



Telephone Company Of Central Florida, Inc.

August 19, 1998

VIA OVERNIGHT COURIER

Ms. Blanca Bayo, Director
Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0865

981052-TP

Re: Telephone Company of Central Florida, Inc. (TCCF)
BellSouth Telecommunications, Inc.
Renegotiation of Resale Agreement

Dear Ms. Bayo:

Enclosed for filing are the original and 15 copies of the petition of the Telephone Company of Central Florida, Inc. (TCCF) before the Florida Public Service Commission for the resolution of the items under dispute as attached.

Please acknowledge receipt of this filing by stamping the extra copy of this cover letter and returning it in the self-addressed stamped envelope provided for this purpose.

Questions regarding this filing may be directed to me at 407-328-5002, ext 101.

Sincerely,

Andrea K. Welch
Chief Operating Officer

Enclosures



Telephone Company of Central Florida, Inc.

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Ms. Blanca Bayo, Director
Division of Records & Reporting
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0865

Re: **Telephone Company of Central Florida, Inc.**
BellSouth Telecommunications, Inc.
Renegotiation of Resale Agreement

Dear Ms. Bayo:

Telephone Company of Central Florida, Inc. (TCCF) has been actively negotiating with **BellSouth Telecommunications, Inc. (BellSouth)** on the renewal of its Resale Agreement (Agreement) for the past few months. Agreement has been reached on all issues but three. In accordance with Item XI of our existing Agreement (reference Attachment A), **TCCF** is hereby petitioning the **Florida Public Service Commission** for resolution of the items under dispute. **The three items under dispute are: 1) costs proposed to be charged to Reseller for development and ongoing use of Operational Support Systems (OSS); 2) parity of service; 3) BellSouth's contractual obligations to TCCF with regard to the ESSX product line.** This correspondence will address each of these items individually.

1) Operational Support Systems - Since beginning our negotiations with **BellSouth** on March 3, 1998, we have been unable to come to an agreement on the language that **BellSouth** is proposing to add to **TCCF's** Resale Agreement regarding costs for the development and use of Operational Support Systems. Initially, the following language was proposed by **BellSouth**:

Item T. 2. - " All costs incurred by **BellSouth** to develop and implement operational interfaces shall be recovered from Reseller who utilize the service."

A chart titled, Operational Support Systems (OSS) Rates, was also proposed in the Agreement's Exhibit A. Reference Attachment B for a copy. The chart outlined charges for the use of operational support systems and penalties for the manual submission of orders. **TCCF** disputed the language proposed in Item T. 2. (above) and the charges outlined within the OSS chart.

In response, on June 5, 1998, **BellSouth** proposed removing the chart from the Agreement and replacing Item T.2. with the following:

Item U - "**BellSouth** has developed electronic interfaces for placing most resale orders. **BellSouth** has also developed electronic systems for accessing data needed to place orders including valid address, available service and features, available telephone numbers, due date estimation on pre-order and calculation on firm order, and customer service records where applicable. There shall be no charge for use of **BellSouth** developed electronic interfaces available upon the effective date of this Agreement when ordering Resale telecommunication services. When rates for use of the said **BellSouth** electronic interfaces are established in Docket Nos. 960757-TP, 960833-TP and 960846-TP, they shall be applied to Reseller under the same terms and conditions as the Parties in the Dockets."

TCCF advised **BellSouth** that the language presented in Item U (above) combined with the exclusion of the OSS chart from the Agreement would be acceptable. On August 11, 1998, **BellSouth** advised **TCCF** that the language in Item U was being replaced with Item T (below) and that the OSS chart, as originally presented, would be included within the Agreement.

Item T - "All costs incurred by **BellSouth** to develop and implement operational interfaces shall be recovered from Reseller who utilize the services. Charges for use of Operational Support Systems (OSS) shall be as set forth in Exhibit A of this Attachment and shall be subject to true-up based on OSS rates ordered by state regulatory agencies."

