

**Lori Reese**

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**From:** Debra Hunter  
**Sent:** Thursday, April 15, 1999 10:28 AM  
**To:** Lori Reese  
**Subject:** BellSouth Account Team Info.

Lori: Here is the information that you requested:

John Ray                    Account Manager - CLEC Interconnection Sales  
Internet:                    john.ray@bridge.bellsouth.com  
Paul S. Parker              Sales Director - CLEC Interconnection Sales  
Internet:                    pauls.perker@bridge.bellsouth.com

Address:                    BellSouth Interconnection Services  
9th Floor  
600 North 19th Street  
Birmingham, Alabama 35203

Let me know if you need additional info.    Thanks, Deb

*↓  
our Bell  
reps! account*

NewSouth Communications  
130 Industrial Drive  
Greenville, SC 29607

Dear NewSouth Communications:

Concerning the PON NS 1698 and the loss of service on two numbers; 615-366-8978 and 615-366-7218:

In researching the cause of this outage it appears that of the 6 PONS associated with this project only one was complex, the other 5 were non-complex items. When the Supplement was sent in to make the last of 4 due date changes that have been made since 1-1-99, changing from 3-1 to 3-9-99, all other related orders (simple) were changed correctly, with the PON 1698 also being changed, but not correctly.

The disconnect order for PON 1698, D-9T4R406, had originally carried a 12-31-99 due date, which is correct for a complex disconnect, but; the due date was changed by a UNE REP to 3-1-99, and in error was not changed to 3-9-99, as requested on the last SUP of 1-28-99. In speaking to all involved with this order I am sure that this REP was attempting to do the "Right Thing" and trying to save work for someone else. This did cause the D-order to be worked automatically, thus putting two numbers out of service on 3-1-99.

The REP should have changed the dates on the 1FB orders and routed the complex

Order to Allen Lombard's group; at this stage, in his group the order due date would not have been changed. The date would have been changed in the Gateway and no loss of service would have taken place, with the D-order still carrying the 12-31-99 due date.

BellSouth regrets this outage and is talking steps to hopefully keep this from reoccurring.

Yours truly

Paul Parker

Sales Director

*our  
Bell South  
C/EC Director*

**Plastic Omnium - Installation Date 3/5/99**

Week of 2/26, Linda O'Brien received a call from April Hughes from Sprint, customer's vendor, asking her to point 864-968-9661 (Plastic Omnium's fax line) to NewSouth # 864-622-3141. Linda updated the A1 form and sent e-mail to Sales Support and Paul Smaston, Sales Engineer, advising of the update.

4/7/99

Customer contacted Eddie Terrell, NewSouth's EVP of Operations, to advise that they are still receiving BellSouth bills. Eddie advised Maxine Oglesby, Customer Care Supv. to check the customer's order and find out if all of the customer's previous lines with BellSouth had been disconnected. Maxine contacted the BellSouth LCSC and was advised that 968-9661 was not ported to NewSouth.

Maxine advised that we received an FOC that 968-9661 should have been ported on 3/5/99. (# on FOC is BTN 968-9606. This number was inadvertently put into NPAC and activated as a NewSouth #). Kathy Dowdy, Customer Care rep, contacted Gabriel (rep in the BellSouth LCSC) and Gabriel created the subscription order in the NPAC database. Kathy advised Gabriel to fax a confirmation. (This has not been received to date.) LCSC advised Kathy that the due date for the FOC is 4/8/99.

4/9/99

Customer contacted NewSouth Customer Care to advise that their fax line 968-9661 is getting a disconnect recording. Maxine checked the NPAC database to see if the # had been ported to NewSouth. It had not. Instead, 968-9606 had been ported. This was identified as an error that occurred on the date of cutover. NewSouth Order Entry had picked up the BTN of 968-9606 off of the FOC and had created the subscription and activated the number. Shelly Miller, a supervisor in the BellSouth LCSC advised Maxine that the due date on the order was 4/8/99. Maxine then faxed an LSR to Shelly (PON 1961) requesting port for 968-9661 with a due date of 4/12/99. Shelly processed the order. Number still getting recording.

4/12/99 11:45 pm

Customer reports that (4) numbers have been disconnected. Martha Gilchrest, NewSouth Customer Care rep placed test calls to confirm. Fax line 968-9661 still getting disconnect recording.

