

Mr. Earl McCall,

I first became aware of the problem with your company receiving fast busy signals on Feb 05. My first action was to check to make sure that all of your lines were programmed correctly in Bell South's switch to route long distance traffic to network telephone's service over MCI's network. One of the lines 229-888-0016 had the wrong information programmed. Bell South corrected the programming for this line, however, Kateri Galinski informed me that this did not fix the problem.

I then opened a ticket with MCI who stated that they were unable to duplicate the problem. Since I had previously experienced a problem with getting MCI to acknowledge that they were having problems with all circuits being busy and only convinced MCI to check their trunks after reporting several failed calls, I had Mrs. Galinski start keeping a log of failed call attempts.

Mrs. Galinski provided me with the first list on 2/12. I then opened another ticket with MCI. Mike, a technician at MCI, looked into the problem ~~&~~ and he stated ~~that~~ MCI was not getting the traffic from Bell South. I opened a trouble ticket with Bell South, who had also closed the ticket as "no trouble found." I then informed Mrs. Galinski that I was having problems getting anyone to see a problem, and that it appeared the fast busies were occurring at high volume times since the examples I was provided were all calls made between 10 and 11 AM or between 3 & 4 PM. I advised Mrs. Galinski this would be a hard problem to pinpoint and asked that she keep logging calls.

Mrs. Galinski then called me back on 2/19 with more examples. I opened another ticket with MCI. I was then informed by MCI tech Mike that MCI checked their trunks and ~~there found there~~ were no calls over a 48 hour period that failed because to the trunks being full. He then stated that the LEC (Bell South) needed to check to make sure that they had enough trunks for outgoing calls, and that overflow calls were being carried through the tandem. I then opened a ticket with Bell South and specifically requested that Bell look to make sure that they had enough outgoing trunks and that overflow calls were being carried across the tandem. Once again, Bell South closed the ticket as "no trouble found."

Mrs. Galinski then faxed me several examples of failed calls on 3/05. After receiving the fax, I opened another trouble ticket with Bell South, requesting that the ticket not be closed without contacting me. When I checked Bells system, the ticket had been cancelled to long distance carrier blocking calls.

I then opened another ticket once again stating that I needed to be contacted before the ticket was closed. I checked later that afternoon and Bell had closed the ticket as "no trouble found." I then opened a 3<sup>rd</sup> ticket once again stating that I needed to be contacted before Bell closed the ticket. After the 3<sup>rd</sup> ticket was opened, Bell South was able to determine that there was some central office equipment failure and the ~~the~~ ticket was given a commitment time of 0600 PM on 03/06 for resolution. The ticket is still open, and now has a commitment of 03/07. I have called Bell South three times today to find out what is causing the problem and when it will be resolved. Sharon at Bell South has stated that the problem is being caused by Bell South upgrading from a DMS-100 switch to a 5E.