

Lori Reese

From: Debra Hunter
Sent: Friday, May 28, 1999 1:07 AM
To: 'john.ray@bridge.bellsouth.com'
Cc: Eddie Terrell; Dave Nelson; Dennis Harrison; Amy Gardner; Mark Hubel; Lori Reese
Subject: Service Affecting Problems/ NewSouth Communications

John: Per our meeting w/ you this afternoon regarding challenges experienced recently that have affected the service of several NewSouth Communications' customers, I have listed below several items that require immediate attention. Please share these with Marc Cathey, Paul Parker and others on your team @ BellSouth and plan to give us an update by Tuesday, June 1st via an email response back to me.

- (1) NewSouth Communications is requesting a scheduled meeting within the next week (1st week of June) with local BellSouth employees (i.e. John Cheek, Paul Pitts, etc.) that could respond to questions regarding the frequency of local outages experienced in Greenville by our customers. Below is a list of Trouble Tickets that have given NewSouth added concern due to the fact that, although some of the troubles experienced are standard to the industry, there have been an unacceptable number closed with the resolution stating "NTF" (No Trouble Found) or with explanations that are unreasonable:

4/05/99. OC038016 HOK - No Trouble Found (NTF)
4/06/99. OC038042 Ballenger Paving - NTF
4/16/99. OC038499 Ramada Inn - NTF
5/05/99. OC039219 Pinnacle Tech. - Equalizer "removed" from Repeater
5/10/99. OC039381 McKinney Dodge - Cross-Connect taken down in D&T C.O.
5/11/99. OC039471 Uniway - "Corrected " options in HLU in C.O.
5/17/99. OC039606 FPC - Not wired in C.O.
OC039607 " " " " "
5/19/99. OC039764 Phoenix Inn - "Defective" C.O. wiring
5/24/99. OC039915 HOK - NTF

- (2) The hold time waiting in queue for a call to be answered @ the Birmingham ACAC center is unacceptable. Per the NewSouth Communications Greenville Switch Manager and Field Services Manager the hold time has been at times up to an hour! We suggest that BellSouth form a CLEC Reporting Group, rather than CLECs having to go through the general callback center for all customers to report troubles. Perhaps in order to improve resolution intervals, if a trouble is experienced with an STS or DS3, for example, there could be an agreement that NewSouth can call directly to the BellSouth CO (i.e. NOC to CO or Switch to CO). Could the hold time be due to understaffing in the ACAC center?
- (3) There are concerns with the BellSouth circuit acceptance procedures. NewSouth experiences failures on T-1 test patterns that BellSouth doesn't use. What we are forced to do is accept the T-1 and then open a Trouble Ticket with BellSouth requesting a "Class A". For example, in one particular case, BellSouth found a bad Repeater in the field that previous test patterns did not detect, but NewSouth test patterns found.
- (4) We suggest that a reference to framing on circuit orders be included on the ASR (auto or unframed).
- (5) Review the attached update from NewSouth Communications Nashville Switch Manager, Paul Dugger regarding the challenges experienced getting a T-1 installed and tested after the commitment date given by BellSouth for Clarksville Regional Health. Please explain what is causing the holdup. An engineering problem? Assignment problem?



Clarksville Regional
Health.do...

Please understand that NewSouth Communications is committed to helping find answers to challenges such as these in order to increase the customer's confidence in our ability to provide dependable and prompt service.

Thanks in advance,

Debra L. Hunter
Manager, High Performance Center
NewSouth Communications
864-672-5066 DID
dhunter@newsouth.com

Lori Reese

From: Tracy Cooper
Sent: Friday, May 28, 1999 7:59 PM
To: Lori Reese
Subject: FW: Clarksville Regional Health T-1

More wood for the fire!!!

TJC

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

From: Dennis Harrison
Sent: Friday, May 28, 1999 9:42 AM
To: _Field Service Managers; _Switch Site Managers
Cc: Tracy Cooper; Tim Peyton; Dwayne Drake; Roy Labrador
Subject: FW: Clarksville Regional Health T-1

I am passing along some notes that Paul Dugger (Nashville) had been keeping on a horror story of a T-1 install at Clarksville (Tennessee) Regional Health Center (a current customer adding a new T-1). The circuit was due 5-3-99 and as you can see from Paul's notes this was a fiasco from the beginning. I was involved to a very small degree in trying to assist the effort, but Paul has done the lion's share in his role as Switch Site Manager. Paul had taken these notes on paper attached to the order so that when filed the whole story was there as needed. This excellent record keeping is something we all need to do. As a project starts to go awry, it is hard to later recreate the story so that effective remedial action can be taken. Please use this as a guide as to what we should be doing on all sites and share it with your technicians.

This type of record keeping also allows you to better communicate to your respective sales brethren in your cities what is keeping us from getting something done. Keep them informed proactively!!!! We all have relationships with our customers and while we tend to see more of the technician folks at the customer site, sales people tend to see the decision makers. These are the people who have either decided to use NewSouth Communications or steered higher ups toward that purchase & they can and do get nervous when uninformed. Support the sales team - we all have a stake in this!!!!!!!!!!!!!! Thanks.

P.S. This circuit is scheduled to finally go in today.

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

From: Paul Dugger
Sent: Thursday, May 27, 1999 7:41 PM
To: Dennis Harrison
Cc: Debra Hunter
Subject: RE: Clarksville Regional Health T-1

DALCLVMA-393 Order # C9FFT8Y7 Facility Install Date 5/3/99

5/3 Tested with ACAC (Marty) HRU not looping up. Bell will check and call back.
5/5 Tested with ACAC (Marty) HRU not looping up. Bell will check again.
5/6 Tested with same results as above.
5/7 Tested with same results as above. Called ACAC (Randy) Escalated to 1st level at 10:41 am.
5/7 Status check at 11:25 am. Suspected Central Office trouble. Will test and call back.
5/7 3:30pm Called for Supervisor 205-988-6359 Bob Allen said Central Office wiring problem.
5/10 No status change, 3:15pm Escalated by ACAC (Jason) to 2nd level.
5/10 4:20pm Called Greg Harcrow 2nd level escalation 205-988-6307. He said he would handle.
5/11 10:25am Call Greg Harcrow and left message on Voice mail.
5/11 10:50 Called ACAC (Mike). Waiting on call from Thomas. Not sure if they need a Doubler or Repeater in Circuit.
5/11 11:50 Called ACAC (Scott) Trouble outside. Will dispatch.
5/11 3:15pm Talked to Supervisor Bob Allen. He will check on status an call back.He said not sure if trouble in or outside.
5/12 8:30am Called Bob Allen. Not there, Bobby Pylant relieving supv. .He said Bell unsure if needed a doubler or repeator.
5:12 9:30 Called Greg Harcrow 2nd level. He will see what status is and call back. Also called Toney (Supv). Voice Mail.
5/12 11:10 Called Supv. Bobby Pylant. Said he had advised inside and outside Bell forced to work together on this.
5/13 1:40 Still no loop.