4/13/99 12:00 am

Martha contacted her supervisor, Maxine, to advise. Martha contacted the BellSouth BRMC to check the numbers. Numbers not identified on Sales order. BRMC stated that there was an order submitted (PON 1961) requesting that (4) numbers be disconnected. BRMC rep stated that the numbers were requested to be disconnected by another CLEC, other than NewSouth. Would not identify the name of the CLEC. Martha gave the customer the phone # to the BRMC so that the order could be identified. Customer advised he did not need another call tonight.

4/13/99 6:40 am

Customer called Martha back to advise that BRMC stated an order was submitted from NewSouth (PON 1961) requesting (5) numbers to be disconnected.

8:00 am

Maxine met w/ Paul Smaston and Eddie Terrell to come up with game plan to get customer's service restored quickly.

8:20 am

Maxine called LCSC to check on PON 1961. Explained situation. Advised that order was submitted to restore the fax line - no disconnect was requested. LCSC transferred Maxine to Linda Swearingen in the BellSouth LCSC. Linda

took all information and stated that she would submit an order to RCMAG to have service restored.

Meanwhile, the customer had already called the BellSouth Business office to request restoration of the numbers. When Linda started researching the numbers, this order was identified in the system. The order # was NWKF6886. Linda stated that she would add the additional # 968-9661 to this order and work it. Would call Maxine back with update.

- 9:15 am Maxine called Linda back for status. Linda advised the order is in process.
- 10:20 am Four (4) numbers that had been disconnected are now restored. Maxine tested numbers. The numbers are working. Advised customer. Linda advised Maxine that 968-9661 and 968-9606 would need to be worked through Winback.
- 10:30 am Maxine called the BellSouth Winback department and spoke w/ Loretta Dill who advised that nothing further needed to be done on the order, due to the fact that the order was already in process of restoration. Transferred Maxine to Angela (?). Angela received all details from Maxine regarding the order and advised that Maxine would need to talk back with the LCSC. There was Nothing she could do to help assist getting the order processed.
- 11:10 am Maxine paged BellSouth Project Manager, Bill Castleberry to seek assistance in getting the order processed quickly and the customer's service restored.
- 11:20 am (app) Bill called Maxine and was advised of the situation and was given the PON # and the telephone numbers and the BellSouth Order #. Bill advised that he would pull the order and call back.
- 12:20 pm (app) Bill advised that 968-9661 was not on order and would need to be added. Maxine then contacted Linda Swearingen and advised her to add 968-9661 to the order. Linda advised that her department did not perform that function and that Maxine would need to call Winback. Maxine called Loretta in Winback again and asked her to add the # to the order. Loretta advised that the cost would be \$52.10.
- 12:30 pm Maxine called Bill Castleberry to advise that this # had been added to the order. Bill advised that he would continue to work the order from that point.
- 2:06 pm Bill Castleberry called Eddie Terrell to advise that 968-9661 is now active, as well as 968-9606.

Plastic Omnium

From: W.L.Castleberry [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 BellSouth. I realize this may be an extra few steps to take, but in the long run it will pay for all involved. True, the mistake was ours and I am only looking to help improve the process and try to prevent this type of mistake from happening again.

As soon as Linda completes her write-up you will be receiving info from that. There are some more issues that add to this mistake that will be brought out in her write-up.

Please call me if I can be of more help.

Thanks,

Bill

**10/7/98 - ALL CIRCUITS BUSY RECORDING**

The following customers have reported recordings of "All Circuits Busy":

- customers*
- Yorkshire Americas
  - Rosenfeld Einstein (2 calls: 12:45 p.m., 2:40 p.m.)
  - NewSouth Corporate
  - Woofgang
  - Carson's Nut & Bolt - Greenville
  - Centennial American Properties
  - D. M. Kaye & Sons (4 calls: 1<sup>st</sup> call 10/6/98, 3 addit. calls. Customer extremely angry.  
The bank tried to reach him (Joe) all day and could not. He's tired of the run-around. Also, wants to know who ordered the 56 K line.  
We should be able to tell him since we are his carrier.

What is expected interval when more trunk groups need to be ordered at BellSouth?  
Why was problem not located at BellSouth earlier?  
How can we prevent in the future?

Stan has no way to track in switch due to one-way incoming traffic into switch.

