

# Attachment 1

**OBSERVATION 175**  
BellSouth Florida OSS Testing Evaluation

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Date: March 18, 2002

**OBSERVATION REPORT**

KPMG Consulting has identified an observation as a result of the POP Volume Performance Test. (TVV2)

**Observation:**

**KPMG Consulting has not received expected responses for local service requests (LSRs) submitted via the Telecommunications Access Gateway (TAG) interface. (TVV2)**

**Background:**

CLECs expect to receive fully mechanized, auto-clarification responses when orders contain data elements that are invalid in BellSouth's systems. According to the LSR Error Messages (TCIF 9) Version 10.3.1<sup>1</sup>, BellSouth should return auto clarification G8189 "AUTO CLAR: USOC IS NOT VALID ON BST FILE" for LSRs submitted with an incorrect Universal Service Order Code (USOC).

**Issue:**

During volume testing conducted on February 25, 2002, KPMG Consulting submitted 10 orders via TAG with invalid USOCs. KPMG Consulting did not receive auto clarifications on the following LSRs:

PON	VER	CC
0026013ATJYY0001	00	9991
0026013ATJYY0002	00	9991
0026013ATJYY0003	00	9991
0026013ATJYY0004	00	9991
0026013ATJYY0005	00	9991
0026013ATJYY0007	00	9991
0026013ATJYY0008	00	9991
0026013ATJYY0009	00	9991
0026013ATJYY0010	00	9991
0026013ATJYY0011	00	9991

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<sup>1</sup> BellSouth ENCORE System Local Service Request Error Message (TCIF 9) Final Version 10.3.1, Issued January 7, 2002

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS  
 REPORT PERIOD: 2/01/2002 - 2/28/2002

AGGREGATE ORDER TYPES		ERROR DETAILS (Auto Clarifications (A) & Errors (E))		CAUSATION		CLEC Caused		BST Caused	
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg
1000	19,483	15.37%	15.37%	IF CHNG CLASS OF SERVICE ALL PERTINENT USOCs MUST BE POPULATED IN AND O	18,985	97.44%	21.81%	498	2.56%
7020	1,312	1.04%	16.41%	NUM= TELNO= TN NOT FOUND IN CRIS	1,311	99.92%	1.51%	1	0.08%
7055	1,974	1.56%	17.96%	NUM= TELNO= ACCOUNT IS FINAL	1,973	99.95%	2.27%	1	0.05%
7095	11	0.01%	17.97%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	3	27.27%	0.00%	8	72.73%
7109	148	0.12%	18.09%	UNABLE TO LOCATE MEMORYCALL OPTION IN COFFI	95	64.19%	0.11%	53	35.81%
7110	185	0.15%	18.23%	COFFI NOT AVAILABLE	85	45.95%	0.10%	100	54.05%
7115	1	0.00%	18.24%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	0	0.00%	0.00%	1	100.00%
7235	672	0.53%	18.77%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	514	76.49%	0.59%	158	23.51%
7245	746	0.59%	19.35%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	540	72.39%	0.62%	206	27.61%
7250	246	0.19%	19.55%	LSR HOUSENUMBER INCORRECT	246	100.00%	0.28%	0	0.00%
7267	1	0.00%	19.55%	UNE - LOCBAN MISSING FOR LNP ORDER	1	100.00%	0.00%	0	0.00%
7295	21	0.02%	19.57%	LINE CLASS OF SERVICE MISSING NUM AND TN REQUIRED	15	71.43%	0.02%	6	28.57%
7300	4	0.00%	19.57%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	3	75.00%	0.00%	1	25.00%
7315	273	0.22%	19.78%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	237	86.81%	0.27%	36	13.19%
7375	45	0.04%	19.82%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	43	95.56%	0.05%	2	4.44%
7380	120	0.09%	19.91%	UNE - ACTL INVALID	119	99.17%	0.14%	1	0.83%
7400	8,057	6.36%	26.27%	CLEC DOES NOT OWN THIS ACCOUNT.	8,057	100.00%	9.25%	0	0.00%
7445	45	0.04%	26.31%	UNE - CALL FORWARD TN REQUIRED	45	100.00%	0.05%	0	0.00%
7465	2,383	1.88%	28.19%	CANNOT CANCEL ORDER	1,045	43.85%	1.20%	1,338	56.15%
7495	26	0.02%	28.21%	UNE - DIR LOCATOR PROBLEM	6	23.08%	0.01%	20	76.92%
7500	16	0.01%	28.22%	DUE DATE COULD NOT BE DETERMINED	0	0.00%	0.00%	16	100.00%
7555	191	0.15%	28.37%	FID MISSING IN FEATURE DETAIL	169	88.48%	0.19%	22	11.52%
7630	107	0.08%	28.46%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	55	51.40%	0.06%	52	48.60%
7640	1	0.00%	28.46%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	1	100.00%	0.00%	0	0.00%
7645	90	0.07%	28.53%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	46	51.11%	0.05%	44	48.89%
7660	5	0.00%	28.53%	USOC FUJ1X NOT FOR RESALE	5	100.00%	0.01%	0	0.00%
7690	33	0.03%	28.56%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LNP SERVICE	33	100.00%	0.04%	0	0.00%
7710	416	0.33%	28.88%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	262	62.98%	0.30%	154	37.02%
7715	13	0.01%	28.90%	SOCs TIMEOUT/NOT AVAILABLE	9	69.23%	0.01%	4	30.77%
7718	2,891	2.28%	31.18%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	966	33.41%	1.11%	1,925	66.59%
7725	141	0.11%	31.29%	WAITING PERIOD EQUALS 5 MINUTES	37	26.24%	0.04%	104	73.76%
7735	59	0.05%	31.33%	INVALID/MISSING LISTING NAME OR TYPE	59	100.00%	0.07%	0	0.00%
7740	15	0.01%	31.35%	LOCAL CALLING PLUS INDICATOR NOT FOUND	11	73.33%	0.01%	4	26.67%
7755	12	0.01%	31.36%	UNE - NPNAXX NOT FOUND IN CLI TABLE	9	75.00%	0.01%	3	25.00%
7805	842	0.66%	32.02%	SITE COULD NOT BE DETERMINED	182	21.62%	0.21%	660	78.38%
7815	60	0.05%	32.07%	FID=RCU INVALID OR MISSING DATA	45	75.00%	0.05%	15	25.00%
7860	133	0.10%	32.17%	RSAG - NO EXACT MATCH ON STREET NAME	133	100.00%	0.15%	0	0.00%
7890	9	0.01%	32.18%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	9	100.00%	0.01%	0	0.00%
7900	14	0.01%	32.19%	RSAG - NO MATCH ON STREET NAME	14	100.00%	0.02%	0	0.00%

## Attachment 2

**BellSouth-Florida OSS Testing Evaluation  
Status Meeting Minutes  
February 27, 2002**

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Meeting Location: Conference Call: 610-769-3325 Pass code: 86140#  
CLEC Status Call: Wednesday 10:00 AM, Observation Call: Wednesday at 11:00 AM  
Exception Call: Thursday at 1:30 PM

<b>Meeting Attendees</b>	<b>Organization</b>
Sharon Norris Bernadette Seigler	AT&T
Sherrri Lichtenberg Rick Whisamore	MCI WorldCom
Andy Klein	KMC Telecom, Inc.
Milton McElroy Clayton Lindsey	BellSouth
Dave Wirsching Linda Blockus Linda Gray Adina Brownstein MaryBeth Keane Graham Watkins Jeff Goldstein Bob McCrone Maxwell Massaquoi John Cacopardo Jon Gena Jeff Johnson Jack Sheehan Bill Wahl Sara Kim	KPMG Consulting
Lisa Harvey Lynn Fisher Butch Broussard Jerry Hallenstein Rodney Wallace Mary Ann Kelley John Duffey	FPSC

**BellSouth-Florida OSS Testing Evaluation  
Status Meeting Minutes  
February 27, 2002**

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**Meeting Summary:**

Old Business:

ERT

**KPMG Consulting** would like to let the participants know that Observation 170 has been opened regarding ERT. Please let us know if you have any questions.

Account Team

**BellSouth**

BellSouth agrees that it is important for CLECs to have information on Account Team/CLEC Care Team response intervals available for their reference. Therefore, BellSouth will develop an appropriate document and post it for the CLEC community. At this time, there is no target date for this effort, but as soon as one has been determined, BellSouth will notify KPMG and the Commission. At a high level, this document will explain that response intervals are not standardized. They are determined after considering the nature, complexity, and urgency of the issue.

**MCI WorldCom** What will the process state?

**BellSouth** The process is already developed. CLECs work with BellSouth to negotiate timeframes for responses. The turnaround will depend on the nature of the issue.

**MCI WorldCom** Is BellSouth supposed to provide interim status?

**BellSouth** Updates should be provided to CLECs when available.

Project Management

- **Dave Wirsching (KPMG Consulting)**

- The monthly status report and project plan are being finalized. The monthly status report will be published today and the project plan will be published later this week.

Lead Updates

- **CLEC Relations: Jeff Johnson (KPMG Consulting)**

- KPMG Consulting received the following documents from BellSouth:
- Amended Response to Amended Observation 131, the Response to Observation 171, the Response to Observation 166, and the Amended Response to Observation 158.
- KPMG Consulting also received the BellSouth Response to Amended Exception 110, the Response to Second Amended Exception 86, the Response to Exception 156, and the Response to Amended Exception 109.
- Items to be discussed on the 3/6/02 Observation call will include Observations 124, 132, 137, 150, 158, 161 and 166. KPMG

**BellSouth-Florida OSS Testing Evaluation  
Status Meeting Minutes  
February 27, 2002**

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- Consulting will be introducing Observations 168 and 169.  
Observations 152 and 162 will be closing.
- Items to be discussed on the 3/7/02 Exception call will include Exception 109. KPMG Consulting will be introducing Exception 156. Exceptions 141, 142, 146 and 147 will be closing.
  
  - **RMI: Graham Watkins and Bill Wahl (KPMG Consulting):**
    - KPMG Consulting continues to monitor the change control process and attended the CCP monthly status meeting for PPR1.
    - KPMG Consulting continues to review documentation, continues review of Account Team procedures and is working on CKS and Account Team issues for PPR2. KPMG Consulting has interviews scheduled with the account team/CCT and advisory team next week.
    - KPMG Consulting continues the PPR3 review of the ECS Help Desk, analyzing new help desk data and preparing for retest.
    - KPMG Consulting has no planned activity for PPR4.
    - KPMG Consulting continues to review BellSouth interface development process documentation, monitor the BellSouth Release Management process and monitor development of the CAVE testing environment for PPR5. KPMG Consulting is reviewing issues related to IS upgrade to TAG 7.7.1.3 and continues to request feedback from CLECs regarding parsed CSR.
  
  - **Metrics: Linda Gray (KPMG Consulting)**
    - KPMG Consulting continues Data Collection and Storage analysis for PMR1.
    - KPMG Consulting continues review of two metrics. KPMG Consulting is working to resolve issues with open observations for PMR2.
    - KPMG Consulting continues to monitor adherence to procedure and is updating interview and documentation logs for PMR3.
    - KPMG Consulting continues retesting and data analysis for ordering, provisioning, and the M&R domains. KPMG Consulting also continues review of manual metrics and billing testing and is beginning to integrate analysis of data from Legacy to RADS for PMR4.
    - KPMG Consulting planned to work on 11 metrics last week and worked on 17 (13 matched, 2 are being retested, 5 are in progress and 1 is pending data) and is currently working on 7 metrics for PMR5.

**AT&T BellSouth** had announced changes in methodology regarding service order accuracy. Would that be addressed under standards and definitions?

**KPMG Consulting** Yes, it would be addressed under PMR2.

**AT&T** Are you aware of when changes to this methodology took place?  
The change was from state specific to a regional measure.

**BellSouth-Florida OSS Testing Evaluation  
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**BellSouth** We don't have this information available, we will have to provide it later.

- **Billing: Jon Gena and John Cacopardo (KPMG Consulting):**

- KPMG Consulting continues preparation for the DUF retest – continues OSDA usage validation and has completed site validations for DUF retest for TVV10.
- KPMG Consulting continues to validate baseline test cases and BOS-BDT bills for the UNE billing upgrade, evaluated resale billing invoices and prepared expected results for bill period 1 for TVV11.
- KPMG Consulting is preparing for UNE billing upgrade test interviews for PPR10.
- KPMG Consulting has no planned activity for PPR12.
- KPMG Consulting submitted interview summary reports to BellSouth and is awaiting BellSouth's response for PPR13.

**MCI WorldCom** For the 2<sup>nd</sup> retest, will calls be re-run?

**KPMG Consulting** Yes, we will run test calls as we did for other tests.

**MCI WorldCom** Are my bills currently running through Tapestry?

**BellSouth** Yes – starting as of January, 2002.

**MCI WorldCom** Is KPMG Consulting receiving bills which have been processed through Tapestry?

**KPMG Consulting** Yes, starting with February bills.

- **Repair, Provisioning & Maintenance (RPM): Bob McCrone (KPMG Consulting):**

- KPMG Consulting continues retesting of Directory Listings, Switch Translations, CSRs and Intercept Messaging, is conducting a Line Loss Report test for TVV4.
- KPMG Consulting has no planned activity for TVV5.
- KPMG Consulting is planning a retest using friendly CLEC facilities for TVV6.
- KPMG Consulting has no planned activity for TVV7.
- KPMG Consulting is planning for retest for TVV8.
- KPMG Consulting has no planned activity for TVV9.
- KPMG Consulting is reviewing documentation provided by BellSouth for PPR6.
- KPMG Consulting has no planned activity for PPR9.
- KPMG Consulting is reviewing results from retest for PPR14.
- KPMG Consulting has no planned activity for PPR15.
- KPMG Consulting has no planned activity for PPR16.

**MCI WorldCom** For TVV4 are you continuing analysis from the 1<sup>st</sup> retest?

**KPMG Consulting** Yes, the analysis for TVV4 is on the 1<sup>st</sup> retest.



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- **Order Management: Mary Beth Keane and Jeff Goldstein (KPMG Consulting):**
    - KPMG Consulting began submitting transactions for the 2<sup>nd</sup> retest and continues to send orders for the UNE-P billing test for TVV1.
    - KPMG Consulting is completing analysis on Peak Volume day and is preparing for retest of Peak volume and 2<sup>nd</sup> manual volume test for TVV2.
    - KPMG Consulting is preparing for 2<sup>nd</sup> retest and is continuing re-testing activities for xDSL and LNP for TVV3.
    - KPMG Consulting continues to monitor TVV1 test issues for PPR7.
    - KPMG Consulting received BellSouth feedback on interview summaries and continues to monitor TVV1 test issues for PPR8.

**New Business**

**KPMG Consulting**

KPMG Consulting will be testing Parsed CSR in production as part of our 2<sup>nd</sup> retest.

**MCI WorldCom** Will you be taking data and using it to populate orders?

**KPMG Consulting** Yes, we will be using the data to populate CSRs.

**MCI WorldCom** Would you like to test this functionality on MCI customers?

**KPMG Consulting** You should make a formal offer through the FPSC.

**AT&T** Are you using the data that has been parsed by BellSouth? Or is KPMG Consulting doing the parsing?

**KPMG Consulting** We are using the data parsed by BellSouth.

# Attachment 3

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS  
 REPORT PERIOD: 2/01/2002 - 2/28/2002

AGGREGATE ORDER TYPES		ERROR DETAILS (Auto Clarifications (A) & Errors (E))		CAUSATION		CLEC Caused		BST Caused	
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7725	141	0.11%	31.29%	WAITING PERIOD EQUALS 5 MINUTES	37	26.24%	0.04%	104	73.76%
7735	59	0.05%	31.33%	INVALID/MISSING LISTING NAME OR TYPE	59	100.00%	0.07%	0	0.00%
7740	15	0.01%	31.35%	LOCAL CALLING PLUS INDICATOR NOT FOUND	11	73.33%	0.01%	4	26.67%
7755	12	0.01%	31.36%	UNE - NPNAXX NOT FOUND IN CLI TABLE	9	75.00%	0.01%	3	25.00%
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7815	60	0.05%	32.07%	FID=RCU INVALID OR MISSING DATA	45	75.00%	0.05%	15	25.00%
7860	133	0.10%	32.17%	RSAG - NO EXACT MATCH ON STREET NAME	133	100.00%	0.15%	0	0.00%
7890	9	0.01%	32.18%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	9	100.00%	0.01%	0	0.00%
7900	14	0.01%	32.19%	RSAG - NO MATCH ON STREET NAME	14	100.00%	0.02%	0	0.00%

ORDERING

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REPORT PERIOD: 2/01/2002 - 2/28/2002

AGGREGATE ORDER TYPES				CAUSATION					
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused					
Error Type (by error code)	Count	%	Σ %	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7905	3,752	2.96%	35.15%	3,749	99.92%	4.31%	3	0.08%	0.008%
7910	2,300	1.81%	36.96%	2,216	96.35%	2.55%	84	3.65%	0.212%
7935	2	0.00%	36.97%	2	100.00%	0.00%	0	0.00%	0.00%
7945	1	0.00%	36.97%	1	100.00%	0.00%	0	0.00%	0.00%
8150	1,184	0.93%	37.90%	485	40.96%	0.56%	699	59.04%	1.761%
8167	41	0.03%	37.93%	41	100.00%	0.05%	0	0.00%	0.00%
8170	420	0.33%	38.26%	416	99.05%	0.48%	4	0.95%	0.010%
8173	54	0.04%	38.31%	54	100.00%	0.06%	0	0.00%	0.00%
8180	225	0.18%	38.48%	225	100.00%	0.26%	0	0.00%	0.00%
8183	26	0.02%	38.51%	26	100.00%	0.03%	0	0.00%	0.00%
8185	58	0.05%	38.55%	58	100.00%	0.07%	0	0.00%	0.00%
8187	2,760	2.18%	40.73%	2,760	100.00%	3.17%	0	0.00%	0.00%
8189	573	0.45%	41.18%	572	99.83%	0.66%	1	0.17%	0.003%
8190	1,172	0.92%	42.11%	1,102	94.03%	1.27%	70	5.97%	0.176%
8193	3	0.00%	42.11%	3	100.00%	0.00%	0	0.00%	0.00%
8195	666	0.53%	42.63%	665	99.85%	0.76%	1	0.15%	0.003%
8197	719	0.57%	43.20%	719	100.00%	0.83%	0	0.00%	0.00%
8199	150	0.12%	43.32%	150	100.00%	0.17%	0	0.00%	0.00%
8204	148	0.12%	43.44%	148	100.00%	0.17%	0	0.00%	0.00%
8207	71	0.06%	43.49%	71	100.00%	0.08%	0	0.00%	0.00%
8209	723	0.57%	44.06%	722	99.86%	0.83%	1	0.14%	0.003%
8240	243	0.19%	44.25%	242	99.59%	0.28%	1	0.41%	0.003%
8250	61	0.05%	44.30%	61	100.00%	0.07%	0	0.00%	0.00%
8270	9	0.01%	44.31%	8	88.89%	0.01%	1	11.11%	0.003%
8275	7	0.01%	44.31%	4	57.14%	0.00%	3	42.86%	0.008%
8276	2	0.00%	44.32%	1	50.00%	0.00%	1	50.00%	0.003%
8277	1	0.00%	44.32%	1	100.00%	0.00%	0	0.00%	0.00%
8278	4	0.00%	44.32%	3	75.00%	0.00%	1	25.00%	0.003%
8415	16	0.01%	44.33%	15	93.75%	0.02%	1	6.25%	0.003%
8430	5	0.00%	44.34%	5	100.00%	0.01%	0	0.00%	0.00%
8820	15,091	11.91%	56.24%	3,892	25.79%	4.47%	11,199	74.21%	28.215%
8825	22,232	17.54%	73.78%	5,215	23.46%	5.99%	17,017	76.54%	42.873%
8830	417	0.33%	74.11%	416	99.76%	0.48%	1	0.24%	0.003%
8850	88	0.07%	74.18%	88	100.00%	0.10%	0	0.00%	0.00%
8855	1	0.00%	74.18%	1	100.00%	0.00%	0	0.00%	0.00%
8925	658	0.52%	74.70%	187	28.42%	0.21%	471	71.58%	1.187%
8940	2,646	2.09%	76.79%	2,645	99.96%	3.04%	1	0.04%	0.003%
8945	26	0.02%	76.81%	26	100.00%	0.03%	0	0.00%	0.00%
8970	1,100	0.87%	77.68%	1,086	99.64%	1.26%	4	0.36%	0.010%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS  
REPORT PERIOD: 2/01/2002 - 2/28/2002