On August 18, 1998, **BellSouth** advised **TCCF** that the language presented in Item T (above) combined with a "revised" copy of the Operational Support Systems (OSS) Rates chart would be incorporated into **TCCF's** new Resale Agreement. Reference Attachment C for a copy of the "revised" OSS chart.

TCCF is petitioning the **Commission** for a full review of this matter. **TCCF** was the first Reseller within the state of Florida and perhaps throughout the entire **BellSouth** region. The precedent set by the language included within our Agreement will effect all future negotiations with other Resellers.

BellSouth is required per the terms of the Telecommunications Act of 1996 to offer parity of service to its Resellers. Parity can not exist until the Resellers are provided with the same machine-to-machine operational support systems currently available to **BellSouth's** internal order provisioning and customer service personnel. The **LENS** system currently available to Resellers addresses the provisioning of new orders only and gives Resellers the ability to view certain information to include address and CSR information.

Resellers have not been provided with a tool for the automated processing of adds, moves and changes. Additionally, the process of opening, managing and closing a trouble ticket is 100% manual. It is **TCCF's** understanding that an update to **LENS** will be available in September 1998 which will allow for the viewing of information needed to process adds, moves and changes. Tentatively, **LENS** will provide automation of the adds, moves and changes process in the January - February 1999 time frame.

Why should **TCCF** or any Reseller be expected to share in the development costs (on a one time or monthly recurring basis) required for **BellSouth** to comply with the terms of the Telecommunications Act of 1996? More importantly, who is going to; 1) develop and manage project schedules; 2) hire and supervise the development team; 3) determine product specifications; 4) develop project budgets and manage costs; 4) decide how much each Reseller is charged; 5) decide when the automation tools are complete? These are all valid concerns that any Reseller will and should raise.

Has or will **BellSouth** share in the labor costs incurred by **TCCF** and other Resellers to manually process orders due to **BellSouth's** lack of machine-to-machine automation? During the two year period May 1996 - May 1998, **TCCF's** customer base grew to approximately 8,000 customers with close to 20,000 anis. Approximately 50% of those anis were within **BellSouth** territory and most were manually provisioned. **BellSouth** is proposing that: 1) Resellers pay a fee for the development and use of OSS tools; 2) Resellers pay a penalty for manually processed orders once OSS tools are available. If **BellSouth** is successful in obtaining permission to impose these fees, would it not be appropriate for the Reseller to have some way of recovering their costs associated with the manual submission and processing of orders during the period of time when automation tools were not available?

Companies the size of **TCCF** and other Resellers can not afford to fund the type of development project that an organization the size of **BellSouth** funds daily. Clearly, an apples-to-apples comparison can never exist. **TCCF** does not object to the use of reasonably priced penalties for the manual submission of orders once fully functional operation support systems are available from **BellSouth**. However, what entity will determine when the tools provided by **BellSouth** are complete and when parity of service exists? Perhaps the **Commission** should establish a panel comprised of personnel from the **Commission**, Reseller organizations and **BellSouth**. **TCCF** would be glad to serve on such a panel.

2) Parity of Service - LENS is an operational support system provided by **BellSouth** to its Resellers for use when processing new orders. To date, Resellers have not been provided with any automation tools for utilization when processing adds, moves or changes. The trouble reporting process is also 100% manual. Parity can not exist until machine-to-machine automation is provided to Resellers.

The attached BellSouth Tracking Log (Attachment D) lists the adds, moves and changes processed by **TCCF's** Customer Service Department from April 9, 1998 until May 29, 1998. The log includes the customer name, relevant dates, PON #, order # and a description of the customer's request. The last two columns document the number of business days it took to complete the order compared with the number of days quoted as turnaround per the published BellSouth Products and Services Interval Guide (Attachment E). A graphical representation of this information is presented in Attachment F.

The interval times listed on the BellSouth Products and Services Interval Guide are the turnaround times which **BellSouth** personnel quote to **BellSouth** direct customers. **If parity exists, TCCF orders should be worked within the same "interval times". In a majority of the cases (78% per Attachment F), they are not.** **BellSouth** has explained to **TCCF** that the difference is a period of 48 hours which is added to the front end of Reseller orders because the orders are submitted manually. Resellers are being penalized for **BellSouth's** lack of automation.