7:10 pm - 1:17 am

Days Inn - Easley 10/7/98

**3:30 pm (approx.)**

Carrier Group Alarm went off at NewSouth switch. Switch technician contacted NewSouth Customer Care to advise. Customer Care attempted to contact the customer. Got busy signal. NewSouth site technician was advised. Attempted to reach hotel manager. Lines still busy.

**5:45 pm**

NSC site technician reported trouble to BellSouth.

**6:30 pm**

NSC site technician called BellSouth to escalate ticket to 1st level (Don Doping).  
ETA 2 hours.

**7:30 pm**

Checked status of ticket. Has been beeped out and loaded. Escalated to 2<sup>nd</sup> level (Frank Batusic).  
Response - This is considered an after-hours ticket and it could take a while for someone to dispatch it out.

**8:00 pm**

Customer Care called customer on available BST alarm line to let them know that we are checking on status of the TT.

**8:19 pm**

Checked status of ticket. Spoke w/ Joel. Still a Level 2 escalation. Explained that TT Has been loaded. The following was given as the procedure for an after-hours TT :  
BST goes down a list of techs to see if they will accept the TT. They can't take the TT if they have too much overtime. If they do not wish to accept the TT, then no one is forced to go out after-hours. If no one accepts, the TT will not get worked until the next day.

**8:45 pm**

Customer called and conferenced in w/ NSC Customer Care and NSC Site Tech. Customer inquiring about ETA. Wanted to speak with NSC Senior Account Mgr. about canceling his service. Put customer on hold and attempted to reach Sales Mgr. Unable to locate. Got call-back # from customer. Customer now at home.

**9:10 pm**

Ck'd status of TT. Now a Level 3 escalation. Same contact as abv. BST called NSC Customer Care and was given an ETA of 10:00 pm.

**9:25 pm**

Customer Care Specialist contacted NSC Customer Care Supv. to advise that customer is threatening to cancel 1<sup>st</sup> thing next morning if his service is not restored ASAP! Supv. advised Customer Care Mgr. Mgr. contacted customer and advised of TT status. Adv. BST tech would be on location @ 10:00 pm.

**9:35 pm**

Switch technician called Customer Care to get an update on status of TT.

**9:50 pm**

Manager on-duty at hotel called NSC Customer Care to adv. still out of service. Gave ETA of 10:00 pm.

**10:01 pm**

Sharp called to see if BST Tech was at customer prem. Not yet according to customer. BST replied that the tech might have to drive 50-75 miles to customer prem. May have stopped at cross-box before arriving.

**10:15 pm**

NSC EVPs Eddie Terrell and David Hudson called Cust. Care to state that they are in route to customer location.

**10:25 pm**

BST tech arrived at customer location. NewSouth EVPs at customer site.

**11:00 pm**

NSC EVP called Cust. Care to update that BST 3<sup>rd</sup> shift tech would be working until problem has been resolved. Due to storm techs may leave to check on some off-site equipment.

**12:00 am**

NSC EVP called Cust. Care to adv. BST may not be able to correct the problem tonight. NSC Switch Tech call forwarded main # to cust. alarm line #.

**12:30 am**

NSC Switch Tech called Cust. Care to adv BST no longer on-site.

**12:49 am**

Customer Care called BST to find out why BST tech left customer prem. Adv. that there are storms in the area and unable to perform work. Will return when safe.

**12:57 am**

Cust. Care called cust. BST back on-site.

**1:17 am**

Cust. called NSC Cust. Care to adv. service is restored. Problem due to broken cable pair. NSC Switch Tech. cancelled call forwarding to alarm line. Cust. Care tested inbound. Customer tested outbound. Customer adv. BST techs left stating that their job was done and they needed to get up for work tomorrow.

**1:45 am**

All testing completed. Dead air on Trunk 73. Cust. Care to notify vendor in the morning.

**7:30 am**

NSC Cust. Care contacted customer. Service O.K. except for Trunk 73.

**8:30 am**

Cust. Care attempted to contact vendor several times. Finally rec'd call-back @ 5:00 pm.

## **GODSHALL AND GODSHALL INSTALLATION – 11/9/98**

6:00PM - went on conference call; Pipp asked if we could call BellSouth and ask if they could go ahead and RCF. I called Russell at 800-773-4967, ext. 2643. And asked if he was ready to RCF. He was. He called back within a few minutes and stated that there was a problem because he did not have a disconnect order and he would try to re-work it someday.