AGGREGATE ORDER TYPES			ERROR DETAILS (Auto Clarifications (A) & Errors (E))			CAUSATION			BST CAUSED		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused	
8995	1	0.00%	77.68%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	1	100.00%	0.00%	0	0.00%	0.000%	
9000	12	0.01%	77.69%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	12	100.00%	0.01%	0	0.00%	0.000%	
9040	1	0.00%	77.69%	DDDD/CC REQUIRED	1	100.00%	0.00%	0	0.00%	0.000%	
9110	11	0.01%	77.70%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY	11	100.00%	0.01%	0	0.00%	0.000%	
9115	11	0.01%	77.71%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	11	100.00%	0.01%	0	0.00%	0.000%	
9155	218	0.17%	77.88%	UNE - PORTED OUT NUMBER	218	100.00%	0.25%	0	0.00%	0.000%	
9160	16	0.01%	77.89%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	16	100.00%	0.02%	0	0.00%	0.000%	
9245	394	0.31%	78.20%	CORRECT ECCKT IS REQUIRED FOR LNA, LNUM	394	100.00%	0.45%	0	0.00%	0.000%	
9432	2	0.00%	78.20%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	2	100.00%	0.00%	0	0.00%	0.000%	
9433	3	0.00%	78.20%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	3	100.00%	0.00%	0	0.00%	0.000%	
9438	14	0.01%	78.22%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	14	100.00%	0.02%	0	0.00%	0.000%	
9439	168	0.13%	78.35%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	167	99.40%	0.19%	1	0.60%	0.003%	
9442	659	0.52%	78.87%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	656	99.54%	0.75%	3	0.46%	0.008%	
9466	79	0.06%	78.93%	UNABLE TO DETERMINE BLOCK CHOICE	78	98.73%	0.09%	1	1.27%	0.003%	
9471	14	0.01%	78.94%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWUQ	12	85.71%	0.01%	2	14.29%	0.005%	
9475	19	0.01%	78.96%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	19	100.00%	0.02%	0	0.00%	0.000%	
9476	61	0.05%	79.00%	IS NOT FOUND ON CSR TO DISCONNECT	61	100.00%	0.07%	0	0.00%	0.000%	
9477	108	0.09%	79.09%	LSR LNUM=0002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	107	99.07%	0.12%	1	0.93%	0.003%	
9479	78	0.06%	79.15%	LNUM=0001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	77	98.72%	0.09%	1	1.28%	0.003%	
9481	2,831	2.23%	81.38%	LNUM=0001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	2,805	99.08%	3.22%	26	0.92%	0.066%	
9484	25	0.02%	81.40%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	25	100.00%	0.03%	0	0.00%	0.000%	
9488	336	0.27%	81.67%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	336	100.00%	0.39%	0	0.00%	0.000%	
9495	81	0.06%	81.73%	EATN= MUST EXIST FOR ACT P AND Q	81	100.00%	0.09%	0	0.00%	0.000%	
9496	1,589	1.25%	82.99%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	1,585	99.75%	1.82%	4	0.25%	0.010%	
9498	18	0.01%	83.00%	EAN= ON LNUM= AND LEAN= ARE POPULATED	18	100.00%	0.02%	0	0.00%	0.000%	
9508	3	0.00%	83.00%	DLNUM=0001 LTN= FIRST THREE CHARACTERS OF NSTN MUST BE NUMERIC	2	66.67%	0.00%	1	33.33%	0.003%	
9515	1,443	1.14%	84.14%	WKGSVC=INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1,437	99.58%	1.65%	6	0.42%	0.015%	
9516	25	0.02%	84.16%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	24	96.00%	0.03%	1	4.00%	0.003%	
9517	46	0.04%	84.20%	UNDC INVALID IF PIC ALREADY EXISTS	46	100.00%	0.05%	0	0.00%	0.000%	
9518	3	0.00%	84.20%	UNDC INVALID IF LPIC ALREADY EXISTS	1	33.33%	0.00%	2	66.67%	0.005%	
9523	9	0.01%	84.21%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THE	9	100.00%	0.01%	0	0.00%	0.000%	
9526	8	0.01%	84.21%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	8	100.00%	0.01%	0	0.00%	0.000%	
9529	1,360	1.07%	85.29%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1,356	99.71%	1.56%	4	0.29%	0.010%	
9543	29	0.02%	85.31%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	29	100.00%	0.03%	0	0.00%	0.000%	
9545	1	0.00%	85.31%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	1	100.00%	0.00%	0	0.00%	0.000%	
9602	4,586	3.62%	88.93%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	4,564	99.52%	5.24%	22	0.48%	0.055%	
9604	21	0.02%	88.95%	TN ON SUP DOES NOT MATCH ORIGINAL TN	11	52.38%	0.01%	10	47.62%	0.025%	
9605	203	0.16%	89.11%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	203	100.00%	0.23%	0	0.00%	0.000%	
9606	9	0.01%	89.11%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	9	100.00%	0.01%	0	0.00%	0.000%	

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS  
REPORT PERIOD: 2/01/2002 - 2/28/2002

AGGREGATE ORDER TYPES				CAUSATION					
ERROR DETAILS (Auto Clarifications (A) & Errors (E))									
Error Type (by error code)	Count	%	Σ %	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9613	6	0.00%	89.12%	6	100.00%	0.01%	0	0.00%	0.000%
9616	19	0.01%	89.13%	19	100.00%	0.02%	0	0.00%	0.000%
9623	13	0.01%	89.14%	13	100.00%	0.01%	0	0.00%	0.000%
9626	219	0.17%	89.32%	219	100.00%	0.25%	0	0.00%	0.000%
9627	1,082	0.85%	90.17%	1,082	100.00%	1.24%	0	0.00%	0.000%
9628	488	0.39%	90.55%	488	100.00%	0.56%	0	0.00%	0.000%
9629	46	0.04%	90.59%	46	100.00%	0.05%	0	0.00%	0.000%
9639	136	0.11%	90.70%	136	100.00%	0.16%	0	0.00%	0.000%
9641	1,904	1.50%	92.20%	1,904	100.00%	2.19%	0	0.00%	0.000%
9647	324	0.26%	92.46%	324	100.00%	0.37%	0	0.00%	0.000%
9654	437	0.34%	92.80%	436	99.77%	0.50%	1	0.23%	0.003%
9656	5	0.00%	92.80%	5	100.00%	0.01%	0	0.00%	0.000%
9657	17	0.01%	92.82%	17	100.00%	0.02%	0	0.00%	0.000%
9661	23	0.02%	92.84%	11	47.83%	0.01%	12	52.17%	0.030%
9660	22	0.02%	92.85%	22	100.00%	0.03%	0	0.00%	0.000%
9671	100	0.08%	92.93%	100	100.00%	0.11%	0	0.00%	0.000%
9673	40	0.03%	92.96%	40	100.00%	0.05%	0	0.00%	0.000%
9674	13	0.01%	92.97%	13	100.00%	0.01%	0	0.00%	0.000%
9675	14	0.01%	92.98%	14	100.00%	0.02%	0	0.00%	0.000%
9679	5	0.00%	92.99%	5	100.00%	0.01%	0	0.00%	0.000%
9680	75	0.06%	93.05%	74	98.67%	0.08%	1	1.33%	0.003%
9681	42	0.03%	93.08%	42	100.00%	0.05%	0	0.00%	0.000%
9682	15	0.01%	93.09%	15	100.00%	0.02%	0	0.00%	0.000%
9685	5,407	4.27%	97.36%	826	15.28%	0.95%	4,581	84.72%	11.541%
9686	5	0.00%	97.36%	1	20.00%	0.00%	4	80.00%	0.010%
9687	6	0.00%	97.37%	6	100.00%	0.01%	0	0.00%	0.000%
9700	30	0.02%	97.39%	30	100.00%	0.03%	0	0.00%	0.000%
9715	9	0.01%	97.40%	9	100.00%	0.01%	0	0.00%	0.000%
9735	2	0.00%	97.40%	2	100.00%	0.00%	0	0.00%	0.000%
9800	13	0.01%	97.41%	8	61.54%	0.01%	5	38.46%	0.013%
9860	1,556	1.23%	98.64%	1,555	99.94%	1.79%	1	0.06%	0.003%
9861	837	0.66%	99.30%	835	99.76%	0.96%	2	0.24%	0.005%
9862	6	0.00%	99.30%	6	100.00%	0.01%	0	0.00%	0.000%
9863	14	0.01%	99.31%	14	100.00%	0.02%	0	0.00%	0.000%
9866	45	0.04%	99.35%	45	100.00%	0.05%	0	0.00%	0.000%
9867	48	0.04%	99.39%	47	97.92%	0.05%	1	2.08%	0.003%
9869	16	0.01%	99.40%	16	100.00%	0.02%	0	0.00%	0.000%
9871	12	0.01%	99.41%	12	100.00%	0.01%	0	0.00%	0.000%
9881	2	0.00%	99.41%	2	100.00%	0.00%	0	0.00%	0.000%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS  
 REPORT PERIOD: 2/01/2002 - 2/28/2002

AGGREGATE ORDER TYPES		CAUSATION		CLEC Caused		BST Caused	
ERROR DETAILS (Auto Clarifications (A) & Errors (E))		Count	%	Count	% of Agg	Count	% of Agg
Error Type (by error code)	Σ %						
9897	99.43%	24	0.02%	24	100.00%	0	0.00%
9908	99.68%	316	0.25%	316	100.00%	0	0.00%
9909	99.76%	109	0.09%	109	100.00%	0	0.00%
9910	99.96%	253	0.20%	251	99.21%	2	0.79%
9911	99.97%	12	0.01%	12	100.00%	0	0.00%
9912	100.00%	33	0.03%	33	100.00%	0	0.00%
		<b>126,751</b>	<b>100.00%</b>	<b>87,059</b>	<b>68.69%</b>	<b>39,692</b>	<b>31.31%</b>
					<b>100.00%</b>		<b>100.00%</b>

# Attachment 4



Lisa S. Foshee  
General Attorney

BellSouth Telecommunications, Inc.  
150 South Monroe Street  
Room 400  
Tallahassee, Florida 32301  
(404) 335-0754

March 18, 2002

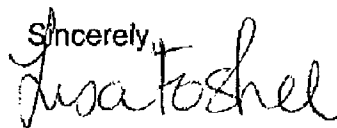
Mrs. Blanca S. Bayó  
Director, Division of the Commission Clerk  
and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: 960786-B-TL (Section 271)**

Dear Ms. Bayó:

Enclosed is the original and fifteen copies of BellSouth Telecommunications, Inc.'s Post Workshop Comments and Exhibits 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 by Federal Express as shown on the attached Certificate of Service.

Sincerely,  
  
Lisa S. Foshee

Enclosures

cc: All Parties of Record  
Marshall M. Criser III  
Fred J. McCallum

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Consideration of BellSouth )  
Telecommunications, Inc.'s Entry ) Docket No. 960786-TL  
Into InterLATA Services Pursuant )  
To Section 271 Of The Federal )  
Telecommunications Act of 1996 )

**POST-WORKSHOP COMMENTS OF  
BELLSOUTH TELECOMMUNICATIONS, INC.**

BellSouth Telecommunications, Inc. ("BellSouth") hereby files its Post-Workshop Comments and responds to the requests of the Commission as follows:

**DISCUSSION**

**ISSUE 1:** Provide Mr. Ainsworth's back-up data to LSR analyses to the respective ALECs.

**RESPONSE:**

BellSouth met with and provided Mr. Ainsworth's back-up documentation to both AT&T and FDN. FDN did not raise any questions or concerns about BellSouth's back up data. With respect to AT&T, BellSouth conducted further investigation of the PONs in question after the workshop and provided the revised data analysis to AT&T. Specifically, while BellSouth told the Commission that of the 19 PONs there were 8 errors, after additional analysis BellSouth amended that conclusion to reflect 14 of the 19 having errors. This does not change the fact that the error rate remains less than 1% for the period June 2001 to December 2001. BellSouth met with Network Telephone via telephone on March 11, 2002, and March 15, 2002 and offered to discuss its data analysis, but Network Telephone declined, indicating that they understood the analysis.

**ISSUE 2:** Address BellSouth's performance for Network Telephone; Covad; KMC and FDN.

**RESPONSE:**

BellSouth has analyzed the areas of concern raised by these ALECs in the workshop. BellSouth's analysis of its performance is attached hereto as Exhibit 1. As BellSouth's analysis demonstrates, BellSouth's performance provides ALECs a meaningful opportunity to compete in Florida.

**ISSUE 3:** Address Network Telephone's questions on the Flow Through Report regarding (1) the reliability of the data; and (2) Network Telephone's performance.

**RESPONSE:**

During the workshop, Network Telephone complained that BellSouth's December 2001 flow through data was not reliable because it showed Network Telephone as having submitted orders via TAG. Network Telephone is incorrect in its conclusion. The Network Telephone LSRs shown as submitted via TAG in the December 2001 flow through report were xDSL LSRs submitted via LENS. In the December report, all xDSL orders not submitted via EDI were shown as having been submitted via TAG rather than being separated out between TAG and LENS. This occurred because LSRs submitted via LENS are actually processed through TAG, and there is a common message created for both LENS and TAG LSRs. While Network Telephone's xDSL orders were shown on the report as having been submitted through TAG, instead of specifying LENS, none of the results were impacted. Thus, there is no question as to the reliability of BellSouth's reported results.

Network Telephone also voiced concerns about its flow through performance. First, the Commission should bear in mind that Network Telephone compared its flow through performance against the aggregate ALEC performance (not BellSouth retail performance as Network Telephone represented at the workshop - BellSouth does not have retail flow through data). Second, the nature of aggregate performance is that some ALECs will have higher individual performance and some will have lower performance - this, in and of itself, does not indicate a problem.

Third, the FCC has stated that flow through is not the key indicator of OSS performance. See *Kansas/Oklahoma Order*, fn. 397 ("this Commission has not limited its analysis of an ILEC's ordering processes to a review of its flow-through performance data. Instead, the factors that are linked to order flow-through, but are more directly indicative of an ILEC's OSS performance, such as an ILEC's overall ability to return timely FOCs/rejection notices, accurately process manually handled orders, and serve commercial volumes, are the more relevant and probative factors for analyzing an ILEC's ability to provide access to its ordering functions in a nondiscriminatory manner.") BellSouth's performance on FOC and reject intervals for Network Telephone for the period September through November 2001 is excellent. When summarized, BellSouth met the benchmark for every partially mechanized and manual category. This means that when orders do fall out for manual processing, BellSouth is handling them in a timely and efficient manner.

Fourth, BellSouth has done an in-depth analysis of Network Telephone's flow through rates to determine ways that both Network Telephone and BellSouth can work to improve the flow through rates. BellSouth has recently completed this analysis, and will

look forward to meeting with Network Telephone to go over the results of the analysis and create a joint action plan for continued improvement.

**ISSUE 4:** Explain the process for obtaining a Facilities Reservation Number ("FRN") and BellSouth's discussions with Network Telephone on this issue.

**RESPONSE:**

In the Workshop, Network Telephone alleged that BellSouth does not have an appropriate process whereby ALECs can obtain FRNs to submit DSL orders, and that BellSouth "renege[d] on [its] commitment" to offer an alternative process. Neither of these allegations is true.

To understand this issue it is important to understand the means by which an ALEC can obtain loop makeup information and FRNs. There are three methods by which an ALEC can obtain loop makeup information, two of which can provide an ALEC with an FRN. The three loop makeup processes are as follows:

- (1) Electronic LMU-Service Inquiry ("SI");
- (2) Manual LMU-Service Inquiry;
- (3) Firm Order LSR with Service Inquiry

Under the first scenario, the ALEC conducts an electronic LMU-Service Inquiry on its own, through BellSouth's interfaces, which at the present time is free of charge. If the LMU indicates that there is an acceptable loop for the ALEC's purposes, the ALEC can obtain an FRN and reserve that facility for its use. Under the second scenario, the ALEC can order a manual LMU-SI pursuant to which BellSouth will perform the loop makeup

inquiry and provide the loop makeup information, including the FRN if appropriate, to the ALEC. Under the third scenario, the ALEC submits a firm order LSR and BellSouth performs the service inquiry for the ALEC. If there is a suitable facility, BellSouth will provision the order. If not, BellSouth will clarify the LSR back indicating that there are no facilities. Under this scenario, BellSouth does not provide the actual LMU information to the ALEC, but rather just handles the transaction on the ALEC's behalf.

In essence, what Network Telephone wants is for BellSouth to provide a manual loop makeup inquiry free of charge. First, Network Telephone utilizes a Scenario One process, which at the present time is free of charge, via LENS. If LENS returns a compatible facility, with a FRN, Network Telephone issues the order via EDI and it is processed without incident. If, however, the LMU indicates that there are no spare facilities, or if the LMU data was not populated, Network Telephone wants to submit a Scenario 3 order whereby BellSouth will perform a manual loop makeup on that same location but Network Telephone does not have to populate the LSR until it learns whether or not there are facilities available.

In an attempt to meet Network Telephone's needs, BellSouth instituted a trial during which Network Telephone only needed to submit a Service Inquiry, without the firm order LSR, in the Scenario 3 method. During the trial, BellSouth performed the Service Inquiry and returned the results to Network Telephone, with the expectation that Network Telephone would then manually submit the firm order LSR to the CRSG (and BellSouth would be compensated for a Scenario 2 ordering process through the non-recurring charge for the loop).

In reality, Network Telephone, upon receiving the results of the Service Inquiry, submitted the order mechanically via EDI (a Scenario 1 process) thereby avoiding the cost of the Service Inquiry. BellSouth deemed the trial unsuccessful because for every location without facilities (which was the vast majority of the locations given that Network Telephone only used the process when its own LMU investigation indicated that no facilities are available) BellSouth was incurring the costs of conducting the Service Inquiry without being compensated for those costs. It is this unsuccessful effort that Network Telephone incorrectly called a "firm commitment" at the workshop. Because this was never a firm commitment, BellSouth did not "renege" on this commitment.

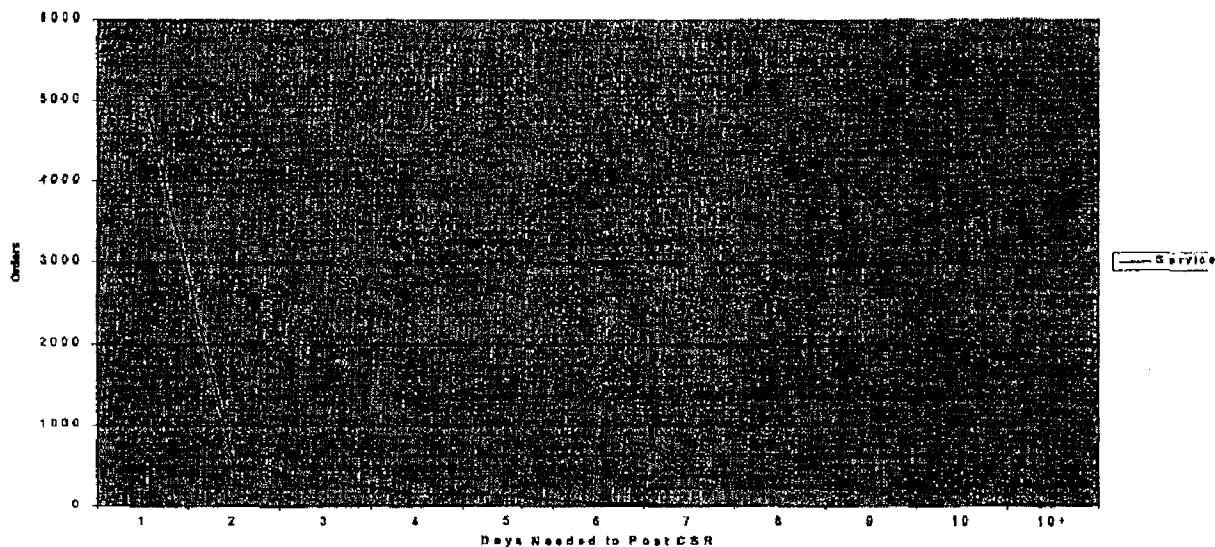
BellSouth incurs costs to conduct manual service inquiries and is entitled to recover those costs. BellSouth will continue to work with Network Telephone to find the most efficient and cost effective process for both parties. If Network Telephone would like BellSouth to pursue changing this process, it should submit a change request via BellSouth's change Control Process for processing and prioritizing by the ALEC community at large.

**ISSUE 5:** BellSouth's CSRs are not updated in a timely manner.

**RESPONSE:**

To investigate this allegation, BellSouth conducted a study pursuant to which it looked at all the service orders issued by the ALECs represented at the workshop and identified, for each service order, the time required to update the CSR from the date the order was completed in provisioning (i.e. the order sent an Order Completion Notice to the ALEC) until the order posted to the CSR. The results of this study are as follows:

### CSR Posting Timeliness



As the graph shows, the vast majority of CSRs (80%) are posted in 1 day with 93% being updated within 3 days and 98% in 5 days. This is consistent with the fact that on occasion service orders will contain errors which need to be resolved prior to updating to the CSR or the fact that the CSR is use to calculate the bills themselves. Both of these situations occur on both wholesale and BellSouth retail bills. In those relatively few cases where service orders are being corrected and therefore delays the CSR posting, BellSouth works diligently to clear any errors in as timely a manner as possible for ALEC orders as well as retail service orders.

In an effort to be responsive to the ALEC community, BellSouth has agreed to support the inclusion of a "records completion notice" feature in the CCP to be prioritized by the ALECs. If the CCP prioritizes this request, the records completion notice will provide the ALECs with additional information as to when service order information has been updated to the CSR.



**ISSUE 6:** Electronic ordering of Unbundled Copper Loop-Non-Designed ("UCL-ND").

**RESPONSE:**

The electronic ordering of UCL-ND is pending in the Change Control Process. In addition, ALECs have several other products, which currently can be ordered electronically, to meet their needs.