BellSouth's position is . . . "parity of service does exist. It exists between Resellers!" TCCF feels that parity between Resellers does not represent true parity! Furthermore, it is **TCCF's** understanding, after reading **MCImetro Access Transmission Services, Inc.'s** complaint filed against **BellSouth** with the **Florida Public Service Commission** on February 23, 1998, that other Resellers (at a minimum **MCImetro**) have only 24 hours added to the time it takes to process their orders. This being the case, **BellSouth's** argument that parity exists between Resellers is not true.

TCCF will be glad to supply the **Commission** with copies of the paperwork associated with the various entries on the attached BellSouth Tracking Log so that an audit can be performed. **BellSouth** should also be able to respond to the **Commission** based upon the PON and order #s included on the tracking log. Upon request, **TCCF** will be glad to submit correspondence passed between **TCCF** and **BellSouth** which speaks, in great detail, to the many after-the-sale support problems experience by **TCCF** and **TCCF** customers. In addition to lack of parity issues, the problems include: 1) switch translation problems which result in **TCCF** customers being direct billed by alternate carriers; 2) service being disconnected during the initial provisioning of new orders; 3) service being disconnected while working adds, moves and changes; 4) **BellSouth's** mismanagement of the trouble ticket process; 5) delays in the suspend for non-payment and restore processes.

One of the most consistent examples of "lack of parity" exists when a **TCCF** customer requests the addition of one (1) new telephone number. Per the BellSouth Products and Services Interval Guide, turnaround should be one (1) business day. A review of the BellSouth Tracking Log maintained by **TCCF** shows that **TCCF** customers receive a turnaround of between 3 - 8 business days. It is not unusual for a **TCCF** customer to become frustrated with the turnaround time on an order. Frequently, they will call the **BellSouth** local business office and be told that if they return to **BellSouth**, their order will be worked the same day. Can **TCCF** prove that **BellSouth** personnel make this kind of a statement to **TCCF** customers? The answer is no. However, we hear it frequently enough to know that it does happen.

TCCF believes that **BellSouth** has intentionally focused the attention of both State and Federal agencies on operational support systems available to Resellers when processing new orders. Clearly, these agencies need to redirect their review and auditing attention to the after-the-sale support side of the **BellSouth/Reseller** relationship. **BellSouth** has and continues to maintain a tremendous advantage over its Resellers when it comes to "maintaining" the customer. Once the customer (especially the business account) learns that the Reseller can not service his/her needs expeditiously or without complications, why should they stay with the Reseller? **BellSouth** clearly has and continues to maintain an unfair advantage over the Reseller! **Parity does not exist!**

3) ESSX Product - The focus of this dispute is **BellSouth's** inability to implement ESSX services in accordance with Item III, A. of **TCCF's** Resale Agreement (Attachment A) and formal service request. **TCCF's** initial Resale Agreement, dated May 28, 1996, includes the resale of Centrex (ESSX) services. On May 29, 1996, **BellSouth** accepted a formal service request from **TCCF** for 201 line ESSX agreements for a period of 73 months. A total of 23 central offices were identified for inclusion within the program. Reference Attachments G, H and I.

For the two year period, May 1996 until May 1998, **TCCF** worked with **BellSouth** in an attempt to implement ESSX service. The attached Chronological Listing of Events (Attachment J) outlines the ongoing difficulties experienced by **TCCF** personnel and customers while attempting to implement the ESSX product. During this two year period, **TCCF** did everything they were instructed to do by **BellSouth**. In spite of this fact, a "functioning" ESSX product was never made available to **TCCF**. On May 19, 1998, **BellSouth** presented a project update to **TCCF** in the form of an Executive Summary (Attachment K). Per this update, one location (out of 23) was ready for customer activity on January 28, 1998. Two locations were scheduled for testing and ordering activity by May 26, 1998. Fourteen offices were scheduled for testing and would be ready for ordering activity by June 1, 1998. The remaining six locations were identified as needing additional work or as being incompatible with the technology requirements of the ESSX product. By **BellSouth's** own admission, ESSX was not made available to **TCCF** during the two year period in question. Furthermore, after two years, only seventeen of the twenty-three locations were reported to be ready for testing or ordering activity. **TCCF** has not tested the reliability of the information outlined within this Executive Summary. Three existing accounts are scheduled to be moved to ESSX on August 25, 1998 as a way of testing the information presented within their Summary.

