a Key-Customer contact remain compensatory for BellSouth. If a determination revealed that the [sic] such rates were non-compensatory, such a finding would sway us to conclude that the tariff offerings are unfair, anticompetitive, or discriminatory.”<sup>9</sup>

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<sup>6</sup> *Key Customer Order* p. 40 (emphasis added).  
<sup>7</sup> *Key Customer Order*, p. 9  
<sup>8</sup> *Key Customer Order*, p. 11  
<sup>9</sup> *Key Customer Order* pp, 21-22

1 Thus, the criteria that the Commission should evaluate in determining whether  
2 Section 364.01(4)(g) has been violated is whether the PPP Promotions prevent  
3 competition in Florida. As Dr. Taylor provides in his testimony, as long as  
4 BellSouth recovers its direct costs (which the PPP Promotions do), then a  
5 promotion cannot be considered anticompetitive. In addition, the Commission  
6 should consider (1) whether the CLEC provides definitive evidence that it has  
7 been harmed by the promotions or that it cannot compete in the marketplace  
8 because of the promotions; and (2) whether the CLECs have modified their  
9 business plan to address promotional offerings made by a competitor. For  
10 instance, it should be noted that Supra has provided its customers with  
11 information to dissuade its customers from taking the PPP Promotions. This type  
12 of retention marketing by Supra, which is entitled “BellSouth’s Great Deal is not  
13 so Great”,<sup>10</sup> is concrete proof that BellSouth’s BPP Promotions are not  
14 anticompetitive and that Supra can and has countered BellSouth’s marketing  
15 efforts through a business solution and not a regulatory solution.

16  
17 It is important for the Commission to take into account these specific factual  
18 inquiries to avoid the use of regulation to insulate Supra and other CLECs from  
19 legitimate competition from BellSouth. BellSouth witness, Mr. Pitofsky, explains  
20 in further details the pitfalls of falling into such a trap.

21  
22 Q. WHAT CRITERIA SHOULD THE COMMISSION CONSIDER WITH  
23 RESPECT TO SECTION 364.051(5)(C), FLORIDA STATUTES?  
24

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<sup>10</sup> See reproduction of Supra web page attached as Exhibit KKB-6

1 A. In determining whether BellSouth's promotional offerings meet the requirements  
2 of 364.051(5)(c), Florida Statutes, the Commission must determine what  
3 BellSouth's direct costs are in providing nonbasic service to its customers.  
4 Although Chapter 364 Florida Statutes does not set forth a specific test for  
5 predatory pricing in a competitive telecommunications market, Section  
6 364.051(5)(c) does provide a price floor to prevent anticompetitive pricing of a  
7 non-basic service:

8  
9 The price charged to a consumer for a non-basic service shall  
10 cover the direct costs of providing the service and shall, to the  
11 extent a cost is not included in the direct cost, include as an  
12 imputed cost the price charged by the company to competitors for  
13 any monopoly component used by a competitor in the provision of  
14 its same or functionally equivalent service.  
15

16 Thus, the relevant question for this Commission to decide is whether the price of  
17 the PreferredPack Plan service is compensatory after reviewing BellSouth's  
18 "direct costs." In the context of the instant retail, residential service offering and  
19 promotions, the phrase "direct costs" must, with respect to the flat rate basic  
20 service component of the bundle, be interpreted to mean BellSouth's IFR rate  
21 because such rate is the rate this Commission requires BellSouth to charge its  
22 customers.

23  
24 Specifically, under current Florida Commission rules, BellSouth is required to  
25 charge its residential customers an amount that is less than the actual costs to  
26 provide the service. As a result, BellSouth should be allowed to use the IFR rate  
27 as its actual costs in determining whether or not prices for bundled services that  
28 include a IFR meet the standard set forth in Section 364.051(5)(c). To do  
29 otherwise would penalize BellSouth in two ways. First, BellSouth is forced to

1 charge residential customers a price that is less than the cost to provide the  
2 service. Second, BellSouth is forced to use its actual costs in creating promotions  
3 and services bundles to try and win back that same customer. Therefore, the  
4 “direct costs” of BellSouth services should be the IFR rate.

5  
6 Q. WHAT CRITERIA SHOULD THE COMMISSION CONSIDER WITH  
7 RESPECT TO SECTION 364.08, FLORIDA STATUTES?

8  
9 A. Section 364.08 states that a telecommunications company may only charge the  
10 tariffed rate for a service (§364.08(1)) and that such telecommunications company  
11 may not “directly or indirectly, give any free or reduced service between points  
12 within” the State of Florida (§364.08(2)).

13  
14 Free service means that the customer is not required to make any payment for the  
15 receipt of service. All customers subscribing to the PreferredPack Plan service,  
16 including those that are eligible and actually receive the subject promotions, are  
17 required to make monthly payments throughout the duration of receipt of the  
18 service. Moreover, as explained by Dr. Taylor and Mr. Shell, BellSouth recovers  
19 all of its direct costs with the PPP Promotions based upon the revenue received  
20 and the average length of time a reacquisition customer stays with BellSouth.  
21 Thus, BellSouth’s PPP Promotions do not violate Section 364.08(2), Florida  
22 Statutes.

23  
24 Interestingly, Supra is of the same opinion regarding the appropriate interpretation  
25 of Section 364.08 as it claims (after admitting that it is in violation of the law) that



1           Supra's one month of free service promotion would not violate Section 364.08  
2           because eligible customers stay with Supra for a time period that allows Supra to  
3           recover its costs. This is the same result with BellSouth's PPP Promotions.<sup>11</sup>  
4

5           ***Issue 2(a): Based on the criteria identified in Issue 1, does BellSouth's PreferredPack***  
6           ***Plan and/or its related promotional offerings (i.e., the \$100 Cash Back, waiver of the***  
7           ***subscriber line connection charge, and the \$25 gift card) violate 364.01(4)(g),***  
8           ***364.051(5)(c), or 364.08 Florida Statutes?***  
9

10          Q.     WHAT IS BELLSOUTH'S POSITION WITH RESPECT TO THIS ISSUE?  
11

12          A.     Absolutely not. BellSouth recovers all of its direct costs in providing the BPP  
13                Promotions. As Mr. Shell and Dr. Taylor explain more fully, the price BellSouth  
14                charges for the PPP Promotions well above the cost of providing the service and  
15                therefore does not violate either Section 364.051(5)(c) or 364.08.  
16

17          ***Issue 2(b): If so, what action should be taken by the Commission?***  
18

19          Q.     WHAT IS BELLSOUTH'S POSITION REGARDING THIS ISSUE?  
20

21          A.     It is not necessary for the Commission to take any action at this time, other than to  
22                close this docket and deny the Petition of Supra. BellSouth's Preferred Pack Plan  
23                and cash back offerings comply with Florida Statutes and the Commission's rules.  
24

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<sup>11</sup> See Exhibit KKB-2.

1 ***Issue 3: Should this docket be closed?***

2

3 Q. WHAT IS BELLSOUTH'S POSITION REGARDING THIS ISSUE?

4

5 Yes, this docket should be closed.

6

7 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

8

9 A. Yes.

10

11

**BELLSOUTH**

BellSouth Corporation  
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**Mary L. Henze**  
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July 28, 2004

Ms. Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, TW-A325  
Washington, DC 20554

***Re: WC Docket 02-112, Sunset of the BOC Separate Affiliate and Related Requirements***

Dear Ms. Dortch,

Attached is BellSouth's public response to the Wireline Competition Bureau's request for updated information regarding the company's local and long distance business. This data supplements information filed in this proceeding on February 19, 2004.

If you have any questions regarding this filing please do not hesitate to contact me.

Sincerely,



Mary L. Henze

cc: M. Carowitz  
P. Megna

**WC Docket 02-112**  
**Sunset of the BOC Separate Affiliate and Related Requirements**  
**BellSouth's Response to FCC Request for Updated Data**  
**Attachment 1A - Public**

**BellSouth Number of BOC Service Access Lines – Mass Market**

<b>State</b>	<b>1/31/2004</b>	<b>2/28/2004</b>	<b>3/31/2004</b>	<b>4/30/2004</b>	<b>5/31/2004</b>	<b>6/30/2004</b>
<b>AL</b>	1,319,774	1,315,243	1,301,338	1,289,277	1,278,237	1,268,259
<b>FL</b>	4,612,023	4,590,800	4,555,950	4,515,484	4,483,303	4,458,261
<b>GA</b>	2,545,989	2,540,446	2,530,582	2,512,940	2,491,490	2,474,474
<b>KY</b>	817,187	810,570	802,882	797,077	790,415	782,900
<b>LA</b>	1,602,398	1,592,188	1,579,381	1,561,111	1,543,916	1,531,204
<b>MS</b>	902,394	901,439	897,639	890,343	882,226	876,751
<b>NC</b>	1,690,485	1,675,830	1,657,692	1,641,915	1,627,014	1,609,024
<b>SC</b>	1,045,977	1,039,426	1,031,327	1,022,425	1,014,265	1,007,236
<b>TN</b>	1,883,790	1,871,367	1,856,835	1,839,529	1,823,243	1,807,055

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**Attachment 3A – AL - Public**  
**Local Service Market – AL**