- Unbundled ADSL compatible loop – A designed loop tailored to support ADSL services – available for electronic ordering and flow through.
- Unbundled ISDN compatible loop – A designed loop tailored to support ISDN services – available for electronic ordering and flow through.
- Unbundled Universal Digital Circuit / IDSL loop – a designed loop tailored to support an ALEC's IDSL modem over an ISDN-type loop -- available for electronic ordering now, with flow through capability added on May 18, 2002.
- Line Sharing – unbundled access to the high frequency spectrum of an existing BellSouth-provided voice loop capable of support DSL services – available for electronic ordering with flow through.
- Line Splitting – unbundled access to the high frequency spectrum of existing ALEC-provided voice loop capable of support DSL services -- available for electronic ordering with flow through.
- Unbundled Copper Loop – Designed – A designed, dedicated 2- or 4-wire UCL/S (Short) or 2- or 4-wire UCL/L (Long) metallic transmission facility from BellSouth's Main Distribution Frame (MDF) to a customer's premises (including the NID), exclusive of any intervening equipment such as load coils, repeaters, or

Digital Access Main Lines ("DAMLs"), provisioned with test point and a BellSouth provided Design Layout Record (DLR) – available for electronic ordering and flow through.

Finally, as information to assist the Commission in fully understanding this issue, the UCL-ND product was developed and rolled out in March 2001. As of January 2002, nine months later, there are only a total of 215 UCL-ND loops in service, region-wide, with 32 in Florida. This volume demonstrates that it is reasonable for BellSouth to not have dedicated resources to electronic ordering for this product immediately.

**ISSUE 7:** Analysis of a sample of 100 of MCI's orders.

**RESPONSE:**

In the workshop, MCI alleged that BellSouth had "refused" to conduct an analysis of 100 of MCI's LSRs at MCI's request. To the contrary, BellSouth had begun the analysis of November and December 2001 data requested by MCI in advance of the Florida workshop, and provided MCI with an analysis of more than 390 LSRs on February 19, 2002, the day after the workshop. Because BellSouth was not informed of MCI's allegation in advance of the workshop, Mr. Pate had no way of knowing that the analysis was, in fact, being conducted contrary to Ms. Lichtenberg's allegations.

Immediately prior to the analysis of November and December data, BellSouth had conducted a similar analysis of October 2001 data at MCI's request. BellSouth had provided MCI with the results of that analysis prior to the February 18, 2002 workshop.

BellSouth remains committed to working with its ALEC customers to provide them information and customer service. On a going forward basis, BellSouth will look at the top five reasons for errors in the monthly flow through data and use this analysis to

identify training opportunities, process improvements, documentation enhancements and other appropriate corrective measures for both ALEC and BellSouth units. The analysis will focus on ALEC requests that are returned for "auto clarification", local service requests that fall-out for manual handling due to ALEC reasons, and those that fall out for manual handling due to BellSouth reasons. Each error will be analyzed to explain:

- The specific cause(s) for the auto clarification (where appropriate)
- How to correct the cause for the auto clarification
- Verify that the BellSouth Business Rules are clear and correct
- The specific cause(s) for LSRs falling out for manual handling
- Coordinate BellSouth caused reasons with the Flow Through Task Force
- Coordinate ALEC caused errors with appropriate ALEC representatives
- Determine if BellSouth Business Rules are strengthened where appropriate

BellSouth's Customer Support Manager will facilitate the analysis and continue until improvements are realized. Analysis for December 2001 and January 2002 have already been completed and discussed with MCI. Future analysis will be exchanged as it becomes available and discussed on either conference calls or meetings. We believe that this plan is in keeping with MCI's stated objective of decreasing manual handling of its LSRs. To complete this task, BellSouth will dedicate the resources to assist MCI, and other ALECs, with this objective. BellSouth appreciates the opportunity to work with MCI and other ALECs cooperatively to facilitate improvements.

**ISSUE 8:** ADSL USOC Trial

**RESPONSE:**

See Response to Issue 14 below.

**ISSUE 9:** The LCSC Escalation Process

**RESPONSE:**

The Fleming Island LCSC handles ALEC inquiries quickly and efficiently. As BellSouth discussed at the workshop, BellSouth service representatives are empowered, and in fact expected, to handle ALEC inquiries on the first call. BellSouth service representatives are trained to handle the majority of ALEC issues while the ALEC is on the line. In those instances in which, in the service representative's opinion, issue resolution will take longer than 15 minutes, the service representative will commit to resolve the issue and to provide a follow-up call to the ALEC if requested. The policy is for the service representative to provide a status of the issue to the ALEC within an hour. In addition to handling ALEC inquiries, the service representatives are empowered to receive and handle 1<sup>st</sup> level escalations from ALEC customers if the ALEC will give them the opportunity to do so.

If the issue is not resolved to the ALEC's satisfaction, there is an escalation process in place pursuant to which the ALEC can, if necessary, reach the Operations Assistant Vice President for the center. The escalation process is documented on the interconnection web site ([www.interconnection.bellsouth.com/centers/html/lcsc.html](http://www.interconnection.bellsouth.com/centers/html/lcsc.html)) and a copy is attached hereto as Exhibit 2. ALECs use BellSouth's escalation process, and the LCSC is not aware of any ALEC complaints regarding that process.

In addition, in a continual effort to improve customer service, BellSouth has made recent changes to the LCSC. BellSouth implemented an Escalation Desk in the Fleming

Island LCSC staffed with Escalation Managers who manage escalation issues. The Escalation Managers maintain an ALEC Escalation Log to track and monitor escalated issues. The log is used to coach and develop service representatives to better handle customer issues and thereby minimize escalations.

**ISSUE 10:** The Verizon CCP Model.

**RESPONSE:**

At the request of the Commission, BellSouth is in the process of comparing the Verizon Wholesale Network Services OSS Interface Change Management Process ("CMP") and BellSouth's Change Control Process ("CCP"). BellSouth has analyzed the published Verizon documentation internally. Because, however, BellSouth's CCP document is far more comprehensive in scope and detail than the Verizon Plan, in many cases, the Verizon Plan is not detailed enough to assess how the process actually works. Therefore, BellSouth has scheduled a meeting with Verizon personnel on March 22, 2002, to fully understand the process and the way the process operates in practice. After that meeting, BellSouth should be in a position to provide its assessment of the plan.

The more troubling issue of which the Commission should be aware is the fluctuating position of the ALECs themselves. At the workshop, MCI's representative, speaking on behalf of the ALECs, stated unequivocally that "the ALECs would be more than happy to have the Verizon process in BellSouth." (Tr. at 243). She further stated that "we [the ALECs] would be in favor of the current process that works in New York, Pennsylvania, Massachusetts, New Jersey, and I believe it is very similar to what is in Verizon Florida." (Tr. at 244). By these comments, MCI implied that BellSouth simply

was being unreasonable by "refusing" to adopt Verizon. The truth of the matter, however, is that the ALECs cannot decide what they want. Despite being unequivocal in Florida that the ALECs wanted the Verizon Plan, the proposal that the ALECs filed in Georgia (drafted mainly by MCI and AT&T)<sup>1</sup> is different in many respects from the Verizon Plan. When asked about this inconsistency in their position at the February 27, 2002, CCP meeting, the ALECs stated that the Georgia proposal should be the baseline for discussions, not the Verizon Plan. A copy of page 8 of the minutes evidencing this discussion is attached as Exhibit 3. One thing is clear – the ALECs appeared willing to tell the Commission they wanted one thing, while telling BellSouth they want something else, in an unfair attempt to make BellSouth look unreasonable. The Commission should see this tactic for what it is – an attempt to delay real progress for regulatory purposes.

Despite the ALECs' apparent unwillingness to negotiate in good faith, BellSouth continues to proceed in a collaborative manner to address ALEC concerns with the CCP. The CCP agreed to establish a drafting team to work on changes to the process (*see* Exhibit 3) outside of the confines of the regularly-scheduled CCP meetings. The meeting is set for March 28.

Finally, despite all of the discussion surrounding modifications to the CCP, it is important for the Commission to bear in mind that the current process satisfies each of the FCC's criteria for a change control process. BellSouth meets all five of the FCC's change management guidelines: (1) information relating to the change management process is clearly organized and readily acceptable to competing carriers; (2) competing

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<sup>1</sup> At the request of the Georgia Public Service Commission in Docket No. 7892-U, on January 30, 2002, the ALECs filed a "redline" version of the current CCP Document Version 2.7 outlining proposed changes to the current process. On February 15, 2002, BellSouth filed a response to the redline version known as the "greenline" document.

carriers had substantial input in the design and continued operation of the change management process; (3) the change management plan defines a procedure for the timely resolution of change management disputes; (4) the availability of a stable testing environment that mirrors production; and (5) the efficacy of the documentation the BOC makes available for the purpose of building an electronic gateway.<sup>2</sup> Thus, while BellSouth will continue to work with ALECs to ensure that the process meets ALEC needs, the process as it exists meets the FCC's requirements.

**ISSUE 11:** Alleged Premature Closing of Trouble Tickets.

**RESPONSE:**

BellSouth agreed to investigate specific examples of the alleged premature closing of trouble tickets discussed by Network Telephone at the workshop. BellSouth asked Network Telephone on February 20, 2002, and March 11, 2002, for specific examples that BellSouth could investigate. As of today, Network Telephone has not provided any specific examples of the alleged problem for analysis. If Network Telephone provides examples, BellSouth will conduct its investigation and provide the results to Network Telephone as soon as possible.

**ISSUE 12:** Migration of customers with pending service orders.

**RESPONSE:**

As was evident from the discussion during the workshop, the issue of migration of end-users with pending service orders is complex. Pending service orders involve not

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<sup>2</sup> FCC Docket No. 00-238, Memorandum Opinion and Order, Application by SBC Communications to Provide In-Region, InterLATA Services in Texas (FCC Docket No. 00-65).

only pending service orders with BellSouth, but also pending service orders with an ALEC. The first concern of all parties involved should be the well-being of the end-user. BellSouth's current process is designed to ensure that the end-user receives the service they want. Under the current process, an LSR that encounters a pending service order will be routed to the LCSC for handling. At the LCSC, the service representative will either process the ALEC LSR or will clarify the LSR back to the ALEC who can then interface with the end-user to resolve the pending service order. This process has two main benefits. First, it allows the LCSC to process the LSRs for which the pending service order has no end-user impact.<sup>3</sup> For those pending service orders that will affect the end-user, it gives the ALEC an opportunity to work with the end-user to make sure that the pending service order is resolved to the end-user's satisfaction.

To more fully understand this issue, BellSouth sampled a total of 187 LSRs requesting conversions that fell out for manual handling due to a pending service order. Of these, 133 LSRs were processed by BellSouth and a FOC was returned without the order being clarified. Twenty-nine LSRs, while they dropped out for pending service orders, were clarified back to the ALEC for reasons other than a pending service order. The remaining 25 LSRs were clarified back to the ALEC due to a pending service order that needed the involvement of the end-user to resolve. Of these 25, 15 of them had BellSouth retail orders pending on them, and 10 of them had ALEC orders pending on the accounts.

This data indicates two things. First, the data shows that BellSouth is able to process the vast majority of LSRs for end-user lines on which there is a pending service

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<sup>3</sup> For example, if the pending service order is for the addition of a feature that will be processed that day, and the LSR is for a conversion with a later due date, the LCSC will process the order because the two requests will not conflict.



order without involvement of the end-user. Second, for those pending service orders that do require the involvement of the end-user, they are both BellSouth retail and ALEC pending service orders. This fact highlights the need for industry consensus on the best way to make this process more efficient.

The complexity of this issue indicates that simply canceling all pending service orders without involvement of the end user, as the Commission suggested, may not always be in the best interest of the end-user. For example, assume a hypothetical in which an end-user placed an order with BellSouth for an additional line. Subsequent to taking that order, BellSouth receives an LSR to convert that end-user to an ALEC. The LSR would not include the additional line because the line was not on the CSR at the time the LSR was submitted. In this situation, there are three things the end-user could have intended: (1) install the new line with BellSouth and migrate the existing lines to the ALEC; (2) cancel the pending service order for the additional line and just migrate the existing lines to the ALEC; or (3) install the new line with BellSouth and then migrate all the lines on the account to the ALEC. Without involving the end-user, BellSouth has a 2/3 chance of processing the order incorrectly.

A second hypothetical demonstrates the complexity of the issue when two different ALECs are involved. Assume BellSouth has a pending service order to migrate an end-user to ALEC A. While that order is being processed, BellSouth receives an LSR to migrate the same end-user to ALEC B. Under BellSouth's current process, BellSouth would clarify the LSR back to ALEC B to resolve the discrepancy with the end-user. If BellSouth simply cancelled the pending service order, the end-user might not receive service from the carrier it intended.

Due to the complexity of the issue, and the significant end-user impact, BellSouth recommends that the ALECs open a change request in the CCP to allow appropriate input from the entire industry on this issue.

**ISSUE 13:** Alleged invalid clarifications by MCI.

**RESPONSE:**

The simple answer to this issue is that there is no issue. BellSouth has a high accuracy rate on manual clarifications. In January 2002, for example, MCI received 5,928 clarifications. MCI called the LCSC to challenge the validity of only 289 of those clarifications. Of the 289 clarifications that MCI challenged, only 65 of those were clarified by the LCSC in error. Thus, only 1.09% of the total clarifications were clarified in error. In other words, BellSouth clarified 98.91% of MCI's orders correctly. BellSouth will continue to keep these records to ensure that its performance for MCI, and its other ALEC customers, remains high.

**ISSUE 14:** Migration of customers with an ADSL USOC on the CSR.

**RESPONSE:**

In the workshop, various ALECs alleged that BellSouth is using a DSL USOC to impede ALECs' ability to migrate a customer from BellSouth to the ALEC using UNE-P.<sup>4</sup> This allegation is baseless. To put this issue in perspective, it is important to understand the chronology of events. Up until November 3, 2001, when an ALEC submitted an LSR to convert an end-user to the ALEC via UNE-P, BellSouth would

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<sup>4</sup> In conjunction with this issue, BellSouth agreed to answer certain questions about the ADSL USOC posed by Network Telephone. Copies of those questions, and BellSouth's responses, are attached hereto as Exhibit 4.

manually strip the DSL USOC from the Customer Service Record so that the customer could be converted to the ALEC. Unfortunately, this process caused some end-users unintentionally to lose DSL service from their ISP, without ALEC, ISP or end-user notification.

On May 14, 2001, WorldCom submitted change request CR0399. This change request sought to have BellSouth clarify UNE-P conversion orders for end-users with DSL USOCs on their CSRs back to the ALEC, instead of BellSouth's current process of automatically stripping the USOC. The intent was for the ALECs to work with their end-users prior to the cut to the ALEC to ensure advance knowledge about the potential loss of DSL service.

BellSouth implemented WorldCom's process on November 3, 2001. The clarification process introduced multiple steps which are as follows:

- (1) ALEC submits the LSR for end-user with DSL USOC on the end-user's line
- (2) BellSouth clarifies the LSR back to the ALEC with note about the DSL USOC
- (3) ALEC contacts end-user to have end-user cancel DSL service with their ISP
- (4) ISP accepts disconnect request from the end-user and processes a disconnect order with BellSouth
- (5) BellSouth processes the disconnect order from the ISP, and removes the DSL USOC from the end-user's line
- (6) ALEC resubmits the LSR, converting the end-user's voice service to the ALEC.

Each of the ALECs' specific complaints about this process is without merit. First, ALECs complain that BellSouth is "prequalifying" customer lines for DSL service and indicating that pre-qualification with an ADSL USOC. This is not correct. BellSouth

places the ADSL USOC on the end-user's line upon the order from the NSP. BellSouth does not place a USOC on the end-user's line unless and until the NSP requests an order be processed via the BellSouth Service Order Entry Gateway (SOEG).

Second, ALECs complain that BellSouth will clarify an LSR back on the grounds that there is a DSL USOC on the line, and the end-user will tell the ALEC they don't have DSL (the so-called "phantom" USOC issue). This scenario is easily explained. It can arise for two different reasons. The first situation is one in which the NSP orders DSL from BellSouth, but the end-user, for whatever reason, never activates the DSL. In this situation, BellSouth provisions the DSL to the NSP, places the DSL USOC on the end-user's line, and begins billing the NSP. Thus, from BellSouth's perspective, there is DSL on the line. From the end-user's perspective, however, there is no DSL on the line because the end-user never activated it and is not being billed for it by their NSP.

The second situation is one in which the end-user has disconnected their DSL service via their NSP, and the NSP has placed the disconnect order with BellSouth, but the disconnect order has not been fully processed through BellSouth's systems at the time the LSR is submitted. In this situation, the end-user believes they have disconnected their DSL, but that disconnect has not worked its way to the CSR on the BellSouth side of the transaction. Thus, the end-user states that they don't have DSL, but the BellSouth records indicate that the customer does have DSL.

Both of these scenarios occur on a very limited basis. Based on BellSouth's analysis, approximately 0.3% of UNE-P conversion LSRs in January 2002 were affected by either of the two scenarios described above.

BellSouth and the ALEC community are working together to develop the most efficient process possible and resolve this situation even in the limited numbers that it occurs. On January 27, 2002, Birch Telephone submitted change request CR0625. The ALEC is requesting the ability to drop ADL11 on conversion orders without getting an auto clarification. The request goes on to request to remove ADL11 on conversion orders with an LNA V without clarification and the ability to issue with LNA G that would automatically clarify back to the ALEC. This request is being reviewed as well as other concerns on DSL, and is scheduled for prioritization by the CLECs in the April/May timeframe.

In the interim, BellSouth is beginning a trial utilizing an interim manual process with Birch to remove DSL USOCs that are not attached to active DSL accounts (and thereby resolve concerns associated with the two scenarios discussed above). Pursuant to this process, when BellSouth clarifies a conversion order back to the ALEC for DSL service, and the end-user tells the ALEC they don't have DSL service, the ALEC will call a dedicated group in the Local Carrier Service Center (LCSC) and the dedicated group will input the service order to remove the DSL USOC from the CSR. The parties are hopeful that this process will provide the ALECs with a simple, streamlined method to get the DSL USOC off the CSR if the end-user believes that they do not have DSL. If the trial is successful with Birch, BellSouth will roll this process out to all the ALECs.

These explanations and processes should resolve any and all concerns raised by the ALECs at the workshop.

**ISSUE 15:** Local Preferred Carrier Freeze

**RESPONSE:**

The question asked by the Commission was how the migration process for removing the Local/PC Freeze from end user accounts can be simplified. When analyzing this issue, it is imperative to recall that preferred carrier freezes were implemented to protect end-users from unauthorized account transfers without their knowledge or permission. In other words, when end users agree to a Local/PC freeze on their accounts, they are agreeing to a certain loss of flexibility in exchange for protection against unauthorized migration.

In response to the Commission's inquiry, BellSouth reviewed the current process, which requires the end-user to initiate the removal of preferred carrier freezes to their account and allow local service provider changes. The migration of an end-user with a Local/PC freeze on their account is governed by specific FCC rules. BellSouth's current process is in compliance with the FCC slamming rules (47 CFR Part 64; CC Docket 94-129; FCC 00-255, and FCC 01-67) that describe the allowable procedures to remove preferred carrier freezes. Paragraph 65 of the above mentioned docket states in relevant part "as we stated in the Section 258 Order,...we concluded that LECs administering a preferred carrier freeze program must accept the subscriber's authorization, either oral or written and signed, stating an intent to lift a preferred carrier freeze. We determined that LECs also must permit a submitting carrier to conduct a three-way conference call with the LEC and the subscriber in order to lift a freeze. Our rules do not, however, prohibit LECs from requiring submitting carriers to use separate methods for lifting a preferred carrier freeze and submitting a carrier change request." As the Order demonstrates, the

options available to providers are limited to heighten the protection against unauthorized migrations. To ensure that ALECs understand BellSouth's process, BellSouth recently issued a ALEC notification that reiterates the process to successfully migrate an end-user's local service with a preferred carrier freeze. A copy of this Notification is attached hereto as Exhibit 5.

Lastly, while the ALECs portrayed this issue as an extensive problem, the facts state otherwise. BellSouth clarification data for January 2002 indicated that out of over 67,000 electronic clarifications issued by the LCSC, only fifteen ALEC requests for local service transfer were clarified for Local Service Freeze on the end-user account. This data indicates that either the current process is working effectively or local preferred carrier freezes have a very small impact on total ALEC service requests processed. Either way, this is not an issue that is in any way impeding local competition.

Issue 16: Alleged LSRs missing from BellSouth performance data.

Response:

BellSouth has addressed this issue in various forums and explained each time that DeltaCom's data is not missing from BellSouth's performance data. The Commission requested DeltaCom to provide the alleged missing PON numbers to BellSouth for investigation; to BellSouth's knowledge, DeltaCom has not yet provided such PON numbers.

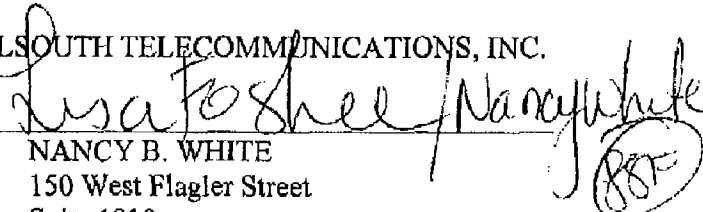
#### CONCLUSION

In conclusion, as this filing demonstrates, BellSouth will continue to work with its ALEC customers to continue to improve the processes and procedures to best serve the

needs of the ALEC community. This filing also demonstrates, however, that BellSouth currently is meeting the needs of the ALEC community and is providing nondiscriminatory access to its OSS in compliance with the Telecommunications Act. Many of the alleged "issues" are not issues at all, or have not been substantiated by the ALECs. BellSouth respectfully requests that the Commission look at the entire record before it, particularly the extensive commercial usage by ALECs of BellSouth's OSS, in rendering its decision in this docket.