It is important that the **Commission** understand that **BellSouth** has advised **TCCF** on at least two other occasions, August 12, 1996 and December 18, 1997, that the ESSX product was ready for testing and/or implementation. In spite of these notifications, **BellSouth** has not been able to successfully provision ESSX orders. On September 4, 1996, April 23, 1997 and September 4, 1997, **BellSouth** coordinated the provisioning of ESSX orders for **TCCF**. In all cases, customers experienced service problems to include loss of service. A majority of the accounts involved were businesses and the loss of service ranged from two hours to five full days. **TCCF** lost many of these accounts and had to issue large customer refunds to maintain other accounts. The attached Chronological Listing of Events (Attachment J) will step you through these notifications and **BellSouth's** subsequent attempts to provision ESSX orders.

BellSouth personnel assigned to manage the project changed frequently as did the direction given to **TCCF** personnel regarding; 1) the paperwork to be used when submitting orders; 2) to whom the paperwork should be submitted; 3) the turnaround times to be expected once paperwork was submitted; 4) which organization was responsible for provisioning orders - **BellSouth** or **TCCF**. In January, February, March and April of 1997, it appeared that significant progress had been made and that **BellSouth** was capable of provisioning 10 ESSX lines per day, per location. In response, **TCCF** prepared to market the ESSX product. On February 18th and 21st, 1997, ninety accounts were sent to **BellSouth** for conversion to ESSX. Sixty days later, **BellSouth** attempted to convert six of these accounts to ESSX. All six accounts had problems - some lost service for two days.

In summary, **TCCF** only had a total of **37** accounts in **ESSX** at the end of the two year period in question. Additionally, none of the twenty-three central offices were fully operational per engineering specifications.

TCCF tried for two plus years to implement the **ESSX** product to obtain the associated cost benefits. During this period, **TCCF** experienced substantial growth of its customer base. **TCCF** grew to a total of 8,000 customers - approximately 50% of the lines associated with these accounts were **BellSouth** lines within the state of Florida. It is estimated that the lack of **ESSX** services cost **TCCF** in excess of \$5 million in increased costs and damages during this period. **Note:** **TCCF** received a settlement from **BellSouth** in April of 1997, after signing a Confidential Full Release and Settlement Agreement, for documented service problems which were experienced on or before March 14, 1997. Reference **TCCF's** correspondence dated January 13, 1997 (Attachment L) summarizes the service problems associated with this settlement.

In renegotiating its Resale Agreement with **BellSouth**, **TCCF** is being told that the **ESSX** product will not be included within the new Agreement. **TCCF** is also being told that its 73 month product contract for **ESSX** services will not be honored. **BellSouth's** position represents a "breach of contract". Throughout the two plus year period in question, **TCCF** was told repeatedly by numerous **BellSouth** employees that **BellSouth** would honor its contractual obligations to provide the **ESSX** product to **TCCF**. A formal complaint would have been filed with the **Commission** months ago for "breach of contract" if **TCCF** had felt that **BellSouth** would refuse to renew **TCCF's** Resale Agreement including the resale of **ESSX**. A second formal complaint would have been filed for "breach of contract" concerning non-delivery of the **ESSX** product in accordance with the 73 month product contract. **TCCF** has: 1) acted in good faith; 2) done everything that **BellSouth** instructed them to do; 3) paid substantial one-time costs to implement facilities in twenty-three central office locations; 4) paid monthly recurring costs on twenty-three central office locations. **TCCF** has also: 1) lost numerous customers due to service interruptions; 2) issued credits to keep accounts that experienced service interruptions; 3) been unable to recover its costs since **ESSX** has never been made available. How can **BellSouth** take away a product that they were (and are) contractually required to deliver when the delivery never took place?

