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May 21, 2008

Electronic Filing

Ms. Ann Cole
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: DOCKET NO. 070691-TP - Complaint and request for emergency relief against Verizon Florida LLC for anticompetitive behavior in violation of Sections 364.01(4), 364.3381, and 364.10, F.S., and for failure to facilitate transfer of customers' numbers to Bright House Networks Information Services (Florida) LLC, and its affiliate, Bright House Networks, LLC

DOCKET NO. 080036-TP - Complaint and request for emergency relief against Verizon Florida, L.L.C. for anticompetitive behavior in violation of Sections 364.01(4), 364.3381, and 364.10, F.S., and for failure to facilitate transfer of customers' numbers to Comcast Phone of Florida, L.L.C. d/b/a Comcast Digital Phone.

Dear Ms. Cole:

Attached for electronic filing in the above-referenced consolidated Dockets, please find Bright House Networks, LLC's Objections to Verizon's First Set of Interrogatories to Bright House.

Thank you for your assistance with this filing. If you have any questions whatsoever,

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DOCUMENT NUMBER-DATE

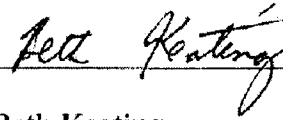
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FPSC-COMMISSION CLERK

Ms. Ann Cole
May 21, 2008
Page 2

please do not hesitate to contact me.

Sincerely,



Beth Keating
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Enclosures

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Complaint and request for emergency relief against Verizon Florida LLC for anticompetitive behavior in violation of Sections 364.01(4), 364.3381, and 364.10, F.S., and for failure to facilitate transfer of customers' numbers to Bright House Networks Information Services (Florida) LLC, and its affiliate, Bright House Networks, LLC

Docket No. 070691-TP

In re: Complaint and request for emergency relief against Verizon Florida, L.L.C. for anticompetitive behavior in violation of Sections 364.01(4), 364.3381, and 364.10, F.S., and for failure to facilitate transfer of customers' numbers to Comcast Phone of Florida, L.L.C. d/b/a Comcast Digital Phone.

Docket No. 080036-TP
Filed: May 21, 2008

OBJECTIONS OF BRIGHT HOUSE NETWORKS INFORMATION SERVICES (FLORIDA), LLC, AND ITS AFFILIATE, BRIGHT HOUSE NETWORKS, LLC TO VERIZON'S FIRST SET OF INTERROGATORIES (NOS. 1-23)

Bright House Networks Information Services (Florida) LLC and Bright House Networks, LLC (collectively, "Bright House") hereby provide their objections to Verizon's first set of interrogatories. The objections follow this cover sheet.

Respectfully submitted,

/s/ Christopher W. Savage

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Attorneys for:
Bright House Networks Information Services, LLC
Bright House Networks, LLC
May 21, 2008

General Objections

1. Bright House objects to all of the interrogatories (including all definitions and instructions) to the extent they seek information, or have the effect of seeking information, regarding the provision of video services and/or Internet services, on the grounds that such services are irrelevant to any of the issues in this case, and as such, are unlikely to lead to the discovery of admissible evidence. *See, e.g.*, Definition A.
2. Bright House objects to all of the interrogatories (including all definitions and instructions) to the extent that they seek information, or have the effect of seeking information, that is confidential or proprietary in nature. To the extent that Bright House's only objection to an interrogatory is that the interrogatory seeks confidential/proprietary information, it will be provided to Verizon when the parties have executed an appropriate agreement to protect that information.
3. Bright House objects to all of the interrogatories (including all definitions and instructions) to the extent that they call upon Bright House, or have the effect of calling upon Bright House, to assemble or compile information into a report or other form in which the data do not currently exist.
4. Without waiving any of its objections, Bright House retains the right to respond to Verizon's interrogatories to the extent that it requests non-objectionable information.

