

BellSouth Telecommunications, Inc.
Legal Department
1025 Lenox Park Boulevard
Suite 6C01
Atlanta, GA 30319-5309

bennett.ross@bellsouth.com

Bennett L. Ross
General Counsel - Georgia

404 986 1718
Fax 404 986 1800

February 25, 2002

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *BellSouth Telecommunications, Inc.'s Entry into InterLATA Services Pursuant to Section 271 of the Telecommunications Act of 1996; Docket No. 6863-U*

Dear Mr. McAlister:

Enclosed please find the original and eighteen (18) copies, as well as an electronic version, of Affidavits of William N. Stacy and Ken L. Ainsworth on behalf of BellSouth Telecommunications, Inc. in response to the Commission's letter dated February 18, 2002. I would appreciate your filing same and returning three (3) extra copies stamped "filed" in the enclosed self-addressed and stamped envelopes.

Thank you for your assistance in this matter.

Very truly yours,


Bennett L. Ross (Pme)

BLR:nvd
Enclosures

cc: Mr. Leon Bowles
Mr. Ken Ellison
Parties of Record (via electronic mail)

435416

BEFORE THE
GEORGIA PUBLIC SERVICE COMMISSION

In Re:)
)
BellSouth Telecommunications, Inc.'s Entry into) Docket No. 6863-U
InterLATA Services Pursuant to Section 271 of)
the Telecommunications Act of 1996)

BELLSOUTH TELECOMMUNICATIONS, INC.'S
STATEMENT OF CONFIDENTIALITY

BellSouth Telecommunications, Inc. ("BellSouth") hereby files this Statement of Confidentiality pursuant to Section 515-3-1.11 of the Rules of the Georgia Public Service Commission ("PSC"), and states as follows:

1. Rule 515-3-1.11 requires that a party claiming that information constitutes a trade secret provide, in writing, the basis of this claim. Rule 515-3-1.11(c) specifically requires that this statement detail (1) the economic benefit derived from the information not being generally known; (2) the economic benefit to others if disclosure were to occur; and (3) the procedures utilized to maintain confidentiality. This statement is submitted to meet these requirements. The confidential trade secret information appears in the Affidavit and Exhibits of William N. Stacy filed on behalf of BellSouth in the above-referenced docket.
2. The subject trade secret material is comprised of customer specific data and vendor specific information that BellSouth is obligated to protect. The customer specific information contained therein pertains to the end user service volumes of various competing local exchange carriers ("CLECs") and data for CLECs' end users. Disclosure of such information would provide CLECs competing with

each other valuable market information relating to each company's customers and the manner each intends to offer service to their customers.

3. In the current emerging competitive market for local services, disclosure of this information to competitors will allow CLECs an unfair competitive advantage.
4. Also included in the trade secret material is vendor specific information. BellSouth is contractually obligated to maintain the confidentiality of the vendor's name with respect to third parties.
5. The trade secret information BellSouth seeks to protect is not generally known, and this information is not readily ascertainable to third parties by any proper means. BellSouth takes all appropriate and legal measures to ensure that such information is disseminated internally only to those with a need to know, and that all public measures are taken to protect the information when it is required to be filed in a public forum.
6. BellSouth has provided this confidential information to the Commission under protective seal as part of an application labeled "Trade Secret." BellSouth also is providing the Commission with a public version of the material, designated "Public Disclosure Document," which does not include the confidential information.

Dated this 25th day of February 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

BENNETT L. ROSS
General Counsel – Georgia
1025 Lenox Park Boulevard
Suite 6C01
Atlanta, Georgia 30319-5309
(404) 986-1718

Before the
GEORGIA PUBLIC SERVICE COMMISSION

In the Matter of)
)
Application by BellSouth Corporation,) Docket No. 6863-U
BellSouth Telecommunications, Inc.,)
and BellSouth Long Distance, Inc., for)
Provision of In-Region, InterLATA)
Services in Georgia)

AFFIDAVIT OF WILLIAM N. STACY

I, William N. Stacy, being of lawful age and duly sworn upon my oath, hereby depose
and state:

I. INTRODUCTION

1. My name is William N. Stacy, I am employed by BellSouth Telecommunications, Inc. (“BellSouth”) as the Network Vice President-Interconnection Services.
2. The purpose of this affidavit is to provide information responsive to the issues addressed in the request of the Georgia Public Service Commission (“GPSC”) dated February 18, 2002.

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II. MIGRATION BY TELEPHONE NUMBER

3. “Telephone Number” or “TN” migration is a functionality that significantly reduces the information that a CLEC must include on an LSR for UNE-P¹, and consequently the likelihood that errors will lead to the rejection of the LSR.
4. In its October 19, 2001 Order in Docket No. 8663-U, the GPSC ordered BellSouth to “implement by November 3, 2001, migration by Telephone Number and name.” On November 3, 2001, BellSouth implemented Release 10.2. As part of this Release, BellSouth removed the edits that had required the End User Service Address field to be populated on valid activity types for the UNE-P (Req Type M). As a result of this modification, a CLEC seeking to migrate a retail customer to UNE-P needs only populate the name and Telephone Number fields on LSR, and BellSouth’s systems will validate the customer’s telephone number as it appears on the LSR. It is BellSouth’s understanding that this is the same manner in which other incumbents handle UNE-P migration.
5. As part of its testing of Release 10.2 during the 30 day period between the Commission’s order and the implementation date, BellSouth determined that LSRs would process correctly using this new functionality when BellSouth’s Regional Street Address Guide (RSAG) associated only one address with the telephone number appearing on the LSSR. Based on a review of actual requests, BellSouth estimated that approximately 70% of LSRs would fall into this category. When there were two or more addresses associated with the telephone number in RSAG, which BellSouth estimated would occur with approximately 30% of LSRs, the

¹ On February 2, 2002 BellSouth expanded the CLECs’ ability to order by telephone numbering to include resale (non-complex plus, ISDN-BRI, and PBX) and loops (excluding DSL).

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associated LSR would be rejected or auto clarified back to the CLEC with a request for a valid address. In a Carrier Notification Letter issued on November 2, 2001, BellSouth advised CLECs of the implementation of this enhanced functionality to facilitate UNE-P migrations, but also noted the problems that might be encountered in a UNE-P migration when an LSR was submitted with a Name and Telephone Number and there were one or more non-working addresses associated with that telephone number. BellSouth encouraged CLECs to continue to populate the End User Service Address field on the LSR until this situation was remedied. BellSouth explained that it would implement a fix, no later than November 17, 2001, that would allow the processing of LSRs when a working address as well as one or more non-working addresses were reflected in RSAG.

6. BellSouth and the CLECs, via the CCP, held a meeting on November 16, 2001, to discuss the results of BellSouth's internal testing results and WorldCom's testing results for the release correcting the problem identified with Release 10.2. Attached as Exhibit WNS-1 are the minutes from that meeting. During that meeting, WorldCom indicated that it would be submitting requests on November 17, 2001, after the release to ensure that no problems were experienced. See Exhibit WNS-1, p.2. During the weekend of November 17, 2001, BellSouth implemented the release that corrected the problem encountered earlier when an LSR for UNE-P migration was submitted with a Telephone Number for which were one or more non-working addresses associated with that telephone number.
7. In implementing TN migration, BellSouth was confronted with two different pending change requests, one submitted by WorldCom that would have involved

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validating the customer's name in order to ensure that the correct customer record is being processed, while the other was submitted by AT&T that involved validating the house number on the LSR. Based on an analysis of LSRs submitted by CLECs, BellSouth determined that implementing WorldCom's approach would actually cause reject rates to increase. Consequently, BellSouth recommended that AT&T's proposal to validate the house number be adopted, and the members of the CCP agreed.

8. Although World Com has complained that BellSouth's implementation of TN migration by telephone number and street address did not comply with the GPSC's October 19, 2001 Order, WorldCom voiced no such complaints during the CCP discussion. BellSouth implemented TN migration consistent with the desires of the CCP. This is clear from even a cursory review of the minutes of the CCP meeting conducted on November 12, 2001, which is attached as Exhibit WNS-2.
9. BellSouth has continually sought feedback from all of the CLECs making use of the TN migration process. On November 29, 2001, BellSouth's Change Control Manager ("CCM") sent an e-mail to all CLECs participating in the CCP asking whether there were any outstanding issues associated with TN migration that BellSouth needed to address. The CCM asked CLECs to identify any problems they had found with TN migration and to send e-mails describing them. Before that date, with the exception of WorldCom's inquiry as noted above, no CLEC had expressed any concerns about the operation of the TN migration capability. No CLEC other than WorldCom responded to the CCM e-mail.

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10. On December 10, 2001, a follow-up meeting was conducted by the CCP to discuss any outstanding issues associated with the implementation of TN migration.

WorldCom questioned whether other CLECs had issues associated with the implementation of this functionality. None of the CLECs present at the December 10, 2001 CCP meeting expressed any problems. The minutes of the December 10, 2001 CCP meeting are attached as Exhibit WNS-5.

11. The TN versus Address transaction flow is as follows: if present and valid, the full address will be used to calculate a due date. If an address is not valid or not present on the request, the LSR is scanned for the presence of an account telephone number (“ATN”), existing account telephone number (“EATN”) or line existing account telephone number (“LEATN”), which is then used to calculate the due date. If successful, the transaction will proceed. If a valid telephone number cannot be found, an auto-clarification will be sent back to the CLEC. If a valid telephone number matches the street number (known as the SANO field) the LSR will then proceed to SOCS for the processing of a service order and the return of a firm order confirmation.

12. When BellSouth released the TN migration functionality on November 3, 2001, BellSouth also performed a secondary check of the RSAG-validated address on the LSR against the CSR. However, because mismatches between the RSAG and CSR databases were causing orders to be rejected back to the CLECs, this check was removed from the sequence with Release 10.3.1 on February 2, 2002. While WorldCom has complained about this issue, the fact is that **** of WorldCom’s orders were rejected due to BellSouth checking the address on the

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LSR against the CSR while it was in place. Now that this check is no longer in place, WorldCom should have no complaints whatsoever.