This 18<sup>th</sup> day of March, 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

  
NANCY B. WHITE  
150 West Flagler Street  
Suite 1910  
Miami, Florida 33130  
(305) 347-5558

LISA S. FOSHEE  
FRED McCALLUM JR.  
BellSouth Center - Suite 4300  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375  
(404) 335-0754



## **EXHIBIT 2**

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## Atlanta LCSC "Normal Hours" Escalation Contact Numbers

ACAC, CWINS, CNMS, CRSG, etc...

[Atlanta LCSC "Normal Hours" of Operation and "After Hours" Escalation Contact Numbers](#)  
 (Click the link above to view)

### Atlanta LCSC Consumer Resale/Multi-Line/UNE Switched Combos

Escalation Level	Contact	Special Instructions
<b>1st Level:</b> Main Telephone Number 800-872-3116		Select appropriate ACD option to be transferred to Service Representative
<b>2nd Level:</b> Main Telephone Number 800-872-3116		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour.
<b>3rd Level:</b> 904-541-8223	<b>Kar Mcleod</b> Center Director	
<b>4th Level:</b> 904-541-8200	<b>Mark Butterworth</b> Operations Assistant Vice-President	

### Atlanta LCSC UNE/LNP

Escalation Level	Contact	Special Instructions
<b>1st Level:</b> Main Telephone Number 800-872-3116		Select appropriate ACD option to be transferred to Service Representative
<b>2nd Level:</b> Main Telephone Number 800-872-3116		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one

		hour
<b>3rd Level:</b> 904-541-8216	<b>David Pugh</b> Center Director	
<b>4th Level:</b> 904-541-8200	<b>Mark Butterworth</b> Operations Assistant Vice-President	
<b>Atlanta LCSC Complex</b>		
<b>Escalation Level</b>	<b>Contact</b>	<b>Special Instructions</b>
<b>1st Level:</b> Main Telephone Number 800-872-3116		Select appropriate ACD option to be transferred to Service Representative
<b>2nd Level:</b> Main Telephone Number 800-872-3116		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
<b>3rd Level:</b> 770-986-2176	<b>Lisa Arrington</b> Operations Director	
<b>4th Level:</b> 770-986-2630	<b>Diane Strickland</b> Operations Assistant Vice-President	

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## Birmingham LCSC "Normal Hours" Escalation Contact Numbers

ACAC, CWINS, CNMS, CRSG, etc...

[Birmingham LCSC "Normal Hours" of Operation and "After Hours" Contacts](#)  
 (Click the link above to view)

### Birmingham LCSC Residential Resale

Escalation Level	Contact	Special Instructions
<b>1st Level:</b> Main Telephone Number 800-773-4967		Select appropriate ACD option to be transferred to Service Representative
<b>2nd Level:</b> Main Telephone Number 800-773-4967		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
<b>3rd Level:</b> 904-541-8223	<b>Kar Mcleod</b> Center Director	
<b>4th Level:</b> 904-541-8200	<b>Mark Butterworth</b> Operations Assistant Vice-President	

### Birmingham LCSC Business Resale

Escalation Level	Contact	Special Instructions
<b>1st Level:</b> Main Telephone Number 800-773-4967		Select appropriate ACD option to be transferred to Service Representative
<b>2nd Level:</b> Main Telephone Number 800-773-4967		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
<b>3rd Level:</b> 904-541-8223	<b>Kar Mcleod</b> Center Director	

<b>4th Level:</b> 904-541-8200	<b>Mark Butterworth</b> Operations Assistant Vice-President	
<b>Birmingham LCSC UNE/LNP</b>		
<b>Escalation Level</b>	<b>Contact</b>	<b>Special Instructions</b>
<b>1st Level:</b> Main Telephone Number 800-773-4967		Select appropriate ACD option to be transferred to Service Representative
<b>2nd Level:</b> Main Telephone Number 800-773-4967		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
<b>3rd Level:</b> 205-714-0158	<b>Diane Myers</b> Operations Director	
<b>4th Level:</b> 205-714-0020	<b>Bill Thrasher</b> Operations Assistant Vice-President	
<b>Birmingham LCSC Complex</b>		
<b>Escalation Level</b>	<b>Contact</b>	<b>Special Instructions</b>
<b>1st Level:</b> Main Telephone Number 800-773-4967		Select appropriate ACD option to be transferred to Service Representative
<b>2nd Level:</b> Main Telephone Number 800-773-4967		Select appropriate ACD option - Service Representative to arrange for a Center Manager to return the CLEC's call within one hour
<b>3rd Level:</b> 205-714-0093	<b>Bill Castleberry</b> Operations Director	
<b>4th Level:</b> 205-714-0020	<b>Bill Thrasher</b> Operations Assistant Vice-President	

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# **EXHIBIT 3**



February 27, 2002

## CCP Monthly Status/Process Improvement Meeting

MEETING MINUTES

MEETING NAME	MINUTES PREPARED BY:	date prepared
Monthly Status Meeting /Process Improvement Meeting	Cheryl Storey-- Change Management Team	3-1-02

### Participants

PARTICIPANT	Company
Valerie Cottingham	BST - CCP
Cheryl Storey	BST - CCP
Brenda Files	BST - CCP
Steve Hancock	BST - CCP
Renao Stewart	BST - TAG Project Mgr
Dennis Davis	BST - CCP
Peggy Rehm	NightFire
Mary Conquest	ITC Deltacom
Dale Donaldson	epb
Audrey Thomas	BST - New Solutions Delivery
Mel Wagner	Birch Telecom
Lucy Estephanos	BST - Release Mgmt
Tami Swensen	Launch-Now-Accenture
John Duffey	FL-PSC
Gary Romanick	BST-Customer Care
Gary Jones	BST - Flow Through Task Force
Matt Beynon	Tel Excel Partners
Rena Clark	Espire

PARTICIPANT	company
Bernadette Seigler	AT&T
Sherry Lichtenburg	MCI WorldCom
Heather Thompson	Accenture
Doyle Mote	BST - LCSC - Doc
Shamone Stapler	ITC Deltacom
Graham Watkins	KPMG
Mike Young	Telcordia
Kyle Kopytchak	Network Telephone
Colette Davis	Covad
Meena Masih	BST - Release Mgmt
Jill Williamson	BST - IT
Tyra Hush	Worldcom
Peggy Rubino	ZTel
Sherrian Lively	NuVox
Joanne Baxter	Network Telecom
Quan Nguyen	KMC Telecom
Paul Pinick	Birch Telecom

### Meeting Information History

date	start time	end time
02/27/02	11:00 AM ET	4:30 PM ET

meeting purpose / AGENDA  
**Monthly Status / CCP Process Improvement Meeting**

February 27, 2002

**CCP Monthly Status/Process Improvement Meeting**

**MEETING MINUTES**

<p><b>9. DISCUSSION ON NEXT STEPS: VERIZON PROCESS, GA CLEC REDLINED DOCUMENT, CR0171</b></p>	<p>Discussion from the CLEC affecting definition led the committee into a discussion concerning which process document should be used as a working document going forward. Dennis asked the CLEC community which Change Control Process the CCP membership should use for process improvement discussions going forward:</p> <ol style="list-style-type: none"><li>1. The Verizon Change Management Process</li><li>2. GA CLEC Redlined/Greenlined Document*</li></ol> <p>*Note: GA CLEC Redlined Document was submitted by the CLEC Coalition to the GA PSC on 1/30/02. The Greenlined Document reflects the 2/15/02 BellSouth response.</p> <ol style="list-style-type: none"><li>3. CR0171, plus individual open process issues</li></ol> <p>MCI WorldCom replied that BST should focus on the GA CLEC Redlined Document because it includes the critical pieces of the Verizon process.</p> <p>BST questioned if CR0171 could be canceled since the GA CLEC Redlined/Greenlined Document is being suggested as a replacement to CR0171. CR0171 was opened by AT&amp;T on 9/20/00 and is currently used as the working document within CCP. CLECs indicated that CR0171 should not be canceled. CLECs suggested that a note be added to CR0171 referring to the GA Redlined/Greenlined Document. The GA Redlined/Greenlined Document would be Version 2 of the attachment to CR0171. Dennis suggested that we cancel change requests such as CR0501 and CR0569 since they are included in the GA CLEC Redlined/Greenlined Document. BST will submit suggested language to the CLECs regarding CR0171 and any associated CRs that could be canceled.</p> <p>It was questioned if a separate CR should be submitted for the GA CLEC Redlined/Greenlined Document. BST suggested it may be more manageable if this document were divided into sections. Sherry indicated that this was not acceptable. Mel Wagner (Birch) suggested that CLECs/BST establish a drafting team to address the document. Mel stated that this document should not be addressed during regular meetings, that it should be a joint collaborative effort and no ballot should be required. Dennis agreed to provide possible dates of when CLECs/BST can begin meeting face-to-face to address the proposed changes.</p>
	<p><b>NEW ACTION ITEM:</b> BST to submit suggested language to the CLECs regarding CR0171, adding a reference to the GA Redlined/Greenlined Document and a list of associated CRs.</p>



# **EXHIBIT 4**

**Cox, Cindy**

---

**From:** Kyle Kopytchak [Kyle.Kopytchak@networktelephone.net]  
**Sent:** Wednesday, February 20, 2002 12:23 PM  
**To:** 'Cindy.Cox@bellsouth.com'  
**Subject:** ADSL USOC issues per FPSC

Ms. Cox

Per the direction of Commissioner Jaber on 2/18/02 please assist Network Telephone in understanding the following questions:

- What does the ADSL USOC signify on the CSR? Is it for BellSouth ADSL customers only? Or does it include both BellSouth, Fast Access and wholesale ADSL to ISP's? Or is it for wholesale customers only?
- Why is the ADSL USOC found on the CSR for customers who have not had any DSL service?
- Does BellSouth place the USOC on the CSR for potential customers who have service in selected areas newly serviced by new BellSouth XDSL placements?
- Does the ADSL USOC remain on the CSR when the customer disconnects the service?
- Does the ADSL USOC block the transfer of all products and services when on the CSR?

Thank you for your prompt attention to this matter.

Kyle Kopytchak  
Process Measurement  
Network Telephone  
KyleK@Networktelephone.net  
850.469.9904.1250  
888.432.4855.4.1250

**Blake, Kathy**

---

**From:** Cox, Cindy  
**Sent:** Wednesday, February 27, 2002 3:48 PM  
**To:** 'kyle.kopytchak@networktelephone.net'  
**Cc:** Blake, Kathy; Foshee, Lisa; Sims, Nancy H  
**Subject:** adsl usoc questions

Kyle,

attached are responses to your questions regarding the ADSL USOC. I hope these are helpful.

Thanks

Cindy Cox  
BellSouth



adslUSOC.DOC

BellSouth Telecommunications, Inc.  
FPSC Docket No. 960786B-TP  
Network Telephone Post Workshop Issues  
February 26, 2002  
Item No. 1  
Page 1 of 1

**REQUEST:** What does the ADSL USOC signify on the CSR? Is it for BellSouth ADSL customers only? Or does it include both BellSouth, Fast Access and wholesale ADSL to ISP's? Or is it for wholesale customers only?

**RESPONSE:** The ADSL USOC signifies that a Network Service Provider (NSP) has ordered BellSouth's tariffed wholesale ADSL service on behalf of its end user. The ADSL USOC is put on the CSR after the line is provisioned for ADSL at the request of the NSP.

BellSouth Telecommunications, Inc.  
FPSC Docket No. 960786B-TP  
Network Telephone Post Workshop Issues  
February 26, 2002  
Item No. 2  
Page 1 of 1

REQUEST: Why is the ADSL USOC found on the CSR for customers who have not had any DSL service?

RESPONSE: The NSP is the customer of record for the BellSouth's tariffed wholesale DSL service. The ADSL USOC is added to or deleted from an account based on orders submitted by an NSP on behalf of their end users. Any discrepancy regarding the validity of the ADSL USOC is between the NSP, who places orders on behalf of their end users with BellSouth, and the end user, who places orders directly with the NSP.

BellSouth Telecommunications, Inc.  
FPSC Docket No. 960786B-TP  
Network Telephone Post Workshop Issues  
February 26, 2002  
Item No. 3  
Page 1 of 1

**REQUEST:** Does BellSouth place the USOC on the CSR for potential customers who have service in selected areas newly serviced by new BellSouth xDSL placements?

**RESPONSE:** No. BellSouth only places the ADSL USOC on a CSR when a line has been provisioned for ADSL upon an NSP's request. The NSP must submit an order to BellSouth to activate the provisioning process.

BellSouth Telecommunications, Inc.  
FPSC Docket No. 960786B-TP  
Network Telephone Post Workshop Issues  
February 26, 2002  
Item No. 4  
Page 1 of 1

**REQUEST:** Does the ADSL USOC remain on the CSR when the customer disconnects the service?

**RESPONSE:** No. When the NSP submits a disconnect order, the service is disconnected and the ADSL USOC is removed from the CSR.

BellSouth Telecommunications, Inc.  
FPSC Docket No. 960786B-TP  
Network Telephone Post Workshop Issues  
February 26, 2002  
Item No. 5  
Page 1 of 1

REQUEST: Does the ADSL USOC block the transfer of all products and services when on the CSR?

RESPONSE: No. However when an LSR is submitted to convert an end user's line to UNE-P and the ADSL USOC is on the end user's CSR, the LSR is sent back to the ALEC for clarification. Once this happens, the ALEC can either resubmit the order without the USOC, or submit a new order for a different type of line, such as resale.



BellSouth Telecommunications, Inc.  
FPSC Docket No. 960786B-TP  
Network Telephone Post Workshop Issues  
February 26, 2002  
Item No. 6  
Page 1 of 1

**REQUEST:** Network Telephone has found the ADSL USOC on the CSR attached to TN's in the hunt group, fax lines, and BTN's. Is the ADSL USOC on the CSR attached to TN's other than the actual ADSL circuit?

**RESPONSE:** The ADSL USOC is only associated to the specific line that the NSP designates when they submit their order to BellSouth. The NSP has the option to order more than one DSL circuit into a location and would indicate the specific line(s) that should be provisioned with the DSL service.

**Blake, Kathy**

**From:** Cox, Cindy  
**Sent:** Thursday, February 28, 2002 1:30 PM  
**To:** 'Kyle Kopytchak'  
**Cc:** Blake, Kathy; Foshee, Lisa; Sims, Nancy H; 'Isharvey@psc.state.fl.us'; 'jduffey@psc.state.fl.us'; Brent McMahan  
**Subject:** RE: adsl usoc questions

Kyle,

Sorry if there were additional questions we missed. Regarding your first question - yes, Network Service Provider would include BellSouth in its provision of its retail FastAccess internet access service. I will need to research your second question and get back to you.

Thanks

cindy

-----Original Message-----

**From:** Kyle Kopytchak [mailto:Kyle.Kopytchak@networktelephone.net]  
**Sent:** Thursday, February 28, 2002 12:51 PM  
**To:** 'Cox, Cindy'  
**Cc:** Blake, Kathy; Foshee, Lisa; Sims, Nancy H; 'Isharvey@psc.state.fl.us'; 'jduffey@psc.state.fl.us'; Brent McMahan  
**Subject:** RE: adsl usoc questions

Cindy,

You did not answer the two primary questions that Network Telephone furnished you and was before the Commission:

- 1) Does a "Network Service Provider (NSP)," as described in your answer of February 27, 2002 include BellSouth's retail broadband entity?
- 2) What percentage of BellSouth's customer CSRs have an ADSL USOC that involves the BellSouth broadband entity?

Thank you for your prompt attention to this matter.

Kyle Kopytchak  
 Process Measurement  
 Network Telephone  
 KyleK@Networktelephone.net  
 850.469.9904.1250  
 888.432.4855.4.1250

-----Original Message-----

From: Cox, Cindy [mailto:Cindy.Cox@bellsouth.com]

Sent: Wednesday, February 27, 2002 2:48 PM  
To: 'kyle.kopytchak@networktelephone.net'  
Cc: Blake, Kathy; Foshee, Lisa; Sims, Nancy H  
Subject: adsl usoc questions

Kyle,

attached are responses to your questions regarding the ADSL USOC. I hope these are helpful.

Thanks

Cindy Cox  
BellSouth

<<adslUSOC.DOC>>

\*\*\*\*\*

"The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential, proprietary, and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. If you received this in error, please contact the sender and delete the material from all computers."

**Blake, Kathy**

---

**From:** Cox, Cindy  
**Sent:** Monday, March 04, 2002 5:05 PM  
**To:** 'kyle.kopytchak@networktelephone.net'  
**Cc:** Blake, Kathy; Foshee, Lisa; Sims, Nancy H; 'lsharvey@psc.state.fl.us';  
'jduffy@psc.state.fl.us'  
**Subject:** additional question re: adsl usoc

Kyle,

See attached.

Thanks

Cindy Cox  
BellSouth



subsequent adsl usoc.doc

BellSouthTelecommunications, Inc.  
FPSC Docket No. 960786B-TP  
Network Telephone Post Workshop  
Issues  
March 4, 2002  
Subsequent Request  
Page 1 of 1

Q. What percentage of BellSouth's customer CSRs have an ADSL USOC that involves the BellSouth broadband entity?

A. Approximately 4% of BellSouth's access lines in Florida have the ADSL USOC. This incorporates all NSPs since the ADSL USOC is the same regardless of the NSP.

# **EXHIBIT 5**



---

**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification  
SN91081506**

Date: February 27, 2002  
To: Competitive Local Exchange Carriers (CLECs)  
Subject: CLECS - **REVISED**: Local Service Freeze (Latest revision posted on June 20, 2001)

This is to advise that effective March 24, 2002, the Local Service Freeze (LSF) option will *also* be made available for **Unbundled Network Elements-Platform (UNE-P) products REQTYPM** in the BellSouth region, except in Georgia, North Carolina, and Tennessee. LSF will allow the end users to "freeze" their local service to the local service providers of their choice. **Orders for LSF can be submitted either electronically or manually.**

The December 1998 Federal Communications Commission (FCC) slamming order provides several options for lifting preferred carrier freezes including:

1. A submitting carrier may conduct a three-way conference call with the carrier administering the freeze and the end user in order to lift the freeze.
2. The end user may submit a verbal request to the carrier administering the freeze.
3. The end user may submit a written request to the carrier administering the freeze.

Please follow the process outlined below if a BellSouth end user wants to switch to a CLEC and the account is currently frozen:

- A) Ask the end user to call in or submit in writing to its current local service provider, the request to remove a LSF or,
- B) Conduct a three-way call with the end user and its current local service provider to have an order issued to remove the freeze.

If the three-way call process is used by a submitting carrier, please follow the steps below:

1. With the end user on the line, call the appropriate BellSouth retail service center to have an order issued to remove the freeze.
2. Advise the BellSouth service representative that the end user wants to switch local service providers and the freeze should be lifted to allow the switch.
3. The BellSouth service representative will issue an order to remove the freeze so the CLEC can submit a Local Service Request (LSR) to migrate the end user's account.

BellSouth retail service representatives will follow similar procedures to request lifting of a CLEC end user freeze. Please inform your contact personnel regarding this process.

The following provides instructions on how CLECs should submit an LSR for adding or deleting LSF:

- A) LSF will be valid for REQ TYP E and **REQ TYP M** with ACT of N or C, V, P, Q and T. The SPEC field must be formatted with the following entries on a resale or **UNE-P** request:

EU = Add LSF per end user request

LP = Add LSF per local provider request

DE = Delete LSF

- B) Valid entries can be 2 to 7 alpha/numeric characters.
- C) Local Exchange Navigation System (LENS) users will use a new field "Local Service Freeze Option" with a pull down menu.

Please contact your BellSouth Local Contract Manager, if you have any questions.