State	AL
Study Area	BST-AL

Item 3a.		1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Class of Service	Description						
Res	CLEC Owned (est.) - Res	38,161	38,109	37,470	37,162	36,954	36,606
Res	CLEC Wholesale - Res	157,471	165,302	179,127	185,956	190,570	194,938
Res	CLEC Total Res	195,632	203,411	216,597	223,118	227,524	231,544
Res	Retail - Res	1,144,151	1,139,136	1,125,209	1,112,796	1,101,804	1,091,691
Bus	CLEC Owned (est.) - Bus	144,996	146,455	147,716	149,068	148,896	153,398
Bus	CLEC Wholesale - Bus	91,545	91,415	92,053	92,507	93,021	94,243
Bus	CLEC Total Bus	236,541	237,870	239,769	241,575	241,917	247,641
Bus	Retail - Bus	467,121	465,027	462,895	462,158	460,915	458,664
Res	Res Wireline Market	1,339,783	1,342,547	1,341,806	1,335,914	1,329,328	1,323,235
Bus	Bus Wireline Market	703,662	702,897	702,664	703,733	702,832	706,305
Res + Bus	Total Wireline Market	2,043,445	2,045,444	2,044,470	2,039,647	2,032,160	2,029,540

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Market Share - Res	15%	15%	16%	17%	17%	17%
Bus	CLEC Market Share - Bus	34%	34%	34%	34%	34%	35%
Res + Bus	CLEC Total Market Share	21%	22%	22%	23%	23%	24%

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
		38,161	38,109	37,470	37,162	36,954	36,606
Res	CLEC Wholesale - Res	157,471	165,302	179,127	185,956	190,570	194,938
		195,632	203,411	216,597	223,118	227,524	231,544

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Bus	CLEC Owned (est.) - Bus	144,996	146,455	147,716	149,068	148,896	153,398
Bus	CLEC Wholesale - Bus	91,545	91,415	92,053	92,507	93,021	94,243
Bus	CLEC Total Bus	236,541	237,870	239,769	241,575	241,917	247,641

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**Attachment 3A – FL - Public**  
**Local Service Market – FL**

State	FL
Study Area	BST-FL

Item 3a.		1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Class of Service	Description						
Res	CLEC Owned (est.) - Res	122,394	129,047	128,675	126,768	125,386	123,776
Res	CLEC Wholesale - Res	506,085	519,333	543,701	563,843	575,789	577,345
Res	CLEC Total Res	628,479	648,380	672,376	690,611	701,175	701,121
Res	Retail - Res	3,860,154	3,836,606	3,799,433	3,756,954	3,723,234	3,696,912
Bus	CLEC Owned (est.) - Bus	558,846	573,254	593,301	601,106	617,159	624,877
Bus	CLEC Wholesale - Bus	395,411	403,820	406,284	407,673	408,355	406,689
Bus	CLEC Total Bus	954,257	977,074	999,585	1,008,779	1,025,514	1,031,566
Bus	Retail - Bus	1,630,924	1,627,952	1,620,828	1,617,315	1,612,675	1,612,147
Res	Res Wireline Market	4,488,633	4,484,986	4,471,809	4,447,565	4,424,409	4,398,033
Bus	Bus Wireline Market	2,585,181	2,605,026	2,620,413	2,626,094	2,638,189	2,643,713
Res + Bus	Total Wireline Market	7,073,814	7,090,012	7,092,222	7,073,659	7,062,598	7,041,746

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Market Share - Res	14%	14%	15%	16%	16%	16%
Bus	CLEC Market Share - Bus	37%	38%	38%	38%	39%	39%
Res & Bus	CLEC Total Market Share	22%	23%	24%	24%	24%	25%

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	122,394	129,047	128,675	126,768	125,386	123,776
Res	CLEC Wholesale - Res	506,085	519,333	543,701	563,843	575,789	577,345
Res	CLEC Total Res	628,479	648,380	672,376	690,611	701,175	701,121

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Bus	CLEC Owned (est.) - Bus	558,846	573,254	593,301	601,106	617,159	624,877
Bus	CLEC Wholesale - Bus	395,411	403,820	406,284	407,673	408,355	406,689
Bus	CLEC Total Bus	954,257	977,074	999,585	1,008,779	1,025,514	1,031,566

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**Attachment 3A – GA - Public**  
**Local Service Market – GA**

State	GA
Study Area	BST-GA

Item 3a.							
Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	107,768	106,458	104,737	103,294	102,438	100,857
Res	CLEC Wholesale - Res	467,604	473,469	479,806	487,782	493,829	496,879
Res	CLEC Total Res	575,372	579,927	584,543	591,076	596,267	597,736
Res	Retail - Res	2,115,200	2,108,703	2,098,562	2,080,772	2,059,749	2,043,470
Bus	CLEC Owned (est.) - Bus	561,262	562,270	575,855	588,494	584,218	605,154
Bus	CLEC Wholesale - Bus	194,785	195,649	196,870	196,661	198,709	199,573
Bus	CLEC Total Bus	756,047	757,919	772,725	785,155	782,927	804,727
Bus	Retail - Bus	1,201,562	1,196,611	1,188,694	1,184,334	1,182,018	1,169,624
Res	Res Wireline Market	2,690,572	2,688,630	2,683,105	2,671,848	2,656,016	2,641,206
Bus	Bus Wireline Market	1,957,609	1,954,530	1,961,419	1,969,489	1,964,945	1,974,351
Res + Bus	Total Wireline Market	4,648,181	4,643,160	4,644,524	4,641,337	4,620,961	4,615,557

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Market Share - Res	21%	22%	22%	22%	22%	23%
Bus	CLEC Market Share - Bus	39%	39%	39%	40%	40%	41%
Res + Bus	CLEC Total Market Share	29%	29%	29%	30%	30%	30%

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	107,768	106,458	104,737	103,294	102,438	100,857
Res	CLEC Wholesale - Res	467,604	473,469	479,806	487,782	493,829	496,879
Res	CLEC Total Res	575,372	579,927	584,543	591,076	596,267	597,736

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Bus	CLEC Owned (est.) - Bus	561,262	562,270	575,855	588,494	584,218	605,154
Bus	CLEC Wholesale - Bus	194,785	195,649	196,870	196,661	198,709	199,573
Bus	CLEC Total Bus	756,047	757,919	772,725	785,155	782,927	804,727

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 BellSouth's Response to FCC Request for Updated Data**

**Attachment 3A – KY - Public  
 Local Service Market – KY**

State	KY
Study Area	BST-KY

Item 3a.		1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Class of Service	Description						
Res	CLEC Owned (est.) - Res	54,209	54,918	55,459	55,718	56,193	56,723
Res	CLEC Wholesale - Res	124,273	131,913	138,897	140,743	141,725	143,846
Res	CLEC Total Res	178,482	186,831	194,356	196,461	197,918	200,569
Res	Retail - Res	687,131	680,609	672,682	666,727	660,273	653,006
Bus	CLEC Owned (est.) - Bus	62,227	63,639	64,949	66,291	62,874	63,521
Bus	CLEC Wholesale - Bus	43,534	43,713	45,151	44,971	45,219	45,843
Bus	CLEC Total Bus	105,761	107,352	110,100	111,262	108,093	109,364
Bus	Retail - Bus	312,541	310,703	307,740	301,988	300,612	298,316
Res	Res Wireline Market	865,613	867,440	867,038	863,188	858,191	853,575
Bus	Bus Wireline Market	418,302	418,055	417,840	413,250	408,705	407,680
Res + Bus	Total Wireline Market	1,283,915	1,285,495	1,284,878	1,276,438	1,266,896	1,261,255

	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
	21%	22%	22%	23%	23%	23%
Bus	25%	26%	26%	27%	26%	27%
Res + Bus	22%	23%	24%	24%	24%	25%

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	54,209	54,918	55,459	55,718	56,193	56,723
Res	CLEC Wholesale - Res	124,273	131,913	138,897	140,743	141,725	143,846
Res	CLEC Total Res	178,482	186,831	194,356	196,461	197,918	200,569

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Bus	CLEC Owned (est.) - Bus	62,227	63,639	64,949	66,291	62,874	63,521
Bus	CLEC Wholesale - Bus	43,534	43,713	45,151	44,971	45,219	45,843
Bus	CLEC Total Bus	105,761	107,352	110,100	111,262	108,093	109,364



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**Attachment 3A – LA - Public**  
**Local Service Market – LA**

Study Area	BST-LA
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Item 3a							
Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	47,592	49,598	51,111	53,426	55,341	57,408
Res	CLEC Wholesale - Res	167,122	178,810	188,468	197,412	202,840	204,550
Res	CLEC Total Res	214,714	228,408	239,579	250,838	258,181	261,958
Res	Retail - Res	1,364,769	1,355,129	1,342,447	1,324,887	1,308,422	1,295,663
Bus	CLEC Owned (est.) - Bus	159,664	161,407	167,376	169,295	158,660	157,533
Bus	CLEC Wholesale - Bus	91,108	92,432	95,198	95,614	97,484	98,261
Bus	CLEC Total Bus	250,772	253,839	262,574	264,909	256,144	255,794
Bus	Retail - Bus	598,822	593,575	589,751	586,501	583,370	579,971
Res	Res Wireline Market	1,579,483	1,583,537	1,582,026	1,575,725	1,566,603	1,557,621
Bus	Bus Wireline Market	849,594	847,414	852,325	851,410	839,514	835,765
Res + Bus	Total Wireline Market	2,429,077	2,430,951	2,434,351	2,427,135	2,406,117	2,393,386

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Market Share - Res	14%	14%	15%	16%	16%	17%
Bus	CLEC Market Share - Bus	30%	30%	31%	31%	31%	31%
Res + Bus	CLEC Total Market Share	19%	20%	21%	21%	21%	22%

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	47,592	49,598	51,111	53,426	55,341	57,408
Res	CLEC Wholesale - Res	167,122	178,810	188,468	197,412	202,840	204,550
Res	CLEC Total Res	214,714	228,408	239,579	250,838	258,181	261,958