13. Between November 17 and November 19, 2001, MCI sent a total of **** * LSRs for UNE-P conversion. At WorldCom's request, BellSouth performed an analysis of **** * Purchase Order Numbers ("PONs"), that received "address type" error codes. BellSouth's analysis revealed that the release was and is working as designed, and that all of the clarifications returned on the **** * PONs were valid. Attached as Exhibit WNS-3 is an e-mail that summarizes the results of the analysis sent to WorldCom on November 21, 2001, and, the spreadsheet presenting that analysis, which accompanied the November 21, 2001 e-mail.
14. The analysis placed each of the PONs in one of four categories based on the error message WorldCom received for that PON, as shown in Exhibit WNS-4. **** * PONs received the error message: TN FOR NON WORKING ADDRESS: DUE DATE COULD NOT BE CALCULATED. Of these **** *PONs, **** * were associated with telephone numbers that had already been ported to a CLEC and so RSAG correctly showed no working address for the TN. For **** * of the PONs, an error in RSAG caused the error message.
15. Each of the **** * PONS in the second category received the following error message: G9475 "Act= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS." For **** * of these PONs, errors in CRIS caused the clarification, while RSAG caused **** * PON clarification. For the **** * PON in this category, WorldCom had entered an incorrect Account Telephone Number, or ATN.

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16. The **** * PONS in the third category received the error message: “G7250
“LSR HOUSENUMBER INCORRECT”. Each of these PONS was returned to
WorldCom for clarification because WorldCom had entered an incorrect house
number.
17. The two PONS in the last category received the error message: G9871
“ADDRESS/TN INVALID, DUE DATE COULD NOT BE CALCULATED”.
Each of these PONS was returned to WorldCom because the PON did not contain a
correct ATN.
18. As indicated above, BellSouth’s review revealed a few incorrect records in RSAG,
and the Customer Record Information System, or CRIS, that will require correction
so that affected LSRs can flow through, as shown in Exhibit WNS-4. The number
of PONS affected by these incorrect records, however, was very small, **** *
of the total WorldCom volume over the three-day period. BellSouth has recently
discontinued the CRIS edit, which resolved many of the issues raised by
WorldCom. However, inaccurate records in RSAG do and will continue to affect
BellSouth’s retail operations in the same way they affect WorldCom and other
CLECs. BellSouth has a process in place to resolve database conflicts as
communicated at the November 20, 2001, CCP meeting.
19. Although WorldCom raises a plethora of issues related to the TN migration, it is by
no means the only CLEC that utilizes this functionality. Region-wide, from
December 1, 2001 to January 31, 2002 there were over 325,000 UNE-P requests
submitted utilizing the new functionality.² There were 12 CLECs that submitted
over 2,000 orders each during this time region-wide. While WorldCom certainly

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has the largest volume of UNE-P orders, it is by no means the only CLEC using the UNE-P to compete. There are numerous other sizeable CLECs utilizing this functionality successfully and without complaint.

20. In summary, in the three months, that TN migration has been available to CLECs, every indication is that this capability is functioning successfully. BellSouth is unaware of any problems with this functionality, and BellSouth has proactively requested their feedback. In fact, no CLEC other than WorldCom has indicated any problem with TN migration, which is significant given the large volume of UNE-P migration requests submitted since the functionality was deployed. Two sets of facts clearly demonstrate the lack of issues. First, the overall reject rate for UNE-P migration requests has dropped over 35% from October to January. Second, the address related errors for these same requests have been reduced by over 60% in this same time frame. Both mechanized rejects and address related errors have declined significantly since the implementation of TN migration. This data, and additional CLEC specific data are included as attachment WNS-6.
21. Attached as Exhibit WNS-7 are tables showing CLEC usage of TN migration of UNE-P between November 17, 2001 and January 28, 2002.
22. On February 2, 2002 BellSouth expanded the CLECs' ability to order by telephone numbering to include resale (non-complex plus ISDN-BRI, and PBX) and loops (excluding xDSL). Before the release, BellSouth conducted internal user acceptance testing (UAT) on this functionality and the test results were successful.

² Includes all UNE-P excepts except "new" accounts (activity type N) and outside moves (activity type T).

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III. Parsed CSRs

23. Parsed CSR functionality was released in the TAG pre-ordering interface for testing in the CAVE testing environment on December 8, 2001, as scheduled. On January 5, 2002, as scheduled, BellSouth released this functionality into production. BellSouth now offers the CSR in the parsed format, just as Bell Atlantic/Verizon did when it was approved for long distance in 1999. In fact, as shown below, BellSouth currently provides a more robust parsed CSR (i.e. more fields parsed) than Verizon currently does. CLECs, however, may still receive the unparsed stream of data, if they choose.
24. Two software vendors representing multiple CLECs, Telcordia Technologies and Exceleton, tested the parsed CSR capability in the CAVE test environment, and have verified that the capability functions as specified. Another vendor also successfully tested the parsed CSR functionality. This vendor's report is attached as Exhibit WNS-8.
25. BellSouth engaged Telcordia to test the integrated pre-ordering and ordering capabilities of TAG in the CAVE test environment. This included testing the parsed CSR query. Telcordia developed a "pseudo CLEC" test to show that a CLEC using TAG can submit a CSR query to BellSouth, and integrate the data from the parsed CSR with the ordering process. Attached as Exhibit WNS-9 is a report prepared by Telcordia that describes the successful integration of preordering and ordering functionality, including the parsing of the full CSR.
26. To develop its test system, Telcordia used only the publicly-available BellSouth documentation from BellSouth's web site and the change control process, and the

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question and answer process that is part of BellSouth's CCP. Also, Telcordia's test system interfaced with BellSouth's integrated pre-order and order capabilities no differently than the systems of the CLECs and their suppliers/vendors. The test called for Telcordia to use its test system to test different types of requests in CAVE, including those for unbundled loops, resale, and UNE-P. The Req/Act type combinations tested by Telcordia account for over 79% of all activity received during a typical month (January, 2002), and for 99% of all UNE-P migration-as-specified order types.

27. Telcordia initiated multiple CSR queries to CAVE; CAVE accepted these queries and returned parsed CSRs. Of the test cases executed by Telcordia, the parsed CSR response consisted of approximately thirty (30) to forty (40) fields, even though each field may contain additional data detailing the particulars of a CSR record. The data returned on the parsed CSR response was accurately displayed on the Telcordia's interface. A subset of the parsed CSR data on the response was also successfully used to automatically pre-populate the appropriate fields on subsequent orders sent to the CAVE testing environment. Using the response data from the parsed CSR responses, Port-Loop Combo, Simple POTS Resale, and Loop Migration Orders were all successfully processed in CAVE and received valid FOCs and completions.
28. The test agreement and the test summary from the test with Exceleron are attached as Exhibits WNS-10 and WNS-11, which indicate, "Exceleron utilized BellSouth documentation and required no additional assistance with development of parsed CSR."

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29. When testing Parsed CSR, Telcordia and Exceleron and the other vendor noted possible minor deficiencies in documentation found when preparing to test. A review of the items noted by the vendors revealed that they were a result of a combination of reasons. One was due to a misunderstanding of the documentation by the vendor. The BellSouth technical support was able to work with them and correct that misunderstanding. Two other items concerned confusion from items in the system documentation. Those items are being reworded to ensure that they can be more easily understood. In its report appendix, Telcordia noted discrepancies with the TAG API Guide 7.7.0.1 and with the BBR. On February 5, 2002, BellSouth posted version 7.7.1.3 of the TAG API Guide which corrects the discrepancy regarding the Company Code. Telcordia also noted a discrepancy in the BBR-LO (version 9Q of September 28, 2001) related to the port type field. BellSouth posted a new version of the BBR-LO on November 9, 2001 (version 9R), which corrected this discrepancy.
30. In addition to the testing by Exceleron and Telcordia, BellSouth and Birch Telecom recently tested the parsed CSR as part of Birch's test of its upgraded TAG interface. Production Verification Testing of Birch's Parsed CSR – Pre-Ordering Application was completed successfully on January 21, 2002, pursuant to the TAG Application Test Plan that was executed between BellSouth and Birch Telecom. Production Verification Testing is performed as a final step after all other testing phases have been completed. Attached as Exhibit WNS-13 is Birch's Staged Testcase Specifications for TAG CLEC Application Testing for 7701 Parsed CSR – Pre-Order. Birch's representative successfully pulled parsed CSRs for both residential and business accounts at that time. All test scenarios received "Pass" as a grade,

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which indicates, per the terms of the contract, that “test cases ... have been executed and both the CLEC and BellSouth have agreed that the success criteria specified in the test plan ha[ve] been met.” Attached as Exhibit WNS-13 is Birch’s CSR Test Summary, which indicates that the testing was successful.

31. Attached as Exhibit WNS-14 is the document notifying the CLECs of the minor defects with the parsed CSR release. These documents were distributed by the CCP to all participants. These low impact defects are being addressed and Change Requests have been issued through the CCP. A low impact defect is defined under the CCP Plan as one that causes a CLEC inconvenience or annoyance. None of these defects has a significant impact on a CLEC’s use of the parsing functionality. All release functions were successfully tested and performed as specified, except for these low impact defects. Uncovering minor defects is not unusual with any software release for any company. As of February 4, 2002, 16 of the 23 outstanding defects were corrected. There are still 7 minor outstanding defects, two related to directory listings and five related to directory delivery, which will be corrected in subsequent releases. These defects all have simple workarounds associated with them and should not have an impact on any CLEC actually desiring to use this capability. All 7 of these defects will be resolved in the March 24, 2002 release. Workarounds for the 7 defects have been published through the CCP.
32. Nevertheless, some CLECs are claiming that the minor defects identified in the release of parsed CSR are so serious that they cannot even begin testing the functionality. These claims are totally without merit. No software is completely defect free. Every company, including AT&T and WorldCom, places software into production with "minor" or low impact defects that, while inconvenient to the users of the software, allow the software to be used for all its major functions. These

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defects are fixed as they identified in upgrades or replacement releases of the software.