Sincerely,

**ORIGINAL SIGNED BY MATEO CAYMOL FOR JIM BRINKLEY**

Jim Brinkley – Senior Director  
BellSouth Interconnection Services



**CERTIFICATE OF SERVICE  
DOCKET NO. 960786-B-TL**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by  
Federal Express this 18th day of March, 2002 to the following:

Mr. Brian Sulmonetti (+)  
LDDS WorldCom Communications  
Suite 3200  
6 Concourse Parkway  
Atlanta, GA 30328  
Tel. No. (770) 284-5493  
Fax. No. (770) 284-5488  
[brian.sulmonetti@wcom.com](mailto:brian.sulmonetti@wcom.com)

Floyd R. Self, Esq. (+)  
Messer Law Firm  
215 South Monroe Street  
Suite 701  
P.O. Box 1876  
Tallahassee, FL 32302-1876  
Tel. No. (850) 222-0720  
Fax. No. (850) 224-4359  
Represents LDDS/ACSI  
[fself@lawfla.com](mailto:fself@lawfla.com)

Vicki Gordon Kaufman (+)  
Joseph A. McGlothlin (+)  
McWhirter, Reeves, McGlothlin,  
Davidson, Rief & Bakas, P.A.  
117 South Gadsden Street  
Tallahassee, Florida 32301  
Tel. No. (850) 222-2525  
Fax. No. (850) 222-5606  
Represents FCCA  
Represents NewSouth  
Represents KMC  
Represents NuVox Comm.  
Represents ACCESS  
Represents XO  
[vkaufman@mac-law.com](mailto:vkaufman@mac-law.com)

Charles J. Beck  
Office of Public Counsel  
111 W. Madison Street  
Suite 812  
Tallahassee, FL 32399-1400  
Tel. No. (850) 488-9330  
Fax No. (850) 488-4992  
[Beck.Charles@leg.state.fl.us](mailto:Beck.Charles@leg.state.fl.us)

Richard D. Melson (+)  
Hopping Green Sams & Smith  
123 South Calhoun Street  
P.O. Box 6526  
Tallahassee, FL 32314  
Tel. No. (850) 222-7500  
Fax. No. (850) 224-8551  
Represents MCI, Rhythms  
[RMelson@hgss.com](mailto:RMelson@hgss.com)

Susan S. Masterton (+)  
Sprint Communications Co.  
Post Office Box 2214 (zip 32316-2214)  
1313 Blair Stone Road  
Tallahassee, FL 32301  
Tel. (850) 599-1560  
Fax (850) 878-0777  
[susan.masterton@mail.sprint.com](mailto:susan.masterton@mail.sprint.com)

Beth Keating, Staff Counsel (\*)  
Florida Public Service  
Commission  
Division of Legal Services  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
Tel. No. (850) 413-6212  
Fax. No. (850) 413-6250  
[bkeating@psc.state.fl.us](mailto:bkeating@psc.state.fl.us)

Scott Sapperstein  
Intermedia Comm., Inc.  
One Intermedia Way  
MCFLT-HQ3  
Tampa, Florida 33647-1752  
Tel. No. (813) 829-4093  
Fax. No. (813) 829-4923  
[Sasapperstein@intermedia.com](mailto:Sasapperstein@intermedia.com)

Claudia E. Davant  
AT&T  
101 North Monroe Street  
Suite 700  
Tallahassee, FL 32301  
Tel. No. (850) 425-6360  
Fax. No. (850) 425-6361  
[cdavant@att.com](mailto:cdavant@att.com)

Virginia C. Tate (+)  
Senior Attorney  
AT&T Communications of  
the Southern States, Inc.  
1200 Peachtree Street, N.E.  
Suite 8100  
Atlanta, GA 30309  
Tel. No. (404) 810-4196  
Fax No. (404) 877-7648

Kenneth A. Hoffman, Esq. (+)  
Rutledge, Ecenia, Underwood,  
Purnell & Hoffman, P.A.  
215 South Monroe Street  
Suite 420  
P.O. Box 551  
Tallahassee, FL 32302  
Tel No. (850) 681-6788  
Fax. No. (850) 681-6515  
Represents TCG  
Represents US LEC  
[Ken@Reuphlaw.com](mailto:Ken@Reuphlaw.com)

John R. Marks, III  
215 South Monroe Street  
Suite 130  
Tallahassee, FL 32301  
Tel. (850) 222-3768  
Fax. (850) 561-0397  
Represents BellSouth  
[JohnM@KMRlaw.com](mailto:JohnM@KMRlaw.com)

Kenneth S. Ruth  
Florida Director CWA  
2180 West State Road 434  
Longwood, FL 32779  
Tel. (407) 772-0266  
Fax. (407) 772-2516  
[Kruth@cwa-union.org](mailto:Kruth@cwa-union.org)

Marilyn H. Ash  
MGC Communications, Inc.  
3301 N. Buffalo Drive  
Las Vegas, NV 89129  
Tel. No. (702) 310-8461  
Fax. No. (702) 310-5689

Rodney L. Joyce  
Shook, Hardy & Bacon, L.L.P.  
600 14th Street, N.W.  
Suite 800  
Washington, D.C. 20005-2004  
Tel. No. (202) 639-5602  
Fax. No. (202) 783-4211  
[rjoyce@shb.com](mailto:rjoyce@shb.com)  
Represents Network Access Solutions

Michael Gross/Charles Dudley (+)  
FCTA, Inc.  
246 E. 6th Avenue  
Suite 100  
Tallahassee, FL 32303  
Tel. No. (850) 681-1990  
Fax. No. (850) 681-9676  
[mgross@fcta.com](mailto:mgross@fcta.com)

Nanette Edwards  
ITC^DeltaCom  
4092 South Memorial Parkway  
Huntsville, AL 35802  
Tel. No. (256) 382-3856  
Fax. No. (256) 382-3969  
Represented by Hopping Law Firm

Donna McNulty  
MCI WorldCom  
325 John Knox Road  
Suite 105  
Tallahassee, FL 32303-4131  
Tel. No. (850) 422-1254  
Fax. No. (850) 422-2586  
[donna.mcnulty@wcom.com](mailto:donna.mcnulty@wcom.com)

Network Access Solutions Corp.  
100 Carpenter Drive  
Suite 206  
Sterling, VA 20164  
Tel. No. (703) 742-7700  
Fax. No. (703) 742-7706  
Represented by Shook, Hardy & Bacon

Karen Camechis (+)  
Pennington Law Firm  
215 South Monroe Street  
2<sup>nd</sup> Floor  
Tallahassee, FL 32301  
Tel. No. (850) 222-3533  
Fax. No. (850) 222-2126  
Represents Time Warner  
[pete@penningtonlawfirm.com](mailto:pete@penningtonlawfirm.com)

Rhythms Links, Inc.  
6933 South Revere Parkway  
Suite 100  
Englewood, CO 80112  
Tel. No. (303) 476-4200  
Represented by Hopping Law Firm

Benjamin Fincher  
Sprint/Sprint-Metro  
3100 Cumberland Circle  
#802  
Atlanta, GA 30339  
Tel. No. (404) 649-5144  
Fax. No. (404) 649-5174  
Represented by Ervin Law Firm

Carolyn Marek  
Time Warner  
Regulatory Affairs, SE Region  
233 Bramerton Court  
Franklin, TN 37069  
Tel. No. (615) 376-6404  
Fax. No. (615) 376-6405  
[carolyn.marek@twtelecom.com](mailto:carolyn.marek@twtelecom.com)  
Represented by Pennington Law Firm  
Represented by Parker Poe Adams

James Falvey  
ACSI  
131 National Business Parkway  
Annapolis Junction, MD 20701  
Represented by Messer Law Firm

Matthew Feil (+)  
Florida Digital Network, Inc.  
390 North Orange Avenue  
Suite 2000  
Orlando, FL 32801  
Tel. No. (407) 835-0460  
[mfeil@floridadigital.net](mailto:mfeil@floridadigital.net)

Michael Sloan (+)  
Swidler Berlin Shereff Friedman, LLP  
3000 K Street, N.W.  
Suite 300  
Washington, D.C. 20007-5116  
Tel. No. (202) 295-8458  
Fax No. (202) 424-7645  
Represents FDN  
[mcsloan@swidlaw.com](mailto:mcsloan@swidlaw.com)

Katz, Kutter Law Firm (+)  
Charles J. Pellegrini/Patrick Wiggins  
106 E. College Avenue  
Tallahassee, FL 32301  
Tel. No. 850-224-9634  
Fax. No. 850-224-9634  
[pkwiggins@katzlaw.com](mailto:pkwiggins@katzlaw.com)

Lori Reese  
Vice President of Governmental Affairs  
NewSouth Communications  
Two Main Street  
Greenville, South Carolina 29609  
Tel. No. (864) 672-5177  
Fax. No. (864) 672-5040  
[lreese@newsouth.com](mailto:lreese@newsouth.com)

Genevieve Morelli  
Andrew M. Klein (+)  
Kelley Drye & Warren LLP  
1200 19th Street, NW  
Suite 500  
Washington, DC 20036  
Tel. No. (202) 887-1257  
Fax. No. (202) 955-9792  
[AKlein@KelleyDrye.com](mailto:AKlein@KelleyDrye.com)  
Represents KMC

John D. McLaughlin, Jr.  
Director, State Government Affairs  
KMC Telecom, Inc.  
1755 North Brown Road  
Lawrenceville, Georgia 30043  
Tel. No. (678) 985-6262  
Fax. No. (678) 985-6213  
[jmclau@kmc telecom.com](mailto:jmclau@kmc telecom.com)

Suzanne F. Summerlin, Esq.  
1311-B Paul Russell Road  
Suite 201  
Tallahassee, Florida 32301  
Tel. No. (850) 656-2288  
Fax. No. (850) 656-5589  
Represents IDS Telecom

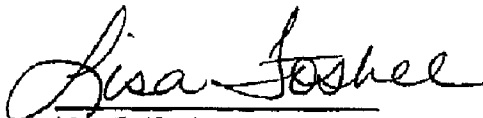
Henry C. Campen, Jr. (+)  
Parker, Poe, Adams & Bernstein, LLP  
P.O. Box 389  
First Union Capital Center  
150 Fayetteville Street Mall, Suite 1400  
Raleigh, NC 27602-0389  
Tel. No. (919) 890-4145  
Fax. No. (919) 834-4564  
Represents US LEC of Florida  
Represents NuVox Comm.  
Represents XO  
Represents Time Warner

Catherine F. Boone  
Covad Communications Company  
10 Glenlake Parkway, Suite 650  
Atlanta, Georgia 30328-3495  
Tel. No. (678) 222-3466  
Fax. No. (678) 320-0004  
[cboone@covad.com](mailto:cboone@covad.com)

Bruce Culpepper, Esq.  
Akerman, Senterfitt & Eidson  
301 South Bronough Street  
Suite 200  
Post Office Box 10555  
Tallahassee, FL 32302-2556  
Attys. for AT&T

Mark D. Baxter  
Stone & Baxter, LLP  
557 Mulberry Street  
Suite 1111  
Macon, Georgia 31201-8256  
Represents ACCESS

Dana Shaffer  
XO Communications, Inc.  
105 Molloy Street, Suite 300  
Nashville, Tennessee 37201-2315  
Tel. (615) 777-7700  
Fax. (615) 345-1564  
[dana.shaffer@xo.com](mailto:dana.shaffer@xo.com)  
Represented by Parker Poe Adams

  
Lisa S. Foshee

(+) Signed Protective Agreement

Lisa S. Foshee  
General Attorney

BellSouth Telecommunications, Inc.  
150 South Monroe Street  
Room 400  
Tallahassee, Florida 32301  
(404) 335-0754

March 18, 2002

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

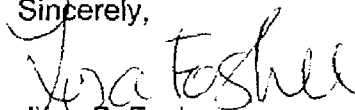
**Re: 960786-B-TL (Section 271)**

Dear Ms. Bayó:

Enclosed is the original and fifteen copies of BellSouth Telecommunications, Inc.'s Notice of Intent to Request for Specified Confidential Classification for Exhibit 1 to BellSouth's Post Workshop Comments filed on March 18, 2002 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 by Federal Express as shown on the attached Certificate of Service.

Sincerely,

  
Lisa S. Foshee

Enclosures

cc: All Parties of Record  
Marshall M. Criser III  
Fred J. McCallum

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth )  
Telecommunications, Inc.'s entry into ) Docket No. 960786-B-TL  
interLATA services pursuant to Section )  
271 of the Federal Telecommunications )  
Act of 1996. )  
\_\_\_\_\_ ) Filed: March 18, 2002

**BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF  
INTENT TO REQUEST SPECIFIED CONFIDENTIAL CLASSIFICATION**

COMES NOW, BellSouth Telecommunications, Inc. ("BellSouth" or "Company"), and pursuant to Rule 25-22.006, Florida Administrative Code, files its Notice of Intent to Request Specified Confidential Classification.

1. On March 18, 2002, BellSouth Telecommunications, Inc. filed Exhibit 1 to its Post Workshop Comments. The information is ALEC-specific and contains information that is considered confidential business information of a ALEC and is proprietary to the ALEC.

2. Because this information contains proprietary information, BellSouth is now filing this Notice of Intent to Request Specified Confidential Classification pursuant to Rule 25-22.006(3)(a), Florida Administrative Code, in order to allow the Commission to take possession of the data request without delay. The original of this notice has been filed with the Division of Records and Reporting, and a copy has been served on all parties of record.

Respectfully submitted this 18th day of March, 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

*Nancy White*

---

NANCY B. WHITE  
c/o Nancy Sims  
150 South Monroe Street, Suite 400  
Tallahassee, FL 32301  
(305) 347-5558

*Lisa Foshee*

---

LISA FOSHEE  
FRED MCCALLUM  
Suite 4300  
675 W. Peachtree St., NE  
Atlanta, GA 30375  
(404) 335-0754

438546

**CERTIFICATE OF SERVICE  
DOCKET NO. 960786-B-TL**

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by  
Federal Express this 18th day of March, 2002 to the following:

Mr. Brian Sulmonetti (+)  
LDDS WorldCom Communications  
Suite 3200  
6 Concourse Parkway  
Atlanta, GA 30328  
Tel. No. (770) 284-5493  
Fax. No. (770) 284-5488  
[brian.sulmonetti@wcom.com](mailto:brian.sulmonetti@wcom.com)

Floyd R. Self, Esq. (+)  
Messer Law Firm  
215 South Monroe Street  
Suite 701  
P.O. Box 1876  
Tallahassee, FL 32302-1876  
Tel. No. (850) 222-0720  
Fax. No. (850) 224-4359  
Represents LDDS/ACSI  
[fself@lawfla.com](mailto:fself@lawfla.com)

Vicki Gordon Kaufman (+)  
Joseph A. McGlothlin (+)  
McWhirter, Reeves, McGlothlin,  
Davidson, Rief & Bakas, P.A.  
117 South Gadsden Street  
Tallahassee, Florida 32301  
Tel. No. (850) 222-2525  
Fax. No. (850) 222-5606  
Represents FCCA  
Represents NewSouth  
Represents KMC  
Represents NuVox Comm.  
Represents ACCESS  
Represents XO  
[vkaufman@mac-law.com](mailto:vkaufman@mac-law.com)

Charles J. Beck  
Office of Public Counsel  
111 W. Madison Street  
Suite 812  
Tallahassee, FL 32399-1400  
Tel. No. (850) 488-9330  
Fax No. (850) 488-4992  
[Beck.Charles@leg.state.fl.us](mailto:Beck.Charles@leg.state.fl.us)

Richard D. Melson (+)  
Hopping Green Sams & Smith  
123 South Calhoun Street  
P.O. Box 6526  
Tallahassee, FL 32314  
Tel. No. (850) 222-7500  
Fax. No. (850) 224-8551  
Represents MCI, Rhythms  
[RMelson@hgss.com](mailto:RMelson@hgss.com)

Susan S. Masterton (+)  
Sprint Communications Co.  
Post Office Box 2214 (zip 32316-2214)  
1913 Blair Stone Road  
Tallahassee, FL 32301  
Tel. (850) 599-1560  
Fax (850) 878-0777  
[susan.masterton@mail.sprint.com](mailto:susan.masterton@mail.sprint.com)

Beth Keating, Staff Counsel (\*)  
Florida Public Service  
Commission  
Division of Legal Services  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
Tel. No. (850) 413-6212  
Fax. No. (850) 413-6250  
[bkeating@psc.state.fl.us](mailto:bkeating@psc.state.fl.us)



Scott Sapperstein  
Intermedia Comm., Inc.  
One Intermedia Way  
MCFLT-HQ3  
Tampa, Florida 33647-1752  
Tel. No. (813) 829-4093  
Fax. No. (813) 829-4923  
[Sasapperstein@intermedia.com](mailto:Sasapperstein@intermedia.com)

Claudia E. Davant  
AT&T  
101 North Monroe Street  
Suite 700  
Tallahassee, FL 32301  
Tel. No. (850) 425-6360  
Fax. No. (850) 425-6361  
[cdavant@att.com](mailto:cdavant@att.com)

Virginia C. Tate (+)  
Senior Attorney  
AT&T Communications of  
the Southern States, Inc.  
1200 Peachtree Street, N.E.  
Suite 8100  
Atlanta, GA 30309  
Tel. No. (404) 810-4196  
Fax No. (404) 877-7648

Kenneth A. Hoffman, Esq. (+)  
Rutledge, Ecania, Underwood,  
Purnell & Hoffman, P.A.  
215 South Monroe Street  
Suite 420  
P.O. Box 551  
Tallahassee, FL 32302  
Tel No. (850) 681-6788  
Fax. No. (850) 681-6515  
Represents TCG  
Represents US LEC  
[Ken@Reuphlaw.com](mailto:Ken@Reuphlaw.com)

John R. Marks, III  
215 South Monroe Street  
Suite 130  
Tallahassee, FL 32301  
Tel. (850) 222-3768  
Fax. (850) 561-0397  
Represents BellSouth  
[JohnM@KMRlaw.com](mailto:JohnM@KMRlaw.com)

Kenneth S. Ruth  
Florida Director CWA  
2180 West State Road 434  
Longwood, FL 32779  
Tel. (407) 772-0266  
Fax. (407) 772-2516  
[Kruth@cwa-union.org](mailto:Kruth@cwa-union.org)

Marilyn H. Ash  
MGC Communications, Inc.  
3301 N. Buffalo Drive  
Las Vegas, NV 89129  
Tel. No. (702) 310-8461  
Fax. No. (702) 310-5689

Rodney L. Joyce  
Shook, Hardy & Bacon, L.L.P.  
600 14th Street, N.W.  
Suite 800  
Washington, D.C. 20005-2004  
Tel. No. (202) 639-5602  
Fax. No. (202) 783-4211  
[rjoyce@shb.com](mailto:rjoyce@shb.com)  
Represents Network Access Solutions

Michael Gross/Charles Dudley (+)  
FCTA, Inc.  
246 E. 6th Avenue  
Suite 100  
Tallahassee, FL 32303  
Tel. No. (850) 681-1990  
Fax. No. (850) 681-9676  
[mgross@fcta.com](mailto:mgross@fcta.com)

Nanette Edwards  
ITC^DeltaCom  
4092 South Memorial Parkway  
Huntsville, AL 35802  
Tel. No. (256) 382-3856  
Fax. No. (256) 382-3969  
Represented by Hopping Law Firm

Donna McNulty  
MCI WorldCom  
325 John Knox Road  
Suite 105  
Tallahassee, FL 32303-4131  
Tel. No. (850) 422-1254  
Fax. No. (850) 422-2586  
[donna.mcنulty@wcom.com](mailto:donna.mcنulty@wcom.com)

Network Access Solutions Corp.  
100 Carpenter Drive  
Suite 206  
Sterling, VA 20164  
Tel. No. (703) 742-7700  
Fax. No. (703) 742-7706  
Represented by Shook, Hardy & Bacon

Karen Camechis (+)  
Pennington Law Firm  
215 South Monroe Street  
2<sup>nd</sup> Floor  
Tallahassee, FL 32301  
Tel. No. (850) 222-3533  
Fax. No. (850) 222-2126  
Represents Time Warner  
[pete@penningtonlawfirm.com](mailto:pete@penningtonlawfirm.com)

Rhythms Links, Inc.  
6933 South Revere Parkway  
Suite 100  
Englewood, CO 80112  
Tel. No. (303) 476-4200  
Represented by Hopping Law Firm

Benjamin Fincher  
Sprint/Sprint-Metro  
3100 Cumberland Circle  
#802  
Atlanta, GA 30339  
Tel. No. (404) 649-5144  
Fax. No. (404) 649-5174  
Represented by Ervin Law Firm

Carolyn Marek  
Time Warner  
Regulatory Affairs, SE Region  
233 Bramerton Court  
Franklin, TN 37069  
Tel. No. (615) 376-6404  
Fax. No. (615) 376-6405  
[carolyn.marek@twtelecom.com](mailto:carolyn.marek@twtelecom.com)  
Represented by Pennington Law Firm  
Represented by Parker Poe Adams

James Falvey  
ACSI  
131 National Business Parkway  
Annapolis Junction, MD 20701  
Represented by Messer Law Firm

Matthew Feil (+)  
Florida Digital Network, Inc.  
390 North Orange Avenue  
Suite 2000  
Orlando, FL 32801  
Tel. No. (407) 835-0460  
[mfeil@floridadigital.net](mailto:mfeil@floridadigital.net)

Michael Sloan (+)  
Swidler Berlin Shereff Friedman, LLP  
3000 K Street, N.W.  
Suite 300  
Washington, D.C. 20007-5116  
Tel. No. (202) 295-8458  
Fax No. (202) 424-7645  
Represents FDN  
[mcsloan@swidlaw.com](mailto:mcsloan@swidlaw.com)

Katz, Kutter Law Firm (+)  
Charles J. Pellegrini/Patrick Wiggins  
106 E. College Avenue  
Tallahassee, FL 32301  
Tel. No. 850-224-9634  
Fax. No. 850-224-9634  
[pkwiggins@katzlaw.com](mailto:pkwiggins@katzlaw.com)

Lori Reese  
Vice President of Governmental Affairs  
NewSouth Communications  
Two Main Street  
Greenville, South Carolina 29609  
Tel. No. (864) 672-5177  
Fax. No. (864) 672-5040  
[lreese@newsouth.com](mailto:lreese@newsouth.com)

Genevieve Morelli  
Andrew M. Klein (+)  
Kelley Drye & Warren LLP  
1200 19th Street, NW  
Suite 500  
Washington, DC 20036  
Tel. No. (202) 887-1257  
Fax. No. (202) 955-9792  
[AKlein@KelleyDrye.com](mailto:AKlein@KelleyDrye.com)  
Represents KMC

John D. McLaughlin, Jr.  
Director, State Government Affairs  
KMC Telecom, Inc.  
1755 North Brown Road  
Lawrenceville, Georgia 30043  
Tel. No. (678) 985-6262  
Fax. No. (678) 985-6213  
[jmclau@kmctelecom.com](mailto:jmclau@kmctelecom.com)

Suzanne F. Summerlin, Esq.  
1311-B Paul Russell Road  
Suite 201  
Tallahassee, Florida 32301  
Tel. No. (850) 656-2288  
Fax. No. (850) 656-5589  
Represents IDS Telecom