		1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
		159,664	161,407	167,376	169,295	158,660	157,533
		91,108	92,432	95,198	95,614	97,484	98,261
Bus	CLEC Total	250,772	253,839	262,574	264,909	256,144	255,794

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**Attachment 3A – MS - Public**  
**Local Service Market – MS**

State	MS
Study Area	BST-MS

Item 3a.	
Class of Service	Description
Res	CLEC Owned (est.) - Res
Res	CLEC Wholesale - Res
Res	CLEC Total Res
Res	Retail - Res
Bus	CLEC Owned (est.) - Bus
Bus	CLEC Wholesale - Bus
Bus	CLEC Total Bus
Bus	Retail - Bus
Res	Res Wireline Market
Bus	Bus Wireline Market
Res + Bus	Total Wireline Market

1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
374	370	376	383	404	422
129,035	135,141	138,308	143,256	145,474	145,310
129,409	135,511	138,684	143,639	145,878	145,732
773,661	772,511	768,287	760,828	752,770	747,312
40,001	37,326	37,704	37,828	37,025	38,338
58,810	59,404	60,060	60,674	60,791	61,195
98,811	96,730	97,764	98,502	97,816	99,533
331,418	330,336	328,869	329,470	331,256	328,982
903,070	908,022	906,971	904,467	898,648	893,044
430,229	427,066	426,633	427,972	429,072	428,515
1,333,299	1,335,088	1,333,604	1,332,439	1,327,720	1,321,559

Class of Service	Description
Res	CLEC Market Share - Res
Bus	CLEC Market Share - Bus
Res + Bus	CLEC Total Market Share

1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
14%	15%	15%	16%	16%	16%
23%	23%	23%	23%	23%	23%
17%	17%	18%	18%	18%	19%

Class of Service	Description
Res	CLEC Owned (est.) - Res
Res	CLEC Wholesale - Res
Res	CLEC Total Res

1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
374	370	376	383	404	422
129,035	135,141	138,308	143,256	145,474	145,310
129,409	135,511	138,684	143,639	145,878	145,732

Class of Service	Description
Bus	CLEC Owned (est.) - Bus
Bus	CLEC Wholesale - Bus
Bus	CLEC Total Bus

1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
40,001	37,326	37,704	37,828	37,025	38,338
58,810	59,404	60,060	60,674	60,791	61,195
98,811	96,730	97,764	98,502	97,816	99,533

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**Attachment 3A – NC - Public  
 Local Service Market – NC**

State	NC
Study Area	BST-NC

Item 3a.		1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
<b>Class of Service</b>	<b>Description</b>						
Res	CLEC Owned (est.) - Res	19,427	19,974	21,332	22,987	25,329	29,293
Res	CLEC Wholesale - Res	134,068	148,339	162,233	171,922	176,483	183,661
Res	CLEC Total Res	153,495	168,313	183,565	194,909	201,812	212,954
Res	Retail - Res	1,435,341	1,420,876	1,402,710	1,386,034	1,371,325	1,354,003
Bus	CLEC Owned (est.) - Bus	327,624	331,132	342,232	351,254	346,900	351,655
Bus	CLEC Wholesale - Bus	124,198	124,438	125,758	125,918	126,154	127,377
Bus	CLEC Total Bus	451,822	455,570	467,990	477,172	473,054	479,032
Bus	Retail - Bus	696,093	691,086	686,375	683,033	680,204	677,291
Res	Res Wireline Market	1,588,836	1,589,189	1,586,275	1,580,943	1,573,137	1,566,957
		1,147,915	1,146,656	1,154,365	1,160,205	1,153,258	1,156,323
		2,736,751	2,735,845	2,740,640	2,741,148	2,726,395	2,723,280

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Market Share - Res	10%	11%	12%	12%	13%	14%
Bus	CLEC Market Share - Bus	39%	40%	41%	41%	41%	41%
Res + Bus	CLEC Total Market Share	22%	23%	24%	25%	25%	25%

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	19,427	19,974	21,332	22,987	25,329	29,293
Res	CLEC Wholesale - Res	134,068	148,339	162,233	171,922	176,483	183,661
Res	CLEC Total Res	153,495	168,313	183,565	194,909	201,812	212,954

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Bus	CLEC Owned (est.) - Bus	327,624	331,132	342,232	351,254	346,900	351,655
Bus	CLEC Wholesale - Bus	124,198	124,438	125,758	125,918	126,154	127,377
Bus	CLEC Total Bus	451,822	455,570	467,990	477,172	473,054	479,032

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**Attachment 3A - SC - Public**  
**Local Service Market - SC**

State	SC
Study Area	BST-SC

Item 3a.		1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
<b>Class of Service</b>	<b>Description</b>						
Res	CLEC Owned (est.) - Res	11,208	11,259	11,388	11,370	11,428	11,595
Res	CLEC Wholesale - Res	99,323	107,115	116,821	118,646	121,002	122,425
Res	CLEC Total Res	110,531	118,374	128,209	130,016	132,430	134,020
Res	Retail - Res	905,448	899,060	891,167	882,333	873,800	866,867
Bus	CLEC Owned (est.) - Bus	146,279	149,111	150,786	153,753	133,731	136,719
Bus	CLEC Wholesale - Bus	62,358	62,398	62,731	63,500	63,630	63,688
Bus	CLEC Total Bus	208,637	211,509	213,517	217,253	197,361	200,407
Bus	Retail - Bus	377,085	376,028	373,095	370,718	370,125	368,660
Res	Res Wireline Market	1,015,979	1,017,434	1,019,376	1,012,349	1,006,230	1,000,887
Bus	Bus Wireline Market	585,722	587,537	586,612	587,971	567,486	569,067
Res + Bus	Total Wireline Market	1,601,701	1,604,971	1,605,988	1,600,320	1,573,716	1,569,954

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Market Share - Res	11%	12%	13%	13%	13%	13%
Bus	CLEC Market Share - Bus	36%	36%	36%	37%	35%	35%
Res + Bus	CLEC Total Market Share	20%	21%	21%	22%	21%	21%

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	11,208	11,259	11,388	11,370	11,428	11,595
Res	CLEC Wholesale - Res	99,323	107,115	116,821	118,646	121,002	122,425
Res	CLEC Total Res	110,531	118,374	128,209	130,016	132,430	134,020

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Bus	CLEC Owned (est.) - Bus	146,279	149,111	150,786	153,753	133,731	136,719
Bus	CLEC Wholesale - Bus	62,358	62,398	62,731	63,500	63,630	63,688
Bus	CLEC Total Bus	208,637	211,509	213,517	217,253	197,361	200,407

**WC Docket 02-112**  
**Sunset of the BOC Separate Affiliate and Related Requirements**  
**BellSouth's Response to FCC Request for Updated Data**

**Attachment 3A – TN - Public**  
**Local Service Market - TN**

State	TN
Study Area	BST-TN

Item 3a.	
Class of Service	Description
Res	CLEC Owned (est.) - Res
Res	CLEC Wholesale - Res
Res	CLEC Total Res
Res	Retail - Res
Bus	CLEC Owned (est.) - Bus
Bus	CLEC Wholesale - Bus
Bus	CLEC Total Bus
Bus	Retail - Bus
Res	Res Wireline Market
Bus	Bus Wireline Market
Res + Bus	Total Wireline Market

	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
	7,804	7,368	7,589	7,776	8,073
	174,148	186,238	195,707	203,070	209,375
	181,952	193,606	203,296	210,846	217,448
	1,644,435	1,629,451	1,611,705	1,595,154	1,579,094
	273,866	281,232	280,242	282,137	280,185
	152,916	153,529	154,793	155,862	156,365
	426,782	434,761	435,035	437,999	436,550
	597,855	594,392	592,777	590,607	586,216
	1,826,387	1,823,057	1,815,001	1,806,000	1,796,542
1,019,547	1,024,637	1,029,153	1,027,812	1,028,606	1,022,766
2,842,530	2,851,024	2,852,210	2,842,813	2,834,606	2,819,308

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Market Share - Res	9%	10%	11%	11%	12%	12%
Bus	CLEC Market Share - Bus	41%	42%	42%	42%	43%	43%
Res + Bus	CLEC Total Market Share	21%	21%	22%	22%	23%	23%

	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
	7,564	7,804	7,368	7,589	7,776	8,073
	158,241	174,148	186,238	195,707	203,070	209,375
	165,805	181,952	193,606	203,296	210,846	217,448

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Res	CLEC Owned (est.) - Res	7,564	7,804	7,368	7,589	7,776	8,073
Res	CLEC Wholesale - Res	158,241	174,148	186,238	195,707	203,070	209,375
Res	CLEC Total Res	165,805	181,952	193,606	203,296	210,846	217,448

	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
	267,388	273,866	281,232	280,242	282,137	280,185
	152,070	152,916	153,529	154,793	155,862	156,365
	419,458	426,782	434,761	435,035	437,999	436,550

Class of Service	Description	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
Bus	CLEC Owned (est.) - Bus	267,388	273,866	281,232	280,242	282,137	280,185
Bus	CLEC Wholesale - Bus	152,070	152,916	153,529	154,793	155,862	156,365
Bus	CLEC Total Bus	419,458	426,782	434,761	435,035	437,999	436,550

	1/31/2004	2/28/2004	3/31/2004	4/30/2004	5/31/2004	6/30/2004
	267,388	273,866	281,232	280,242	282,137	280,185
	152,070	152,916	153,529	154,793	155,862	156,365
	419,458	426,782	434,761	435,035	437,999	436,550

SUPRA'S ANSWERS TO STAFF'S SECOND SET OF INTERROGATORIES (NOS. 7-17)  
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PAGE 2

telecommunications company which payment is less than the telecommunications company's costs (as defined by Section 364.051(c)) to provide such services.