6:15PM - Russell called ;cannot do this without a disconnect order. I advised that we did send in the disconnect order , but he did not have it. At this time, we discovered that he had only received a partial order from the LCSC.

6:30PM Paged Rita Carmichael. ( First Level Supervisor)

6:40PM Cheryl called and said she was the supervisor in charge. She and I talked about the problem. She said she would talk with Russell , then call Shelly Miller (supervisor at LCSC) to find out why disconnect order did not make it to Russell.

7:00PM Cheryl ret'd my call and said she had discussed this with Shelly; Shelly would be calling me in a few minutes.

7:05PM Shelly Miller called to advise she had found my order and she apologized for the inconvenience and she would do the order immediatley . Said it would take about 30 minutes for her to complete. We talked a few more minutes re the problem.

7:14PM Shelly called to advise she was now beginning the process of correcting this. Would take about 30 minutes.

7:35PM Shelly called to advise she was finished with the corrections and she had called Russell and told him to get started on the RCF.

7:37PM I called Russell and verified that he does have the completed order and he said he is in process of RCF'ing right now. He will call when the process is complete.

7:52PM I called Russell to get status; he said he was still having a problem with some of the numbers. I advised people at the site.

8:14PM Russell called to advise that he has finished the RCF. Said the corrected order still came up to him incorrect! But he was able to get around it and do what needed to be done.

8:15PM From this time on , we tested all numbers and faxes. All tested fine. Faxes tested fine.

8:30PM Installation completed.

## HAMPTON INN – ANDERSON INSTALLATION

11:00AM Called Janie to verify numbers porting and numbers being disconnected; left msg on voice mail.

11:45AM Janie called back to go over numbers again. Said she did not have a disconnect request for the nine numbers that were to be disconnected. I informed her that I do have an FOC showing that they did receive them. Advised they were on page 3 of 6 and also 4 of 6. She will check and call me back.

12:15PM Janie called to advise that she definitely does not have the disconnect order and she has checked and found that Tina Berard was the rep that worked the order. She has called her and left msg for her to call her back about this. I have called Rita Carmichael and left a msg for her to call me asap. I pa12:5712ged her.

12:30PM No call from Rita yet; Have paged her again.

12:32PM Rita Carmichael returned my call. I explained the situation. She will research and call me back. I expressed the urgency in this due to the fact that this is supposed to rcf in an hour and a half.

12:35PM Recd call from Rita; said she did not understand why Janie is saying there is no disconnect order, said it is on order #CWHNH826. I called Janie and advised of this. She said she is still just showing one number (there are 9 to be disconnected). I reqd that she call Rita. She will. I also reqd that she call me back with results.

12:43PM Rita called again; I explained again about the disconnects. She said she would call Atlanta and speak to the person that actually did the order and get some more info.

12:57PM Janie called back; said Rita agreed with her re the disconnect request, there was none. She doesn't see a problem getting this one number ported to us. She has also tried to reach the person, Luvetta Brown at 800-872-3116, ext 3922, that handled this order. No success. Will keep trying. Gave Janie Kim Barnnet's phone # to call me. I have to go on conference call now.

1:01PM I called Luvetta Brown. Got her voice mail. Left urgent msg.

1:06PM I joined conference call.

1:54PM Spoke with Janie; she advised we may have to cancel later, but we can go ahead and RCF. Advised I will let her know when they are ready to RCF.

2:16PM Called Janie; advised her we are still not ready to RCF. She wanted to know if she should go to lunch. Advised no, it should not be much longer.

2:45PM Called Janie; advised her still not ready to RCF. Advised her of prob with T-1 slipping.

3:45PM Called Russell; advised still working with slipping problem.

4:00PM Pipp advised there are still a few slipping errors but that they were going to do some test calls and possibly do the RCF.

4:06PM Bill Seif advised me to tell Russell to go ahead and RCF.

4:07PM I called Russell and told him we were finally ready to RCF. He said their systems were down and he could not do it right now. But he asked me to hold on while he tried to get his computer back online.

4:13PM Per Russell; RCF is complete. Advised Bill Seif.

4:29PM Cut complete!

## INSTALLATION OF HAMPTON INN OF CLEMSON

**DATE: 10/5/98**

Scheduled to begin at 12:00PM with a 1:00PM RCF.