5/13 2:20 Called ACAC (Theresa) said Mr. Bishop sent Construction Dept. out to fix today. ACAC (Kieth) will call.
5/14 9am Called ACAC (Kieth) to test. Said not ready, Construction still working on circuit.
5/17 8:30am Called ACAC (Scott) said Dispatched man to field.
5/17 1:40pm Called for status Bell can't loop doubler. Still working on trouble.
5/18 8:20am Called ACAC (Josh) to be completed today.
5/18 Called ACAC Supv. Toney voice mail
5/18 Called back: Toney said Bell has found trouble in lead sleeve and be fixed by 5/19.
5/19 9:15 am Called ACAC for status: Will be resolved today.
5/19 1:50pm 3rd level Escalation by ACAC (Scott)
5/20 8:10am Called ACAC (Jay) Man scheduled today and Scott will call when ready to test.
5/20 9:40 am Still no loop or calls.
5/20 10:15 NewSouth's Dennis Harrison called for status and escalation numbers.
5/20 2:15pm Dennis Harrison and BellSouth SUPV called to check on status. Not ready yet. Still no loop.
5/20 2:30 ACAC (Della) called to test. Not wired in Clarksville Central Office. Someone wires and retest.
5/20 2:40pm Della calls back to test. Paul test to a good loop. Loops up/down ok Test Pass/Accept ckt.
5/23 9:00 am Testing for cutover. See errors and open Bell ticket # OV023251 Bell found loop in Manhole 3500' from customer.
5/23 12M Bell had to leave due to overtime.
5/24 thru 5/27 still testing with Bell looking for errors. Circuit is complete now to customer premis. Bell testing tonight on MUX.
Bell has dropped the DS3 twice and I have stopped them from testing until later night. Once at 6pm and 6:30 pm.....
Debra, I will update you as status changes.

Thanks,
Paul

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

From: Dennis Harrison
Sent: Thursday, May 27, 1999 5:18 PM
To: Paul Dugger
Cc: Debra Hunter
Subject: Clarksville Regional Health T-1

This afternoon we met with our BellSouth rep to discuss issues with his company. I brought up the Clarksville Regional issue with all the promises, etc. Would you please email Debra with the PON identifying the circuit and some details of the total number of calls you made since 5-3, the escalations, names, etc. She needs this asap to be able to put that with some trouble ticket info from Greenville. Thanks.

Debra Hunter

From: Eddie Terrell
Sent: Tuesday, May 25, 1999 4:13 PM
To: _Senior Staff
Cc: _Performance; _Gnvl Fld Svcs; _Switch Site Managers; Lori Ray
Subject: FW: Action Item for Thursday

Importance: High

FYI - the time has come to sit down and "get right" with Bell. We had another power outage today, (One Price Clothing). I can't believe that these same customers had as many outages with Bell before switching to NewSouth. Debra is gathering data on all recent outages to begin discussions on Thursday. **The next step is to schedule a mtg with John Cheek and/or whoever else can resolve the details concerning service-affecting problems with Bell. Thanks, ET** **reply if you have any**

—Original Message—

From: Debra Hunter
Sent: Tuesday, May 25, 1999 3:49 PM
To: 'john.ray@bridge.bellsouth.com'
Cc: Eddie Terrell
Subject: Action Item for Thursday

John: Please be thinking about how you can arrange a meeting with the local "powers that be" (John Cheek, Paul Pitts, etc.) re: the frequency of local outages experienced in the area. This meeting needs to be scheduled within the next week. Be prepared to discuss on Thursday.

THANKS, Deb

Debra Hunter

From: Eddie Terrell
Sent: Thursday, May 27, 1999 1:17 PM
To: Frankie Nelson
Cc: Debra Hunter
Subject: state govt calling Anderson

Importance: High

Frankie,
Has then been completely resolved? All calls from state gov dept's are completing to Anderson? Thanks. ET

From: Frankie Nelson
Sent: Thursday, May 13, 1999 2:50 PM
To: Michael Bailey
Subject: State Government vs. BellSouth vs. NewSouth

All,

I was on a conference call this morning. George Wright, and Charles Price with SC State Gov., Dick Moons with BellSouth and Jim Alexander with NewSouth. The trouble is State Gov end users cannot dial ported numbers in the Anderson area. BellSouth is aware that they have a translations error and they are working on it. State Gov has agreed to force route calls to the main telephone number of each of our Anderson area customers thru their node in Greenville as a toll call. This is a temp fix. Charles is making test calls to make sure this temp fix works until Bell has a permanent solution. I will update everyone as I receive info and as to the final solution. This is very huge and I feel the folks involved now are working fast and hard to fix the problem. State Gov has 55thousand end users in SC so they carry some weight to get Bell to move ASAP.

Debra Hunter

From: Mark Hubel
Sent: Wednesday, May 26, 1999 2:32 PM
To: Debra Hunter
Subject: Bellsouth Trouble Tkts.

Deb,

Below is a listing of Trouble Tkts. that just don't "sit right" with me. There are definately more than what I've listed but they seem normal in nature. IE: cut cables, bad cable prs., etc. I've only gone back as far as April and May.

4/05/99. OC038016 HOK - No Trouble Found (NTF)

4/06/99. OC038042 Ballenger Paving - NTF

4/16/99. OC038499 Ramada Inn - NTF

5/05/99. OC039219 Pinnacle Tech. - Equalizer "removed" from Repeater

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5/11/99. OC039471 Uniway - "Corrected " options in HLU in C.O.

5/17/99. OC039606 FPC - Not wired in C.O.
OC039607 " " " " " " " " " "

*→ T's had been accepted ACAC
gone - unwired →*

5/19/99. OC039764 Phoenix Inn - "Defective" C.O. wiring

5/24/99. OC039915 HOK - NTF

I've also got some issues with Bellsouth as far as Ckt. acceptance Procedures are concerned. We are failing T-1's on Test Patterns Bell doesn't even use. What we're forced to do is accept the T-1 and then turn around and open a Trouble Tkt. w/Bell requesting a "Class A". This is EXTREMELY labor intensive with Bell and they don't like to perform these. Case in point is Corporate Express. When we had Bell do the "Class A", they had found a bad Repeater out in the field that their test patterns did not detect but ours did.

*Six week period - only -
a lot of troubles for our # of customers
all greenville LATA
narrow to Dial + Sell*

*BST ACAC → taking over an hour to get
person to speak to us @ down customer
understaffed WACAC to Columbia
*request STS1 or DS3 level - special # for quicker
service
still need procedures
Phu Cheek says - ACAC procedure must be
followed even if we override.*

Debra Hunter

From: Mark Hubel
Sent: Wednesday, May 26, 1999 12:53 PM
To: Eddie Terrell
Cc: Dennis Harrison; Debra Hunter
Subject: RE: Action Item for Thursday

Eddie,

I sure would like to sit in on this...Just for "Technical Backing". Dennis Harrison might be interested as well. You are correct, we are experiencing just too many troubles out there that seem to be "mysterious" in nature. I have seen more troubles in this CLEC business in the last ten months than I've seen in the last ten YEARS in the LD side of the house!

Let me know what ya think.

Thanx
Mark E. Hubel
Sr. Field Svcs. Mgr.
Greenville, S. C.

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

From: Eddie Terrell
Sent: Tuesday, May 25, 1999 4:13 PM
To: _Senior Staff
Cc: _Performance; _Gnvl Fld Svcs; _Switch Site Managers; Lori Reese
Subject: FW: Action Item for Thursday
Importance: High

FYI - the time has come to sit down and "get right" with Bell. We had another recently installed customer completely down today, (One Price Clothing). I can't believe that these same customers had as many "outages" with Bell before switching to NewSouth. Debra is gathering data on all recent outages to begin discussions with John Ray this Thursday. **The next step is to schedule a mtg with John Cheek and/or whoever else can resolve these issues. Please reply if you have any details concerning service-affecting problems with Bell. Thanks, ET**

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

From: Debra Hunter
Sent: Tuesday, May 25, 1999 3:49 PM
To: 'john.ray@bridge.bellsouth.com'
Cc: Eddie Terrell
Subject: Action Item for Thursday

John: Please be thinking about how you can arrange a meeting with the local BellSouth "powers that be" (John Cheek, Paul Pitts, etc.) re: the frequency of local outages experienced in Greenville. This meeting needs to be scheduled within the next week. Be prepared to discuss on Thursday.