In place of **ESSX**, **BellSouth** is suggesting that **TCCF** concentrate its sales efforts on **MultiServ Plus**. **TCCF** is willing to consider this option; however, a cost analysis shows that **MultiServ Plus** costs a minimum of 20% more than **ESSX**. Depending upon the number of lines provisioned per location, the cost difference can escalate to more than 40%. The attached analysis of **MultiServ Plus** versus **ESSX** costs was completed by **BellSouth** personnel for two of the twenty-three central office locations. Reference Attachments M and N for copies of the **BellSouth** worksheets.

TCCF is willing to substitute MultiServ Plus for ESSX but feels that certain concessions and written guarantees are reasonable. These are: 1) a one-time settlement amount of \$5 million to be applied to **TCCF's BellSouth** account; 2) a written commitment that MultiServ Plus (or an equivalent product) will be included within **TCCF's** Resale Agreement for a minimum of four years; 3) a seventy-three month product contract for MultiServ Plus (or an equivalent product); 4) a 20% discount (in addition to the Reseller discount requested in Item 2 above) be applied to the seventy-three month MultiServ Plus product contract.; 5) a written guarantee that all costs incurred by **TCCF** to install facilities at the twenty-three central office locations will be credited to **TCCF's BellSouth** account; 6) a guaranteed schedule for the implementation of MultiServ Plus to include a plan for the migration of current ESSX customers to MultiServ Plus.

TCCF feels that the concessions listed above are justified considering the events which led to the filing of this petition. Since May of 1996, **BellSouth** has been in violation of the terms of its Resale Agreement and its ESSX product contract with **TCCF**. Furthermore, **TCCF** relied upon verbal commitments made by management and non-management personnel from **BellSouth** that **BellSouth** would honor their commitment to provide **TCCF** with ESSX services for the full duration of the Resale Agreement (24 months plus two additional terms of 12 months each) and the product contract of 73 months.

TCCF requests that the **Florida Public Service Commission** review and assist with the resolution of these matters per the Telecommunications Act of 1996. Should you require additional information or documentation please do not hesitate to give me a call at (407) 328-5002, extension 101.

Sincerely,



Andrea K. Welch
Chief Operating Officer

cc: Elder N. Ripper III, **TCCF**
Susan Arrington, **BellSouth** (w/o attachments)
Jerry Hendrix, **BellSouth** (w/o attachments)
Marc Cathey, **BellSouth** (w/o attachments)
Mike Wilburn, **BellSouth** (w/o attachments)
Wayne Carnes, **BellSouth** (w/o attachments)
Peter Hill, **Wolff, Hill, McFarlin & Herron, P.A.** (w/o attachments)
Nick Bangos, **Wolff, Hill, McFarlin & Herron, P.A.** (w/o attachments)

Telephone Company of Central Florida, Inc.

Summary of Attachments & Exhibits

Attachment A	Resale Agreement Between BellSouth Telecommunications, Inc. & Telephone Company of Central Florida, Inc. May 28, 1996.
Attachment B	Resale Agreement Negotiating - Exhibit A Applicable Discounts & Operational Support Systems (OSS) Rates.
Attachment C	Resale Agreement Negotiating - Exhibit A Revised Applicable Discounts & Operational Support Systems (OSS) Rates.
Attachment D	TCCF Customer Service Department - BellSouth Tracking Log April 9, 1998 - May 29, 1998.
Attachment E	BellSouth Products & Services Interval Guide.
Attachment F	TCCF Graph -BellSouth Tracking Log Per Service Interval for Adds, Moves & Changes April 10, 1998 - May 28, 1998.
Attachment G	May 29, 1996 letter from Wade Johnson, BellSouth Regional Account Executive to Elder Ripper, TCCF President & CEO regarding delayed ESSX Product Contract and Central Office identification.
Attachment H	Elder Ripper formal request to BellSouth for 201 line ESSX Agreements for a term of 73 months.
Attachment I	May 29, 1996 letter to Rich Dender, BellSouth identifying 19 Central Office locations to be included in 73 month Product Contract.
Attachment J	TCCF Chronological Listing of Events - Difficulties experienced by TCCF personnel and customers while attempting to implement the ESSX product.
Exhibit 1	May 28, 1996 See Attachment A.
Exhibit 2	May 29, 1996 See Attachment G.
Exhibit 3	August 12, 1996 BellSouth correspondence to TCCF.
Exhibit 4	September 4, 1996 TCCF correspondence to BellSouth.
Exhibit 5	September 9, 1996 BellSouth correspondence to TCCF.
Exhibit 6	October 16 th , 21 st and 23 rd , 1996 BellSouth -TCCF correspondence.
Exhibit 7	January 9, 1997 TCCF correspondence to BellSouth.
Exhibit 8	January 20, 1997 TCF correspondence to BellSouth.
Exhibit 9	February 18 th and 21 st , 1997 TCCF correspondence to BellSouth.