33. Attached as Exhibit WNS-15 is a table describing each defect and providing an example of each. Exhibit WNS-16 includes a table of the defects with the workaround information for each defect. Two examples of the low impact defects that were identified in the parsed CSR software, and which demonstrate the de minimus nature of the defects, are as follows:
- DES field - capitalization problems on 2nd word. The DES (Designation field) identifies the professional designation phrase of the business listing. When the DES is two words, the first letter of the second word is being improperly capitalized. For example DES - rl Est is returned instead of DES = rl est.
 - TL field contains part of LNFN field - When a single letter is identical to a title (i.e. V for fifth) is part of the listed name field, it is improperly returned as a title. For example, for the listed name "Michael V Smith" LNFN = Michael TL = V, LNLN = Smith is being returned instead of LNFN = Michael V, and LNLN = Smith.
34. Although these types of software errors are certainly inconvenient for the CLEC (and are being fixed as quickly as possible), they do not preclude the testing of BellSouth's parsed CSR functionality or prevent the actual commercial use of this functionality. The parsed CSR is primarily useful in those instances where a CLEC is converting an end user from BellSouth retail to either resale, or the UNE-P. In a large number of these conversions, the CLEC simply switches the end user "as-is" and this type of information from the CSR is not needed. If, however, the CLEC wished to change the directory listing at the time of the conversion, they would be

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having a conversation directly with the end user about how he wished the new listing to appear. The existing listing information, even though parsed with an error, may be used as the starting point to develop the new listing information.

35. Although all of the defects associated with the implementation of Parsed CSR are considered to be low impact, in BellSouth's view there was only one defect that could be considered even slightly significant, and it was resolved the weekend of January 12, 2002. It involved a situation that would occur if a CLEC improperly used the address from the CSR to populate the service address section of an LSR. In the following limited circumstance, the order may have been rejected. In the CSR there are designations for thoroughfares, such as "st," "dr," or "hwy" ("street," "drive," or "highway"). If a customer's street name happened to match a thoroughfare indicator, and in addition there was no thoroughfare indicator after the street name (for example, 279 Hwy 280), then in this instance the parsed CSR information in the street name field would have been incorrectly left blank, while the street name thoroughfare would have been parsed as "Hwy 280".
36. BellSouth believes this issue would have arisen only on rare occasions, but in any event, the defect was corrected in a maintenance release on January 12, 2002. However, to the extent that a valid address is required on an order, the Business Rules do explain that CLECs should validate the address using RSAG before sending the LSR. As long as a CLEC had observed with the Business Rules requirement, this issue would not have been arisen. This issue should not have caused rejection of any UNE-P requests not only because the street name and

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directional indicator are not required fields, but also because this issue also would not affect the street number field.

37. CLECs will claim that some of the documentation allowing them to test the interface was released too late to allow them to test prior to the production release on January 5, 2002. BellSouth admits that the new section of the BellSouth Business Rules (BBR) dealing with the parsed CSR was released later than specified by the Change Control Process (the BBR was released on December 15, 2001). However, the fact is that the information included in the business rules issued on December 15 had been provided to CLECs in earlier documentation. The business rules are largely a restatement of the detailed technical requirements that were set forth in the TAG API Guide that BellSouth published and posted on the Interconnection Web site on November 19, 2001.
38. The delay in the release of these Business rules did not have a significant impact on anyone that seriously desired to test the release. Both Telcordia and Exceleton were able to complete a substantial portion of their development work with the information that had been released to the CLECs during development of the parsed CSR, and were able to complete development and testing within a few days after the BBR revisions were released.
39. BellSouth provided the following documents for the parsed CSR capability.
 - The BellSouth User Specifications document was provided to CLECs through the CCP on September 6, 2001. This document was discussed with CLECs on September 20, 2001.

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- The Preliminary Field Specifications document was provided to CLECs on October 12, 2001. This document contains field specific characteristics and was used by CLECs to assist in their preliminary coding efforts.
 - An Exceptions and Clarifications document was provided to CLECs on October 12, 2001. This document provided information and clarification about fields that will not be returned as parsed data.
 - The TAG API Guide was published on November 19, 2001 and posted on BellSouth's Interconnection web site. This document provides the detailed technical requirements that the CLECs use for coding their interfaces.
 - The CSR Job Aid was updated on November 9, 2001 to include information on parsed CSRs such as what parts of the CSR would be parsed, how that data would be returned to CLECs, and examples. It was posted on the Interconnection web site on November 9, 2001. On December 13, 2001 the job aid was updated to include additional information on parsed CSRs and posted on BellSouth Interconnection web site.
 - The Pre-Order Business Rules document was updated on December 13, 2001 to include information for requesting parsed CSRs. The information updated in this document is similar to information provided in the previous documents. It was posted on BellSouth's Interconnection web site on December 13, 2001.
40. CLECs will claim that there are a number of fields on the CSR that BellSouth “refuses to parse”. As discussed previously, BellSouth successfully implemented the parsed CSR on January 5, 2002.

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41. Originally, the CLECs requested that BellSouth parse and return one hundred and thirty-six (136) fields of information in LSOG 4 format. Subsequently, as a part of the change management process, BellSouth worked with the CLECs to develop a “CLEC Requested Requirements” document. This document, while not a commitment, served as a guide for the development of requirements by BellSouth. BellSouth has successfully parsed and returns eighty-seven (87) of the one hundred and six (106) fields requested by the CLECs. As stated previously in this affidavit, BellSouth provides more fields parsed than Verizon currently does. BellSouth parses and returns 87 fields; Verizon currently parses and returns 74 fields.
42. In questions submitted to BellSouth’s Change Control on September 17, 2001, WorldCom disputed nineteen fields as being valid LSOG 4 format fields that BellSouth does not parse. BellSouth originally responded to WorldCom’s questions on September 20, 2001. In the following discussion, we will address these nineteen disputed fields. WorldCom disputed one (1) field that is not a valid field in the LSOG 4 document and is not supported by BellSouth. The BellSouth CSR does not have a corresponding LSOG 4 format field for two (2) of the disputed fields. However, there are fourteen (14) fields of information that are valid on the BellSouth LSR which BellSouth has not parsed and which are identified as required, conditional or optional fields. Lastly, WorldCom disputed two (2) fields that are included in the validation transaction messages that BellSouth receives from the CLECs. Explanations for each of these “unparsed” fields is provided in the discussion following.
43. The BellSouth Business Rules for Local Ordering (“BBR-LO”) identify the fields of information utilized on the BellSouth LSR as being required, conditional, or optional (“R/C/O”).
- *Required* means the field must be populated.

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- *Conditional* means the field is dependent upon the relationship to another entry as specified in the usage statement and is dependent upon the presence, absence, or combination of other data entries.
- *Optional* means the field may or may not be populated.

44. One (1) of the fields of information disputed by WorldCom, FEATDES – Feature Description, is not supported in the LSOG 4 document as a valid field. Furthermore, BellSouth does not support this field. The field is not found in the LSOG 4 document, in the BellSouth LSR or in the BellSouth CSR. This means there is no information contained in the CSR for parsing.
45. The following disputed fields are valid entries on the BellSouth LSR for some types of services. However, BellSouth is unable to provide the parsed information requested by the CLEC. These fields can be divided into two groups.
46. Group One – Even though the field is supported on the BellSouth LSR, there is no corresponding field in the BellSouth CSR. The field is not in the BellSouth CSR to be parsed.

Field Name	Field Description	LSOG4 Definition	R/C/O on BST LSR	Field Retained on BST CSR	Parsed
DDADLO	Delivery Address Descriptive Location	Identifies additional location information about the delivery address, (e.g. the trailer behind the gas station).	Conditional Optional	No	No

47. Group Two – There are fifteen (15) fields of information for which the related fields on the BellSouth CSR are not in LSOG 4 format, and, therefore, are not “parsed” into a LSOG 4 format field. “Parsed” format has been defined as “[E]ach separate piece of information is identified by a particular code that can be matched to a field on the CSR” Texas Order ¶ 152 n 412. Therefore, if the BellSouth CSR contains a

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piece(s) of information that cannot be matched to a field on the LSOG 4 pre-ordering field list, BellSouth has not “parsed” that field.

Field Name	Field Description	LSOG4 Definition	R/C/O on BST LSR	Field Retained on BST CSR	Parsed
TOS*	Type of Service	Identifies the type of service. The type of service identifies the end user account as business, residential, or government.	Required	No	No
NAME*	End User Name	Identifies the name of the end user. The name is not intended to be used for directory services.	Required	No	No
³ NC	Network Channel Code	Identifies the network channel code for the circuit(s) involved. The network channel code describes the channel being requested.	Required	No	No
⁴ NCI	Network Channel Interface Code	Identifies the electrical conditions on the circuit at the ACTL[Access Customer Terminal Location]/Primary Location.	Required	No	No
⁵ SECNCI	Secondary Network Channel Interface Code	Identifies the electrical conditions on the circuit at the secondary ACTL or end user location.	Required	No	No
LST	Local Service Termination	Identifies the CLLI code of the end office switch from which service is being provided.	Required Optional (manual orders only for service types for which field is optional)	No	No
DGOUT*	DID Digits Out	Indicates the number of digits out pulsed from the central office to the customer's equipment.	Required Conditional (manual orders only both R/C)	No	No
⁶ HNTYP*	Hunting Type Code	Identifies the type of hunting involved.	Required	No	No
⁷ HTSEQ*	Hunting Sequence	Identifies the sequence of numbers in the hunt group.	Required	No	No
SGNL*	Signaling	Identifies the type of signaling	Optional or	No	No

³ This field is not found on BellSouth accounts billed via CRIS. Accordingly, this information is not included in the CSR, since the record is generated from the information contained in the CRIS database.