THANKS, Deb

Debra Hunter

From: Eddie Terrell
Sent: Wednesday, May 26, 1999 9:39 AM
To: Senior Staff; Lori Reese
Cc: Debra Hunter
Subject: FW: Action Item for Thursday

Importance: High

Dave - this is great info and a great idea for a CLEC Reporting Group. Our Bell Acct Mgr, John Ray, will be here Thursday. You need to give him your input, as a former Bell employee. We can bring him to the SW room. Debra will notify you of the mtg plans. Thanks again, for all you do for our customers!

ET

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

From: Dave Nelson
Sent: Wednesday, May 26, 1999 8:37 AM
To: Eddie Terrell
Subject: RE: Action Item for Thursday

I realize we have problems with Bellsouth as far as reaching someone in a timely manner to get troubles resolved. This has been a complaint of mine since before I left over there. Having to wait for the ACAC is not just a problem for us but also for the people who work for Bell. They are like Denny's, they don't discriminate, everyone gets poor service. I agree that there should be a better way for Clec's to contact them, but they see all T1's the same, whether it be theirs or ours. It's not that I am trying to defend Bellsouth, because I agree there are a lot of issues that need to be addressed. Knowing the guys in this area, I feel most of them try to get things cleared as timely as possible, but a lot of the fault lies in the time it takes for them to be notified. I think a meeting with John might open some doors, but **the CO techs have had to sign statements that they will not work directly with CLEC's, or former employees for fear of favoritism law suits.** We possibly need to open discussions with Bellsouth about forming a CLEC reporting group, rather than having to go through the general callback center for all customers. Hopefully, things will get better.....

Thanks,

Dave Nelson

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

From: Eddie Terrell
Sent: Wednesday, May 26, 1999 12:02 AM
To: Dave Nelson
Subject: RE: Action Item for Thursday

Dave,

Thanks very much for the reply. Is this a "common" problem? Am I overreacting to the Bell "challenges"? Thanks for your input. ET

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

From: Dave Nelson
Sent: Tuesday, May 25, 1999 4:41 PM
To: Eddie Terrell
Subject: RE: Action Item for Thursday

Eddie,

I don't know what story you will get on One Price, but I just talked with a friend of mine at Bell who worked on the trouble. The problem was in an 828 Multiplexer between the Lyman Main office and the Lymnscip office. Only one man was available to test between the two offices, so it required some "running back and forth" between the offices. This was not a case of workman error, but rather equipment failure. Unfortunately, the 828 Mux does not have a protection card in it so when a low speed card fails, its down until it can be replaced. I'm familiar with this because these are my old offices.

Thanks,

sample letter to SC KSC Chairman
Re: BellSouth problems

April 29, 1999

Chairman Philip Bradley
South Carolina Public Service Commission
P.O. Drawer 11649
Columbia, S.C. 29211

Chairman Bradley,

I am enclosing a summary of the numerous problems and resulting setbacks that NewSouth Communications has been encountering with BellSouth. I have limited this letter and the summary to the most important and recurring problem dealing with Disconnect Orders. BellSouth has neglected to properly cutover customers of NewSouth Communications. As a consequence of BellSouth mistakes, NewSouth Communications cannot reassure customers that they will receive parity of service and will not experience degradation of service if they migrate to NewSouth Communications. It is our belief that these are the type problems that will put companies out of the competitive market and out of business!

These problems date from October 1998 through the present. BellSouth has shown a pattern of failure to provide timely processing and confirmation of NewSouth Communications orders. NewSouth repeatedly must call numerous BellSouth representatives to determine the status of these orders. Repeated inquiries are met with manual remedies taking huge increments of time and hassle on the part of NewSouth Communications and our customers. Finally, the procedures formulated by BellSouth for our employees to follow in these crisis situations are consistently changed without notification.

To briefly summarize the major disconnect problems:

- Incorrect disconnect orders that result in premature disconnection of customer service during peak business hours
- Multiple disconnection of customer service within a twenty four hour period
- Misplaced and incorrect BellSouth Disconnect Orders, causing recurring delays in installation of service for our customers
- Constant manual follow up by NewSouth Communications personnel with BellSouth representatives before, during and after disconnection because of BellSouth's internal lack of communication during the process

One main purpose of the Telecommunications Deregulation Act of 1996 is to promote competition. Competitive Local Exchange Carriers, like NewSouth Communications, must rely on BellSouth in order to provide services locally. When BellSouth monopolized the market, the customer had no choice but to wait the delineated period set by BellSouth for assistance, repairs and maintenance. The losers here are South Carolina businesses held hostage to the BellSouth monopoly and do not receive the benefits of competition in the telecommunications marketplace.

Therefore, if NewSouth Communications is forced to rely on BellSouth's antiquated reaction time, negligent communication and changing procedures in handling our requests and crises, we will quickly become a non-competitive entity. Without necessary intervention by the South Carolina Public Service Commission, we will not be the only CLEC in this position. Unfortunately, NewSouth Communications' reputation bears the consequence of BellSouth's incompetence. NewSouth Communications can not obtain or maintain customers with this continued pattern.

Thank you for your time with this matter.

Sincerely,

Lori Reese
Director of Governmental Affairs
NewSouth Communications

cc: Michael LaFrance
Kevin Hendricks
John Ray

Enclosures

"Layman's" explanation of disco problems with BellSouth

Issue 1-BellSouth Mishandles Disconnect Orders

Customer A's service was disconnected by BellSouth November 18th, five (5) days prior to the date requested by NewSouth in the Disconnect Order. The service was out for a full 2 1/2 hours during peak business hours on the 18th. The next day this same customer still had service problems, as BellSouth had not correctly reinstated the hunting option. NewSouth originally requested a disconnection time of 6:00 p.m. on November 23rd, but BellSouth disconnected Customer A at 8:30 a.m.

Customer B's service was disconnected by BellSouth August 31st in the early morning hours, ten (10) days prior to the date requested by NewSouth in the Disconnect order. The service was down until 1:50 p.m. on September 1st. At 5:00 p.m., Customer B's service was cut off, again, nine days early. No one at BellSouth could explain what happened.

Customer C's service was scheduled to be installed on September 21st. At 4:30 p.m. on September 21st, a BellSouth representative called to request a change of installation date. NewSouth informed The BellSouth representative that this particular date was the only available date for all parties involved (customer, vendor, etc.). At 7:00 p.m., BellSouth advised NewSouth that BellSouth had made an error in the Disconnect Order and all employees with requisite skills to fix the order were unavailable. At 11:15 p.m., after seven follow-up calls from NewSouth Customer Care, a BellSouth employee was located to fix the error. At 4:30 a.m., the Disconnect Order had been fully completed and implemented and porting of the numbers began, a full twelve (12) hours after disconnect problem began.

Customer D's service was disconnected by BellSouth February 12th, five days prior to the date requested by NewSouth in the Disconnect Order. The service was out for a full 4 1/2 hours during peak business hours from 10:30 a.m. until 3:30 p.m.