Note 364.08(2) reads as follows: "A telecommunications company subject to this chapter may not, directly or indirectly, give any free or reduced service between points within this state. However, it shall be lawful for the commission to authorize employee concessions if in the public interest."

b. How does the definition given in (a) relate to the Florida statutes?

**Answer:** Supra's definition is consistent with the FPSC's interpretation of the Florida Statutes.

c. Pursuant to the definition in subpart (a) above, are all offerings of free service a violation of Section 364.08(2) of the Florida Statute?

**Answer:** Yes. Alternatively, each service must be evaluated individually. Pursuant to Supra's alternative definition in 7(a) above, any time there is the potential that a single customer could, under the life of the proposed promotion, render payment to a telecommunications company which payment is less than the telecommunications company's costs (as defined by Section 364.051(c)) to provide such services, such would be violative of Section 364.08(2) of the Florida Statute.

d. Supra is currently offering a one month free service promotion to residential customers in BellSouth's territory (see Supra Telecommunications & Information Systems, Florida Price List No. 1, First Revised Sheet 39.1, Sections 3.16.1). Is this promotion in violation of Section 364.08(2) of the Florida Statute?

**Answer:** Supra objects to Interrogatory Number 7 to the extent information regarding Supra's promotional offerings is requested. Pursuant to Florida Rules of Civil Procedure 1.280, "discovery regarding any matter, not privileged, that is relevant to the subject matter of the pending action, whether it relates to the claim or defense of the party seeking discovery or the claim or defense of any other party" is permitted. Supra has raised a claim related to BellSouth's promotional offerings. BellSouth has not raised any counterclaims or defenses related to Supra's promotional offerings. Pursuant to Rule 1.280, any information regarding Supra's promotional offerings is therefore not relevant nor permissible.



SUPRA'S ANSWERS TO STAFF'S SECOND SET OF INTERROGATORIES (NOS. 7-17)  
DOCKET NO. 040353-TP  
PAGE 3

Notwithstanding and without waiving said objections, Supra provides the following response:

Yes. Under a strict reading of the statute, Supra's promotion would be considered free service. In order to compete in the present marketplace, where BellSouth's tariffs are considered presumptively valid until invalidated by Commission order, Supra was forced to offer this service to compete with BellSouth's free service offering, pursuant to Section 364.051(5)(a)(2), Florida Statutes.

Under Supra's alternative definition of "free service" in response to 7(a) above, the answer is No. Supra, pursuant to the cited Price List, requires the residential customer to remain with Supra for a minimum of 4 months in order to receive one month of "free service." Based on Supra's costs and prices charged to its residential customers for the first 3 months, Supra makes enough of a profit to cover the costs of the fourth month. There is no situation where a customer, taking advantage of Supra's promotion, could ever render payment to Supra which is less than Supra's cost to provide the services during the life of the promotion. Therefore, Supra is not providing "free service."

Under either definition of free service, BellSouth's Preferred Pack Plan violates Section 364.08(2) of the Florida Statute.

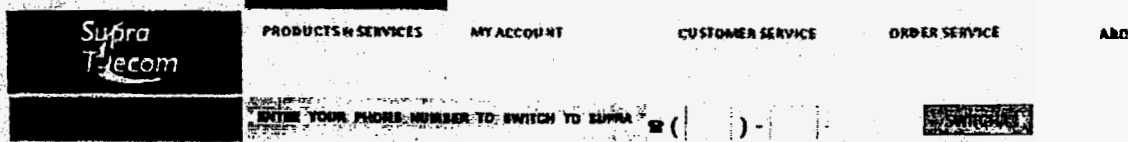
e. If the response to (d) is negative, please explain what criteria are used to determine whether a promotion is or is not a violation of Section 364.08(2) of the Florida Statute.

**Answer:** Please see response to 7(a).

f. Please identify the basis for the differentiating between what is permissible under Section 364.08(2) of the Florida Statute and what is not permissible.

**Answer:** Please see response to 7(a).

g. If the statewide weighted average cost to provide a service is \$10 and a customer is charged \$9, does Supra believe that the service is offered below cost?



« Home | Campaigns

## We have a winner!

Congratulations to All our winners of Supra's Friends DVD giveaway. They have won a DVD collection of the TV series, "Friends."

Supra Telecom® has an online giveaway contest for all new customers who subscribe to the "Supra Friends Unlimited" plan and existing customers who upgrade to our "Supra Friends Unlimited plan." This plan provides unlimited talk time to anyone in the United States, Canada, & Puerto Rico for one low rate. To qualify for this giveaway you need to subscribe via the web only! Good luck!

### Looking for some new F.R.I.E.N.D.S ?

Order Supra Friends Unlimited 



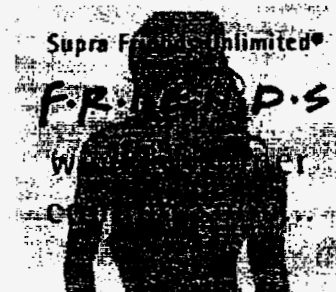
Week 1 - Leckenbusch family

"I am very pleased to be a part of a company that offers great savings and services."

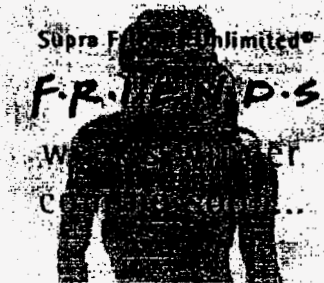


Week 2 - Sonia Garbutt

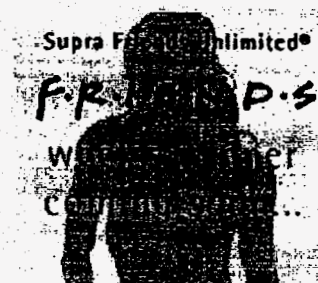
"It feels good to know that I don't have any calling limits when calling my family in New York."



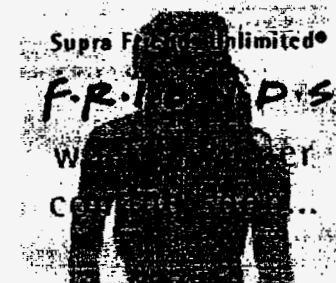
Week 3 Winner TBA



Week 4 Winner TBA



Week 5 Winner TBA



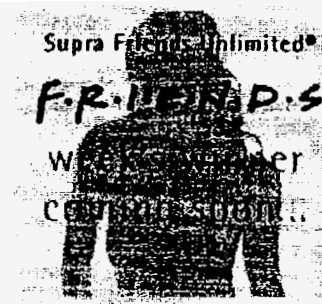
Week 6 Winner TBA

BELLSOUTH EXHIBIT 3  
RESPONSE TO MOTION  
DOCKET 040353-TP





Week 7 Winner TBA



Week 8 Winner TBA



Week 9 Winner TBA



Week 10 Winner TBA

## Official Rules

"Friends" 7 Season DVD Giveaway is offered to new and existing customers who sign up for our Supra Friend Unlimited® Plan. This promotion is only available on our web site [www.supratelecom.com](http://www.supratelecom.com) or [www.stis.com](http://www.stis.com). Every week one customer is chosen at random and will be notified by phone number, mail, or email of their winnings. Customer must be in good standing on their account with Supra Telecom® in order to be eligible. Limit one winner per household. This promotion will end on Monday, September 13, 2004 before midnight. A personal information obtained will not be sold to any third-party. Your information is protected by the Consumer Internet Privacy Protection Act of 1997. Friends and all other trademarks, Designated trademarks and brands are the property of their respective owners.

[Terms & Conditions](#) | [Privacy Policy](#) | ©2003 Supra Telecom®

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# The Neighborhood built by MCI



For more information call 1-877-777-6271

Add high speed Internet service  
for as low as \$19.99 a month\*

Enjoy the web without the wait



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Home

## Get Unlimited Local, Long Distance & High Speed Internet

The Neighborhood offers unlimited local and long distance calling plans and high speed Internet service, as well as other calling packages you can tailor to meet your needs. Sign up today for Neighborhood Complete or Neighborhood 200 and get your first month FREE or sign up for any other Neighborhood calling plan and get 50% off your first month.†

With Neighborhood Complete, our most popular package, you can get the following for one low monthly price (starting at \$49.99 in most states).

- Unlimited long distance calls
- Unlimited local toll calls
- Unlimited local calls
- One company, one bill
- Call Waiting, Caller ID, Speed Dial 8 and 3-Way Calling
- Personal Voicemail & Message Center
- High speed Internet for as low as \$19.99 a month (where available)\*

▶ [See an extended list of features and benefits](#)

### Find The Neighborhood plan that works for you.

Enter your home phone number below to check availability and pricing for The Neighborhood.

( ) -

[Where is The Neighborhood available?](#)  
Features, pricing and availability vary by state.

† Neighborhood California, Neighborhood Complete and Neighborhood 200 customers will receive a certificate for the first full month's primary and additional local line fees. Customers joining other Neighborhood calling plans will receive a certificate equal to 50% of these fees. Certificate excludes long distance, international, card and Personal 800 usage, taxes and surcharges. Offer available only for a limited time to customers that do not currently have or subscribe to MCI local service.