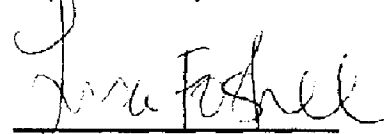
Henry C. Campen, Jr. (+)  
Parker, Poe, Adams & Bernstein, LLP  
P.O. Box 389  
First Union Capital Center  
150 Fayetteville Street Mall, Suite 1400  
Raleigh, NC 27602-0389  
Tel. No. (919) 890-4145  
Fax. No. (919) 834-4564  
Represents US LEC of Florida  
Represents NuVox Comm.  
Represents XO  
Represents Time Warner

Catherine F. Boone  
Covad Communications Company  
10 Glenlake Parkway, Suite 650  
Atlanta, Georgia 30328-3495  
Tel. No. (678) 222-3466  
Fax. No. (678) 320-0004  
[cboone@covad.com](mailto:cboone@covad.com)

Bruce Culpepper, Esq.  
Akerman, Senteriff & Eidson  
301 South Bronough Street  
Suite 200  
Post Office Box 10555  
Tallahassee, FL 32302-2555  
Attys. for AT&T

Mark D. Baxter  
Stone & Baxter, LLP  
557 Mulberry Street  
Suite 1111  
Macon, Georgia 31201-8256  
Represents ACCESS

Dana Shaffer  
XO Communications, Inc.  
105 Molloy Street, Suite 300  
Nashville, Tennessee 37201-2315  
Tel. (615) 777-7700  
Fax. (615) 345-1564  
[dana.shaffer@xo.com](mailto:dana.shaffer@xo.com)  
Represented by Parker Poe Adams



Lisa S. Foshee

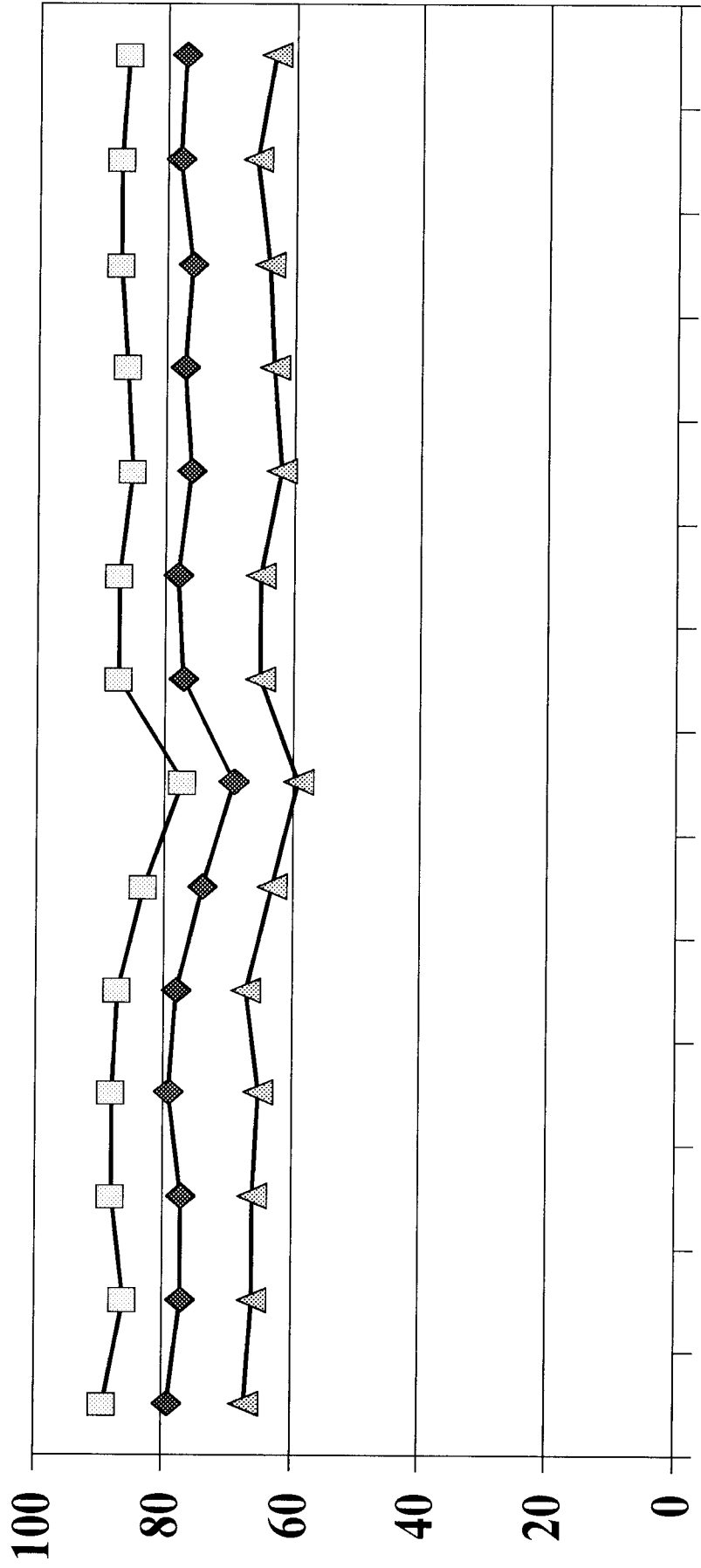
**(+) Signed Protective Agreement**

# Attachment 5

# There Was No Improvement in Flow Through in 2001/02

(Non-LNP Aggregate Results - Percent )

—◆— "Achieved" —■— "Flow Through" —▲— Issued SO

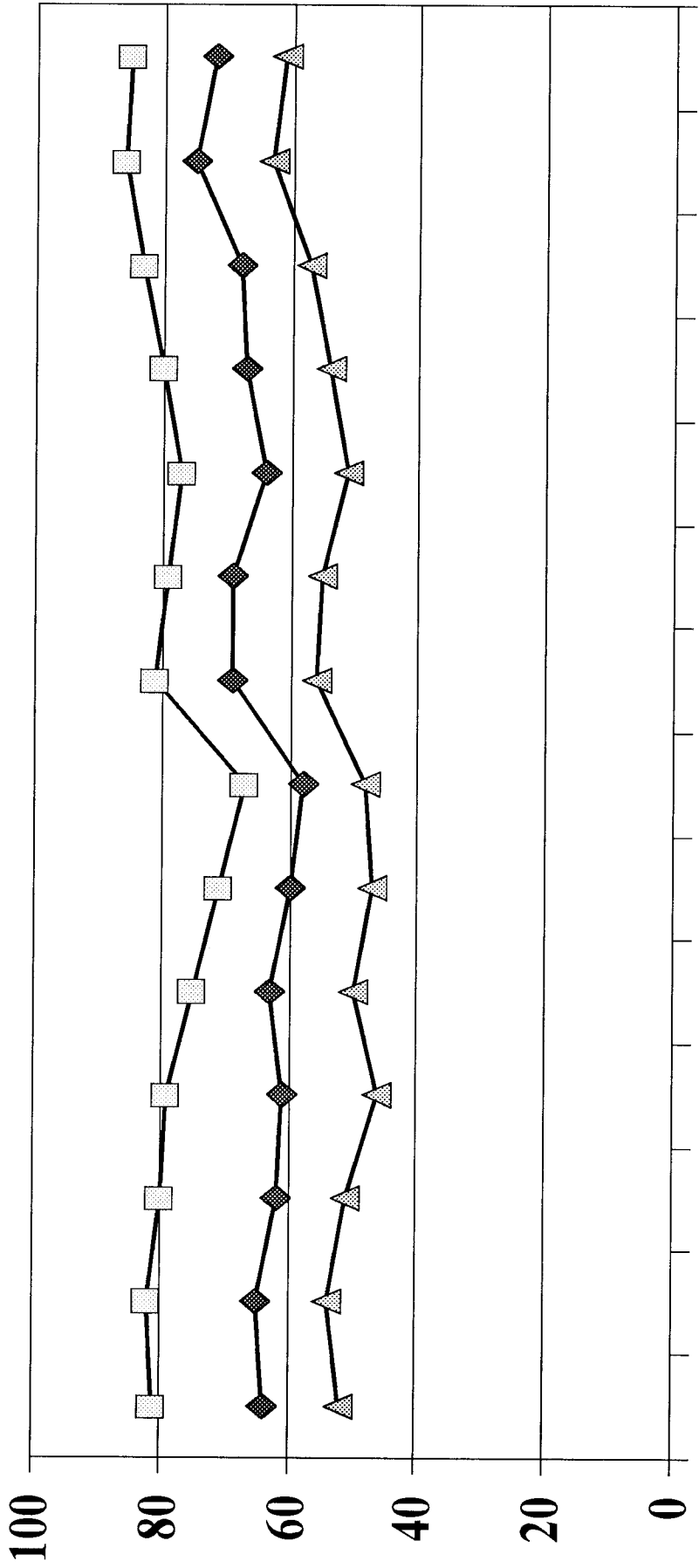


Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb

# There Was No Improvement in Flow Through in 2001/02

(UNE Aggregate Results - Percent )

◆ "Achieved"    □ "Flow Through"    ▲ Issued SO

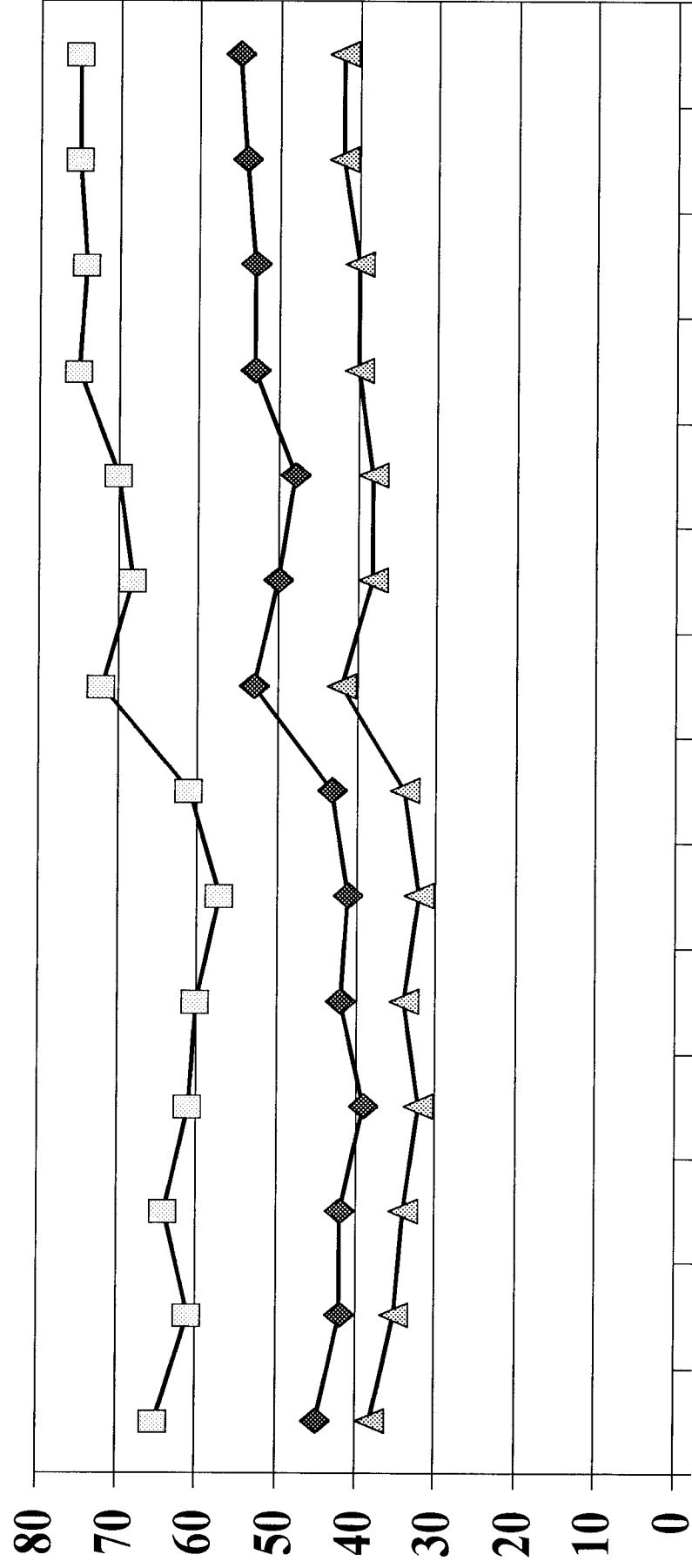


Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb

# There Was No Improvement in Flow Through in 2001/02

(Business Aggregate Results - Percent )

—◆— Achieved —■— "Flow Through" —▲— Issued SO

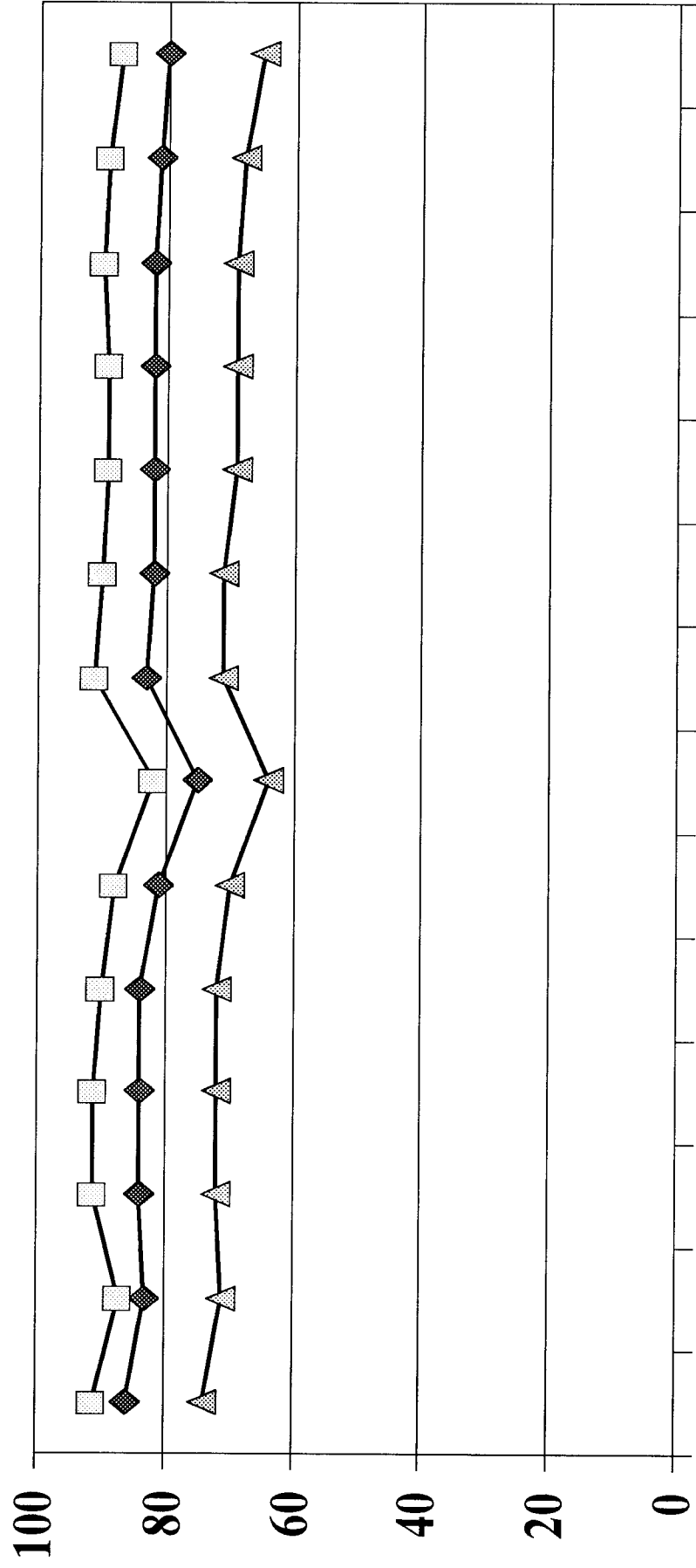


Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb

# There Was No Improvement in Flow Through in 2001/02

(Residence Aggregate Results - Percent )

—◆— Achieved —□— "Flow Through" —▲— Issued SO



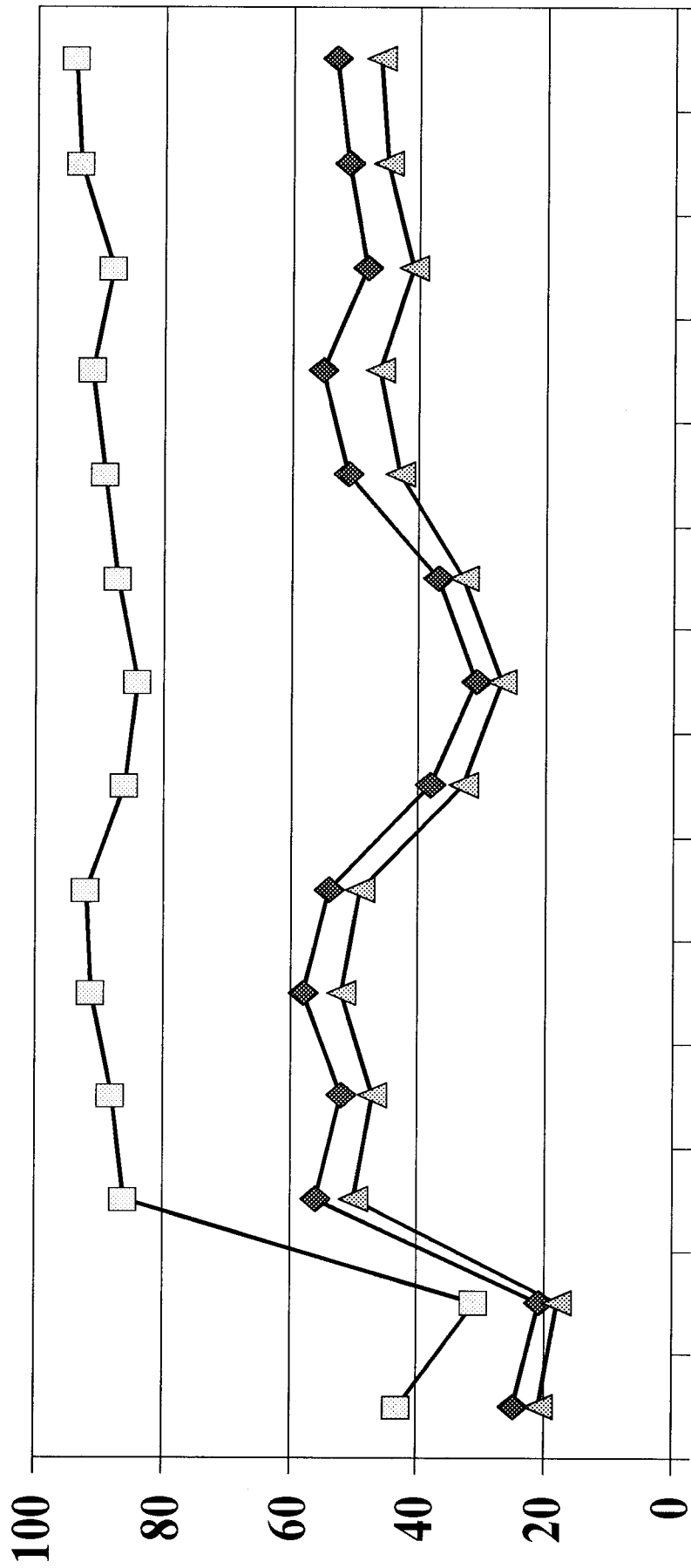
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb



# There Was No Improvement in Flow Through in 2001/02

(LNP Results - Percent)

◆ "Achieved"    □ "Flow Through"    ▲ Issued SO



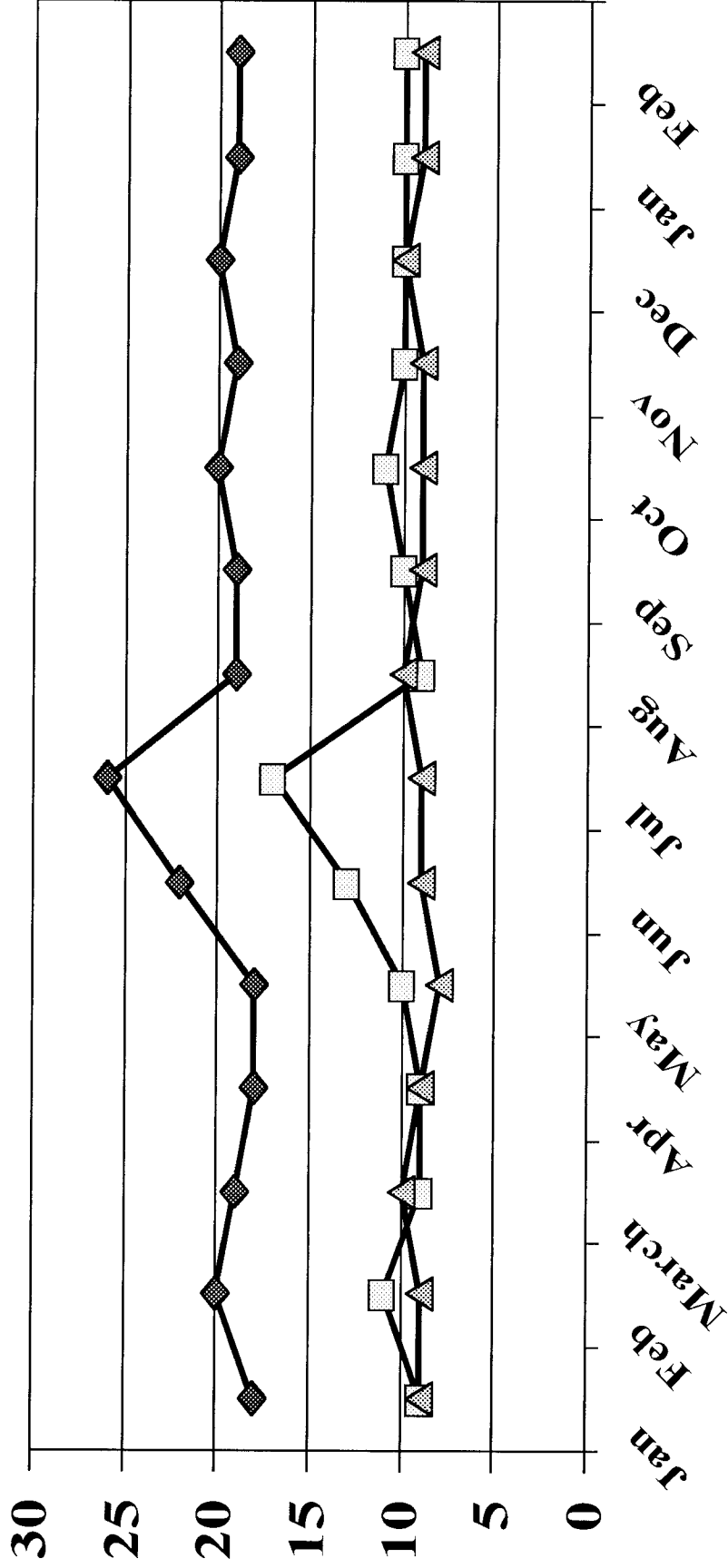
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb

BellSouth has stated that all LNP data prior to March 2000 was erroneous

# The Design and Operation of BellSouth's ALEC Ordering Interfaces Did Not Improve in 2001/02

(Non-LNP Aggregate Results - Percent)

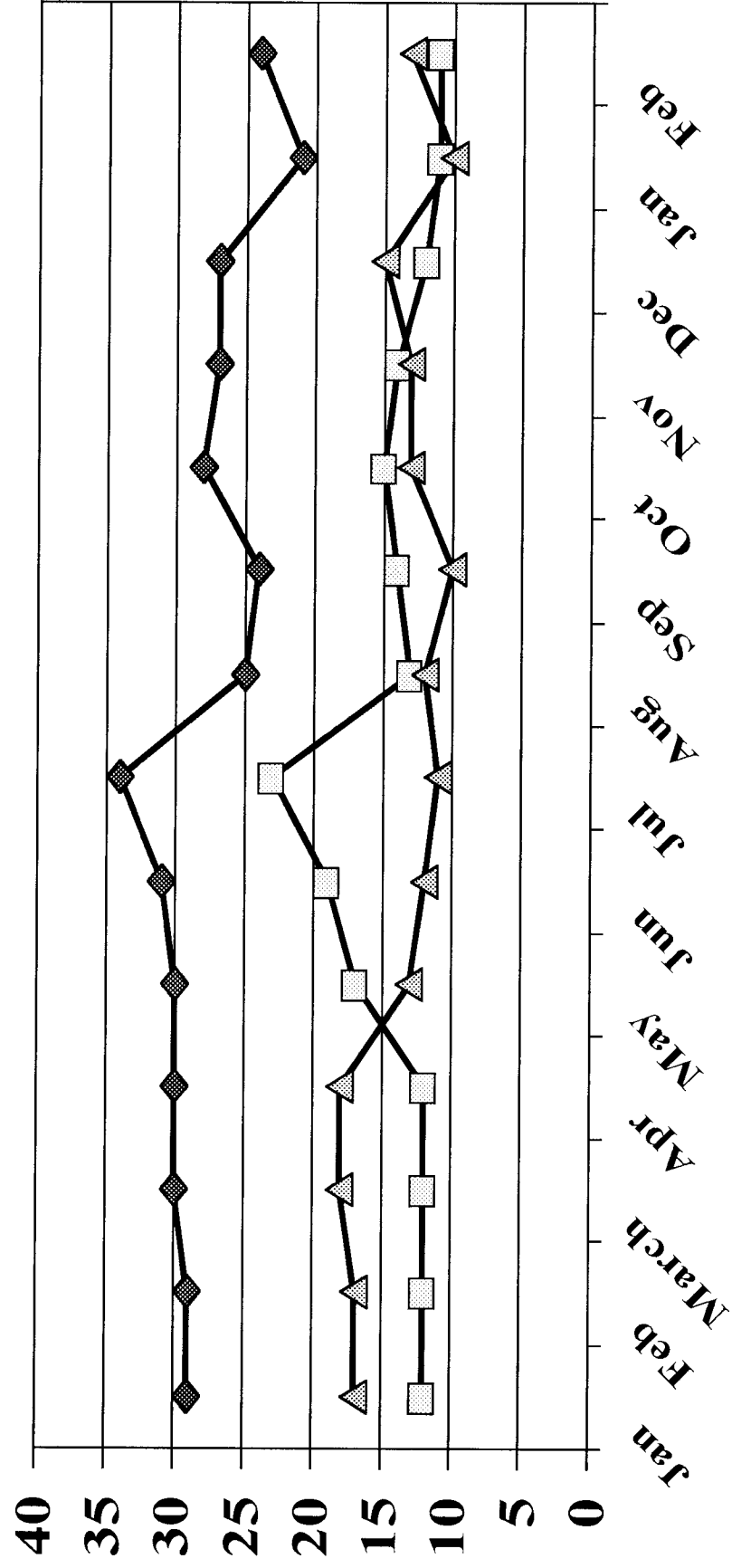
Total Fallout
  BLS Error
  BLS Design



# The Design and Operation of BellSouth's ALEC Ordering Interfaces Did Not Improve in 2001/02

(UNE Aggregate Results - Percent)

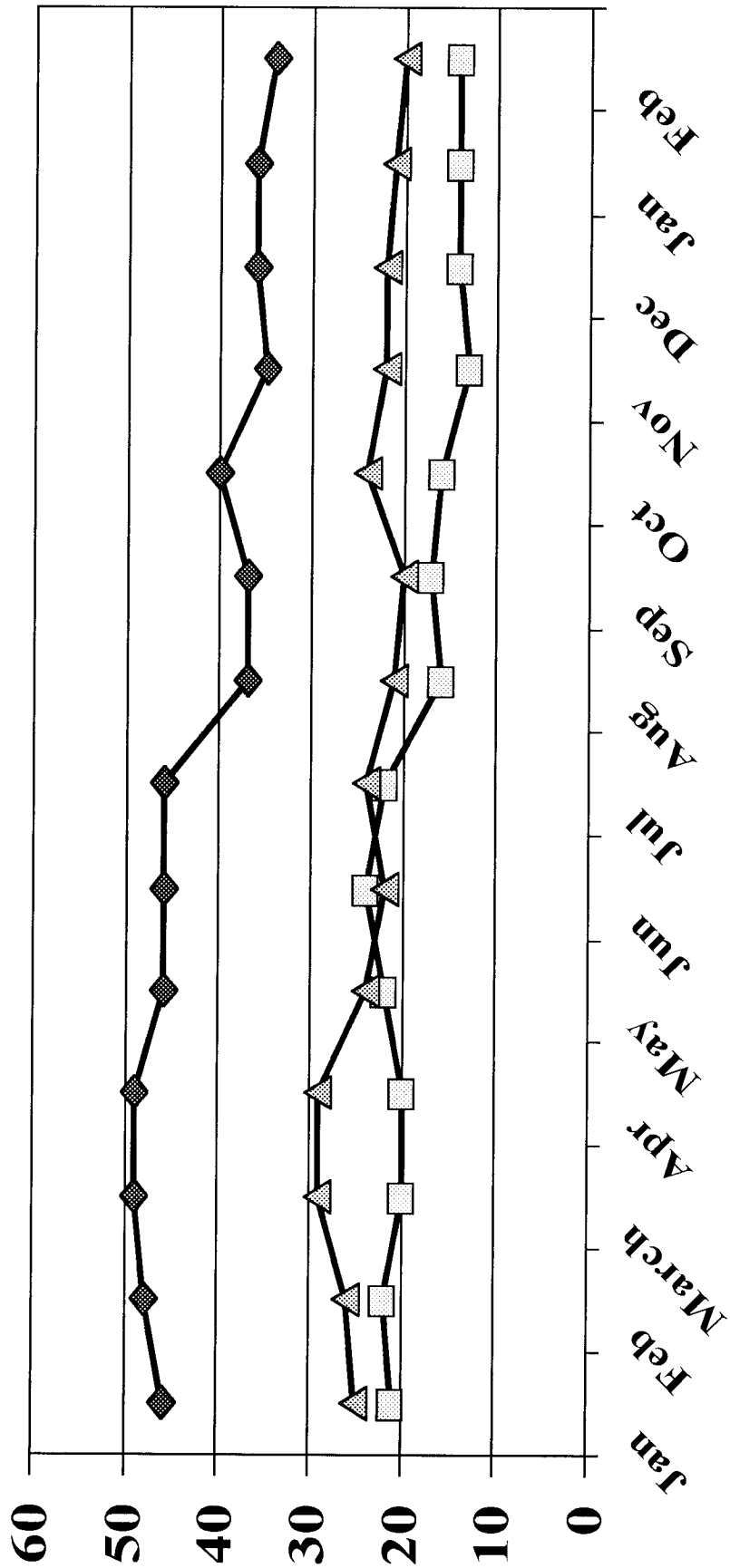
◆ Total Fallout    □ BLS Error    ▲ BLS Design



# The Design and Operation of BellSouth's ALEC Ordering Interfaces Did Not Improve in 2001/02

(Business Aggregate Results - Percent)

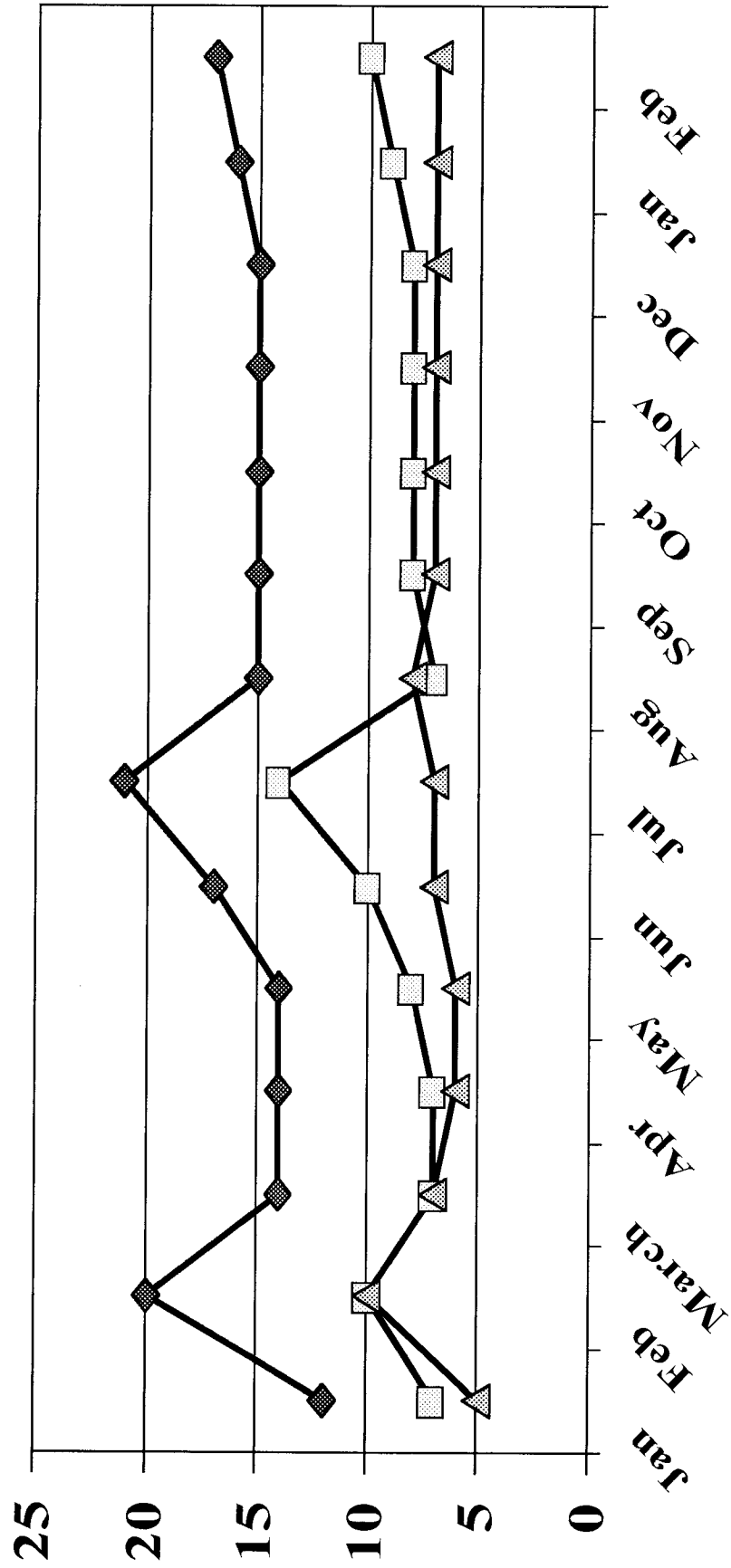
—◆— Total Fallout —□— BLS Error —▲— BLS Design



# The Design and Operation of BellSouth's ALEC Ordering Interfaces Did Not Improve in 2001/02

(Residence Aggregate Results - Percent)

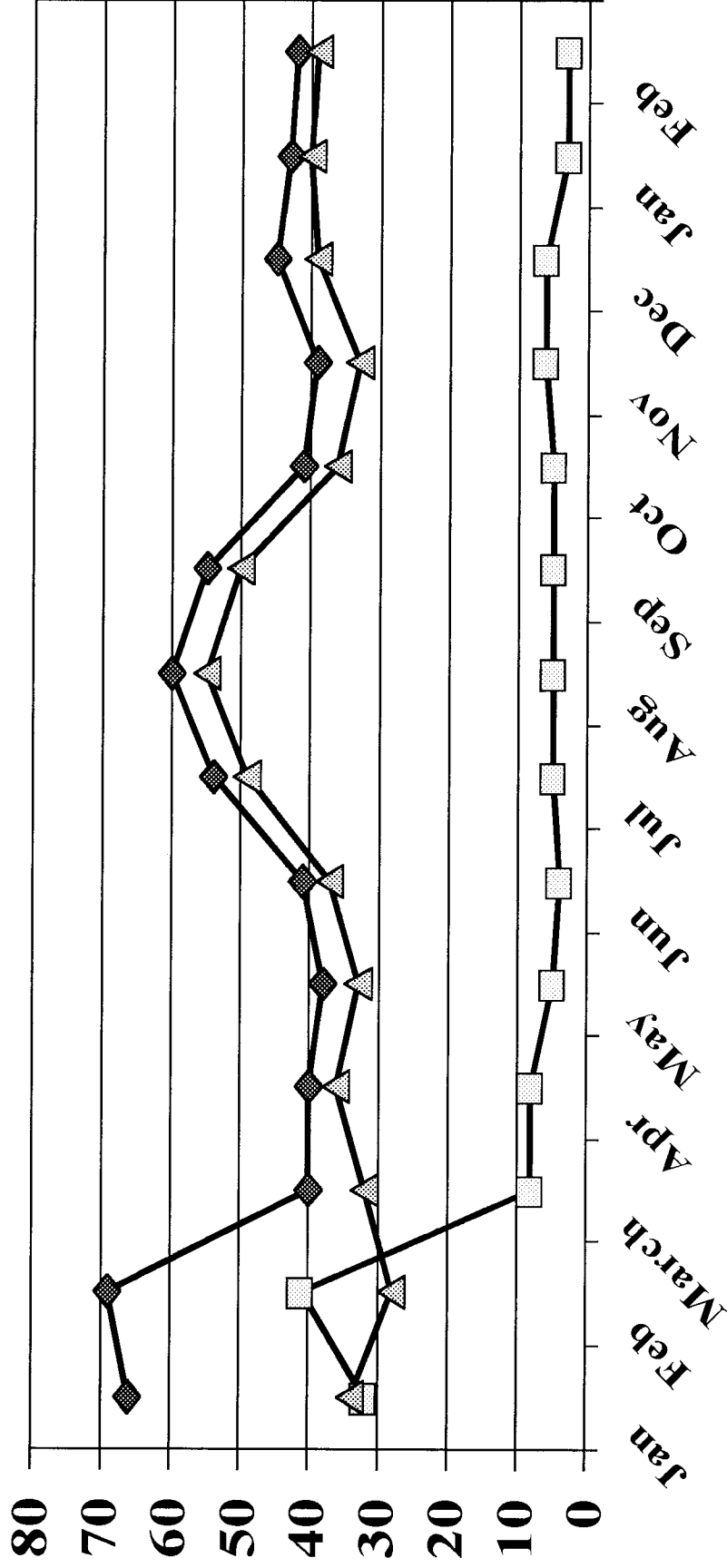
—◆— Total Fallout —□— BLS Error —▲— BLS Design



# The Design and Operation of BellSouth's ALEC Ordering Interfaces Did Not Improve in 2001/02

(LNP Results - Percent)

—◆— Total Fallout —□— BLS Error —▲— BLS Design



BellSouth has stated that all LNP data prior to March 2000 was erroneous

# Attachment 6

-----Original Message-----

From: Change.Control@bridge.bellsouth.com

[mailto:Change.Control@bridge.bellsouth.com]

Sent: Wednesday, March 06, 2002 6:19 PM

To: Alan.Flanigan@twtelecom.com; alee@epicus.com;  
alejandro@amexcomm.com; amanda.hill@wcom.com; Annette.Cook@espire.net;  
Annette.Hardy@accesscomm.com; annettey@Lightyearcom.com;  
apatel3@telcordia.com; Lynn.Arthur@BellSouth.com;  
avincent@communitytelephone.com; bbil@4pra.com; bellsouth@nightfire.com;  
beverly.lockwood@btitele.com; BHughes@nwp.com; Bill.York@wcom.com;  
billg@telcordia.com; blsinterfacecontrol@kpmg.com;  
bmurdo@KMCTELECOM.com; Bob.Buerrosse@allegiancetelecom.com;  
Bobik,Richard A - NCAM; Bradbury,Jay M - LGA;  
Brenda.Gant@KMCTELECOM.com; Brent.McMahan@networktelephone.net;  
Seigler,Bernadette M (Bern) - NCAM; BSNotes@talk.com;  
BStowe@City.marietta.GA.US; bszafran@covad.com; bwellman@idstelcom.com;  
c\_and\_m@bellsouth.net; c-david.burley@wcom.com;  
c-Lorraine.Watson@wcom.com; caren.schaffner@wcom.com;  
CAshford@birch.com; cassandrap@networktelephone.net;  
Catherine.Gray@alltel.com; cbnaadmin@home.com;  
cchiavatti@usatelecominc.com; lacovelli,Christopher D - ALINF;  
CDrake@City.marietta.GA.US; Cecere,Chris - Broadband;  
cecilia.ortiz@adelphiacom.com; Cedric.Cox@wcom.com; cflanigan@uslec.com;  
changecontrol.bellsouth@onepointcom.com; Chapmanwe@cepb.com;  
charles.a.stahlberger@xo.com; charrison@mpowercom.com;  
chaynes@trivergent.com; cheryl@eatel.com;  
cheryl\_acosta@stratosoilandgas.com; chrisg@pvtel.net;  
Christine.Schnelle@wcom.com; clarson@dset.com; chhawk@KMCTELECOM.com;  
CoDavis@covad.com; colleen.e.sponseller@wcom.com;  
Connie@albionconnect.com; Connie.Nathan@KMCTELECOM.com;  
conniec@arrowcom.com; Craig@exceleron.com; Craig.B.Douglas@MCI.com;  
cschneider@concretio.com; CSoptic@birch.com; daddymax@netbci.com;  
daisy.ling@wcom.com; darrin.mcclary@centurytel.com;  
DDougherty@birch.com; Debra.Pasquale@btitele.com;  
default.user@BellSouth.com; desiree@communitytelephone.com;  
dfoust@deltacom.com; dgraham@mantiss.com; dkane@aspiretelecom.com;  
dmcmanus@trivergent.com; DNapovanice@birch.com;  
dnathanson@natelcomm.com; DoBeck@MediaOne.com; don@amexcomm.com;  
donaldsond@epb.net; donna.poe@knology.com; Doreen.E.Raia@wcom.com;  
dpetry@ix.netcom.com; Dwight.Scrivener@wcom.com;  
dwilliams@nowcommunications.com; EGunn@birch.com; Elliot.Wrann@dsl.net;  
epadfield@nextlink.com; ESaeed@northpoint.net;  
ESingleton@eztalktelephone.com; evdoty@nextlink.com; eyu@talk.com;  
Faye.Restaino@dsl.net; fjohnson@covad.com; fouts@communitytelephone.com;  
frankb@cellone-ms.com; Fred.Brigham@wcom.com; Gary@CSII.net;  
generalg@cris.com; gerrig@Lightyearcom.com; Glenn.Sonnier@usunwired.com;  
Lianne.Griffin@BellSouth.com; gulfcoast@dotstar.net;  
mhillis@telcordia.com; Hwhittington@mpowercom.com;  
james.d.tomlinson@xo.com; jamesk@onisn.net; Jan.Dumas@accesscomm.com;  
jason@basicphone.org; jayala@rhythms.net; jbritton@phonesforall.com;  
Jdavid4715@aol.com; JDuffey@PSC.STATE.FL.US; jeanacherubin@yahoo.com;  
Jeannie.Seguina@adelphia.com; Jeff.Walker@accesscomm.com;  
Jennifers@universaltelecominc.com; jerry.hill@accesscomm.com;  
jfuller@fairpoint.com; JG6837@ctmail.snet.com; jhoze@KMCTELECOM.com;  
jim.lee@dsl.net; Jim.Meyers@wcom.com; jjohnson@idstelcom.com;  
jmclau@KMCTELECOM.com; JMMMaxwell@Intermedia.com;