Customer E's original disconnect order was faxed to BellSouth several days prior to the installation date of November 9th. NewSouth could not install customer's service for a full two (2) hours because BellSouth lost the Disconnect Order. When the Disconnect Order was located, Customer's service was further delayed because BellSouth incorrectly completed the Disconnect Order.

Customer F's Disconnect Order was faxed to BellSouth several days prior to installation. The installation of service was delayed by three (3) hours because BellSouth lost the Disconnect Order. The installation did not begin until 11:00 p.m. and finished at 4:30 a.m. This particular fact pattern has recurred several times since August of 1998.

Customer G's lines were scheduled to be converted from Remote Call Forwarding to Local Number Portability (LNP) on March 1st. NewSouth requested disconnection of numbers from BellSouth's switch several days prior to March 1st. Before this LNP could be completed, BellSouth must disconnect Customer's numbers from the BellSouth switch. BellSouth did not disconnect the customer. When consumers called customer's number, a disconnect recording was heard. This recording began at 8:30 a.m. and remained in effect until after 4:30 p.m. that same business day. Customer F's service was disconnected for eight (8) hours.

Possible Solutions

- BellSouth should let NewSouth know of policy changes prior to changes being made.
- BellSouth should meet their committed due dates.
- BellSouth should keep NewSouth up to date on jeopardy orders.
- Due to turnover at BellSouth, NewSouth should be provided with updated contact and escalation lists quarterly.
- BellSouth should keep us informed of present or future buildouts or large repair jobs in the areas we serve.
- BellSouth's order processors should be more diligent in completing FOC orders.

Also add:

A "CLEC ACAC" just for CLECs in emergency situation, maintenance, etc. instead of ACAC that has been in existence since BellSouth has been around.

Sample of type documentation letter
to our Bell rep re: constant problems.

April 29, 1999

John Ray
C/o BellSouth Interconnection Services
9th Floor
600 North 19th Street
Birmingham, Alabama 35203

Mr. Ray,

I am writing on behalf of NewSouth Communications pursuant to our ongoing breakdowns with BellSouth. As the Director of Governmental Affairs, I feel compelled to ask for assurances and solutions from BellSouth regarding the constant and consistent problems associated with your services and procedures. This letter, in particular, is focused on the recent premature disconnection of Gower Corporation and Cancer Centers of the Carolinas on April 14, 1999.

It is my understanding that the Gower Corporation had been incorrectly disconnected twice prior to the confirmed disconnect time of 6:00p.m. on April 14. Cancer Centers of the Carolinas was prematurely disconnected on this same date, although the scheduled disconnect date was April 27. Both of these businesses were without telephone service for hours. NewSouth Communications had Firm Order Confirmations (FOC) on both of these customers. Based on my investigation of our ongoing problems with BellSouth, this has occurred numerous times without a proposed remedy on the part of BellSouth.

I will continue to follow up with you regarding all present and future service problems with BellSouth in order to properly document these ongoing matters. Please feel free to contact me with proposed solutions to these continuing difficulties.

Sincerely,

Lori Reese
Director of Governmental Affairs
NewSouth Communications

cc: Philip Bradley
Michael LaFrance
Kevin Hendricks

April 29, 1999

John Ray
C/o BellSouth Interconnection Services
9th Floor
600 North 19th Street
Birmingham, Alabama 35203

Mr. Ray,

I am writing on behalf of NewSouth Communications pursuant to our ongoing breakdowns with BellSouth. As the Director of Governmental Affairs, I feel compelled to ask for assurances and solutions from BellSouth regarding the constant and consistent problems associated with your services and procedures. This letter, in particular, is focused on the recent premature disconnection of Plastic Omnium during the dates of April 10 through April 12, 1999.

BellSouth's representative, Bill Castleberry, confirmed by email on April 13, 1999 that the problem with this disconnect was a BellSouth error. He confirmed that BellSouth completed an incorrect issuance of the disconnect order. Although he located the representative responsible for the error, we have not received a Root Cause Analysis of this situation. This type of clerical mistake has occurred numerous times over the past seven months and appears to be nothing more than gross negligence on the part of BellSouth employees.

I will continue to follow up with you regarding all present and future service problems with BellSouth so that NewSouth Communications may properly document these ongoing challenges. Feel free to contact me with the proposed solution to these continuing difficulties.

Sincerely,

Lori Reese
Director of Governmental Affairs
NewSouth Communications

cc: Philip Bradley
Michael LaFrance
Eddie Terrell

Further sample layman's explanation of problems.

Issue 2-Customers Suffer Service Problems

October 7, 1998, Customer A's lines were all giving a busy signal beginning at approximately 3:30 p.m. This was reported to BellSouth at 5:45 p.m. Twelve more follow-up calls were made to BellSouth between 6:30 p.m. and 10:25 p.m. when the BellSouth Technician finally arrived. (By 9:45 p.m. the customer still had a busy signal and wanted to cancel service with NewSouth.) The BellSouth technician finished the repair at 1:17 a.m., 7 ½ hours after customer's trouble was reported.

January 21, 1999, Customer B's lines were down at 10 a.m. and immediately reported to NewSouth Customer Care. NewSouth Customer Care began calling specified BellSouth contacts, as requested by the BellSouth Account Team procedure. NewSouth Customer Care called and paged all specified contacts for over 1 ½ hours, often including the digits "911" after the number dialed for the pager. BellSouth stated there had been a BellSouth representative error and the number was incorrectly disconnected.

Issue 3-Customers Lose Dial Tone

On October 7, 1999, numerous (eight) NewSouth customers notified NewSouth that all lines and numbers being called by consumers were responding with an "all circuits busy" recording. When BellSouth was contacted, the BellSouth Maintenance informed NewSouth Customer Care that traffic over the trunk groups had reached capacity. BellSouth had not properly monitored this as required per the Interconnection Agreement with NewSouth. When trunk capacity is near full capacity, BellSouth is responsible for ordering more trunk space. As this was not done, several customers were out of service for an entire business day. The problem was not corrected until 11:30 p.m. on October 7th.

On March 19, 1999, NewSouth requested BellSouth maintenance, loop back, on several circuits. Instead of performing maintenance on the circuits we requested, BellSouth performed this on other circuits, thus, cutting off service for several customers. Customers reported this "dead air"..... This same incident has happened twice more since March of this year.

On March 25, 1999, Customer A reported no service at 10:20 a.m. NewSouth contacted BellSouth and was told that a loop back had been requested. NewSouth stated that there was not a requested loop back and, further, requested Customer A's service to be reinstated. At 1:50 p.m., BellSouth stated that there was trunk trouble and would send maintenance to check. At 2:30 p.m., BellSouth stated that trouble ticket for this number had been misplaced and no one had been dispatched to handle the problem. At 6:00 p.m., BellSouth gave NewSouth Customer Care an estimated restoration time of 11:30 p.m. At 8:15 p.m., A NewSouth technician attempted to call Customer A and the call was completed. However, no trouble ticket closure had been received on this event.

Alisa Downs

From: Ann Pappas
Sent: Wednesday, November 11, 1998 5:20 PM
To: Alisa Downs
Subject: CCA Medical

ALISA,

I'm not sure what your looking for on this acct, if it is from the time when I received the file or the cut itself, so I did bullets on just the latter.