Additional Network Access Charge of \$6.50 per month for the first line, Carrier Cost Recovery Charge of 1.4%, Federal Universal Service fee, In-state fees, and taxes apply.

Unlimited calling is for residential voice service only. [Click here for details.](#)

\*High speed Internet service rates vary from \$19.99-\$39.99 based on the Neighborhood calling plan selected. The price for high speed Internet service will be displayed at the beginning of the sign-up process.

[Privacy Policy](#) | [Legal Notices](#) | [Service Agreement & Rate Schedule](#)

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- > Local & Long Distance Plans
- > High Speed Internet
- > International Plans
- > Rewards Programs
- > Neighborhood Rewards
- > Long Distance Rewards
- > Prepaid Calling Cards
- > All Consumer Products
- > Manage My Account
- > Check Voicemail
- > Customer Service

### Rewards Programs


## Neighborhood Rewards

Join now and earn rewards from these partners for amounts you spend with The Neighborhood.



#### WorldPerks® Miles With Northwest Airlines®


Earn 3,000 WorldPerks Bonus miles for joining The Neighborhood, and 5 miles for every \$1 spent with MCI, excluding taxes, credits, and surcharges.



- [Learn more about The Neighborhood and Northwest Airlines partner program](#)

#### Rentals From BLOCKBUSTER®

Get 6 free DVD or game rental certificates, good at a participating BLOCKBUSTER store, when you join The Neighborhood. Plus earn 1 free DVD or game rental certificate for every \$25 you spend with The Neighborhood (net of taxes, surcharges and credits).



- [Learn More about The Neighborhood and BLOCKBUSTER partner program](#)


#### Rewards With Quixtar®

Earn Quixtar compensation for joining The Neighborhood through our Quixtar partner program.

- [Learn More about The Neighborhood and Quixtar partner program](#)

#### Contribute 5% in your selected school or organization

As part of the eScrip program MCI will contribute 5% of your monthly line fee to the school or organization of your choice.



- [Learn more about The Neighborhood with eScrip](#)
- [Go to eScrip website](#)

SEARCH

AT HOME & ON THE GO: PRODUCTS & SERVICES | CUSTOMER CENTER | ASSISTANCE

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Service Availability

Local service is available in your area.

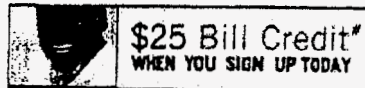
- Line 1  
(305) 347-5561

Check another number

AT&T Local Service

- Compare All Plans
- Promotions
- Billing Options
- FAQs

AT&T PROMOTIONS



Switch to AT&T Local Service and receive a \$25 credit towards the Long Distance portion of your bill. If you don't spend the full \$25 on Long Distance calling that month, don't worry, we'll apply the remaining amount to your next phone bill! (Please note: This credit will appear on "Other Charges and Credits" portion of your bill. Depending on when your billing cycle begins, it may not appear until your second AT&T bill.)\*

BACK

\*The bill credit will be applied to your first full month's bill and cannot be combined with any other AT&T Local Service promotion. You must also be an AT&T Residential Long Distance subscriber. If you have already accepted another offer to switch to AT&T Local Service we can only fulfill the first response received.

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http://www.local.att.com/echannel/support/promotions\_learn.jsp;ChannelSession=AA45ic4Pvz!784885584

BELLSOUTH EXHIBIT 6  
RESPONSE TO MOTION  
DOCKET 040353-7P

6/4/2004

BellSouth Telecommunications, Inc.  
FPSC Docket No. 040353-7P  
Direct Testimony of Kathy K. Blake  
Exhibit No. KKB-4  
Page 4 of 14



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AT HOME & ON THE GO: PRODUCTS & SERVICES CUSTOMER CENTER ASSISTANCE  
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**PHONES ACCESSORIES**

**AT&T PHONES & ACCESSORIES**

Introducing several exciting phones with clear, clean digital quality and state-of-the-art calling features

- Phones that match your lifestyle: single-handset, multihandset, single-line, two-line cordless answering machines.
- Popular features such as Conferencing, Speakerphone, 50-Name/-Number Directory, Lighted Intercom, Call Transfer, and more!
- Phones starting as low as \$69.95\*.
- You choose the payment option that's most convenient - one single payment or four monthly - and charge your order to your home telephone number.
- Plus, all cordless handsets come with a FREE earbud headset -- a \$12.99 value!
- Purchase a phone online today... Get a \$10 credit on your AT&T bill. (Offer good thru 6/30/04)


**NOTE:** To place an order and take advantage of this offer you must currently have AT&T R Long Distance or AT&T Local Service and an active e-mail account.

[View frequently asked questions about AT&T products.](#)

To proceed, view phones or accessories by clicking on the appropriate category tab below and select you wish to order. To adjust quantities, see your Order Summary at the bottom of this page. Please orders are limited to four phones per billing period.

**CORDLESS PHONES CORDLESS PHONES WITH ANSWERING SYSTEMS ACCESSORIES HOME NET**


Features such as Caller ID and Call Waiting require separate subscriptions through your local service provider.

PHONE	DESCRIPTION	PRICE*
	<b>2320 Digital Cordless Telephone</b> (equipped for Caller ID & Call Waiting†) <ul style="list-style-type: none"> <li>• 2.4GHz Digital Transmission</li> <li>• Digital Spread-Spectrum Frequency-Hopping Technology</li> <li>• Expandable System (add up to three additional handsets)</li> <li>• Cordless Handset Speakerphone</li> <li>• 50-Name/-Number Directory</li> </ul>	Four month payments (or one payment) <b>\$79.95</b>

BELLSOUTH EXHIBIT 6  
 RESPONSE TO MOTION  
 DOCKET 040353-TP

Henderson Enterprises


*Break Free From Calling Limits!*



People want simplicity and savings in home phone service. We've responded by partnering with Z-Tel, the only national local phone service company in the country. Z-Tel offers unlimited local calling, unlimited nationwide long distance calling (no matter where you call and how long you talk) and all the popular features on one bill for one LOW price!

Z-LineHOME Unlimited includes:

- UNLIMITED Local Calling
- UNLIMITED Long Distance
- Enhanced Voicemail
- Call Waiting
- Caller ID
- 3-way Calling
- Speed Calling
- Find Me Call Forwarding
- Notify Me
- Z-LineHOME Access Card
- Personal Voice Assistant (demo)



Z-Tel is the only national local phone company in the US!

BELLSOUTH EXHIBIT 6  
RESPONSE TO MOTION  
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**ONLY**  
**\$49.99/MONTH\***  
In most areas

For a limited time only, sign up for any Z-TEL residential service and get your **FIRST MONTH FREE !!!**  
*(not including taxes and regulatory fees)*



There is no cost to switch — and you can keep your current phone number.

Plus, we're offering an exclusive benefit to those who enroll today. Click on the link below to learn how to get a free discount program that offers THOUSANDS of dollars in savings to members!

Click here to find out how to receive thousands of dollars in discounts (even FREE VACATIONS!) for free!

---

#### Switch Existing Service:

**CLICK HERE TO CHECK Z-TEL AVAILABILITY IN YOUR AREA**  
Please review minimum requirements for successfully placing an order

#### Order New Service:

- Call Z-Tel Sales at 877-237-6278
- Tell Z-Tel Agent you want to order Z-LineHOME Unlimited.
- Tell Z-Tel Agent you learned about Z-Tel from a Z-Tel Affiliate.

<http://www.freelongdistancecalls.bz/pages/1/index.htm>

6/4/2004



- Give Z-Tel Agent the following Affiliate Agent ID Numbers:
- Master Agent ID #: 89506 (5LINX Enterprises, Inc.)
- Secondary Level ID#: L102622

---

Want To Get Your ENTIRE BILL FREE? Just sign up for our service yourself then return to this site, click on the link below and type in the e-mail addresses of friends that you think will benefit from this offer. We'll do the rest!

We'll give you \$20 off one month's bill for each referral that signs up for our great service! That means a few active referrals and your service is FREE for a month. You can refer as many potential customers and as often as you like!

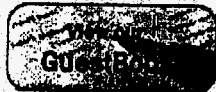
Click on the link below to start getting \$20 off your bill for each referred customer and to help your friends get free long distance and great benefits as well!



Sign our guest book and receive a free report, "Inside the Telephone Rate Game," which provides insights on the hidden costs, fees and "gotchas" associated with most calling programs. The report includes examples of good plans for different calling patterns and was authored by an industry expert. It has helped many people save HUNDREDS of dollars on phone bills!

Click on "Sign our Guestbook" to receive your free report!

Note: Your name and e-mail address will be kept strictly confidential and cannot be viewed by anyone but the site webmaster.



<http://www.freelongdistancecalls.bz/pages/1/index.htm>

6/4/2004

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\* NOTE:

~~\$49.99~~ Unlimited / ~~\$29.99~~ Select / \$25.00 each additional line.

This plan applies to AL, AR, CA, CT, DE, FL, GA, IL, IN, KS, KY, LA, MD, MI, NH, NJ, NY, NC, OH, PA, RI, TN, TX, VT, VA, and WI.

~~\$55.99~~ Unlimited / ~~\$39.99~~ Select / \$35.00 each additional line.

This plan applies to MA, MN, MO, OK, and WA.

~~\$57.99~~ Unlimited / \$35.00 each additional line.

This plan applies to IA, MS, and ND.


~~\$59.99~~ Unlimited / \$35.00 each additional line.

This plan applies to AZ, CO, ME, NM, OR, SC, SD, and UT.

~~\$79.99~~ Unlimited / \$45.00 each additional line.

This plan applies to FL (Sprint Territory ONLY), ID, MT, NE, WV, and WY.