Specific Objections

1. **Please state the total number of customers that subscribed to your telephone service in Verizon's Florida service territory as of April 30, 2008.**

Bright House objects to this interrogatory on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

- 2. Please state the number of new customers that subscribed to your telephone service in Verizon's Florida service territory each month from January 2007 to April 2008.**

Bright House objects to this interrogatory on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

- 3. For the period August 2007 to April 2008, please state for each month and in total the number of customers you claim Verizon retained in Florida as a result of its retention marketing program.**

Bright House objects to this interrogatory on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

- 4. Do you require Florida customers to contact you directly to cancel video or broadband Internet access service? If so, please:**

- a. Describe any methods or processes you use or have used to retain or win back customers when they call you to cancel video or broadband Internet access service.
- b. State whether, when such customers call you to cancel video or broadband Internet access service, you offer them incentives to remain customers. If you do not offer such incentives to every customer, please describe the criteria you use to determine the customers to which you make such offers and the percentage of customers to which you make such offers.
- c. Identify any scripts or written communications you use or have used to retain or win back customers when they call you to cancel video or broadband Internet access service.
- d. Describe any methods or processes you use or have used to retain or win back customers when they cancel video or broadband Internet access service in writing.

- c. **State whether, when such customers cancel video or broadband Internet access service in writing, you offer them incentives to remain customers. If you do not offer such incentives to every customer, please describe the criteria you use to determine the customers to which you make such offers and the percentage of customers to which you make such offers.**
- f. **Identify any scripts or written communications you use or have used to retain or win back customers when they cancel video or broadband Internet access service in writing.**

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

* * * * *

- 5. **Do you require Florida customers to return equipment after they cancel video or broadband Internet access service? If so, please:**
 - a. **State the manner in which customers are permitted to return the equipment (such as in person or by mail).**
 - b. **State whether you permit the equipment to be sent or delivered by a third person such as a competing provider.**
 - c. **Describe any methods or processes you use or have used to retain or win back customers when they return such equipment.**
 - d. **State whether, when such customers return equipment, you offer them incentives to remain customers. If you do not offer such incentives to every customer, please describe the criteria you use to determine the customers to which you make such offers and the percentage of customers to which you make such offers.**
 - e. **Identify any scripts or written communications you use or have used to retain or win back such customers when they return equipment.**

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

* * * * *

- 6. **In response to Staff's Interrogatory No. 7, you stated that winback marketing efforts "are automatically engaged" when you enter a disconnect order in your**

billing system. Please state whether you begin such winback marketing efforts before you have disconnected the customer's telephone service.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

* * * * *

- 7. Please describe the process you use to disconnect a customer's telephone service after you have entered a disconnect order in your billing system. Please state how long on average it takes to complete this process and what performance objectives, if any, you have for completion of this process.**

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

- 8. For the period January 2007 to April 2008, please:**

- a. State for each month and in total the number of Florida customers with video or broadband Internet access services (or both) who you retained as a result of the methods or processes described in response to Interrogatory Nos. 4 and 5.**
- b. State for each month and in total the number of customers identified in response to Interrogatory No. 8, subpart a that subscribed to your telephone service and kept that service as a result of the methods or processes described in response to Interrogatory Nos. 4 and 5.**

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory, including all subparts, to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

9. State whether you refrain from seeking to retain Florida customers to which you provide a package of (i) video or broadband Internet access service (or both) and (ii) telephone service, using the methods or processes described in response to Interrogatory Nos. 4 and 5, when a competing provider's request to port the customer's telephone number and terminate the customer's telephone service is pending. If not, please:

a. For the period January 2007 to April 2008, state for each month and in total the number of Florida customers who subscribed to your telephone service that you retained using the methods or processes described in response to Interrogatory Nos. 4 and 5 when a request by Verizon to port the customer's telephone number and terminate the customer's telephone service was pending.

b. Describe the process you use to cancel the pending request or otherwise retain the customer's telephone service.

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory, including all subparts, to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

10. When Verizon retains or wins back a Florida telephone customer from you as a result of its retention marketing program, do you continue to compete to win the customer? If so, please:

a. State the methods and processes you use to compete for the customer.

b. For the period January 2007 to April 2008, state for each month and in total the number of Florida telephone customers you have won after Verizon initially retained or won back the customer from you as a result of its retention marketing program.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

Bright House objects to subpart (b) to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

11. How many video customers do you have in Verizon's Florida service territory? What percentage of those video customers subscribe to your broadband Internet

access and telephone service? What percentage of those video customers subscribe to your telephone service, but not your broadband Internet access service?