- The two days before the cut, A1 was still not verified or correct on the LAN. Paul had to go over it and make changes which effected my paperwork to Bell South.
- Day before the cut I reviewed customer file for any last minute changes to be issued
- I called the Uni Center and went over all the numbers to be ported with the rep that was handling the cut.
The last Supplement that I did to remove 864-232-2887 from the end user disconnect form was not entered into the Bell system in vendor services, Russell was going to track this down and expedite.
- I contacted Brian Bullock at Qwest to follow up on the 800 numbers that I sent him on 10/7/98 to make his necessary transactions. He said that the paperwork should have gone to Kevin Levins and that no transactions were done, and as usual did not take the time to contact us and inform us that Kevin ad to do the transaction.
I sent the paperwork to have the 800 numbers added as an expedite.
- Customer was generous enough to let his employees go home early ant we started the cut at 5:35PM. Called Russell at Bell South, his portion of the cut went very smooth and was completed by 5:50 PM.
- I changed the ring to numbers on the 800 numbers.
- Vendor and Pip did test calls on the switch, 800 numbers still not working.
Per Kevin it takes approximately 1/2 hour to download once changed in the Qwest system. We waited and checked again with no success. I suggested that we wait until morning and I would check first thing with Kevin Levins.
- The cut went extremely well, we left at 7:30PM the vendor had some changes to make an would meet Paul Smatson back at the site the next morning Wednesday 8AM. Vendor was still there at the site.
- Vendor had 2 bad dual channel bank cards installed in channels 21 to 24. Channels 21 to 24 were urgent modem lines, so we swapped cards 5 to 8 with 21 to 24 and busied out the channels 5 to 8 which are hunt group numbers.
- This morning Wednesday 11/11/98 vendor replaced faulty cards and we unbusied channels 5 to 8 and everything including the 800 numbers tested good.
- Eddie Crawford the vendor called Laura Erickson approx. 11:30AM told her the RCF not

working.

- Frankie Nelson call her contact at UNEC(Unbundled Network Element Center) and confirmed that numbers were disconnected.
- Called UNI Center to speak with Terry Clark who suggested I call LCSC and Speak with Joyce Martin that she submitted an order to disconnect.
- Called and spoke with Rita Carmicheal, she submitted another order to reconnect the lines.

Said that joyce Martin gets a reject report daily and one of CCA Medical numbers were on the report and she assumed that the whole order should be disconnected.

- Order was sent to UNI Center, I call Janie she ran the order to reconnect and our customer had service and was up and running by approx. 12:30PM.
- I tested all the Numbers and called CCA Medical left a message for Ginger Greir our contact.

CHALK UP ANOTHER ONE FOR THE HIGH PERFORMANCE CENTER!!

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

From: Alisa Downs
Sent: Wednesday, November 11, 1998 1:11 PM
To: Ann Pappas
Subject: FW: Freeland Kaufmann
Importance: High

Ann

Please get this info to me on this installation by 4:00 pm today.

Thanks.

Alisa

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

From: Debra Hunter
Sent: Wednesday, November 11, 1998 12:48 PM
To: Alisa Downs
Cc: Eddie Terrell
Subject: FW: Freeland Kaufmann
Importance: High

Alisa: Please e-mail these to me before 5:00. Include the installation minutes, along w/ any changes and challenges that occurred on the cut.

Deb

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

From: Eddie Terrell
Sent: Wednesday, November 11, 1998 11:58 AM
To: Rob Gage; Debra Hunter
Cc: Maxine Oglesby; Mark Hubel; Zac Freeland; Paul Smaston
Subject: RE: Freeland Kaufmann
Importance: High

Rob,

Starting this week, the HPC will have available for any partner the results (successes & challenges) of recent customer installations. Our plan is to provide feedback to "key players" involved with installs, allowing us to TRAIN on the most frequent errors and challenges and the most effective resolutions for each.

DEBRA - let's start with Freeland Kaufman. We need the install highlights by 5PM today. Thanks, ET

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

From: Rob Gage
Sent: Wednesday, November 11, 1998 10:55 AM
To: Debra Hunter
Cc: Maxine Oglesby; Mark Hubel; Zac Freeland; Paul Smaston
Subject: Freeland Kaufmann

Mark,

Can we have a debriefing on this customer from install through the problems we experienced today. I would like to have this with Debra and Maxine at the same time. Also, lets talk about the permanent resolution going forward. We can all learn how better to handle issues like this going forward. We cannot afford to have an unhappy customer.

Thanks
Rob

Lori Reese

From: Dennis Harrison
Sent: Wednesday, March 24, 1999 10:35 AM
To: Senior Staff; Lori Reese
Cc: Switch Site Managers
Subject: FW: Friday Failure

FYI-the Event.

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

From: Dave Nelson
Sent: Wednesday, March 24, 1999 8:45 AM
To: Dennis Harrison
Subject: Friday Failure

FRIDAY, MARCH 19TH OUTAGE EVENT IN GREENVILLE

Last Friday morning, March 19th, 1999, I (Dave Nelson, NewSouth Communications Switch Site Manager-Greenville) called BellSouth to have a loop back put up on a failed DS1 on the 1001 STS1 to Greenville dial and toll office. I first called the ACAC center in Birmingham and was told I would have to call the NRC in Nashville because of the type of request I had. I then called the NRC and requested a ticket on VT 17. I was given a ticket #RC219678 by the lady with whom I was speaking, however I do not have her name. I told Kirk (Atkins) and Mark (Hubel), both NewSouth Communications employees, about the ticket before I left for the rest of the day on approved time off. I had given BellSouth our office number and asked for a call back when the loop was placed so that we could verify the alarm was clear. The ticket was placed at approx. 9:00 am. While in Spartanburg, Debra Hunter (NewSouth Communications) called and informed me there was a major trouble in the Greenville office. I then called Kirk and Sam (Moore-NewSouth Communications Tier II Switch Support Engineer) to see if there was anything I could do to help. They were in the process of identifying the problem at that time.

1245 Narration of event from Sam Moore—I received a call from NewSouth Communications Customer Care (Debra Hunter's Group) stating that several customers were complaining that the phone would ring, but after answering, no one was on the line. The problem was reported as affecting some, but not all, incoming calls.

At this time there were no alarms in the switch, and no trouble printouts. I did not know whether there was one-way transmission, or no transmission in either direction. It appeared to me that the problem must be at Bell South and affecting our incoming trunks. Since I had no direct contact number with the Bell Tandem switch, I asked Customer Care if our Trouble Resolution Specialist was available, since I thought that she might possibly have a contact number. They said they would contact her and find out.

Our Trouble Resolution Specialist called back within a couple of minutes and informed me that she did not have a contact number for the local Bell switch, but we would have to contact ACAC.

1255 I called ACAC and tried to find someone who could contact the local Bell switch to investigate this problem. My first contact was with the Point-to-Point DS3 group. I could not make them understand what I needed. I explained the nature of the problem, and that I needed someone to contact the local tandem switch. They transferred me to another group (might have been switched access maint?). This group was also unable to assist me.

1315 Our switch Site Manager (Dave Nelson-on approved day off) called in and told me about 3 new T1s that had been added to our 2504 group yesterday. The thought was that, due to the recent activity, we should check these T1s. The Site Manager told me that he had been working with Pauline at ACAC, extension 9620. I called Pauline, and we decided to take down the trunks in the Bell switch that were associated with the new T1s. This did not resolve the problem.