Monthly rate does not include applicable taxes and regulatory surcharges. Rates and savings vary by state. Terms and conditions apply.

 <b>MOMENTUM</b> <b>TELECOM</b>	Residential Service   Business Service   Agent Access		
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**Tele-Friend & Win — MomentumFamily** You could win \$10,000 and get \$20 off your phone bill

**Start your own MomentumFamily.**  
 Refer a friend and once they choose a MomentumFamily plan, they become a member of your MomentumFamily. For a limited time only telling your friends about the money you're saving with your MomentumFamily plan could win you \$10,000 through our \$150,000 sweepstakes! See official rules below for details.

**Between May 1, 2003 and July 31, 2004, We'll be having fifteen \$10,000 drawings.**  
 Every time you add a new MomentumFamily member you get a chance in the drawing. Refer 10 members, get 10 chances. Starting June 5, 2003, we'll pick one winner each month for 15 months. If it's you, you win \$10,000.




**Didn't win last month?**  
 You could win next month; you're still eligible with your current M-members. Of course, if you add more members to your Momentum more chances to win!

**Like the options and service you get with your MomentumFamily plan?**  
 Then tell a friend. We'll give you \$20 credit for each MomentumF you refer, as soon as they pay their first bill.

**Referring a friend is easy.**  
 They can join by visiting our web site, calling our toll-free number filling out the reply card on one of our brochures and mail it in. As telephone number, as their "promotion code" and they automatica of your MomentumFamily.

**How do I know who is in my MomentumFamily?**  
 A list of your MomentumFamily is included on your monthly bill or time to MY ACCOUNT on our web site to see who has joined your f

**Where can I find the contest rules?**  
 The rules are explained here.

 <p><b>Save a lot of Money!</b>        Choose from MomentumFamily 60 or MomentumFamily UNLIMITED and enjoy great savings on local and domestic long distance phone service!</p> <p>more info ▼</p>	 <p>Please enter your telephone number in the box below and click to see if you can get Momentum.</p> <p><input type="button" value="Check Availability"/></p> <p><input type="button" value="Join Now"/></p>	 <p><b>WIN \$10,000!</b>        Enter our Tele-Friend and Win contest and win big money simply by telling your friends and loved ones about us!</p> <p>more info ▼</p>
<p>Privacy Policy   Acceptable Use Policy   Terms of Service   Interstate Tariff   NC State Tariff   Anti-Slam Policy   S</p>		



To obtain a promo code  
[please click here](#)

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Get More. Save More.

For a limited time only.  
**Save \$5 or \$10 off**  
 our Local Calling Plans  
**for 6 MONTHS!**

Take <sup>UP TO</sup> **\$10** off any plan price  
**for 6 MONTHS!**

Are you a current Talk America customer and want more info about your plan? [Click here.](#)

**start saving**

To find plans available in your area, enter your phone number. \*\*

(  )

Looking for a calling plan for your small business? [Click here.](#)

Talk America brings you customized savings plans that include your **complete local and long distance phone service** for a low flat monthly rate.

Your savings plan will include:

- One low rate for **complete phone service** and dial-tone
- Local and/or regional calling minutes
- Selection of many features (call waiting, caller ID, etc)
- **Unlimited FREE member-to-member calling - anywhere**


In addition, receive **world-class customer service**, enhanced billing features, low rates and more! Hundreds of thousands of customers are saving today - find out how you can too!

Try our simple online evaluation tool to find the **Talk America plan tailored to your needs!**

\* Offer available to new customers only and applies to primary line plan only. Not available in all states.

\*\* Note: Your telephone number is used to determine eligible plans and available calling features. If you respond "go" to the above, Talk America will access your telephone records in order to determine your eligibility and current features. Your information will be confidential and your current telephone service will not be affected.

BELLSOUTH EXHIBIT 6  
RESPONSE TO MOTION  
DOCKET 040353-TP




**THE BROADBAND PHONE COMPANY**

HOME | RATE PLANS | AREA CODES | FEATURES | PRODUCT TOUR | LEARNING CENTER | SIGN UP

### INSTANT Vonage Digital Voice REBATE.

New customers receive a FREE month rebate credit on their invoice, a value of up to \$34.99.  
 One rebate per Vonage customer.\*  
[Click here BEFORE you sign up.](#)  
You must follow this link in order to receive your Vonage Rebate.



**Use your broadband internet connection for great savings every month**

**Unlimited Calls to ANYWHERE in the USA and Canada!**

**Check out these great features and benefits!**

With Vonage Digital Voice you get local, regional, domestic long distance, and calls to Canada included. Plus all these Features and Benefits - Included for FREE!

- FREE Long Distance (Domestic US, Hawaii, Alaska)
- FREE Call Waiting
- FREE Voicemail
- FREE Call Forwarding
- FREE Repeat Dialing
- FREE Call Transfer
- FREE Caller ID Block
- Int'l Fees to Canada Waived!
- Control features remotely
- Any area code of your choice
- Virtual Phone Numbers
- Keep your current number
- 30 DAY MONEY-BACK guarantee\*\*
- Great International Rates

**SIGN UP NOW!**

**NEW!**

**Now Unlimited calls to Canada are included too!**

Effective immediately for all Vonage Digital Voice customers, international rates are waived for calls to Canada. Now when you dial friends North of the border, it's all part of one Vonage Digital Voice plan. Any minutes to Canada are billed just like domestic U.S. minutes. All Canadian territories are included. [\(more\)](#)

**Residential Unlimited Local Plan**

**Great International Rates!**

Hong Kong	6¢ /min	London	5¢ /min
Mexico City	5¢ /min	Montreal	Waived
Moscow	6¢ /min	New Delhi	25¢ /min
Paris	6¢ /min	Sydney	6¢ /min

BELLSOUTH EXHIBIT 6  
 RESPONSE TO MOTION  
 DOCKET 040353-TP

		<p>Tel Aviv   6¢ /min   Tokyo   7¢ /min</p> <p>All of Vonage discount international rates</p>
<p><b>Vonage Customers Are Talking</b></p> <p>"Before I had Vonage, my telephone bills were \$799 a month. With Vonage, I pay only \$39!</p> <p>Once you go Vonage, you will never go back."</p> <p>-Daniel Connor</p> <p>MORE ▶</p>	<p><b>Vonage In the News</b></p> <p>Talk as long as you want for \$40 a month. A single company gives you all the phone services you currently enjoy.</p> <p>- Christopher Allibritton, Popular Mechanics</p> <p>MORE ▶</p>	<p><b>Vonage Today</b></p> <p>Vonage Digital Voice now offers 911 service anywhere in the United States &gt; Vonage Digital Voice Comes to Sacramento, California <a href="#">more</a> &gt;</p> <p>MORE ▶</p>
		<p>Miami, Feb 6-7</p> <p>Booth #806</p>

Vonage Digital Voice Rebate offer.

... [Contact Vonage Promotions](#) ... [Privacy Policy](#) ... [Terms Of Service](#) ...

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AT HOME & ON THE GO: PRODUCTS & SERVICES CUSTOMER CENTER ASSISTANCE

A BUNDLES CALLING SERVICES INTERNET SERVICES VOICE OVER IP PHONES & ACCESSORIES WIRELESS

AT&T CALLVANTAGE HOME  
WHAT IS AT&T CALLVANTAGE  
HOW IT WORKS  
ORDER NOW  
REFER A FRIEND  
IMPORTANT INFO AND FAQS  
CONTACT US  
SUBSCRIBER AGREEMENT  
EXPERIENCE THE POWER

AT&T CALL VANTAGE  
Phone service for broadband

NOW YOUR PHONE ANSWERS TO  
UNLIMITED LOCAL & LONG DISTANCE  
PLUS POWERFUL NEW FEATURES

\$39.99 A MONTH  
BUY BY JUNE 20 AND SAVE 50%  
SPECIAL INTRODUCTORY OFFER  
**\$19.99**<sup>1</sup>  
A MONTH FOR THE FIRST 6 MONTHS  
→ GET IT NOW!

Already an AT&T CallVantage Customer?  
→ Access your account here.

THE CUSTOMER BUZZ  
See what people are saying.  
→ LEARN MORE

TAKE THE TOUR  
→ HOW IT WORKS  
→ SERVICE OFFERS

IT GIVES YOU MORE AND ASKS YOU TO ENJOY:  
USE YOUR HIGH-SPEED INTERNET CONNECTION TO ENJOY:  
• UNLIMITED LOCAL & LONG DISTANCE  
• BASIC FEATURES LIKE VOICEMAIL & CALL FORWARDING  
• PLUS ADVANCED FEATURES THAT YOU'VE EXPERIENCED—ALL INCLUDED.  
→ Learn More

Sign up now or call to order service at 1-866-816-3815, ext. 64529

<sup>1</sup>Early termination fee of \$59.99 for canceling service after 30 days and other charges may apply. AT&T CallVantage Service bills one month in advance. Your first bill will include charges for the second month of service. Automatic credit card payment via online billing is required. You can view your e-bill online at the AT&T Customer Care Center.

<sup>2</sup>A \$20 bill credit will be applied to each of your first 6 months of enrollment. Full retail price of \$39.99 automatically commences with 7th month of service. If you've recently accepted another offer to switch to AT&T CallVantage Service, we can fulfill only on the first response received. Offer expires 6/30/04.