⁴ This field is not found on BellSouth accounts billed via CRIS. Accordingly, this information is not included in the CSR, since the record is generated from the information contained in the CRIS database.

⁵ This field is not found on BellSouth accounts billed via CRIS. Accordingly, this information is not included in the CSR, since their record is generated from the information contained in the CRIS database.

⁶ The valid data entries for this item on BellSouth's CSR vary widely based on the central office type being used to provide the service. As a result, there is no readily available methodology to parse this information in a consistent format. However, BellSouth is attempting to develop a method of translating the Hunting Type Code information. This enhancement is targeted for a Release during 2002.

⁷ The valid data entries for the item on BellSouth's CSR vary widely based on the central office type being used to provide the service. As a result, there is no readily available methodology to parse this information in a consistent format. However, BellSouth is attempting to develop a method of translating the Hunting Sequence information. This enhancement is targeted for a Release during 2002.

Public Disclosure Document

		requested.	Required		
STYC*	Style Code	Identifies whether the listing is straight line, caption header, etc.	Required	No	No
TOA*	Type of Account	Identifies the type of account for this listing.	Required	No	No
LNPL*	Listing Name Placement	Identifies the placement of the listing based on the LNLN field.	Conditional	No	No
LTXNUM*	Line of Text Reference Number	Identifies each line of information with a unique number.	Conditional	No	No
BRO*	Business/Residence Placement Override	Identifies an override of the normal placement of business or residence listings.	Conditional Optional	No	No

* The relevant information for these fields may be obtained from the parsed and/or unparsed fields contained on the CSR.

48. WorldCom also disputed two (2) fields that are included in the validation transaction messages that BellSouth receives from the CLEC. But, BellSouth does not transmit a response back to the CLEC for these fields. Therefore, the CLEC would never receive a reject for these fields.

Field Name	Field Description	LSOG4 Definition	R/C/O on BST LSR	Field Retained on BST CSR	Parsed
CC	Company Code	Identifies the Exchange Carrier generating the inquiry.	Required	No	No
AGAUTH	Agency Authorization Status	Indicates that the customer is acting as an end user's agent and has authorization on file.	Optional (manual orders only)	No	No

49. The lack of a parsed CSR in the past would not have prevented any CLEC from submitting an LSR to BellSouth. With parsed CSR implementation, the CLECs can obtain the information necessary to populate the appropriate fields on the BellSouth LSR from the parsed and/or unparsed entries in various Sections of the CSR, as well as from BellSouth's business rules for pre-ordering and BellSouth's business rules for submitting electronic and manual LSRs. The absence of parsed field(s) on the CSR does not preclude any CLEC from continuing to submit electronic and manual LSRs to BellSouth.

50. During a discussion of the parsed CSR in the CCP meeting of December 10, 2001, BellSouth questioned the CLECs as to how long they would need before they could

Public Disclosure Document

begin testing. CLECs stated that they needed time to digest the business rules and then would notify BellSouth when they were ready to begin testing. BellSouth agreed, that when ready, BellSouth would allow CLECs to test. The meeting minutes are attached as Exhibit WNS-17. On December 21, 2001, the CCP sent a memo to the CLECs announcing the extension of the window to test parsed CSRs, stating that, “[t]he CAVE test window for PCSR [parsed CSR] will be extended as appropriate to accommodate individual CLEC needs.” CLECs were instructed to contact their account teams to schedule testing. The memo also included a list to remind the CLECs of the documents provided by BellSouth to establish this parsing. The memo is attached as Exhibit WNS-18. On January 9, 2002, BellSouth issued carrier notification letter SN91082804, which reiterated the memo of December 21, 2002. The carrier notification letter is attached as Exhibit WNS-19.

51. BellSouth has demonstrated that its OSS meets the tests for integration specified in previous Commission orders, and thus allows a CLEC a meaningful opportunity to compete.

IV. LINE LOSS REPORTING

52. In its request the Commission asked for detailed information concerning line loss reports BellSouth provides to CLECs. Most of the complaints about line loss records have come from WorldCom. Thus, BellSouth response will be focused on the line loss records that have been provided to WorldCom.
53. BellSouth provides notice to CLECs that they have lost a customer in multiple ways. BellSouth publishes a report on the web that allows CLECs to get all information on line losses. The issue with WorldCom has never been whether they have access to all of their line loss information. They have always had the option to

Public Disclosure Document

obtain this information from the web report. BellSouth also provides line loss records electronically via Connect:Direct. WorldCom's previous complaints about Line Loss notification have been that the records received via Connect:Direct (C:D) (previously known as Network Data Mover – NDM) do not match the records on the Line Loss report located on the BellSouth web site.⁸ Connect:Direct is a dedicated circuit for file transfer between BellSouth and WorldCom's data centers. The reason these reports do not match is simple.

54. When WorldCom made its initial request for receipt of line loss records via Connect:Direct, it did not request all disconnect reasons to be included in their Connect:Direct report. For example, WorldCom did not request that BellSouth include Disconnection Reasons of "Switched in Error" (SE) in the C:D report. SE is an indication that a customer's local service was switched by mistake or switched without authorization from the end user. WorldCom has erroneously represented that the reason the C:D report does not contain all Disconnect Reasons is a BellSouth error. This is false. However, BellSouth wrote User Requirements for the C:D Report based on WorldCom's unique specifications. Because WorldCom did not request that all records be included, there was a difference in the C:D Report and the Line Loss Report posted to the BellSouth web site at:

<https://clec.bellsouth.com>.

55. In mid-November 2001, Ms. Lichtenberg of WorldCom requested that the SE records be added to the WorldCom C:D Line Loss Report. BellSouth implemented WorldCom's request to add all other disconnect reasons to the C:D report as part of

⁸ <https://clec.bellsouth.com>

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ENCORE Release 10.3.1 on February 2, 2002. WorldCom has always had the option of preventing any double billing issues by simply using the web report.

56. When WorldCom raised the issue of missing line loss notifications, BellSouth also furnished WorldCom with recovery data for the period October 1, 2001 through December 1, 2001, in a special transmission on December 5, 2001. Because WorldCom refuses to utilize the information provided on the web report, BellSouth also agreed to provide weekly transmissions of all loss data to WorldCom to assure that they receive all records, which has been done. WorldCom has requested recovery data from May 2001 through September 2001, and BellSouth has agreed to provide this information to WorldCom on or prior to May 7.
57. This concludes my affidavit.

435232

I hereby swear that the foregoing is true and correct to the best of my information and belief.

William N. Stacy

William N. Stacy

Network Vice President – Interconnection Services

BellSouth Telecommunications, Inc.

Subscribed and sworn to before me this 25th

Day of February, 2002.

Yick L. Light

Notary Public

Notary Public, Cobb County, Georgia
My Commission Expires June 19, 2005

**BEFORE THE
GEORGIA PUBLIC SERVICE COMMISSION
ATLANTA, GEORGIA**

In the Matter of:

BellSouth Telecommunications, Inc.'s)	
Entry into InterLATA Services Pursuant)	Docket No. 6863-U
To Section 271 of the Telecommunications))	
Act of 1996.)	

AFFIDAVIT OF K. L. AINSWORTH

FILED FEBRUARY 25, 2002

Ken L. Ainsworth, being duly sworn, deposes and says:

I. PROFESSIONAL EXPERIENCE

1. My name is Ken L. Ainsworth. My business address is 675 W. Peachtree Street, Atlanta, Georgia 30305. I am a Director - Interconnection Operations for BellSouth.

II. PURPOSE OF THE AFFIDAVIT

2. The purpose of my reply affidavit is to respond to requests from the Georgia Public Service Commission Staff related to a petition filed by MCI WorldCom and others.

III. UNE-P LOSS OF DIAL TONE

3. BellSouth's use of the D Order and N Order process for UNE-P provides a sound conversion process. In order to understand the significance of this issue, BellSouth has analyzed all UNE-P troubles in Georgia received from June 22 through December 31,

2001. In its analysis, BellSouth reviewed all trouble reports received from 3 business days prior to a conversion to 5 business days following a conversion. For the period June 22 through December 31, 2001, BellSouth processed 154,861 UNE-P requests in Georgia. Of these orders, only 282, or 0.18%, had a possible conversion-related problem that caused a loss of dial tone (see Exhibit KLA-GA-01). Said another way, BellSouth processed 99.82% of the UNE-P requests in Georgia without a conversion-related loss of dial tone incident. Exhibit KLA-GA-02 is a list of the 282 troubles, which shows the BellSouth Service Order number, the conversion date, the date that the loss of dial tone was reported and the trouble analysis for each incident. The trouble analyses included in this exhibit incorporates any loss of dial tone issue that could be related to the UNE-P conversion process. Some individual outages may not be related to the actual “D” and “N” order process. However, BellSouth included these outages in the report and utilizes them for further analysis.

4. On July 17, BellSouth added an additional service order edit to improve the manual processing of UNE-P requests. In addition, BellSouth began producing a daily report on all UNE-P migration orders with due dates of 1 day or more to capture those orders that did not have the proper field identifier “FID” in place to ensure that the orders remain associated properly. These orders are manually reviewed and corrected to put the FID on the order prior to processing.
5. BellSouth strives to minimize customer outages and service disruption during or after migrations from BellSouth to a CLEC’s service. BellSouth has performed extensive analysis on its conversion process to reduce conversion-related outages and service disruption during and/or after migration. BellSouth’s analysis has shown that CLECs may use normal maintenance problems not related to conversions, to try and skew the performance of BellSouth when converting UNE-Ps.