- Exhibit 10 March 13, 1997 TCCF status update request to BellSouth.
- Exhibit 11 March 26, 1997 TCCF status update request to BellSouth.
- Exhibit 12 March 26, 1997 BellSouth status update response to TCCF.
- Exhibit 13 April 11, 1997 BellSouth response to TCCF inquiry.
- Exhibit 14 April 28, 1997 TCCF internal memo from Ken Koller to Kip Ripper.
- Exhibit 15 June 20, 1997 TCCF requests BellSouth update.
- Exhibit 16 July 1, 1997 BellSouth responds to TCCF with status request.
- Exhibit 17 July 29, 1997 TCCF response to BellSouth.
- Exhibit 18 August 18, 1997 BellSouth ESSX status response to TCCF.
- Exhibit 19 August 25, 1997 TCCF overview to BellSouth.
- Exhibit 20 September 4, 1997 TCCF, TCCF Customer and BellSouth correspondence regarding disconnection of 72 ESSX lines.
- Exhibit 21 September 19, 1997 TCCF/BellSouth Conference.
- Exhibit 22 October 7, 1997 BellSouth correspondence regarding ESSX workshop.
- Exhibit 23 October 7, 1997 BellSouth responds to TCCF regarding "BOR".
- Exhibit 24 October 10, 1997 TCCF response to BellSouth request for \$545.00 payment.
- Exhibit 25 October 23, 1997 BellSouth request for \$291.00 payment.
- Exhibit 26 December 18, 1997 BellSouth status matrix of 23 Central Offices.
- Exhibit 27 April 17, 1997 BellSouth correspondence to TCCF regarding ESSX.
- Exhibit 28 April 29, 1997 TCCF correspondence to BellSouth.
- Attachment K May 19, 1998 BellSouth Executive Summary.
- Attachment L January 13, 1997 TCCF Service Problem correspondence to BellSouth.
- Attachment M July 28, 1998 BellSouth MultiServ Plus versus ESSX cost analysis - Golden Glades, Central Office.
- Attachment N July 28, 1998 BellSouth MultiServ Plus versus ESSX cost analysis - 201 station comparison, Magnolia Central Office.

Telephone Company of Central Florida, Inc.

ATTACHMENT A

Agreement Between BellSouth Telecommunications, Inc. and The Telephone Company of Central Florida Regarding The Sale of BST's Telecommunications Services to Reseller For The Purposes of Resale

THIS AGREEMENT is by and between BellSouth Telecommunications, Inc., ("BellSouth or Company"), a Georgia corporation and The Telephone Company of Central Florida, ("Reseller") FLORIDA corporation and shall be deemed effective as of ~~June 1~~, 1996. *ENR*
MAY 28

WITNESSETH

WHEREAS, BellSouth is a local exchange telecommunications company authorized to provide telecommunications services in the state of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee; and

WHEREAS, Reseller is an alternative local exchange telecommunications company authorized ^{to provide telecommunications services in the state of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee; and} *of which he is authorized* *ENR*

WHEREAS, Reseller desires to resell BellSouth's telecommunications services; and

WHEREAS, BellSouth has agreed to provide such services to Reseller for resale purposes and pursuant to the terms and conditions set forth herein;

