

Minutes from 2/28/02 Competitive Issues Conference Call (10:00 am)

Participants: PSC staff (Tudor, Brown, Shafer)

ATT
Allegiance Network Telephone
MCI/WorldCom
BellSouth
Verizon
ITCDeltaCom
FDN
Doc Horton

Discussion was opened by BellSouth addressing the items identified in the 2/26/02 e-mail from Richard Tudor to the mailing list. Nancy Sims (BellSouth) asked clarification for the request to observe and discuss order processing with LCSC reps and supervisors. Sherri Lichtenberg (MCIWorldCom) indicated that they desired a detailed walk through of the order process to identify where and why an order may be switched to manual or placed in a status that might cause delay. BellSouth committed to check to see if a more detailed run-through of the process could be arranged at a future date.

It was determined that the run through of the Fleming Island call center facility would take place as scheduled on 3/21/02 as previously discussed. The demonstration will run approximately 2 hrs. followed by a general session for Q and A in the conference room.

BellSouth indicated that as a result of the Commercial Experience/OSS workshop held Monday, 2/11, BellSouth would be compiling a response for the Commission OSS staff relating to the issues raised in the workshop, many of which are items identified in the 2/26/02 e-mail to the Forum. That response will be completed 3/18/02. In addition, BellSouth is also responding to CMP staff with a comprehensive order flow process. This response will also be available 3/18/02. BellSouth agreed to provide both responses to PSC Forum staff. BellSouth believes these responses may facilitate discussion and address some of the items identified by the Forum.

BellSouth requested that examples be collected for some of the topic items to facilitate investigation and response, specifically, LENS outages and Clarification in error/serial clarifications and manual responses to electronic orders.

Verizon acknowledged difficulties with "no facilities" issues in Tampa particularly related to Network Telephone. Verizon indicated they were going to contact Network Telephone to address this issue. Network Telephone and Verizon will report progress to Forum at 3/21 meeting.

Action Items Identified:

1. BellSouth to find out if more detailed run through of order processing with LCSC supervisors and reps can be arranged.

2. BellSouth will provide copies of workshop and data request responses to Forum Staff.
3. Affected CLECs will provide examples of LENS outages, clarification in error/serial clarifications, and manual responses to electronic orders.
4. BellSouth will provide agenda and directions for 3/21/02 Fleming Island meeting.
5. Verizon and Network Telephone will report on progress to “no facility” item.