6. As previously stated and demonstrated by the analysis performed above, a success rate of 99.8% is evidence that there is not a significant problem with a loss of dial tone during conversions of UNE-P as a result of BellSouth's "D" and "N" order process. As required by the GPSC, BellSouth is in the process of implementing a single "C" order process for UNE-P conversions. Although the GPSC established a deadline of January 5, 2002 for the implementation of this single "C" order process, BellSouth was not able to meet this deadline because of the complexity involved, as BellSouth told the GPSC would be the case in October 2001. BellSouth expects to implement the single "C" order process in March 2002, and recognizes that it will be subject to fines in the amount of \$10,000 per day that such implementation is delayed after January 5, 2002.
7. In the meantime, in connection with the workshops in Docket 7892-U, BellSouth has agreed to implement a performance measure that will report the percentage of premature disconnects of UNE-P conversions associated with the two-order process. The measure will reflect the number of premature UNE-P disconnects which occur between the due date and 3 days prior to the due date. The benchmark will be no more than 1% premature disconnects. BellSouth will begin reporting performance under this measure in Georgia with January 2002 data.
8. BellSouth continues to believe that the current process using "D" and "N" orders is not causing significant harm to the CLECs' ability to compete. BellSouth has the processes and tools currently in place, including access to databases and provisioning and maintenance linkages, necessary to support prompt and accurate resolution of maintenance issues arising as a result of recently completed service order activity.
9. This concludes my affidavit.

I hereby swear that the foregoing is true and correct to the best of my information and belief.



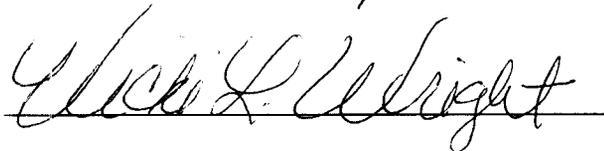
Ken L. Ainsworth

Director – Interconnection Operations

BellSouth Telecommunications, Inc.

Subscribed and sworn to before me this 25th

Day of February, 2002.



Notary Public

Notary Public, Cobb County, Georgia
My Commission Expires June 19, 2005

UNE-P CONVERSION
 GEORGIA SUMMARY
 6/22/2001 to 12/31/2001

KLA-GA-01

UNE-P Conversions Analysis
LMOS Trouble Reports

Date of Conversion	Total Conversion Order Volume	Total Troubles	Loss Of Dial Tone due to Conversion	Percentage Loss of Dial Tone Due to Conversion
6/22/2001	1028	49	0	0.00%
6/23/2001	94	4	0	0.00%
6/24/2001	7	1	0	0.00%
6/25/2001	970	36	0	0.00%
6/26/2001	1522	37	5	0.33%
6/27/2001	564	15	1	0.18%
6/28/2001	841	31	1	0.12%
6/29/2001	987	79	4	0.41%
6/30/2001	32	6	2	6.25%
7/1/2001	2	0	0	0.00%
7/2/2001	1206	70	4	0.33%
7/3/2001	728	26	3	0.41%
7/4/2001	28	2	1	3.57%
7/5/2001	675	58	3	0.44%
7/6/2001	601	29	1	0.17%
7/7/2001	420	18	0	0.00%
7/8/2001	8	0	0	0.00%
7/9/2001	607	42	0	0.00%
7/10/2001	1506	79	3	0.20%
7/11/2001	758	31	1	0.13%
7/12/2001	1003	29	1	0.10%
7/13/2001	1077	29	1	0.09%
7/14/2001	31	3	0	0.00%
7/15/2001	29	3	1	3.45%
7/16/2001	1990	61	6	0.30%
7/17/2001	2305	75	2	0.09%
7/18/2001	1843	53	3	0.16%
7/19/2001	1233	51	1	0.08%
7/20/2001	843	36	3	0.36%
7/21/2001	199	9	0	0.00%
7/22/2001	27	4	0	0.00%
7/23/2001	787	27	1	0.13%
7/24/2001	2602	67	3	0.12%
7/25/2001	1185	30	1	0.08%
7/26/2001	1385	60	2	0.14%
7/27/2001	1104	37	2	0.18%
7/28/2001	61	3	0	0.00%
7/29/2001	136	7	1	0.74%
7/30/2001	1345	50	3	0.22%
7/31/2001	2251	46	1	0.04%
8/1/2001	1595	45	2	0.13%
8/2/2001	1412	43	4	0.28%
8/3/2001	1233	43	0	0.00%
8/4/2001	69	3	0	0.00%
8/5/2001	6	0	0	0.00%
8/6/2001	1377	38	1	0.07%
8/7/2001	2553	66	3	0.12%
8/8/2001	1533	47	3	0.20%

UNE-P CONVERSION
 GEORGIA SUMMARY
 6/22/2001 to 12/31/2001

KLA-GA-01

Date of Conversion	Total Conversion Order Volume	Total Troubles	Loss Of Dial Tone due to Conversion	Percentage Loss of Dial Tone Due to Conversion
8/9/2001	900	42	1	0.11%
8/10/2001	853	15	0	0.00%
8/11/2001	89	2	1	1.12%
8/12/2001	0	0	0	0.00%
8/13/2001	1567	39	4	0.26%
8/14/2001	1171	48	1	0.09%
8/15/2001	1853	39	3	0.16%
8/16/2001	988	33	3	0.30%
8/17/2001	1115	39	1	0.09%
8/18/2001	20	1	0	0.00%
8/19/2001	1	0	0	0.00%
8/20/2001	1097	42	1	0.09%
8/21/2001	1424	43	2	0.14%
8/22/2001	1707	51	6	0.35%
8/23/2001	884	25	1	0.11%
8/24/2001	1149	37	0	0.00%
8/25/2001	24	1	0	0.00%
8/26/2001	0	0	0	0.00%
8/27/2001	1547	46	1	0.03%
8/28/2001	3063	68	2	0.14%
8/29/2001	1403	45	3	0.21%
8/30/2001	1396	29	0	0.00%
8/31/2001	1336	32	1	4.35%
9/1/2001	23	3	0	0.00%
9/2/2001	0	0	0	0.00%
9/3/2001	28	1	0	0.00%
9/4/2001	1154	29	3	0.17%
9/5/2001	1756	51	1	0.11%
9/6/2001	912	25	0	0.00%
9/7/2001	1074	27	2	2.04%
9/8/2001	98	3	0	0.00%
9/9/2001	0	0	0	0.00%
9/10/2001	1241	44	2	0.10%
9/11/2001	2041	62	2	0.40%
9/12/2001	499	21	1	0.16%
9/13/2001	645	16	0	0.00%
9/14/2001	681	37	3	13.04%
9/15/2001	23	0	0	0.00%
9/16/2001	0	0	0	0.00%
9/17/2001	1093	50	3	0.10%
9/18/2001	3015	75	2	0.36%
9/19/2001	553	20	0	0.00%
9/20/2001	1206	40	4	0.29%
9/21/2001	1376	37	3	10.34%
9/22/2001	29	0	0	0.00%
9/23/2001	0	0	0	0.00%
9/24/2001	1270	33	4	0.19%
9/25/2001	2064	54	6	0.69%
9/26/2001	873	24	2	0.27%
9/27/2001	753	27	1	0.10%

UNE-P CONVERSION
 GEORGIA SUMMARY
 6/22/2001 to 12/31/2001

KLA-GA-01

Date of Conversion	Total Conversion Order Volume	Total Troubles	Loss Of Dial Tone due to Conversion	Percentage Loss of Dial Tone Due to Conversion
9/28/2001	963	35	2	5.71%
9/29/2001	35	2	0	0.00%
9/30/2001	191	11	2	0.16%
10/1/2001	1223	33	3	0.23%
10/2/2001	1281	40	3	0.30%
10/3/2001	1013	38	1	0.11%
10/4/2001	950	37	2	0.18%
10/5/2001	1099	30	2	1.79%
10/6/2001	112	2	0	0.00%
10/7/2001	45	2	0	0.00%
10/8/2001	1057	23	0	0.00%
10/9/2001	1717	29	2	0.16%
10/10/2001	1278	19	1	0.12%
10/11/2001	866	25	1	0.09%
10/12/2001	1138	25	3	2.44%
10/13/2001	123	1	0	0.00%
10/14/2001	0	0	0	0.00%
10/15/2001	1006	32	1	0.07%
10/16/2001	1347	43	4	0.53%
10/17/2001	753	46	17	1.96%
10/18/2001	869	25	4	0.40%
10/19/2001	988	22	3	3.23%
10/20/2001	93	7	0	0.00%
10/21/2001	3	0	0	0.00%
10/22/2001	1003	23	0	0.00%
10/23/2001	987	28	4	0.28%
10/24/2001	1439	42	7	0.85%
10/25/2001	828	31	3	0.28%
10/26/2001	1063	38	1	2.63%
10/27/2001	38	2	0	0.00%
10/28/2001	1	0	0	0.00%
10/29/2001	429	16	0	0.00%
10/30/2001	640	10	0	0.00%
10/31/2001	568	23	2	0.18%
11/1/2001	1113	27	4	0.38%
11/2/2001	1042	24	1	1.32%
11/3/2001	76	1	0	0.00%
11/4/2001	6	0	0	0.00%
11/5/2001	827	36	6	0.36%
11/6/2001	1651	32	4	0.69%
11/7/2001	583	37	1	0.10%
11/8/2001	997	36	5	0.30%
11/9/2001	1665	41	1	3.13%
11/10/2001	32	0	0	0.00%
11/11/2001	40	0	0	0.00%
11/12/2001	1320	35	2	0.15%
11/13/2001	1362	36	3	0.37%
11/14/2001	813	23	1	0.11%
11/15/2001	883	29	2	0.22%
11/16/2001	905	9	0	0.00%