1345 By this time a number of other people were on site and working on finding the source of the trouble. I continued to try and work through Bell South to get someone to look at the Bell switch. I was still on line with Pauline, and she said she thought she had someone she could transfer me to. She put me on hold, and after a minute or so, I was transferred to another group — I believe they called themselves the carrier group. I'm not quite sure how I was transferred to this new group, because later, Pauline called in and said that she had not transferred me. At any rate, I was able to get a ticket assigned (ZC029407.) Also, they said that it appeared that there was a loop up somewhere in the circuits to NewSouth. I ended the conversation so that he could investigate further. He called back sometime later, about the same time our Field Service Manager got a call from a tech in Bell South about an STS-1 he had looped.

1415 Narrative of Mark Hubel, NewSouth Communications Senior Field Service Manager-Greenville. At this time, Perry

Lark/BellSouth, had called in to leave a message for Dave Nelson that the loop on the 1001 STS-1 was up. I told him to drop the loop immediately since he had knocked down "live traffic" to NewSouth Communications. About two (2) minutes later everything on the STS-1 came back up and calls were being correctly processed, indicating Mr. Lark had pulled the loop down.

END

**Customer Outage 3/19/99 – Greenville Customer Base cannot receive incoming calls.
Getting Dead Air**

From: Dennis Harrison at Greenville Switch.

Dave Nelson states that we had a vacant VT(T-1) in alarm since late yesterday. He thought Bell was doing some grooming work and wanted to get this circuit looped so the alarm would not cause any issues through the weekend. Bell has to loop these vacant VT's at their DACS since we don't have access there. At approximately 9am this morning Dave called Pam McCreary (?) at Dial & Toll to get the loop set up. She informed him that her group could no longer take that request and referred him to ACAC to have the work done.

Dave then called ACAC and was told that that body did not take that type of request. The ACAC person referred Dave to the NRC. At the NRC Dave spoke with a lady (did not get name) and gave her the details of his request. It was to place a loopback on a vacant VT designated as Channel #5. He clearly told her it was an idle VT on our STS-1. She stated the work would be done. Dave made out a sticky note as to the time and the nature of the request he had made and stuck it in the site trunk book.

Someone at Bell misunderstood the request and without checking for confirmation with NewSouth Communications, looped the whole STS-1.

Once we were able to locate the right entity at Bell (it took quite a few people to go through) the loop was removed and traffic was restored.

Lori Reese

From: Amy Gardner
Sent: Saturday, April 24, 1999 5:43 PM
To: Lori Reese
Subject: FW: my bellsouth complaint

Lori,
I don't know if I've sent this to you yet, but please keep on file for what we would love to have.

Amy

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

From: Gary Taylor
Sent: Wednesday, April 14, 1999 8:33 AM
To: Amy Gardner
Subject: RE: my bellsouth complaint

If I could have anything, BellSouth would have to:

Let us know ahead of time when they change policies: e.g.. PF policies

Meet their committed due dates.

Keep us up to date on jeopardy orders.

Due to turnover, provide us with updated contact and escalation lists quarterly.

Keep us informed of present or future buildouts or large repair jobs in areas we serve.

That's all I can think of right now, if I get any more I'll send them along.

GT

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

From: Amy Gardner
Sent: Tuesday, April 13, 1999 2:26 PM
To: Gary Taylor; Toby Grove; Devlin Hickerson; Janet Fancher; Carla Capps; John Fury; Stan Rowland; Shelly Cogburn
Subject: FW: my bellsouth complaint

Would each of you take a moment to read the below request from Lori. I would like for you to think long and hard about what you thing BellSouth could do to improve or provide a solution to our "challenges." Please email this information to Lori and myself so we may be able to compile this information and get Lori off to the PSC for action on our requests.

Please take a moment to think about this and write back if you come up with any solutions.

Thanks,

Amy

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

From: Lori Reese
Sent: Wednesday, April 07, 1999 12:32 PM
To: Amy Gardner
Subject: my bellsouth complaint

In the next week I wouldlike to have my letter to The PSC here completed. I do not want it just to be a complainer letter. Michael suggested that I ask you to give me a quick, precise "solution" list(ie if you could have anything you wanted, BellSouth would have to do.....) that I can attach to my letter for th PSC. I KNOW you are swamped, but if you can make a quick list for me I will be on the road to Columbia! Thanks. LR

Lori Reese
NewSouth Communications
lreese@newsouth.com
(864)672-5177

· mobile(864)414-7187

Lori Reese

From: Debra Hunter
Sent: Wednesday, April 14, 1999 6:07 PM
To: 'john.ray@bridge.bellsouth.com'
Cc: Eddie Terrell; Lori Reese
Subject: Unscheduled Disconnects

John: Here is the information that you need to get us the details on why these disconnects occurred. I will be expecting your call tomorrow.

Thanks, Debra

Customer Name: Cancer Centers of the Carolinas
PON #s: NS2046, NS2047, NS2048
Due Date: 4/27/99
Unscheduled Disc.: 4/27/99 @ 9:00 AM (Customer reported disconnect)
Restored: 4/27/99 @ 3:50 PM

Contacts @ BellSouth: Allen Lombard, Ron Moore, Janice Wallace, Bill Castleberry

Customer Name: Gower Corporation
PON #s: NS1633
Due Date: 4/15/99
Unscheduled Disc.: 4/13/99 @ 4:00 PM
4/14/99 @ 2:30 PM

Restored: 4/13/99 @ 6:15 PM
4/14/99 @ 3:34 PM

Contact @ BellSouth: Bill Castleberry

Lori Reese

From: Debra Hunter
Sent: Wednesday, April 14, 1999 3:53 PM
To: Eddie Terrell
Cc: Lori Reese; Zac Freeland; Linda O'Brien; David Hudson
Subject: Bell Unscheduled Disconnects

Eddie: We have had 2 customers disconnected **today** by BellSouth: Gower Corp.(for the 2nd time) and Cancer Centers of the Carolinas. We have asked for documentation on both and will keep you updated when these are received.

Gower is scheduled to cut @ 6:00 pm tonight. Cancer Center is not scheduled to cut until the 27th. We had FOCs on both.

Debra

Lori Reese

From: Eddie Terrell
Sent: Wednesday, April 14, 1999 4:45 PM
To: Michael LaFrance
Cc: Lori Reese
Subject: FW: Bell Unscheduled Disconnects (read ANOTHER BELL SCREWUP!)

Importance: High

Lori is on top of this for PSC action. Customers were down approx. 3 hrs.
Airsick bags have been handed out in the HPC, in anticipation of the next Bell screwup!

Also, 2 members of our Bell acct team will be here tonight and Thursday. They will visit Plastic Omnium and, if the customer is available, Gower and Cancer Centers. Just spoke to John Rey, our Acct Mgr. He will call me Thursday with "findings" on these 2 disco's.

THEY WILL NOT BEAT US!!! WE RUFUSE TO ACCEPT PISS-POOR PERFORMANCE!!!
ET

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

From: Debra Hunter
Sent: Wednesday, April 14, 1999 3:53 PM
To: Eddie Terrell
Cc: Lori Reese; Zac Freeland; Linda O'Brien; David Hudson
Subject: Bell Unscheduled Disconnects

Eddie: We have had 2 customers disconnected today by BellSouth: Gower Corp.(for the 2nd time) and Cancer Centers of the Carolinas. We have asked for documentation on both and will keep you updated when these are received.

Gower is scheduled to cut @ 6:00 pm tonight. Cancer Center is not scheduled to cut until the 27th. We had FOCs on both.