**1:00PM** - Called Janie Chance in UNE Center to advise we were ready for RCF.

**1:30PM** - Janie called back to advise RCF was complete.

While performing test calls, NewSouth numbers would complete fine, but BellSouth numbers were getting fast busies. Every attempt to call BellSouth's numbers resulted in fast busies.

**2:00PM** - called Janie; left msg. on her voice mail that we were having problems with BellSouth numbers. Also, called Glenn at Ext. 2546. He said he would try to locate either Janie or Russell and have them call me.

**2:30PM** – Janie returned my call. Said she was checking into the problem and would get back with me. Called her 3 – 4 times later also to check status. Requested that she escalate trouble ticket due to customer being out of service and extremely disgruntled!!

**4:00PM** – Debra Hunter called Pam Martin to escalate to higher level. Advised customer out of service and we need to find out what is going on.

**4:45PM** – Janie called Debra back to advise she had just spoken with Pam Martin who had just spoken with RCMAC and was advised they were very close to resolution.

**5:15PM** – Janie called to advise problem was corrected and they were able to get through on BellSouth numbers now. I did some test calls and got through fine. Janie advised “problem was in the switch, due to LNP preparations, incorrect routing”.

**\*\*Customer was out of service approximately 4 hours.**

## **Piedmont Travel**

11/18/98 - (around 8:30 am)

NewSouth was notified that Piedmont Travel was out of service. BellSouth had ported # and processed disconnects on the account. The due date was scheduled for 11-23-98 at 6:00pm. Kim Barnett, the Order Coordinator contacted NewSouth's Project Manager, John Kitchens to advise that the customer was out of service. He apologized for Bell's mistake and said that he would have the lines restored as soon as possible, should be by 9:30am. Kim contacted the owners of Piedmont Travel and let them know that we were having the problem corrected as soon as possible. The customer requested that we set up a conference call between them, NewSouth, and BellSouth so that he could find out exactly what had happened and who was responsible for the service disconnected today.

11/18/98 - (around 2:30 PM)

Conference Call with customer (represented by Scott and John Townes), NewSouth (Alisa Downs, Rob Gage, Eddie Terrell, and Debra Hunter) and BellSouth Project Manager (John Kitchens). The customer was out of service a total of 2 ½ hours, and complained not only of potentially lost revenue, but would like to compensation for having to use other means of communication (i.e. personal cell phones) while out of service. Eddie Terrell advised the customer to contact Sales Manager, Rob Gage with an estimated \$ figure of loss. John Kitchens apologized on behalf of BellSouth and stated that an error had occurred on the order in the LCSC. There had not been a FRAME DUE TIME listed on the order internally at BellSouth, thus causing the disconnection.

11/19/98 - (around 5:00 PM)

Alisa Downs, OC Supv. received call from Rob Gage, NSC Sales Mgr., stating that customer left him a voice mail advising of trouble with the hunt group arrangement not working. This was a problem that occurred when BellSouth disconnected their service in error. Alisa called John Kitchens, BellSouth Project Mgr. at 5:10 PM to advise. He will check and get corrected. Received voice mail at 7:20 PM that problem had been corrected. Called Wells @ Piedmont Travel and left voice mail that trouble was corrected. Advised her to call back after testing and let us know. Wells called back 9:30 AM and advised that everything is O.K. and thanked me for following up.

11/20/98 - (around 10:00 AM)

Kim Barnett, NSC Order Coordinator called LCSC to check status of cancellations. Spoke to Tina, who advised that she had received all (4) of the LSRs for cancellations for Piedmont Travel. So far, (2) of the orders had been cancelled, and the other (2) had the wrong "sup" code and would need to be re-submitted. Kim corrected immediately and sent back to LCSC.

11/20/98 - (around 3:00 PM)

Kim called Shelley Miller, rep in LCSC to check status of order. She assured Kim that the cancellations would be worked the 20<sup>th</sup>. Kim reminded her again of the catastrophe that had already occurred with an unscheduled disconnection, and Shelley assured her that it would not happen again! She would advise the supervisor in the LCSC, Rita Carmichael, of the situation, as well.

11/23/98 - (around 8:30 AM)

Rob Gage, Sales Mgr. in Greenville, retrieved voice mail left by customer. Customer has been disconnected again.