UNE-P CONVERSION
 GEORGIA SUMMARY
 6/22/2001 to 12/31/2001

KLA-GA-01

Date of Conversion	Total Conversion Order Volume	Total Troubles	Loss Of Dial Tone due to Conversion	Percentage Loss of Dial Tone Due to Conversion
11/17/2001	69	4	0	0.00%
11/18/2001	0	0	0	0.00%
11/19/2001	952	18	1	0.07%
11/20/2001	1365	21	1	0.20%
11/21/2001	504	26	6	14.63%
11/22/2001	41	0	0	0.00%
11/23/2001	471	10	1	2.13%
11/24/2001	47	2	0	0.00%
11/25/2001	0	0	0	0.00%
11/26/2001	850	29	1	0.16%
11/27/2001	613	14	1	0.22%
11/28/2001	445	14	2	0.30%
11/29/2001	666	14	1	0.14%
11/30/2001	737	23	1	0.47%
12/1/2001	212	5	1	20.00%
12/2/2001	5	0	0	0.00%
12/3/2001	1109	19	1	0.10%
12/4/2001	962	16	0	0.00%
12/5/2001	1389	21	1	0.09%
12/6/2001	1069	30	4	0.33%
12/7/2001	1209	23	1	1.09%
12/8/2001	92	4	0	0.00%
12/9/2001	0	0	0	0.00%
12/10/2001	1307	19	3	0.18%
12/11/2001	1691	37	1	0.15%
12/12/2001	679	17	1	0.08%
12/13/2001	1177	25	0	0.00%
12/14/2001	962	22	1	2.04%
12/15/2001	49	2	0	0.00%
12/16/2001	0	0	0	0.00%
12/17/2001	1085	24	2	0.16%
12/18/2001	1287	24	1	0.13%
12/19/2001	773	13	2	0.25%
12/20/2001	785	8	2	0.22%
12/21/2001	913	13	0	0.00%
12/22/2001	25	0	0	0.00%
12/23/2001	0	0	0	0.00%
12/24/2001	638	6	0	0.00%
12/25/2001	6	0	0	0.00%
12/26/2001	1189	6	1	0.41%
12/27/2001	244	3	2	0.39%
12/28/2001	514	12	1	2.44%
12/29/2001	41	0	0	0.00%
12/30/2001	3	0	0	0.00%
12/31/2001	433	3	0	0.00%
	154861	4567	282	0.18%

UNE-P CONVERSION
 GEORGIA LOSS OF DIAL TONE ANALYSIS
 6/22/2001 to 12/31/2001

KLA-GA-02

<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NO96BGW7	6/26/2001	6/27/2001	Line was suspended/denied at time of conversion.
NP0VH481	6/26/2001	6/23/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0VH481	6/26/2001	6/25/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP1VBPN8	6/26/2001	6/27/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP7RMMK2	6/26/2001	6/30/2001	Line was suspended/denied at time of conversion.
NPF7XTM9	6/27/2001	6/29/2001	Line was suspended/denied at time of conversion.
NOF9YDW2	6/28/2001	6/28/2001	The Disconnect order removed ADSL form the customer's account and the CO did not reconnect the line correct.
NO4BKPM5	6/29/2001	6/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6W2CX6	6/29/2001	6/28/2001	After the conversion order flowed through correct the Disconnect portion was updated and disconnected the line.
NP0XGCG5	6/29/2001	6/29/2001	Line was suspended/denied at time of conversion.
NP93VWN8	6/29/2001	7/2/2001	The OE or Facilities were changed during the conversion process.
NO1QM3G7	6/30/2001	6/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO776L97	6/30/2001	6/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOCLM3T5	7/2/2001	7/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NODNX0C0	7/2/2001	6/29/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP2DF5J9	7/2/2001	7/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPCHVM54	7/2/2001	7/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7MQ6L0	7/3/2001	6/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

UNE-P CONVERSION
 GEORGIA LOSS OF DIAL TONE ANALYSIS
 6/22/2001 to 12/31/2001

KLA-GA-02

<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NOG7KBN2	7/3/2001	7/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP7PPNL4	7/3/2001	6/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1VQWG4	7/4/2001	7/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5M6P29	7/5/2001	7/7/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP2QWT72	7/5/2001	7/7/2001	Line was suspended/denied at time of conversion.
NPD4X0L2	7/5/2001	7/5/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPD1N4M1	7/6/2001	7/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO2D93N2	7/10/2001	7/9/2001	Line was suspended/denied at time of conversion.
NO8DPNV6	7/10/2001	7/10/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9BKH14	7/10/2001	7/11/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFVY7C9	7/11/2001	7/12/2001	The OE or Facilities were changed during the conversion process
NOC3HG83	7/12/2001	7/12/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPCKRKH8	7/13/2001	7/12/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP3Q3VV3	7/15/2001	7/17/2001	Line was suspended/denied at time of conversion.
NO5QKKP6	7/16/2001	7/20/2001	Line was suspended/denied at time of conversion.
NOBNQB82	7/16/2001	7/19/2001	Line was suspended/denied at time of conversion.
NP72MWT9	7/16/2001	7/18/2001	The OE or Facilities were changed during the conversion process
NPCX4MG8	7/16/2001	7/17/2001	The OE or Facilities were changed during the conversion process
NPFWJFD9	7/16/2001	7/19/2001	Line was suspended/denied at time of conversion.

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NPG8F3K0	7/16/2001	7/13/2001	The LCC on the N order for UNE-P Class of Service was not translated in the switch causing the inward portion of the Reuse order to reject.Or the LCC was programmed to the wrong LTG causing the customer not to make calls.
NO7RR7G6	7/17/2001	7/15/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NODB91H7	7/17/2001	7/18/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOG14HF1	7/18/2001	7/24/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFN4RJ5	7/18/2001	7/18/2001	The OE or Facilities were changed during the conversion process
NPFTC645	7/18/2001	7/17/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP12HKL0	7/19/2001	7/16/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO72KKM4	7/20/2001	7/23/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOG0G172	7/20/2001	7/20/2001	The line was disconnected prior to the conversion by a Disconnect order that was not related to the conversion process and was not issued by the LCSC.
NP369C93	7/20/2001	7/25/2001	The OE or Facilities were changed during the conversion process
NOFXNWK5	7/23/2001	7/24/2001	Line was suspended/denied at time of conversion.
NOD3DD47	7/24/2001	7/28/2001	The OE or Facilities were changed during the conversion process
NOF5VQG7	7/24/2001	7/21/2001	The OE or Facilities were changed during the conversion process
NOGFQ0X6	7/24/2001	7/23/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP7F4J63	7/25/2001	7/23/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6MDTT7	7/26/2001	7/27/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOFRKX57	7/26/2001	7/26/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NO8LPJG3	7/27/2001	7/28/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPBVWD86	7/27/2001	7/30/2001	The OE or Facilities were changed during the conversion process
NP6JW8P2	7/29/2001	8/1/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected. The OE or Facilities were changed during the conversion process
NOCB36M3	7/30/2001	7/31/2001	The order falls out in switch translations for manual handling and was not processed correct disconnecting the customer.
NP1LWWG8	7/30/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP9WC6D7	7/30/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP5HXTJ8	7/31/2001	8/1/2001	Line was suspended/denied at time of conversion.
NOCLQ4V2	8/1/2001	8/1/2001	The OE or Facilities were changed during the conversion process
NP8MG3C2	8/1/2001	7/27/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO237271	8/2/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO30QCL0	8/2/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO3CGFX2	8/2/2001	7/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO8B3281	8/2/2001	7/31/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO4J3FT6	8/6/2001	8/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NODH64F0	8/7/2001	8/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOF2GPW8	8/7/2001	8/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NOF2GPW8	8/7/2001	8/11/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP35K7M4	8/8/2001	8/8/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP73G1N0	8/8/2001	8/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPB181D7	8/8/2001	8/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6MY292	8/9/2001	8/14/2001	The order falls out in switch translations for manual handling and was not processed correct disconnecting the customer.
NO35C021	8/11/2001	8/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO3PBYX1	8/13/2001	8/15/2001	The OE or Facilities were changed during the conversion process
NO4DWYP7	8/13/2001	8/14/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0D33G5	8/13/2001	8/10/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPD8M6D6	8/13/2001	8/16/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5P07V2	8/14/2001	8/14/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO86DDG8	8/15/2001	8/15/2001	The OE or Facilities were changed during the conversion process
NOCP8L53	8/15/2001	8/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP7DCK86	8/15/2001	8/14/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO786DV6	8/16/2001	8/17/2001	The OE or Facilities were changed during the conversion process
NOD9X7N3	8/16/2001	8/20/2001	The OE or Facilities were changed during the conversion process
NOFTR4H3	8/16/2001	8/15/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOCFCVW8	8/17/2001	8/17/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NP1FGRK3	8/20/2001	8/23/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO6TJ2H7	8/21/2001	8/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOF0TL03	8/21/2001	8/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO221VT6	8/22/2001	8/22/2001	The OE or Facilities were changed during the conversion process
NO2B7DX2	8/22/2001	8/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO30GTM2	8/22/2001	8/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0FXYW5	8/22/2001	8/29/2001	Line was suspended/denied at time of conversion.
NP8V2K36	8/22/2001	8/27/2001	The order falls out in switch translations for manual handling and was not processed correct disconnecting the customer.
NPF8HTK8	8/22/2001	8/27/2001	Line was suspended/denied at time of conversion.
NO5QLR46	8/23/2001	8/27/2001	Line was suspended/denied at time of conversion.
NO14K7Y5	8/27/2001	8/29/2001	Line was suspended/denied at time of conversion.
NO528FJ2	8/28/2001	8/27/2001	Line was suspended/denied at time of conversion.
NO8959T3	8/28/2001	8/25/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO1XPB36	8/29/2001	8/24/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO6GKX51	8/29/2001	9/1/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO992CW3	8/29/2001	8/28/2001	Line was suspended/denied at time of conversion.