Debra

Lori Reese

From: Debra Hunter
Sent: Wednesday, April 14, 1999 6:03 PM
To: Lori Reese
Subject: FW: PON NS1961

Here's what occurred w/ Plastic Omnium.

Thanks for your help! Deb

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

From: Debra Hunter
Sent: Wednesday, April 14, 1999 9:54 AM
To: Lori Reese
Subject: RE: PON NS1961

Yes. More details to follow. BellSouth will do a Root Cause Analysis, but this must be approved through their Legal department first.

Thanks, Deb

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

From: Lori Reese
Sent: Wednesday, April 14, 1999 9:53 AM
To: Debra Hunter
Subject: RE: PON NS1961

is this for yesterday?

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

From: Debra Hunter
Sent: Tuesday, April 13, 1999 12:27 PM
To: Lori Reese
Subject: FW: PON NS1961

Lori: FYI re: problems w/ Plastic Omnium order. BellSouth error.

Deb

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

From: W.L.Castleberry [mailto:W.L.Castleberry@bridge.bellsouth.com]
Sent: Tuesday, April 13, 1999 12:14 PM
To: dhunter@newsouth.com
Cc: adowns@newsouth.com
Subject: PON NS1961

Debra,Alisa:

Concerning the above PON, my information so far has determined that the problems with this PON are related to the incorrect issuance of a complete disconnect order for this end-user instead of the issuance of a C-order. In short the C-order would have been correct with this being a partial port/disconnect versus a D-order which always involves a "complete" port/disconnect. The REP that issued this order has been identified, along with the supervisor of the UNE group and this issue will be covered in detail with both.

Linda Swearingen is now in the process of a complete write-up of the entire process from LSR thru the issuance of the order. In talking to Linda I would suggest that for the protection of the end-user that on all LSRs that are partial port only that a note to this effect be placed on all LSRs stating that this is a partial port and only porting certain numbers and the remaining numbers on the CSR are to remain with

April 1999 and May 1999 BellSouth Problems-Trouble Tickets and portability

May 12, 1999-NewSouth's Customer A was not getting ANY phone calls which originated with the State Government of South Carolina because BellSouth had not yet translated ALL of the BellSouth numbers to NewSouth numbers. A portability problem. BellSouth, when contacted by NewSouth Customer Care, stated that someone with the State would have to assist on the translations and it was not a BellSouth problem. Upon a great deal of time and manually verifying the problem as a BellSouth problem, we had to enlist the assistance of the State of South Carolina in order to "put some heat" on BellSouth to correct the translation problem as soon as possible. A full three days later, our customer could finally receive calls from the State without calls being blocked or stating that the number was disconnected.

April and May 1999-Trouble Tickets

More than 10 trouble tickets were taken out by NewSouth with BellSouth regarding cut cables, bad cables, etc. Although there are always "acts of God" and unexplained occurrences over the years in this industry, to be able to identify at least ten trouble tickets with one CLEC (NewSouth) in one city (Greenville, S.C.) in only approximately six weeks time seems overwhelming. The final straw is the fact that the response to these trouble tickets has been an overwhelming...NTF or "no trouble found." The other responses are either no response at all or responses that suggest negligence, at the very least, on the part of BellSouth. Our partners-former BellSouth employees state that they feel something is wrong. These occurrences and responses from BST do not "sit right" with them.

The equalizer, which was removed from the repeater in the Central Office, is essentially a rack that may be removed in order to be maintained. It contains various circuits to enable the calls to be routed to the proper destination. However, in this instance, there was no trouble ticket for this item, therefore, the equalizer should not have been removed for any reason. NewSouth employees did not remove the shelf, leading the technicians to conclude that a BellSouth employee was the only other individual in contact with this area.

The other Central Office problems involved disconnected wires or sections of circuitry, which were at one time properly connected. Upon customer complaints of service difficulties, NewSouth Communications technicians found various problems that had not existed when these circuits were initially tested and installed. Again, this situation lead our technicians to believe that there has been some intentional damage to our equipment.

These customers include:

4/5/99-HOK Inc-NTF

4/6/99-Ballenger Paving-NTF

4/16/99-Ramada Inn-NTF

5/5/99-Pinnacle Tech.-Equalizer removed from Repeater

5/10/99-McKinney Dodge-Cross Connect taken down in C&T C.O

5/11/99-Uniway-BST had to correct HLU in C.O.

5/17/99-FPC-not wired in C.O- even though ACAC had accepted this the day before. When Maintenance arrived to check out C.O, T's gone and unwired.

5/19/99-Phoenix Inn-"Defective C.O. wiring

5/24/99-HOK, Inc-NTF

↓
date of
trouble
ticket

customer name

response from Bell

Lori Reese

From: Kevin Hendricks
Sent: Monday, March 29, 1999 8:29 AM
To: Eddie Terrell; Lori Reese
Subject: RE: Carmet

ET: I want to maintain credibility with the PSC's and don't want to appear to be complaining about every problem (like a cable cut). What should we focus on? It seems to me that we should focus on the fact that, notwithstanding BST giving us a list of contacts if something like this happens, we got the run-around. If this is the focus, Lori will need to give some background on the process that BST gave us to contact them and how they deviated from it. I think misplacing the trouble ticket needs to be mentioned, but not emphasized. Comments?

-----Original Message-----
From: Eddie Terrell
Sent: Saturday, March 27, 1999 4:27 PM
To: Kevin Hendricks; Lori Reese
Subject: FW: Carmet

Hello. What's the status on taking this to the PSC and/or FCC? Thanks, ET

-----Original Message-----
From: Dave Nelson
Sent: Thursday, March 25, 1999 8:34 PM
To: Eddie Terrell
Cc: Dennis Harrison; Debra Hunter; Frankie Nelson; Mark Hubel
Subject: Carmet

Attached please find a narrative of the events surrounding the Carmet failure. << File: On March 25 Carmet.doc >>

The names mentioned within are as follows:
Eddie Terrell - Co founder - in charge of all I.T. and customer care.
Debra Hunter - in charge of all customer care, maintenance.
Dennis Harrison - Mark Hubel - technicians in charge of actual orders, processing, maintenance, problems etc.
Dave Nelson - Switch supervisor in Greenville

lots more people we have 0-20 years experience with BellSouth!



From the desk of

Amy L. Gardner
Vice President of Network Planning & Provisioning

TO: Lori Reese
SUBJECT: Requested Help from PSC on BellSouth Issues
DATE: Tuesday, April 06, 1999
CC: Kevin Hendricks
Michael LaFrance

Issues with BellSouth continue to occur causing NewSouth and our customer's to be placed in a situation that could have been prevented. Several issues are reflected below; however, numerous issues could and will continue to be listed.

December 9, 1998 email from Gary Taylor:

Amy,
J. C. Bradford was taken down by Bell this morning.

Yesterday BellSouth called Toby to say that the circuit for J. C. Bradford was in "missed appointment status", which means that the circuit had not been accepted by us per BellSouth records. I checked with our switch and Order Coordination who told me that we had accepted the circuit and that the customer was up and running on it.

I relayed this to Amelia Worthy who got Della from the ACAC on the line. They told me that the circuit was not complete and that there was no possible way that our customer could be on that circuit because it was not completed in their system. I told them that it was possible and they were running on it now and that their computer system needed to be updated to show the circuit complete.