## **Piedmont Travel (con't)**

11/23/98 – (8:35 AM)

Debra Hunter, NSC Cust. Care Mgr. contacted BellSouth Project Mgr. John Kitchens to advise of disc. John checked the order and advised that ½ of the order had not been cancelled ("In order cancelled, "C" order not cancelled). Would begin work back immediately. Advised that customer #s should be active again within the hour.

11/23/98 - (9:10 AM)

Debra called John Kitchens for update. John advised that #s now have dial tone and they were still working on the hunting arrangement. Debra dialed #s and they are now active. Advised John to call her when hunting is fixed.

11/23/98 – (9:30 AM)

John Kitchens called Debra to advise hunting arrangement is now fixed.

## Quality Inn – Orchard Park

Original due date 8/31/98 11:00 AM. Received call from Buck Sims, Vendor around 8:00 AM 8/31/98 advising that he would not be ready for installation today. Ann Pappas immediately called the UNE Center and spoke with Janie Chance and issued a supplement to change due date to 9/10/98.

9/1/98 Customer came to office at approximately 10:30 AM , **VERY UPSET**. His service had been down since the night before. He was unable to reach anyone from his Hotel.

9/1/98 10:45 AM Alisa called Theresa Williams Supv. In LCSC to advise her. She was unsure of what happened.

9/1/98 10:45 Debra called Terry Clark, Supv. in UNE Center and asked when could expect the service back up. Terry said will check. Debra called her back approximately 15 minutes later for update and was told that if we continued to call every 5 minutes could not get customer back in service. Said was disconnected in frame. Could not give ETR.

9/1/98 1:50 PM Customers service was back on.

9/1/98 5:00 PM Customers service was disconnected again. Alisa called Janie in UNE Center to advise. Service was back up in 15 minutes. No one at Bell could tell us why this happened again.

## Customer - S. C. Steel

**Date Action**

9/8/98 NSC faxed LSR to BST.

9/14/98 NSC called BST for status. LCSC advised order is @ Vendor Service Ctr.

9/15/98 BST sent clarification requesting info. On (2) inactive numbers.

9/15/98 NSC faxed sup to have (2) inactive anls removed from LSR.

9/16/98 Rec'd 2nd clarification from BST re: anl shown as BTN.

9/18/98 NSC faxed Version (2) to change BTN.

9/21/98 NSC called for PON status. LCSC advised order is @ Vendor Service Ctr.

9/21/98 Rec'd FOC w/ due date of 9/21/98

9/21/98 (4:30 PM) Rec'd call from Project Mgr. Pam Martin requesting to move installation to 9/22. Cindy Jones adv. Pam that BST must work order on 9/21 due to customer and vendor schedules.

(6:00 PM) Rec'd call from Pam Martin again requesting that installation be delayed to next day or @ least for RCF to be moved back (1) hour. Cindy Jones advised that RCF could be delayed (1) hour. Debra Hunter called Pam Martin for status update and to advise that order must be processed 9/21.

(7:00 PM) Pam called Debra and stated that the order would not be processed tonight due to errors on the disc. order. All BST employees w/ the skillsets necessary to correct errors had left for the day. Debra asked Pam to escalate w/in BST to get order worked. Postponing order not an option. Pam stated she would escalation to the 2nd level mgr in the Assignment Group.

(7:05 PM) Debra paged Ed Houppert (Operations Director) to escalate situation.

(7:15 PM) Ed Houppert returned page. Stated that he would contact Pam for status on the order and call back to update.

(8:00 PM) Ed called Debra stating that he was escalating inside S.C. locate someone to work order. Stated that he or Pam would call back w/ status.

(9:00 PM) Debra called Pam to ck. status. Pam stated that the 2nd level Assignment Supv. was trying to figure out how to fix the Disc. problem herself.

(10:00 PM) Pam called Debra to advise that the Assignment Supv. was having difficulty locating someone to come in to work to fix problem w/ Disc. order. Had a list of (25) people to call and not having any luck so far finding a taker. Stated would call to update.

(11:15 PM) Pam stated that BST had found someone to come in to work the Disc. order now and that someone would be in @ 1:00 AM to work the Translations.

(12:00 Midnight) Debra called Pam to ck. Status. There is now an error-free order that can go to Translations.