<sup>3</sup>Minimum system requirements apply. DSL or 2 way cable Internet access required. Call Forwarding not available outside Continental U.S. Service does not support directory-listed numbers, dial-out directory assistance, direct dial calls outside the U.S. and Canada, operator assisted, pay per use or third-party billing (except calling cards or prepaid services). Other restrictions may apply. Personal conferencing currently provided free of charge but will become a paid feature in the future. You will be notified prior to that change occurring.

Service will not function during a power outage or broadband service outage. The Service does not support home alarm or security systems. 911 Emergency Dialing operates differently from traditional 911 Service. In order for us to correctly route emergency calls, the Service Address have on file for you MUST correspond to the physical location of your AT&T CallVantage<sup>SM</sup> Service phone. This will enable us to accurately identify your emergency Public Safety Answering Point and correctly route your call.

See the FAQs for additional detail about 911 Emergency Dialing and other terms and conditions.

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BELLSOUTH EXHIBIT 6  
RESPONSE TO MOTION  
DOCKET 040353-TP



**Supra Telecommunications &  
Information Systems**

**Florida Price List No. 1  
First Revised Sheet 39.1  
Cancels Original Sheet 39.1**

**SECTION 3.0 – BASIC SERVICE DESCRIPTION & RATES (CONT'D)**

**3.16 PROMOTIONAL OFFERINGS**

**3.16.1** New customers to Supra Telecom who subscribe to Total Solution One Line Plan and Supra Friends Unlimited will receive a one month's waiver of the recurring charge with a minimum of two months service until June 30, 2004. (T)

**3.16.2** Three Ways to Save and the First Months Free – Direct mail piece to non-Supra Telecom customers offering them the choice of three products to choose from. Customers will receive the first month free with a minimum of two consecutive months of service. The three products offered in the promotion are:

SupraSaver - \$17.95  
Total Solution - \$27.95  
Supra Friends Unlimited – \$42.95

**3.16.3** Effective November 15, 2003, Supra will no longer be offering Life Line credit.

**3.16.4** Supra Friends Promotion – Supra will be sending a post card to potential customers offering our Supra Friends Unlimited plan. Included in this mailing is a calling card worth 500 minutes of domestic long distance or the international equivalent. All new customers who sign up for Supra service from December 1 through December 19 will also receive this card.

This promotion will only be valid from December 24-31, 2003.

**3.16.5** Any Supra customer upgrading from Supra Saver, Total Solutions, and Basic Service will be entitled to a one time credit of \$20 (on bill), but not more than two lines. This also includes child accounts. Promotion will run from 1/27 to 3/15/2004. (M)  
|  
|  
|  
(M)

**3.16.6** Intentionally left blank. (N)

Material previously located on Sheet 40

ISSUED: May 13, 2004

EFFECTIVE: May 14, 2004

ISSUED BY:

Ann H. Shelfer, V.P. Regulatory Affairs  
1311 Executive Center Drive, Suite 220  
Tallahassee, FL 32301



**Supra Telecommunications &  
Information Systems**

**Florida Price List No. 1  
Original Sheet 39.2**

**SECTION 3.0 – BASIC SERVICE DESCRIPTION & RATES (CONT'D)**

**3.16 PROMOTIONAL OFFERINGS**

3.16.7 A customer will receive one month's free service for any previous customer who agrees to switch back to Supra after two month's service. The products are Supra Saver, Total Solutions, Supra Friends Unlimited, and SupraCents Long Distance. The promotion will last from 1/24/04 – 3/31/04. (M)

3.16.8 Intentionally left blank. (N)

Material previously located on First Revised Sheet 39.1

ISSUED: May 13, 2004

EFFECTIVE: May 14, 2004

ISSUED BY:

Ann H. Shelfer, V.P. Regulatory Affairs  
1311 Executive Center Drive, Suite 220  
Tallahassee, FL 32301

**Supra Telecommunications &  
Information Systems**

**Florida Price List No. 1  
Fourth Revised Sheet 40  
Cancels Third Revised Sheet 40**

**SECTION 3.0 – BASIC SERVICE DESCRIPTION & RATES (CONT)**

**3.16 PROMOTIONAL OFFERINGS (CON'T)**

- 3.16.9 Any Supra customer upgrading from Supra Saver, Total Solutions, and Basic service will be entitled to a one time credit of \$20 (on bill), but not more than two lines. This also includes child accounts. Promotion will run from 1/27 to 3/15/04. (T)
- 3.16.10 Offer one month of free service to any previous customer who had Supra service between June 2002 through July 2003 and agrees to switch back to Supra. The customer will be required to have two months of service before the free month is applied. Promotion will run from February 4 to March 31, 2004.
- 3.16.11 Offer one month of free service for any NEW customer who selects SupraSaver, Total Solutions, or Supra Friends Unlimited for two months. This promo will run from February 13, 2004 to March 31, 2004.
- 3.16.12 Offer Preferred Choice to NEW customers only for \$22.95. This includes Caller ID, Call Waiting, Call Return, 3-Way Calling, unlimited local calling, unlimited local long distance calling (LATA wide calling). This promo will run from April 15, 2004 to July 15, 2004.
- 3.16.13 Offer to new installations and conversions to existing customers who upgrade their service will receive a calling card worth 500 minutes of domestic long distance or the international equivalent. (N)  
|  
|  
(N)

ISSUED: May 13, 2004

EFFECTIVE: May 14, 2004

ISSUED BY:

Ann H. Shelfer, V.P. Regulatory Affairs  
1311 Executive Center Drive, Suite 220  
Tallahassee, FL 32301

ITC^DELTACOM COMMUNICATIONS, INC.  
d/b/a ITC^DeltaCom d/b/a Grapevine

FLORIDA LOCAL PRICE LIST  
Section 3  
Eighth Revision Page 95  
Cancels Seventh Revision Page 95

LOCAL EXCHANGE SERVICE

SECTION 3 - SERVICE DESCRIPTIONS (continued)

**3.5 Promotional Offerings**

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Notice will be provided pursuant to Commission Rules and Regulations.

**3.5.1 Current Promotions**

**A. Summer Sizzle 2004 Promotion**

The Summer Sizzle 2004 promotion is available to new Local customers, and also to existing customers who are within six (6) months of an expiring term plan on Local service, who sign a 12, 24 or 36 month Term Agreement. Customers billing less than \$1000 per month may be eligible to receive a 5% discount on all subscribed services for the duration of the term agreement. Customers billing more than \$1000 per month may be eligible to receive a 10% discount on all subscribed services for the duration of the term agreement.

If the customer terminates the agreement after the initial 90 days of the Term Agreement, in addition to all accrued charges for usage and the discontinuance charges assessed under the associated service, the Company will seek recovery of discounts received in connection with this promotion as of the date of termination.

This promotion is available as of the effective date of this filing through June 30, 2004 and cannot be combined with any other promotions.

(D)(N)

(D)(N)

ISSUE DATE: February 9, 2004

EFFECTIVE DATE: February 10, 2004

Senior Manager - Regulatory Attorney  
4092 South Memorial Parkway  
Huntsville, Alabama 35802

OFFICIAL APPROVED VERSION, RELEASED BY BTRIC  
 GENERAL SUBSCRIBER SERVICE TARIFF

BELLSOUTH  
 TELECOMMUNICATIONS, INC.  
 FLORIDA  
 ISSUED: December 24, 2003  
 BY: Joseph P. Lacher, President -FL  
 Miami, Florida

Second Revised Page 26.1  
 Cancels First Revised Page 26.1  
 EFFECTIVE: January 9, 2004

**A3. BASIC LOCAL EXCHANGE SERVICE**

**A3.4 Flat Rate Service (Cont'd)**

**A3.4.5 Optional Payment Plans for Multi-Line Flat Rate Service (Obsoleted, See Section A103)**

(N)

**A3.4.6 PreferredPack Plan**

(N)

**A. Description of Service**

(N)

1. The PreferredPack plan provides the features/services specified following and a flat rate access line with Touch-Tone capability. (N)
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.3.1. of this Tariff. (N)
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections of this Tariff: (N)
  - A13.9 Call Waiting Deluxe, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access (N)
  - A13.19 Caller ID-Deluxe, Call Return (N)
  - A13.47 Message Waiting Indication (N)
  - A13.70 Privacy Director service (N)

**B. Regulations and Limitations of Service**

(N)

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A3.4.6.A.3. (N)
2. All rules, regulations and limitations specified in the Tariff sections listed in A3.4.6.A.3 apply to the respective features/services requested as part of this package. (N)
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities. (N)
4. Service charges specified in Section A4. of this Tariff do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package. (N)
5. Existing customers of the PreferredPack plan can not take advantage of special promotions for the PreferredPack plan or any of the features/services specified in A3.4.6.A.3 preceding unless specifically allowed by the terms of the special promotion. (N)
6. The PreferredPack plan can be suspended as specified in A2.3.16 of this Tariff. During the period of suspension, the rate specified following applies. (N)

**C. Rates and Charges**

(N)

1. The following monthly rates apply for the PreferredPack plan. (N)

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$5.50	526.95	PAMAS	(N)

BELLSOUTH EXHIBIT 8  
 RESPONSE TO MOTION  
 DOCKET 040353-TP

OFFICIAL APPROVED VERSION, RELEASED BY ESRHQ  
 GENERAL SUBSCRIBER SERVICE TARIFF

BELLSOUTH  
 TELECOMMUNICATIONS, INC.  
 FLORIDA  
 ISSUED: December 17, 2003  
 BY: Joseph P. Lacher, President -FL  
 Miami, Florida