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NOCP0T08	8/31/2001	9/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOCBK7V4	9/4/2001	8/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOD9YWY9	9/4/2001	8/30/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP1JGR98	9/4/2001	9/5/2001	Line was suspended/denied at time of conversion.
NO5Y7JV9	9/5/2001	8/31/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1V8YW8	9/7/2001	9/12/2001	The line was disconnected prior to the conversion by a Disconnect order that was not related to the conversion process and was not issued by the LCSC.
NOG3VB44	9/7/2001	9/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5G0W41	9/10/2001	9/14/2001	The PIC or LPIC are not updated properly with the coversion order.
NOCVYKX4	9/10/2001	9/12/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO98XML7	9/11/2001	9/12/2001	The PIC or LPIC are not updated properly with the coversion order.
NODWTN08	9/11/2001	9/13/2001	The OE or Facilities were changed during the conversion process
NO8BY2K3	9/12/2001	9/15/2001	An off premise extention was removed during the conversion because it was on the D order but not included on the N order.
NOBF6CG2	9/14/2001	9/20/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOC83CV0	9/14/2001	9/15/2001	The order falls out in switch translations for manual handling and was not processed correct disconnecting the customer.
NP6B1Y80	9/14/2001	9/17/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1RP8M8	9/17/2001	9/17/2001	The OE or Facilities were changed during the conversion process
NO4RXQQ0	9/17/2001	9/15/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NP69V728	9/17/2001	9/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NOFXTT35	9/18/2001	9/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP4KB257	9/18/2001	9/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5CMVY8	9/20/2001	9/20/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7MGCJ7	9/20/2001	9/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOBRDVH7	9/20/2001	9/24/2001	The OE or Facilities were changed during the conversion process
NOFKMMF5	9/20/2001	9/24/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7X3Q30	9/21/2001	9/24/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO8493X1	9/21/2001	9/20/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP9VLMD8	9/21/2001	9/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6P4JJ1	9/24/2001	9/20/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP1QRQC6	9/24/2001	9/24/2001	The OE or Facilities were changed during the conversion process
NPB4PV76	9/24/2001	9/25/2001	The OE or Facilities were changed during the conversion process
NPDP2VB9	9/24/2001	9/24/2001	The OE or Facilities were changed during the conversion process
NO8H37F6	9/25/2001	9/25/2001	The N order on UNE-P conversion orders gets Canceled or updated or SD to a later completion date and the D or C order does not get Canceled or updated or SD and works on the original due date.
NO97D0P5	9/25/2001	9/25/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP01F4F6	9/25/2001	9/26/2001	Line was suspended/denied at time of conversion.
NP0DDWY9	9/25/2001	9/25/2001	The OE or Facilities were changed during the conversion process
NPD21477	9/25/2001	9/27/2001	The OE or Facilities were changed during the conversion process

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NPG6NJY1	9/25/2001	9/28/2001	The OE or Facilities were changed during the conversion process
NO20B350	9/26/2001	9/27/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP4NN081	9/26/2001	9/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0BXXR1	9/27/2001	9/26/2001	The line was disconnected prior to the conversion by a Disconnect order that was not related to the conversion process and was not issued by the LCSC.
NP530X15	9/28/2001	10/1/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPD7TTG0	9/28/2001	10/2/2001	The OE or Facilities were changed during the conversion process
NO73R2X0	9/30/2001	10/2/2001	Line was suspended/denied at time of conversion.
NP5F18N8	9/30/2001	10/1/2001	The OE or Facilities were changed during the conversion process
NO791F48	10/1/2001	10/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9HHFC7	10/1/2001	10/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPF4GLJ2	10/1/2001	10/3/2001	The OE or Facilities were changed during the conversion process
NO2FRG08	10/2/2001	10/3/2001	The OE or Facilities were changed during the conversion process
NO9F6XD1	10/2/2001	10/2/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9F6XD1	10/2/2001	10/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP12HCY8	10/3/2001	10/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP10F2T9	10/4/2001	10/10/2001	Line was suspended/denied at time of conversion.
NP28J195	10/4/2001	10/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7HGVC8	10/5/2001	10/6/2001	The OE or Facilities were changed during the conversion process
NO989FK0	10/5/2001	10/3/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NO8G2CM0	10/9/2001	10/10/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPG5RLW3	10/9/2001	10/8/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO4M22J5	10/10/2001	10/10/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6H97K8	10/11/2001	10/11/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6326Y5	10/12/2001	10/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9W5WC1	10/12/2001	10/17/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NPG0HYD4	10/12/2001	10/13/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO46PGQ9	10/15/2001	10/19/2001	The LCC on the N order for UNE-P Class of Service was not translated in the switch causing the inward portion of the Reuse order to reject.Or the LCC was programmed to the wrong LTG causing the customer not to make calls.
NOBVXH16	10/16/2001	10/16/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NODLP926	10/16/2001	10/17/2001	The LCC on the N order for UNE-P Class of Service was not translated in the switch causing the inward portion of the Reuse order to reject.Or the LCC was programmed to the wrong LTG causing the customer not to make calls.
NOFN66W5	10/16/2001	10/12/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOY0F252	10/16/2001	10/17/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0TQB26	10/17/2001	10/22/2001	Line was suspended/denied at time of conversion.
NO8C75P0	10/17/2001	10/18/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NP2HB1W3	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP2HB1W3	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP2HB1W3	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP76FQ23	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NP8NDFH9	10/17/2001	10/18/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.

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 GEORGIA LOSS OF DIAL TONE ANALYSIS
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<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NPFPQ5Q2	10/17/2001	10/18/2001	A CENTREX Retail account switches to a 1FB UNE Account in a 1A office requiring RCMAG to manually remove all of the lines and the CENTREX calling block then put the numbers to work as UNEP lines.
NO2F8L69	10/18/2001	10/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO2H8HC9	10/18/2001	10/23/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO7M7PX7	10/18/2001	10/22/2001	Line was suspended/denied at time of conversion.
NP0B48B1	10/18/2001	10/23/2001	The OE or Facilities were changed during the conversion process
NO0H5J28	10/19/2001	10/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOBG4WR9	10/19/2001	10/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOCY5RY1	10/19/2001	10/19/2001	The OE or Facilities were changed during the conversion process
NO0CXDN0	10/23/2001	10/24/2001	The OE or Facilities were changed during the conversion process
NO8255M9	10/23/2001	10/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NOD67WQ3	10/23/2001	10/21/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPB542J2	10/23/2001	10/19/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0CLVW8	10/24/2001	10/25/2001	The OE or Facilities were changed during the conversion process
NO7FFTD9	10/24/2001	10/30/2001	Line was suspended/denied at time of conversion.
NO8JTT79	10/24/2001	10/24/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO8PF6R7	10/24/2001	10/26/2001	Line was suspended/denied at time of conversion.
NP08F1N7	10/24/2001	10/25/2001	The OE or Facilities were changed during the conversion process
NPDX01R0	10/24/2001	10/22/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPHWR847	10/24/2001	10/25/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0CQ742	10/25/2001	10/26/2001	The OE or Facilities were changed during the conversion process
NO1C9RV7	10/25/2001	10/25/2001	The OE or Facilities were changed during the conversion process
NO2CJ8N7	10/25/2001	10/26/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO7TXLV5	10/26/2001	10/24/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP5PWYR6	10/31/2001	10/28/2001 6:54:00 PM	The N order has the wrong CREX restrictions or Call Block FIDS on the line preventing the End User from making any TOLL calls
NP5PWYR6	10/31/2001	10/29/2001 8:52:00 AM	The N order has the wrong CREX restrictions or Call Block FIDS on the line preventing the End User from making any TOLL calls
NO1XTH25	11/1/2001	11/2/2001 18:19	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6FRXT9	11/1/2001	11/5/2001 10:00	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO70XM21	11/1/2001	11/1/2001 20:54	The LCC on the N order for UNE-P Class of Service was not translated in the switch causing the inward portion of the Reuse order to reject.Or the LCC was programmed to the wrong LTG causing the customer not to make calls.

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NODBGTY2	11/1/2001	11/2/2001 10:40	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP03M698	11/2/2001	11/6/2001	Line was suspended/denied at time of conversion.
NO28TTQ8	11/5/2001	11/5/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6GGYV1	11/5/2001	11/7/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO6GGYV1	11/5/2001	11/8/2001	The OE or Facilities were changed during the conversion process
NO92WT56	11/5/2001	11/6/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0P14Q5	11/5/2001	11/6/2001	The OE or Facilities were changed during the conversion process
NPBYJTD1	11/5/2001	11/10/2001	The OE or Facilities were changed during the conversion process
NO0NCH17	11/6/2001	11/7/2001	The OE or Facilities were changed during the conversion process
NO4816C6	11/6/2001	11/12/2001	Touch Tone was being removed during the conversion.
NP1C8X55	11/6/2001	11/8/2001	The PIC or LPIC are not updated properly with the covnersion order.
NP3RBB70	11/6/2001	11/8/2001	The OE or Facilities were changed during the conversion process
NO75K094	11/7/2001	11/7/2001	Touch Tone was being removed during the conversion.
NO055Q75	11/8/2001	11/13/2001	The PIC or LPIC are not updated properly with the covnersion order.
NO08R043	11/8/2001	11/9/2001	The OE or Facilities were changed during the conversion process
NO1TGWM4	11/8/2001	11/14/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOGBP049	11/8/2001	11/9/2001	The OE or Facilities were changed during the conversion process
NOQ9D766	11/8/2001	11/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO368MQ0	11/9/2001	11/9/2001	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0M54K1	11/12/2001	11/16/01	The OE or Facilities were changed during the conversion process
NO3VX3X1	11/12/2001	11/09/01	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.

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NO1CVH42	11/13/2001	11/15/01	The OE or Facilities were changed during the conversion process
NO7C51Q0	11/13/2001	11/12/01	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9FG9L5	11/13/2001	11/13/01	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO62VBD9	11/14/2001	11/13/2001	Line was suspended/denied at time of conversion.
NO96FM14	11/15/2001	11/15/01	Line was suspended/denied at time of conversion.
NP78KR77	11/15/2001	11/15/01	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5J1LN8	11/19/2001	11/16/2001	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO4MFVV2	11/20/2001	11/19/2001 10:27:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPC98LT3	11/21/2001	11/21/2001 3:16:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPF12KF9	11/21/2001	11/20/2001 2:10:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NPFCMCH6	11/21/2001	11/21/2001 3:27:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFCMCH6	11/21/2001	11/21/2001 3:27:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFCMCH6	11/21/2001	11/21/2001 3:27:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NPFHBV26	11/21/2001	11/26/2001 1:45:00 PM	Line was suspended/denied at time of conversion.
NO18H3X8	11/23/2001	11/19/2001 11:54:00 AM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO0K5X89	11/26/2001	11/26/2001 2:13:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9KMQL3	11/27/2001	11/28/2001 4:53:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.