(1:00 AM) Debra called Pam to ck. status. Half of the #s have been disc.

(2:00 AM) Pam called Debra to update. Order is still being worked through disc.

(3:15 AM) Debra spoke to Pam Martin. Order is still being worked through disc. Pam inquired about SLA location (secondary location). Debra called P. Smaston to verify. T-1 is between the (2) locations. Gave OK to proceed.

(3:46 AM) Pam called Debra to adv. that (5) more #s need to be disc. before we can start porting. Will call to update.

(4:30 AM) Pam called Debra to state that 1/2 of #s have been ported. Cindy and Debra began doing test calls. Pam will call back when ports have all been completed.

SAI Automotive

February 15, 1999

SAI had an original due date of 2/10/99, a sup to change the due date was sent in on 2/8/99. We received an FOC for the due date change to 2/17/99. On 2/12/99 at 10:30 Karl @ Comtel received a call from the customer reporting that the DID numbers had been disconnected. Karl reported a trouble ticket for the DID numbers and one on the main line to make sure it would not be disconnected.

The DID numbers were out of service until 3:00 pm. Karl took care of the whole problem. Bell left him a message telling him that they received a due date change and that it was not to be disconnected. The customer is does not know that it has to do with us having an order in to port the numbers. CF

**SLEEP INN PLEASANTBURG DRIVE**  
**Due 1/21/98 PON# NS1466**

Sleep Inn was due 1/4/99 but had to be rescheduled because of Bell Facility problems. We rescheduled and sent supplement to change due date to 1/21/99.

**10:00 AM** Customer called service down. Customer Care took call and advised customer that we would check.

**10:05 AM** Alisa Downs paged Rita Carmicheal – Supv. LCSC (BellSouth)

**10:07 AM** Alisa Downs paged Neal Holden – Regional Acct. Mgr. (BellSouth)

**10:10 AM** Alisa Downs paged Gretchen Temple – Acct. Team (BellSouth)

**10:15 AM** Gretchen Temple called back A. Downs advised her of problem she said will check and call back.

**10:40 AM** No word..Alisa paged Gretchen again she said she was escalating to Bill Thrasher – Operations Director

**10:45 AM** Debra Hunter paged Bill Bolt – Operations Assistant Vice President

**10:50 AM** Debra called Jan Funderburg – Operations Vice President left message with her assistant to call her back.

**11:15 AM** Alisa Downs paged Bill Thrasher – Operations Director

**11:25 AM** Rita Carmicheal called back had been in meeting with Bill Thrasher and that was why she hadn't called back. Alisa advised Rita of problem she check order and said this was a rep error that rep had disconnected numbers in error. These numbers were to be ported and nothing should have been done with them until we activated the numbers in NPAC which we had not done and would not do until the actual time of installation. She said will call RC MAG and get up right away.

**11:30 AM** Bill Thrasher called back spoke with Debra Hunter said Rita Carmichael is handling. Explained he and Rita were in a meeting and could not immediately return the pages. (1) hour s/b reasonable timeframe to expect a call back. (911 on end of #)

**11:30 AM** Alisa received call from Rita Carmichael acct. is active.

**12:25 PM** Gretchen called Alisa to advise that account is active and to see if everything is O.K.

**Carson's Nut & Bolt**

**10/7/98**

**8:30 a.m.** - Customer called in to report static on lines. Unable to call out or receive calls. Reported to Mark Hubel. Mark reported to BST. TT# 0C031351. Requires premise visit by Bell.

**10:30 a.m** - Carole A. called @. to ck. Status of TT. No ETR. Called again @ 11:00 a.m. TT escalated to Earley Hughes. TT has been dispatched.

**1:35 p.m.** - Resolution - problem created at BellSouth. Broken jumper at CO. One of the wires became undone (out of the 4 wires in the T-1).