joanne.baxter@networktelephone.net; JOliver@birch.com;  
jose.aguilar@btitele.com; jshields@globalc-inc.com; JtWilson2@att.com;  
jwengert@newsouth.com; jwilwerding@birch.com;  
karen.grim@mail.sprint.com; karind@covad.com;  
kathryn\_hinds@globalcrossing.com; kcooper@EFTIA.com;  
Kevin@albionconnect.com; KGillette-Hoskins@quintessent.net;  
khudson@nextlink.com; KKester@STIS.com; kmarshall@telstar.org;  
kmiller@northpointcom.com; KPollard@birch.com; kschwart@covad.com;  
Timmons,King C (K.C.) - NCAM; ktrygges@covad.com; Uchida,Karen - NLNS;  
Kyle.Kopytchak@networktelephone.net;  
launch-now.notify@csoe.accenture.com; lavernek@arrowcom.com;  
LCamillo@nwp.com; ldavidov@dset.com; len.chandler@btitele.com;  
LHamlin@birch.com; LHinton@PrismCSI.net; lijohnso@covad.com;  
linda@networkonecom.com; lindak@communitytelephone.com; lisa@annox.com;  
Lminasola@MediaOne.com; Lorraine.Watson@wcom.com; lortega@commsouth.net;  
Louise.Wilds@accesscomm.com; LWysocki@nwp.com; lynn@mfn.net;  
lynnj@nowcommunications.com; Mandy.S.Jenkins@alltel.com;  
Marian.Turk@btitele.com; mark@annox.com; Mark.Mecca@dsl.net;  
Mary.I.Mitchell@xo.com; marybethkeane@kpmg.com; MatthewBaker@nwp.com;  
mcbrunnhilde@juno.com; mchappell@kpmg.com; MConnolly@birch.com;  
mconquest@itcdeltacom.com; mdominick@trivergent.com; mer@networkwcs.com;  
MGimmi@nuvox.com; michael.dekorte@Lightyearcom.com;  
Micki.Jones@wcom.com; mkennedy@newsouth.com; msykes@telcordia.com;  
mt7210@momail.sbc.com; MWagner@birch.com; Nancy.Welsh@espire.net;  
Natalie.Franklin@KMCTELECOM.com; NDreier@birch.com;  
Nicole.Moorman@adelphiacom.com; nmunsie@commsouth.net;  
NStuckey@birch.com; PBarker@aol.com; PBohn@MediaOne.com;  
Pkinghorn@eztalktelephone.com; pmckay@momentumbusiness.com;  
PPinick@birch.com; prehm@nightfire.com; PRubino@Z-TEL.com;  
pwilson@mpowercom.com; Quan.Nguyen@KMCTELECOM.com;  
Rae.Couvillion@wcom.com; rbennett@floridadigital.net;  
rbreckin@telcordia.com; rbuffa@interloop.net; rcostanzo@velocityky.com;  
Rdupraw@mpowercom.com; regina.mcdays@centurytel.com;  
Renee.Clark@espire.net; Renee.Clift@dsl.net; rharsila@commsouth.net;  
rhonda.calvert@adelphiacom.com; Rick.Whisamore@wcom.com;  
rjohnson@epicus.com; robert@alternativephone.com;  
Ronald.Klamer@wcom.com; rturkel@broadriver.com; ruth@mfn.net;  
RWilson@City.marietta.GA.US; sandra.kahl@wcom.com;  
Sandrajf@intetech.com; sbowling@caprock.com; SchubertJ@birch.com;  
schula.hobbs@dsl.net; scott.emener@accesscomm.com;  
Scott.Hibbard@wcom.com; SELAZER@talk.com; shane@eatel.com;  
shannon.smith@itchold.com; Sherry.Lichtenberg@wcom.com;  
Shirley.Roberts@KMCTELECOM.com; SLively@trivergent.com;  
smason@interloop.net; smoore@trivergent.com; srober@KMCTELECOM.com;  
ssarem@mpowercom.com; SStapler@itcdeltacom.com; SSullivan@nwp.com;  
Stacia.Edwards@KMCTELECOM.com; Debbie.Steen@om1.al.bst.bls.com;  
Steve.Filliaux@btitele.com; Steve.Moore@mail.sprint.com;  
steve.sulak@nowcommunications.com; steve.taff@allegiancetelecom.com;  
susan.sherfey@btitele.com; svc-gate@telcordia.com; swargo@rhythms.net;  
tagteam@telexcelpartners.com; talleylinda@mindspring.com;  
tami.m.swenson@accenture.com; Tara.Odems@allegiancetelecom.com;  
TAYLORJG@LCI.COM; taziz@epicus.com; TChowaniec@dcaweb.net;  
tfry@commsouth.net; Tim@excleron.com; tim.koontz@networktelephone.net;  
Debbie.Timmons@om1.al.bst.bls.com; timw@networkonecom.com;  
Travis.Tindal@BellSouth.com; TJStokes@trivergent.com;  
Tlescudero@idstelcom.com; tmontemayer@mantiss.com; TNorvell@dcaweb.net;

tnel@bellsouth.net; Todd@CSII.net; tom.hyde@Cbeyond.net;  
tonyam@communitytelephone.com; trsmith@trivergent.com; ts1336@sbc.com;  
Tyra.Hush@wcom.com; usfloridaoss@kpmg.com; Walter.Carnes@accesscomm.com;  
wendy.hernandez@comporium.com; WFletcher@birch.com;  
wmknapek@Intermedia.com; wolfsbrg@cris.com; Yvette.Brown@espire.net;  
Zachary.Baudoin@KMCTELECOM.com; TWimmerstedt@City.marietta.GA.US;  
Cain,Donna - NCAM; LMontele@usa.capgemini.com  
Subject: ID: 03/11/02 FTTF Conference Call

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Distributed Message

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Message sent by: Change Control /m6,mail6a

To unsubscribe from CCP, send a message to  
list.manager@bridge.bellsouth.com with the Subject line: UNSUBSCRIBE CCP

For online help, send a message with the subject HELP.



SEND



FTTF03-1.DOC



FTTF0311.XLS

CLECs:

Attached is the Agenda and Spreadsheet to be used for the FTTF Conference Call on 03/11/02.

Let us know if you have any questions.

Thanks,  
Change Management Team

**March 11, 2002**  
**FTTF Conference Call Agenda**

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**Date: March 11, 2002**  
**Time: 10:00 – 11:30 Eastern Standard Time**  
**Conference Bridge: 205 968-9300    Access Code: 91022**

Opening and Introductions.....	10:00 – 10:15
Status of FTTF Items and Action Items.....	10:15 – 10:45
Open Discussion on Flow-Through. .... <b>Question and Answers</b>	10:45 – 11:15
Issues/Action Items/Adjourn..... <b>Facilitator/BellSouth recap issues and reviews next steps</b>	11:15 – 11:30



Flow-Through Task Force  
Implemented Items

FTTF#	Description Of Request	Targeted Release
		Phase I (Manual to Planned Manual Fall Out)10.3.1 Phase II Planned Manual Fall Out to Flow-Through in 10.5
FTTF-01	Mechanization of UDC Loops	Awaiting CLEC clarification/specific products *Withdrawn, CLECs will request Product Specific
FTTF-08	LNP w/ Complex Services	Awaiting CLEC clarification/specific products *Withdrawn, CLECs will request Product Specific
FTTF-09	LNP w/ Complex Listings	Awaiting CLEC clarification/specific products *Withdrawn, CLECs will request Product Specific
FTTF-12	Mechanization of UNE T-1	Tested LSR submitted, HCE-mechanized DS1 **CLECs providing samples of LSRs-some items are already electronic
FTTF-14	Line Splitting	10.3
FTTF-27	Removal of ADSL on Conversions	10.2
FTTF-29	Correct CCON format on UNE-P	10.2
FTTF-30	Removal of RTX	9.2.1

Flow-Through Task Force

Flow-Through Task Force  
Scheduled Items

FTTF#	Description Of Request	Targeted Release Phase 1 (Manual to Planned Manual Fall Out)10.3.1 Phase II Planned Manual Fall Out to Flow-Through in 10.5
FTTF-01	Mechanization of UDC Loops	10.5
FTTF-13	Partial Migrations Of UNE Loops (Req A)	10.6
FTTF-15	EELS/Non-Switched Combo	10.5
FTTF-17	Partial Migrations Of Req CB, Act P & Q	LNP 6.4 (4/7/02)
FTTF-18	Partial Migrations of Req BB, Act P & Q	LNP 6.4 (4/7/02)
FTTF-21	Electronic ordering of ISDN-PRI	LSOG 7
FTTF-24	Mechanize Q-Status LSRs	10.5
FTTF-25	Coin Mechanization	11
FTTF-26	Mechanize TN change-Make ADL MNTN	10.5
FTTF-32	Req E & M, Act of T	11

Flow-Through Task Force  
Pending Items

FTTF#	Description Of Request	Targeted Release
FTTF-02	RPON'd LSRs	Pending
FTTF-03	Multi Line Hunting	Pending
FTTF-04	UNE-P w/SPP	Pending
FTTF-05	Denials/Restorals on Converted/Disconnected Accounts	Pending
FTTF-06	Complex DID	Pending
FTTF-07	Directory Listings <i>Intentions and Captions</i>	Pending
FTTF-10	XDSL via LENS, ACT T	Pending
FTTF-11	Mechanization of UCL-Non Designed	Pending
FTTF-16	4-Wire Digital Loops	Pending
FTTF-19	Mechanization of Unbundled Network Terminating Wire (UNTW)	Pending
FTTF-20	Ability to order RCF (Remote Call Forwarding) via LENS	Pending
FTTF-22	Electronic ordering of Frame Relay	Pending
FTTF-23	Electronic ordering of ISDN-BRI (UDN)	Pending
		<b>Pending *(Due to decrease in error volume CLECs agreed can be low priority)</b>
FTTF-28	Multi Feature Discount	Pending
FTTF-31	Correct Ringmaster RNP	Pending
FTTF-33	Loop Modification/Make-up Pre-Order Verification	Pending
FTTF-34	Mech Removal of DSL with UNE-P conversions, LNA=V	Pending
FTTF-35	MemoryCall Access #-LENS Viewable	Pending



# Attachment 7

**OBSERVATION 171**  
BellSouth Testing Evaluation

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Date: March 04, 2001

**OBSERVATION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV1).

**Observation:**

**BellSouth's Local Carrier Service Center (LCSC) did not provide responses to manually submitted Local Service Requests (LSRs). (TVV1)**

**Background:**

The BellSouth LCSC provides Rejection, Clarification, and/or Firm Order Confirmation responses to all LSRs submitted via the manual process to the center. CLECs would expect to see one of the above response types within the time frame specified in the BellSouth Products and Services Interval guide.

**Issue:**

KPMG Consulting issued the orders listed below to the LCSC via fax. A review of BellSouth's PON Status Report<sup>1</sup> indicated that all of the PONs were in clarification status because KPMG Consulting faxed them to the wrong server, however KPMG Consulting never received a clarification.

PON	Ver	CC	LSR Sent
030011GPMC000001	00	9993	02/25/02
030011GPMC000002	00	9993	02/25/02
030011GPMC000003	00	9993	02/25/02

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<sup>1</sup>The PON Status Report is obtained through a BellSouth web-site and provides a list of all manually submitted PONs for a particular CC that have been received in the LCSC, FOC'd, Clarified or rejected in the past 31 days. This web site may be accessed through the following URL: <https://clec.bellsouth.com/>.

**OBSERVATION 171**  
BellSouth Testing Evaluation

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030011GPMC000004	00	9993	02/25/02
030011GPMC000005	00	9993	02/25/02

A sixth order was also faxed to the LCSC erroneously, 030011GPMC000006, Ver 00, CC 9993 and did receive a clarification from BellSouth indicating that the order was sent to the wrong center.

**Impact:**

Failure to respond to manually submitted service requests could cause CLECs to experience unnecessary delays in processing service requests. CLECs may also use additional resources to research problems that lead to an increase in operating costs. Both of these situations can result in a decrease in CLEC customer satisfaction.

# Attachment 8

**AMENDED EXCEPTION 110**  
BellSouth Florida OSS Testing Evaluation

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Date: February 13, 2002

**EXCEPTION**

KPMG Consulting has identified an Exception as a result of the Work Center Support Evaluation (PPR8).

**Exception:**

**BellSouth does not have adequate guidelines for call tracking and resolution at its Local Carrier Service Center (LCSC). (PPR8)**

**Background:**

Competitive Local Exchange Carriers (CLECs) may encounter various issues during the ordering process. In order to support CLECs, BellSouth has established a customer support center, the Fleming Island LCSC, in Jacksonville, FL.

Resale and UNE calls from Atlanta LCSC customers and Resale calls from Birmingham LCSC customers are automatically routed to the Fleming Island call center for assistance by dedicated call center representatives. UNE calls from Birmingham LCSC customers and all Complex services calls are handled at the respective LCSC ordering centers.

During interviews<sup>1</sup> conducted at BellSouth's LCSC call center in Jacksonville and ordering centers in Birmingham and Atlanta, KPMG Consulting was informed that Service Representatives are required to record details for each incoming call on a form titled 'Call Analysis Sheet'. The notes screen in BellSouth's Service Order Confirmation System (SOCS) is updated only when work is conducted on a particular PON. KPMG Consulting obtained copies of the call analysis sheets and verified that it contains adequate fields for capturing call details.

**Issue:**

BellSouth's LCSC call handling procedures do not adequately facilitate issue tracking and resolution.

The information contained in the "Call Analysis Sheet" is not readily available to other call center representatives when a CLEC calls to follow up on an issue. Some call details

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<sup>1</sup> Fleming Island call center in Jacksonville FL on March 5, 2001 and in Orange Park, FL on August 1, 2001. Atlanta LCSC interviews on; September 20, 2000, February 12, 2001, July 20, 2001 and August 28, 2001. Birmingham LCSC interview on February 05, 2001.

**AMENDED EXCEPTION 110**  
BellSouth Florida OSS Testing Evaluation

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are recorded in SOCS if the previous call resulted in a change to a particular PON, however there is no requirement in SOCS to capture the extensive details available in the Call Analysis Sheet. BellSouth does not have a process to ensure that all service representatives who answer the phones can use previous call details for reference as necessary.

**Amended Issue:**

BellSouth's call logging and tracking procedures do not allow managers to ascertain the status of open versus closed issues and escalations at any given time.

**Impact:**

Without a process to ensure that CLEC call issues can be tracked and monitored, BellSouth may not provide dependable and consistent assistance in support of their business requirements. This might hinder a CLECs' ability to submit orders and deliver service to their customers in a timely manner.

# Attachment 9

## FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 110



Florida OSS Test  
Amended Exception #110

Date: March 1, 2002

### EXCEPTION

KPMG Consulting has identified an Exception as a result of the Work Center Support Evaluation (PPR8).

#### **Exception:**

**BellSouth does not have adequate guidelines for call tracking and resolution at its Local Carrier Service Center (LCSC). (PPR8)**

#### **Background:**

Competitive Local Exchange Carriers (CLECs) may encounter various issues during the ordering process. In order to support CLECs, BellSouth has established a customer support center, the Fleming Island LCSC, in Jacksonville, FL.

Resale and UNE calls from Atlanta LCSC customers and Resale calls from Birmingham LCSC customers are automatically routed to the Fleming Island call center for assistance by dedicated call center representatives. UNE calls from Birmingham LCSC customers and all Complex services calls are handled at the respective LCSC ordering centers.

During interviews<sup>1</sup> conducted at BellSouth's LCSC call center in Jacksonville and ordering centers in Birmingham and Atlanta, KPMG Consulting was informed that Service Representatives are required to record details for each incoming call on a form titled 'Call Analysis Sheet'. The notes screen in BellSouth's Service Order Confirmation System (SOCS) is updated only when work is conducted on a particular PON. KPMG Consulting obtained copies of the call analysis sheets and verified that it contains adequate fields for capturing call details.

#### **Issue:**

BellSouth's LCSC call handling procedures do not adequately facilitate issue tracking and resolution.

The information contained in the "Call Analysis Sheet" is not readily available to other call center representatives when a CLEC calls to follow up on an issue. Some call details are recorded in SOCS if the previous call resulted in a change to a particular PON, however there is no requirement in SOCS to capture the extensive details available in the Call Analysis Sheet. BellSouth does not have a process to ensure that all service representatives who answer the phones can use previous call details for reference as necessary.

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<sup>1</sup> Fleming Island call center in Jacksonville FL on March 5, 2001 and in Orange Park, FL on August 1, 2001. Atlanta LCSC interviews on; September 20, 2000, February 12, 2001, July 20, 2001 and August 28, 2001. Birmingham LCSC interview on February 05, 2001.



## **FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 110**

**Amended Issue:**

BellSouth's call logging and tracking procedures do not allow managers to ascertain the status of open versus closed issues and escalations at any given time.

**Impact:**

Without a process to ensure that CLEC call issues can be tracked and monitored, BellSouth may not provide dependable and consistent assistance in support of their business requirements. This might hinder a CLECs' ability to submit orders and deliver service to their customers in a timely manner.

**BellSouth's Response to Amended Issue:**

BellSouth began a logging and tracking process for Resale and UNE call escalations received at the Fleming Island LCSC in October 2001. BellSouth will provide KPMG a copy of the escalation desk methods and procedures by March 15, 2002.

Since October 2001, UNE service reps at the Fleming Island LCSC complete an on-line version of the Call Analysis Sheet. Resale service reps at the Fleming Island LCSC will have access to the on-line Call Analysis Sheet by May 1, 2002.

On February 25, 2002, KPMG observed both processes being performed at the Fleming Island LCSC.

# Attachment 10

03-20-02

## **UNE-P ADSL WORK AROUND**

### **BACKGROUND:**

ADSL is not compatible with UNE-P service. The CLEC's have indicated that this is causing a delay in the conversion process.

Three scenarios are causing this to be an issue:

- (1) The end user has indicated that the end user does not have ADSL, even though the ADL++ USOC is present on the CSR. (Referred to as a phantom USOC)
- (2) The end user does not know who the ISP is and therefore can not call
- (3) The end user has called the ISP on several occasions to have the ADSL removed but the ADL++ USOC is still on the CSR

When the LCSC was stripping these ADSL USOC's from the CSR and converting the service, this was not an issue. Since the LCSC is now clarifying for the presence of this USOC on the CSR, it has become an issue to the CLEC.

### **INTERIM PROCESS:**

Effective 03-20-02 the CLEC will submit an LSR to convert the end user's service. If the CLEC receives a clarification for the presence of ADSL service, The CLEC will call the Fleming Island LCSC to have a "C" order issued to remove the ADL++ USOC from the end user account. An LCSC service representative will call the CLEC back with the order number within one (1) hour. This service order will be due dated for the same day. The service order will post to the CSR within 24 to 72 hours after the order is completed.

### **FINAL RESOLUTION:**

There is open issue at CCP for the CLEC community to discuss and prioritize this issue for a change to the current process. The new process requested is for the CLEC to order conversions to UNE-P with ADSL as an ACT V, LNA V, and specify to remove the ADL++ USOC from the end user's service. Once this has been done, a date will be assigned for the electronic systems to be updated and the orders will be issued electronically. This work around would then be discontinued.

If the CLEC community does not prioritize this issue as urgent and the CCP issue does not get worked, this work around process will be discontinued.

**WORK AROUND PROCESS INSTRUCTIONS**

The Fleming Island LCSC will receive a call from the CLEC to request the removal of the ADSL from the end user account. After verifying the USOC presence on the CSR the LCSC will issue the order to remove this USOC.

**CLEC RESPONSIBILITIES:**

Submit an LSR to convert the end user service	Once the LSR is clarified for the ADSL presence on the CSR, the CLEC must clarify with the customer if they have ADSL.
<p><b><u>IF YES:</u></b></p> <p>The CLEC must advise the end user customer to call the ISP to have the service disconnected.</p> <p>The CLEC will wait for a response back from the end user that the ADSL service has been disconnected before re-submitting the LSR for conversion.</p>	<p><b><u>IF NO:</u></b></p> <p>The CLEC will call the Fleming Island LCSC 800 872-3116 (OPTION 1) or 800 773-4967 (OPTION 2)</p> <p>The CLEC will advise the service representative that the end user does not</p> <ul style="list-style-type: none"><li>(1) have ADSL</li><li>(2) Know the ISP</li><li>(3) Or that the end user has made numerous attempts through the ISP to have the ADSL service disconnected but the ADSL is still on the line after a long delay.</li></ul>
It will be the responsibility of the CLEC to verify and discuss with the end user the intended disposition of the ADSL service. Once this service is disconnected, if the end user wants the service re-connected, the end user will need to contact an ISP to negotiate an order for ADSL service. Any applicable re-connect charges and standard ISP due dates will apply.	
Once the Service order has posted to the CSR, the CLEC will submit a SUP to the original LSR. The order will be processed to convert the service.	