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NO04C7G2	11/28/2001	11/29/2001 9:57:00 AM	The OE or Facilities were changed during the conversion process
NO3QG6D1	11/28/2001	11/29/2001 5:48:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO2P6195	11/29/2001	12/3/2001 7:41:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO5TWN27	11/30/2001	11/29/2001 12:42:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NOBG8BF3	12/1/2001	12/3/2001 2:10:00 PM	The OE or Facilities were changed during the conversion process
NO0CYB50	12/10/2001	12/11/2001 10:35:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1N06P2	12/10/2001	12/13/2001 1:01:00 PM	The OE or Facilities were changed during the conversion process
NO1VXKV9	12/10/2001	12/12/2001 4:56:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NOBR1K52	12/11/2001	12/13/2001 9:47:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO9X50C2	12/12/2001	12/11/2001 8:53:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NP1B1KR3	12/14/2001	12/15/2001 6:25:00 PM	The N order has the wrong CREX restrictions or Call Block FIDS on the line preventing the End User from making any TOLL calls
NP9R06C6	12/17/2001	12/18/2001 12:36:00 PM	Line was suspended/denied at time of conversion.
NPCQY208	12/17/2001	12/18/2001 10:06:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO1M0KQ9	12/18/2001	12/18/2001 11:38:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0G7KR3	12/19/2001	12/20/2001 9:24:00 PM	Line was suspended/denied at time of conversion.
NO0HD6Y9	12/19/2001	12/22/2001 10:32:00 AM	The OE or Facilities were changed during the conversion process
NO7J0625	12/20/2001	12/15/2001 6:30:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NP1LCGR6	12/20/2001	12/21/2001 1:37:00 PM	Line was suspended/denied at time of conversion.

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<u>Order Number</u>	<u>Conversion Date</u>	<u>Loss of Dial Tone Reported</u>	<u>Trouble Analysis</u>
NP19VJL4	12/26/2001	12/27/2001 5:15:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP80WX37	12/27/2001	12/28/2001 10:34:00 AM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NPBRM643	12/27/2001	12/29/2001 6:33:00 PM	The PIC or LPIC are not updated properly with the covnersion order.
NO0FTXM1	12/28/2001	12/28/2001 5:09:00 PM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.
NO0XRT64	12/3/2001	11/30/2001 2:53:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0NGGT5	12/5/2001	12/7/2001 9:35:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO0LH8D1	12/6/2001	12/6/2001 10:27:00 AM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO181275	12/6/2001	12/10/2001 9:40:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NO183CV0	12/6/2001	12/6/2001 1:42:00 PM	The use of the RRSO FID on the Disconnect Order was performed incorrect causing the line to be disconnected.
NP0JRTJ0	12/6/2001	12/6/2001 8:49:00 PM	The OE or Facilities were changed during the conversion process
NO8G56L9	12/7/2001	12/6/2001 9:36:00 AM	There was a D order issued with a different due date than the N or subsequently gets canceled, reswitched, or SD but has already worked in the switch.

CERTIFICATE OF SERVICE

Docket No. 6863-U

This is to certify that I have this day served a copy of the within and foregoing, upon all known parties of record, via electronic mail, addressed as follows:

Ms. Kristy R. Holley*
Division Director
Consumers' Utility Counsel
47 Trinity Avenue, S.W., 4th Floor
Atlanta, GA 30334
(404) 656-3982
kristy.holley@cuc.oca.state.ga.us

Daniel S. Walsh, Esquire
Assistant Attorney General
Department of Law – State of Georgia
40 Capitol Square, S.W.
Atlanta, GA 30334-1300
dan.walsh@law.state.ga.us

David I. Adelman, Esquire*
Charles B. Jones III, Esquire
Hayley B. Riddle, Esquire
Sutherland, Asbill & Brennan
999 Peachtree Street, NE
Atlanta, GA 30309-3996
(404) 853-8206
[Counsel for ITC^DeltaCom]
diadelman@sablaw.com
hbriddle@sablaw.com
cbjones@sablaw.com

Suzanne W. Ockleberry, Esquire*
AT&T Communications of the
Southern States, Inc.
1200 Peachtree Street, N.E., Suite 8100
Atlanta, GA 30309
(404) 810-7175
sockleberry@att.com

William R. Atkinson, Esquire
Sprint Communications Co.
3100 Cumberland Circle
Atlanta, GA 30339
bill.atkinson@mail.com

Allan C. Hubbard, Esquire
Dickstein, Shapiro, Morin & Oshinsky, LLP
2101 L Street, N.W., Suite 800
Washington, DC 20037
hubbarda@dsmo.com

Newton M. Galloway, Esquire
Dean R. Fuchs, Esquire
Smith, Galloway, Lyndall & Fuchs, LLP
Suite 400 First Union Bank Tower
100 South Hill Street
Griffin, GA 30229
ngalloway@sglf-law.com
drfuchs@sglf-law.com

Charles A. Hudak, Esquire
Friend, Hudak & Harris, LLP
Three Ravinia Drive
Suite 1450
Atlanta, GA 30346-2131
chudak@fh2.com

Richard M. Rindler, Esquire
Swidler & Berlin
3000 K Street, N.W.
Suite 300
Washington, D.C. 20007
rmrindler@swidlaw.com

Charles V. Gerkin, Jr., Esquire
Attorney at Law
Suite 610 – PMB 307
4135 LaVista Road
Tucker, GA 30085-5003
charles.gerkin@attbi.com

Walt Saprnov, Esquire
Gerry & Saprnov LLP
Three Ravinia Drive
Suite 1455
Atlanta, GA 30346-2131
info@gstelecomlaw.com

Peter C. Canfield, Esquire
Dow, Lohnes & Albertson
One Ravinia Drive
Suite 1600
Atlanta, GA 30346
pcanfield@dlalaw.com

Ms. Carol P. Kuhnnow
Qwest/LCI Communications
4250 N Fairfax Drive
Arlington, VA 22203-1607
Carol.kuhnnow@qwest.com

John Kerkorian, Esquire
Mpower Communications Corp.
Two Premier Plaza – Suite 310
5607 Glenridge Drive
Atlanta, GA 30342
jkerkorian@mpowercom.com

Judith A. Holiber, Esquire
Morganstein & Jubelirer
One Market
Spear Street Tower, 32nd Floor
San Francisco, CA 94105
(415) 901-8700

Mr. Dennis R. Sewell
Chief Engineer – Telecommunications
Commission's Utilities Division
47 Trinity Avenue, S.W. Room 624 H-5
Atlanta, GA 30334
denniss@psc.state.ga.us

Dana R. Shaffer, Esquire
Vice President, Regional Regulatory Counsel
XO Communications, Inc.
105 Molloy Street, Suite 200
Nashville, TN 37201-2315
dana.Shaffer@xo.com

Mark E. Brown, Esquire
Vice President, Regulatory and General Counsel
BroadRiver Communications Corporation
13000 Deerfield Avenue, Suite 200
Alpharetta, GA 30005
(678) 566-1139

Rodney L. Joyce, Esquire
Counsel for Network Access Solutions Corporation
Shook, Hardy & Bacon, L.L.P.
600 14th Street, N.W.
Suite 800
Washington, DC 20005-2004
rjoyce@shb.com

Andrew M. Klein, Esquire,
Robert J. Aamoth, Esquire, et al.
Kelley, Drye & Warren, L.L.P.
1200 Nineteenth Street, N.W.
Washington, DC 20036
aklein@kelleydrye.com

Mr. Stephen C. Schwartz
ATA Communications
1461 Hagysford Road
Norbeth, PA 19072
(610) 668-1000

Frank B. Strickland, Esquire
Strickland Brockington & Lewis LLP
Midtown Proscenium – Suite 1200
1170 Peachtree Street, N.E.
Atlanta, GA 30309
fbs@sbllaw.net

Donald I. Hackeney, Jr., Esquire
Anne Franklin, Esquire
Arnell, Golden & Gregory
2800 One Atlantic Center
1201 West Peachtree Street
Atlanta, GA 30309-3450
anne.franklin@agg.com

John L. Taylor, Jr., Esquire
Max Hess, Esquire
Chorey, Taylor & Feil
The Lenox Building, Suite 1700
3399 Peachtree Road, N.E.
Atlanta, GA 30326
ctf@ctflegal.com

Dulaney L. O'Roark, Esquire
WorldCom, Inc.
Concourse Corporate Center Six
6 Concourse Parkway, Suite 3200
Atlanta, GA 30328
de.oroark@wcom.com

Mr. John D. McLaughlin, Jr.
Director, State Government Affairs
KMC Telecom, Inc.
1755 North Brown Road
Lawrenceville, GA 30043
john.mclaughlin@kmctelecom.com

Catherine F. Boone, Esquire*
Covad Communications Company
10 Glenlake Parkway
Suite 130
Atlanta, GA 30328
(678) 222-3466
cboone@covad.com

William Bradley Carver, Esquire
Alston & Bird LLP
One Atlantic Center
1201 West Peachtree Street
Atlanta, GA 30309-3424
bcarver@alston.com

D. Mark Baxter, Esquire
Thomas W. Browder, III, Esquire
Stone & Baxter, LLP
577 Mulberry Street
Suite 1111
Macon, GA 31201
tbrowder@stoneandbaxter.com

Tiane L. Sewell, Esquire
Morris, Manning & Martin, LLP
Suite 1600, Atlanta Financial Center
3343 Peachtree Road, N.E.
Atlanta, GA 30326
tsewell@mmmlaw.com

This 25th day of February, 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

Bennett L Ross

BENNETT L. ROSS

(PME)

General Counsel – Georgia
1025 Lenox Park Boulevard
Suite 6C01
Atlanta, Georgia 30319-5309
(404) 986-1718

*proprietary information

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