# CARMET

On March 25, at approximately 1020 am, we received a call that Carmet was down. Upon testing of the circuit, it was determined that we could not loop the smart jack at the customer location. I then entered a trouble ticket with BELLSOUTH stating we had no loop back. I was given tkt. # oc037695. While I was at lunch, Gary from BELLSOUTH called back and told Sam Moore he too could not loop the smart jack and they were sending someone to the field. At 13:50 I called back to the ACAC to check status on the tkt. Eunice told me that they had cable troubles and were sending someone out. At 14:30 I called back to ACAC and talked with Belinda. I was informed that there was an OC48 ring cut and there was no est. time of restoral. Upon further investigation, I learned that the ticket for Carmet had been grouped in with a fiber cut on Hwy. 14, probably since it came in about the same time. I then called John Cheek and asked if he could assist me in getting this customer restored, due to the fact that the WMC in Columbia miscalled the trbl. At 15:30, John called me back to say that he had directed someone to be pulled off service order work to go on this trbl. He assured me he would try and determine where the breakdown occurred in order to prevent this occurring again.

At 6:00pm I again made contact with BELLSOUTH and at this time I was informed that there was also a cut cable on Victor Hill Road. This is the road that leads to Carmet. They gave me an estimated restoration time of 11:30 pm. I passed this information along to Eddie Terrell and told him I would let him know when I received word of the restoration completion.

At 8:15pm, I decided to check the circuit to see if it was still showing all 1's. The Ckt seemed clear, so I dialed some of the non-forwarded numbers and found that the Carmet autu attendant answered. I removed the rcf to the cell phone and called the main number. I got a good ring and answer. I then called Frankie and Deborah to inform them the trbl was clear. At 8:30pm I left the switch and still had not had a tkt closure from BELLSOUTH.

Dave Nelson  
Greenville Switch Manager

Carter and Crawley - *customer*

11/9/98 – NewSouth Order Coordinator, Kim Barnett, submitted an LSR to the LCSC to add “traffic” or an intercept message to (6) Essex lines that had been disconnected as the customer’s request at the time of installation.

11/12/98 – NewSouth Customer Care Mgr., Debra Hunter, contacted BellSouth Account Team member, Gretchen Temple, to ask for assistance in processing the order. Gretchen stated that she would have to seek assistance from someone that understood the process better and would call me with an update the next morning.

11/13/98 – Gretchen called Debra to advise that an order had been entered in SAMS to create a special assembly contract. If processed in a timely manner, she would overnight contract to Debra to sign and return. Gretchen did not have the \$ amt. of the cost for providing the intercept msg. Stated that she would not know until the contract processed in SAMS.

11/16/98 – Debra contacted Account Team Manager Neal Holden (Gretchen out sick) to get an update on the order. Neal advised that he had no further information for me at this time. Would update me as new info. is rec’d.

11/17/98 – Neal contacted Debra early to advise still no update. Order has not been fully processed yet. No ETR. Debra advised Neal she was going to escalate to next level, Paul Parker. Neal stated that he understood.

11/17/98 – Debra contacted Paul Parker, Interconnection Sales Director. Paul advised that he was aware of the situation last week. Did not have additional info. ,but had been updated by Neal Holden. Paul advised that he had left voice – mails for the department heads of the division that handles non-tariffed requests. Advised he would contact Debra w/ updates.

11/17/98 – Paul contacted Debra to advise “traffic” had been added to the lines. Would follow up with contract information. Advised that the Special Assembly charges (one-time charge ) would be billed to NewSouth in a week or so and would be added to our “Master Contract” after signature obtained by NewSouth.

Paul also advised the following order process in the future for this type of order:

- (1) Obtain the name of the customer’s BellSouth Account Manager.
- (2) Obtain signed LOA.
- (3) Call BellSouth Business Office to have them fax a contract.
- (4) Service Order is processed in the BellSouth Business Office.
- (5) BellSouth Business Office will generate a manual bill.

11/22/98 – Debra e-mailed Paul Parker. No contract received yet. Would like update.

**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

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**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 19<sup>TH</sup> OUTAGE EVENT IN GREENVILLE

Last Friday morning, March 19<sup>th</sup>, 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**

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**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; Devin 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](mailto:lreese@newsouth.com)  
(864)672-5177

· mobile(864)414-7187

## Lori Reese

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**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

BillSouth. I realize this may be an extra few steps to take, but in the long run it will pay for all involved. True, the mistake was ours and I am only looking to help improve the process and try to prevent this type of mistake from happening again.

As soon as Linda completes her write-up you will be receiving info from that. There are some more issues that add to this mistake that will be brought out in her write-up.

Please call me if I can be of more help.

Thanks,

Bill

## 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

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**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

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**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

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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
- 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. → T's had been accepted ACAC  
OC039607 " " " " " → T's 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

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