Original Page 32.1

EFFECTIVE: January 2, 2004

**A2. GENERAL REGULATIONS**

**A2.10 Special Promotions (Cont'd)**

**A2.10.2 Descriptions (Cont'd)**

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority	
BellSouth's Service Territory - From Central Office where services are available	<p>\$100 Cash Back Offer</p> <p>- Customer must either not currently have local service with BellSouth or not have service with BellSouth on one or more of their existing lines, including the line on which the service qualifying for this promotion will be provisioned.</p> <p>- Customer must have local service or equivalent (wireless in lieu of wire-line) at the same local service address on one or more of their existing lines.</p> <p>- Customer must request service at the same address and in the same name, unless customer is planning an imminent move from one address in BellSouth territory to another address in BellSouth territory within thirty (30) days of responding to the offer. In the case of an imminent move, the BellSouth rep can offer the customer the promotion and place the order at the new address.</p> <p>- Customer must have not had local service with BellSouth at least ten (10) days prior to the new service connection date to be eligible.</p> <p>- Customer must have the eligible services on their new service order (N) in order to receive the promotional offer.</p> <p>- Offer valid for only one (1) service line at the intended local service address.</p> <p>- BellSouth reserves the right to discontinue or modify this promotion at any time without customer notice.</p>	<p>-- \$100 cash back will be given to customers returning to BellSouth and purchasing BellSouth Complete Choice family plan or BellSouth PreferredPack plan.</p> <p>-- The customer must place the order on or before 12/26/04.</p> <p>-- The customer must place their order through a BellSouth business office or outbound telemarketing vendor or alternate channels as indicated.</p> <p>-- The customer must fill out a coupon and mail the coupon to a specified address by a specified date in order to receive the \$100 cash back.</p> <p>-- Once the customer completes the above requirements they will receive the \$100 cash back. If the customer cancels or discontinues the qualifying service prior to fulfillment, he will be ineligible for the cash back offer.</p>	01/02/04	(N)
			to	(N)
			12/26/04	(N)
				(N)
				(N)
				(N)
				(N)
				(N)
				(N)
				(N)
				(N)

OFFICIAL APPROVED VERSION, RELEASED BY RSTBQ

BELLSOUTH  
 TELECOMMUNICATIONS, INC.  
 FLORIDA

GENERAL SUBSCRIBER SERVICE TARIFF

Original Page 32.2

ISSUED: December 17, 2003  
 BY: Joseph P. Lacher, President -FL  
 Miami, Florida

EFFECTIVE: January 2, 2004

A2. GENERAL REGULATIONS

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority	
BellSouth's Service Territory - From Central Office where services are available	\$100 Cash Back Offer (Cont'd)	- Offer may be combined with cash back offers or other promotional offers on the same services, as such offers may be concurrently available from time to time, provided that the Company reserves the right to prohibit the combination of this promotion with any other promotion, at the Company's sole discretion.	01/02/04 to 12/26/04	(N) (N)
	- The customer must switch their local service to BellSouth and purchase any one of the following: BellSouth Complete Choice plan, BellSouth Complete Choice Two-Line Plan package, BellSouth Complete Choice Three-Line Plan package, Area Plus with BellSouth Complete Choice plan, Area Plus Two-Line Plan package with BellSouth Complete Choice, Area Plus Three-Line Plan package with BellSouth Complete Choice, BellSouth PreferredPack plan, BellSouth PreferredPack plan for Voicemail.			

OFFICIAL APPROVED VERSION, RELEASED BY BSTR90

BELLSOUTH  
 TELECOMMUNICATIONS, INC.  
 FLORIDA  
 ISSUED: December 17, 2003  
 BY: Joseph P. Lacher, President -FL  
 Miami, Florida

GENERAL SUBSCRIBER SERVICE TARIFF

Original Page 32.3

EFFECTIVE: January 2, 2004

A2. GENERAL REGULATIONS

A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority	
BellSouth's Service Territory - From Central Office where services are available	\$25 Gift Card	- A \$25 gift card will be given to eligible residential customers who return to BellSouth and purchase BellSouth Complete Choice service or BellSouth PreferredPack plan and who have not been customers of BellSouth for ninety-one (91) or more days.	01/02/04 to 12/26/04	(N)
	- Customer must either not currently have local service with BellSouth or not have service with BellSouth on one or more of their existing lines, including the line on which the service qualifying for this promotion will be provisioned.	- The customer must place their order through a BellSouth business office or outbound telemarketing vendor or alternate channels.		(N)
	- Customer must have local service or equivalent (wireless in lieu of wire-line) at the same local service address on one or more of their existing lines from another provider.	- The customer must fill out a coupon and mail the coupon to a specified address by a specified date in order to receive the gift card.		(N)
	- Customer must request service at the same address and in the same name, unless customer is planning an imminent move from one address in BellSouth territory to another address in BellSouth territory within 30 days of responding to the offer. In the case of an imminent move, the BellSouth rep can offer the customer the promotion and place the order at the new address.	- Once the customer completes the above requirements they will receive the gift card. If the customer cancels or discontinues the qualifying service prior to fulfillment, he will be ineligible for the gift card.		(N)
	- Customer must have not had local service with BellSouth at least ninety-one (91) days prior to the new service connection date or must have never been a BellSouth customer and currently have service with another provider.	- BellSouth reserves the right to discontinue or modify this promotion at any time without customer notice.		(N)
	- The customer must switch their local service to BellSouth and purchase any one of the following: BellSouth Complete Choice plan or BellSouth PreferredPack plan.	- Customer must have the eligible services on their new service order (N) in order to receive the promotional offer.		(N)
	- The customer must place the order on or before 12/26/04.	- Offer may be combined with cash back offers or other promotional offers on the same services, as such offers may be concurrently available from time to time, provided that the Company reserves the right to prohibit the combination of this promotion with any other promotion, at the Company's sole discretion.		(N)
	- Offer valid for only one (1) service line at the intended local service address.			(N)

BELLSOUTH  
 TELECOMMUNICATIONS, INC.  
 FLORIDA  
 ISSUED: December 17, 2003  
 BY: Joseph P. Lacher, President -FL  
 Miami, Florida

OFFICIAL APPROVED VERSION, RELEASED BY ETRIQ  
 GENERAL SUBSCRIBER SERVICE TARIFF

Original Page 32.4

EFFECTIVE: January 2, 2004

A2. GENERAL REGULATIONS


A2.10 Special Promotions (Cont'd)

A2.10.2 Descriptions (Cont'd)

A. The following promotions are on file with the Commission: (Cont'd)

Area of Promotion	Service	Charges Waived	Period Authority	
BellSouth's Service Territory - From Central Office where services are available	Line Connection Charge Waiver	- The line connection charge to reacquisition or winover residential customers who currently are not using BellSouth for local service and who purchase BellSouth Complete Choice service, BellSouth PreferredPack service, or basic service and one (1) feature will be waived.	01/02/04 to 12/25/04	(N)
	- Customer must either not currently have local service with BellSouth or not have service with BellSouth on one or more of their existing lines, including the line on which the service qualifying for this promotion will be provisioned.	- Offer valid for only one (1) service line at the intended local service address.		(N)
	- The target customer for this promotion is a customer that switches service from either a facility based or reseller CLEC. This promotion is not valid for out-of-region customers who are new to BellSouth.	- The customer must place their order through a BellSouth business office or outbound telemarketing vendor or alternate channels as indicated.		(N)
	- Customer must have local service or equivalent (wireless in lieu of wire-line) at the same local services address on one or more of their existing lines.	- BellSouth reserves the right to discontinue or modify this promotion at any time without customer notice.		(N)
	- Customer must request service at the same address and in the same name, unless customer is planning an imminent move from one address in BellSouth territory to another address in BellSouth territory within 30 days of responding to the offer. In the case of an imminent move, the BellSouth rep can offer the customer the promotion and place the order at the new address.	- Customer must have the eligible services on their new service order (N) in order to receive the promotional offer.		(N)
	- The customer must switch their local service to BellSouth and purchase any one of the following: BellSouth Complete Choice plan, BellSouth PreferredPack plan, or BellSouth basic service and one (1) custom calling (or Touchstar service) local features.	- Offer may be combined with other offers for the same service at the same time.		(N)
	- The customer must place the order on or before 12/25/04.			(N)





PRODUCTS & SERVICES   MY ACCOUNT   CUSTOMER SERVICE   ORDER SERVICE   ABOUT US

ENTER YOUR PHONE NUMBER TO SWITCH TO SUPRA (   ) -   -   SWITCH

« Home

# Quarterly NewsLetter

Select a page: « Prev [1] [2] [3] [4] Next »

## MESSAGI FROM THE CEO

DEAR VALUED CUSTOMERS:

Thanks for choosing Supra Telecom. Your continued loyalty, together with over 250,000 of your neighbors, made 2003 the best year ever for Supra.

2004 is off to a great start as well. We plan to hold the line on prices and offer three new products that are priced to save you even more money. Look for our new lower cost international long distance service, calling cards and high-speed internet service – all priced to make you smile.

Customers have asked me to keep them informed of our corporate performance and this newsletter is intended to do just that. In the featured articles you can read about many of the exciting things happening at Supra including the successful resolution of our BellSouth litigation, our financial performance for 2003 and our important

I believe 2004 will be a great year for Supra Telecom. We are planning to bring in additional investment capital to support continued network expansion and important new products. We will successfully emerge from Chapter 11 in mid-2004 and plan on continuing to be a vibrant, competitive force serving our customers for years to come. It is our hope that you will turn to future editions of this newsletter to keep you up to date on these and other efforts.

Thanks again for your loyalty, perseverance, and belief in the power of competition. I hope 2004 is a super year for you and your family.

Sincerely,

Russ Lambert  
CEO

