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DIVISION OF  
COMPETITIVE SERVICES

May 2, 2006

Mr. Victor C. Cordiano, Sr.  
Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: Florida Surgical/Aces Discount Medical

060000

Dear Mr. Cordiano:

Please see the responses to your April 17, 2006 email below. Concerning items 4-8 we do not maintain records of the porting process but that information is available to the PSC from NPAC. As discussed, a successful port requires the end user customer to tie down the new lines to their telephone equipment in order to actually receive calls. This is the critical final step to the porting process because it is these new lines that are now receiving calls from the PSTN to the newly ported numbers. If these lines are not tied down to the CPE then calls to the ported numbers will go unanswered.

- 1) Please find attached documentation from Courteous Communications Corp. describing the live attendant after hours customer care on 1-888-440-8470. Standard business hour support (M-F 8am-6pm) is handled directly by the NTBS customer care department. This line is answered by a live attendant 24/7/365, never by a voice mail machine.
- 2) Under review.
- 3) Billing records showing call placed to Mr. Passamonte on February 9<sup>th</sup> at 5:40 pm lasting 3.5 minutes in duration to confirm service was in good working order following the recent port. This call is standard operating procedure intended to make sure that the customer is satisfied and that there are no remaining unresolved problems or service related issues. Mr. Passamonte reported that the service was in good working order.
- 9) The payment of \$31.01 does not cover all the LD charges on the account.
- 10) We are not alleging Verizon Communications of any non-competitive behavior in this matter.
- 11) Billing records of all calls placed to 1-888-440-8470 for the month of February 2006. We were not able to find any calls to that number from any known Florida Surgical/Aces Discount telephone number. I have attached a print out of all FS/AD telephone lines on file with NTBS. Please note that these documents contain customer proprietary information and are considered confidential.

CMP 1  
 COM \_\_\_\_\_  
 CTR \_\_\_\_\_  
 ECR \_\_\_\_\_  
 GCL 1  
 OPC \_\_\_\_\_  
 RCA \_\_\_\_\_  
 SCR \_\_\_\_\_  
 SGA \_\_\_\_\_  
 SEC 1  
 OTH 1 long records

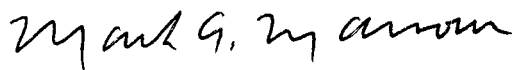
DOCUMENT NUMBER-DATE

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Vic, please also find attached email dated February 27<sup>th</sup> from the NTBS customer care department to the NTBS account representative for Florida Surgical/Aces Discount requesting a formal cancellation notice. We present this as evidence that no formal written notification had been sent by FS/AD even though the customer had already issued a port order to Verizon on February 8<sup>th</sup>, 2006. The customer had in fact already ported their service to Verizon without providing NTBS the required notice of dissatisfaction or the required trouble report to 888-440-8470.

If you have any further questions or comments please feel free to contact me accordingly.  
Thank you.

Sincerely,

A handwritten signature in black ink that reads "Mark A. Mansour". The signature is written in a cursive, slightly slanted style.

Mark A. Mansour  
President