I was informed that it wasn't that simple and that I would have to send a supplement on the order to change the due date for the next day (12/9/98), which I did. I also expressly told them that the circuit was not to be taken down as our customer had service on it. Amelia and I were assured by Della that it would not be taken down, and that she would flag it to not be disabled. I told her again to make sure they did not disconnect or disable that circuit for any length of time. She reassured me that they wouldn't.

This morning Mark Hubel from our Greenville switch called to tell me that J. C. Bradford had been taken down. He is in the process of getting it back together as I write this. The BellSouth portion in Nashville seems to be back up, but IFN was taken by surprise as this

*Order +
provisioning
people*

was not supposed to go down. J. C. Bradford is still without NewSouth service as of 10:30 am.

November 29, 1998 documentation from Toby Grove on Uniway (see attached detail outlining all of the steps that were taken)

November 24, 1998 email from David Hudson:

founder and sales V.P.

Clay, thanks a million for sending me this e-mail. Obviously I am very disappointed in the inaccurate information you received from your BellSouth rep. What she is referring to is something called reciprocal compensation that is a completely different issue from the outbound 800 revenue sharing program we are doing with you today. They are not even closely related, and I have asked Linda to follow up with you and explain the difference in the two scenarios. Not one penny we receive with the 800 access product comes from BellSouth. All revenue received by NewSouth comes from the long distance companies. I will be handling this type of anti-competitive behavior through the proper channels at NewSouth and BellSouth. I hope all is well with our T-1, and I am excited that your first check will be sent to you next week. We truly appreciate this opportunity and look forward to working more and more with Fluor Daniel in the future.

Have a great Thanksgiving,

David Hudson

customer w/ Fluor Daniel

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

From: Clay.Poole@fluordaniel.com [SMTP:Clay.Poole@fluordaniel.com]
Sent: Monday, November 23, 1998 2:34 PM
To: dhudson@newsouth.net
Cc: lobrien@newsouth.net; Patti.Funderburk@fluordaniel.com
Subject: Your 800 service with us

David and Linda,

Just thought I'd send you folks a little note about an interesting meeting we had with BellSouth last week concerning saving us money on our local access costs.

I had asked them to look at ways they can help cut local access and service costs monthly. During the course of this meeting they repeatedly mentioned a lawsuit they have against some subscriber(s) and a CLEC in North Carolina over what they purported to be a similar arrangement as ours on the toll free outbound usage.

The lady making the overture was Mary Lee Hembree, our account manager. I did not get into arguing the legality with her. I thought I'd let you know this so you can be aware that they are out there making such thinly veiled threats. I don't feel they should be allowed to get away with doing that!

MEMO to Lori Reese

You nor any other CLEC will get into the market if BellSouth is allowed to continue doing business like that. I think that violates the intent of the Telecom Deregulation Act of 1996.

I thought you needed to know this. Let me know what transpires please.

Thanks,
Clay Poole

As you are able to see from the above mentioned issues, we need help addressing these with BellSouth.

Thanks.

Attachment

ATTACHMENT

ex: of ACAC frasco!

Uniway

Due Date for Facility: 11/13
COMPLETED 11/29

11/11 - Notified of PF status
11/13 - Given ECD of 11/23
11/20 - Follow-up call made ECD changed to 12/1 moving pairs to new cable
11/23 - Escalation began: First level in PF group - Millie Harrell
11/24 Millie Harrell to escalate and cb in 10 mins
11/24 Called Neal Holden, Paul Parker, and Marc Cathey before reaching someone on our Acct Team.
Marc took the info but never called back
Per Millie Harrell - construction job complete, service should be turned up tomorrow
11/25 - Per Lawrence in ACAC, order has assignment problems in terminal - turned back to Engr
Talked to Margaret Bruno - no change in status
Paged Linda Caldwell 10:30 - no response
Paged Gretchen Temple 10:45 - returned call
Paged Linda Caldwell again
Called Keith Andrews at 1:50 - took details will check into problem
Linda Caldwell & Mary Sparks ret'd call for Keith - still working on order
Called Linda Caldwell at 3:25 l/m w/cell #
L/M for Mary Sparks 4:10
Paged Linda Caldwell at 4:21
Linda Caldwell ret'd call at 4:30 stating they were trying for a late dispatch
Keith Andrews left Toby same message - Dave Nelson to stay at switch to do testing
5:58 Mary Sparks l/m CO work done.
Dave Nelson called me at 7:40 stating he was leaving, Bell never contacted to test

11/27 Mark Hubel called me - per ACAC order still in PF status. Toby and Janet came to the office.
Called Lawrence 2:15 PM still PF. Indicated pairs assigned not in that terminal. Handed off to Engr at 2:36, apparently Engr left for holiday w/out updating order in AFIG? - no assignments. (NS made inside contacts who helped get status changed to PD.)
2:30 PM Lawrence saw order go into PD status. Discovered low speed card not ordered for OC3 in CO.
(Per Perry Lark) Lawrence indicated tech almost through. Lawrence sent out to WMC for call out. WMC indicated bad address. Called ACAC again 6:45 - Chris resent to WMC. Indicated he was only working 14 more mins. I gave him my tel # and Donnie Meakins pager. He gave to WMC who called me at 7:53, (Margie - 748-4508) indicated ACAC had given a Charleston address (CHTNSC) to dispatch and they questioned this since other records indicated this was in GNVLSC. I gave Margie customer tel # and address. We discussed which SLIC this was working from. 8:45 PM Margie called back with Eunice from ACAC on the line. Eunice was not in the provisioning group and could not correct records. No one was in the provisioning group until Monday. Margie and I agreed to not send out that night. She left follow-up work for Dot Livingston for Sat morn.

11/27 3 PM called Donnie Meakins who was relieving for John Cheek. Indicated they could check system called SIMS and find spare card in maintenance supply. 4:13 Donnie indicated incomplete address and some problem with the way the DLC mapped to MUX. 6:16 paged Donnie again. Still working with WMC.

11/28 8:45 AM Received call from Dot Livingston in WMC. She promised to dispatch to remote terminal, call Donnie Meakins and call me back. I NEVER heard from her. I tried to call her at 12:15 no answer. 1 PM I paged Donnie Meakins. He stated he had not heard from Dot Livingston. He agreed to get someone dispatched. When someone was dispatched to remote terminal, discovered low speed card was not ordered there either. AGAIN, Donnie indicated they could pull from their maintenance supply.

Several more calls were made including one between 3:30 4 PM. I told Donnie I had not been left with an option but to refer to my VP who would call John Cheek and Joe Anderson and involve our CEO, Michael LaFrance. He indicated he would continue to work on this problem.

8:45 PM paged Donnie Meakins – he indicated someone was to be dispatched Sun AM to remote terminal. I agreed to talk to him after church time. Left a message for Dave Nelson to be on standby. Dave came to the switch and stayed until 5:45 timeframe.

2:30 Donnie Meakins called stating he had instructed that someone be sent to the CO, remote terminal and cust prem and to stay until the order was complete.

7:15-7:30 PM Time frame – BellSouth indicated the testing was complete and T1 was up and working.

On every contact that was made, it was stressed our customer would be without service at 8 AM Monday.

Without the persistence of Donnie Meakins at BellSouth we would not have service for Uniway today. It is still unfortunate that Bell spent so much time and money accomplishing what should be a 'gravy' job for them. In the end, Bell called out Bob Nelson (Frankie's husband) who proved to be a great assistance. Apparently the ring and tip were reversed.

I believe we need to have a face to face with our local Bell folks, as well as those in Birmingham.