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory, including all subparts, to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

12. How many broadband Internet access customers do you have in Verizon's Florida service territory? What percentage of those broadband Internet access customers subscribe to your telephone service, but not your video service?

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory, including all subparts, to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

13. How many telephone customers do you have in Verizon's Florida service territory that do not subscribe to your video or broadband Internet access service?

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory, including all subparts, to the extent that it requires Bright House to conduct studies or analyses of data, rather than provide data that is already compiled or readily available.

* * * * *

14. Do you contend that BHNIS is offering two-way telecommunications service to the public for hire in Florida? If so, please state the basis for your contention.

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory on the grounds that it is unclear. The instructions to the interrogatories define "telephone service" but do not define "two-way telecommunications service," and, because the usage is different, Bright House concludes that, by "two-way telecommunications service," Verizon means, or might mean, something different from the defined term "telephone service." In addition, Verizon has not defined the phrase "to the public for hire," and Bright House is not certain what Verizon means by that phrase.

* * * * *

15. Has BHNIS provided telecommunications service to any entity in Florida other than BHN? If so, please identify each of those customers.

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

Bright House objects to this interrogatory on the grounds that it is unclear. The instructions to the interrogatories define "telephone service" but do not define "telecommunications service," and, because the usage is different, Bright House concludes that, by "telecommunications service," Verizon means, or might mean, something different from the defined term "telephone service."

* * * * *

16. Has BHNIS offered any telecommunications service in any public written or oral communications, such as a tariff, an advertisement, a brochure, a hand-out, a press release, an industry trade-show presentation, or a website posting in Florida? If so, please identify any such communications.

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory on the grounds that it is unclear. The instructions to the interrogatories define "telephone service" but do not define "telecommunications service," and, because the usage is different, Bright House concludes that, by "telecommunications service," Verizon means, or might mean, something different from the defined term "telephone service."

* * * * *

17. Does BHNIS provide service over its network exclusively using Voice over Internet Protocol?

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory on the grounds that it is unclear. The instructions to the interrogatories define "telephone service" but do not define "service" in general and, because the usage is different, Bright House concludes that, by "service," Verizon means, or might mean, something different from the defined term "telephone service."

* * * * *

18. Does BIIN provide telephone service exclusively using Voice over Internet Protocol?

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

* * * * *

19. Please state the basis for your allegation in paragraph 22 of your complaint that "Bright House is not in a similar position to try to retain the customer as against Verizon's marketing efforts."

Bright House has no objection to this interrogatory.

* * * * *

20. Do you contend that Verizon violates section 364.10(1), Florida Statutes, when it does not inform you in advance that it is seeking to retain a customer or win back a customer from you? If so, please explain the basis for this contention.

Bright House has no objection to this interrogatory.

* * * * *

21. Please state the basis for your claim that Verizon has violated section 364.10(1).

Bright House has no objection to this interrogatory.

* * * * *

22. Please identify BIINIS's and BIIN's affiliates that provide telephone, broadband Internet access service or video service in Florida and describe their relationship to BHNIS, BHN and one another within your corporate structure. Also please describe the relationship of BHNIS and BHN within your corporation structure.

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

* * * * *

23. Please identify any contracts or rates, terms and conditions between BHNIS and BHN that apply to the provision of telephone service in Florida.

Bright House objects to this interrogatory, including all subparts, on the grounds that it is irrelevant to any issue in this case, and as such, is unlikely to lead to the discovery of admissible evidence.

Bright House objects to this interrogatory, including all subparts, on the grounds that it seeks highly confidential information.

* * * * *

Respectfully submitted,

/s/ Christopher W. Savage

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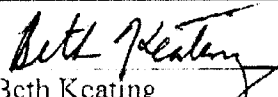
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Attorneys for:
Bright House Networks Information Services, LLC
Bright House Networks, LLC
May 21, 2008

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been served via Electronic Mail, U.S. Mail First Class, or Hand Delivery this 21st day of May, 2008, to the persons listed below:

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