NOW, THEREFORE, for and in consideration of the mutual premises and promises contained herein, BellSouth and Reseller do hereby agree as follows: *ENR*

I. Term of the Agreement

A. The term of this Agreement shall be two years, beginning ~~June 1~~, 1996 and shall apply to all of BellSouth's serving territory as of January 1, 1996 in the states of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee. *MAY 28*

B. This Agreement shall be automatically renewed for two additional one year periods unless either party indicates its intent not to renew the Agreement. Notice of such intent must be provided, in writing, to the other party no later than 60 days prior to the end of the then-existing contract period. The terms of this Agreement shall remain in effect after the term of the existing agreement has expired and while a new agreement is being negotiated.

C. The rates pursuant by which Reseller is to purchase services from BellSouth for resale shall be at a discount rate off of the retail rate for the telecommunications service. The discount rates shall be as set forth in Exhibit A, attached hereto and incorporated herein by this reference. Such discount shall reflect the costs avoided by BellSouth when selling a service for wholesale purposes.

ENR 5-28-91

II. Definition of Terms

- A. CUSTOMER CODE means the three digit number following a customer's telephone number as shown on the customer's bill.
- B. CUSTOMER OF RECORD means the entity responsible for placing application for service; requesting additions, rearrangements, maintenance or discontinuance of service; payment in full of charges incurred such as toll, directory assistance, etc.
- C. DEPOSIT means assurance provided by a customer in the form of cash, surety bond or bank letter of credit to be held by the Company .
- D. END USER means the ultimate user of the telecommunications services.
- E. END USER CUSTOMER LOCATION means the physical location of the premises where an end user makes use of the telecommunications services.
- F. NEW SERVICES means functions, features or capabilities that are not currently offered by BellSouth. This includes packaging of existing services or combining a new function, feature or capability with an existing service.
- G. OTHER LOCAL EXCHANGE COMPANY (OLEC) means a telephone company certificated by the public service commissions of the Company's franchised area to provide local exchange service within the Company's franchised area.
- H. RESALE means an activity wherein a certificated OLEC, such as Reseller subscribes to the telecommunications services of the Company and then reoffers those telecommunications services to the public (with or without "adding value").
- I. RESALE SERVICE AREA means the area, as defined in a public service commission approved certificate of operation, within which an OLEC, such as Reseller, may offer resold local exchange telecommunications service.

III. General Provisions

- A. Reseller may resell the tariffed local exchange, including Centrex type services available under Section A12 of the Florida tariff, and toll telecommunications services of BellSouth subject to the terms, and conditions specifically set forth herein. Notwithstanding the foregoing, the following are not available for purchase: Grandfathered services; promotional and trial retail service offerings; lifeline and linkup services; and contract service arrangements.
- B. The provision of services by the Company to Reseller does not constitute a joint undertaking for the furnishing of any service.
- C. Reseller will be the customer of record for all services purchased from BellSouth. Except as specified herein, the Company will take orders from, bill and expect payment from Reseller for all services.

D. Reseller will be the Company's single point of contact for all services purchased pursuant to this Agreement. The Company shall have no contact with the end user except to the extent provided for herein.

E. The Company will continue to bill the end user for any services that the end user specifies it wishes to receive directly from the Company.

F. The Company maintains the right to serve directly any end user within the service area of Reseller. The Company will continue to directly market its own telecommunications products and services and in doing so may establish independent relationships with end users of Reseller

G. Reseller shall not interfere with the right of any person or entity to obtain service directly from the Company.

H. The current telephone number of an end user may be retained by the end user unless the end user has past due charges associated with the BellSouth account for which payment arrangements have not been made. The Company will not, however, make the end user's previous telephone number available to Reseller until the end user's outstanding balance has been paid. If Reseller requests service for an end user that has been denied service or disconnected for non-payment by BellSouth, and the end user still has an outstanding balance with the Company, the Company will establish service for that end user through Reseller Denied service means that the service of an end user provided by a local exchange telecommunications company, including BellSouth has been temporarily suspended for nonpayment and subject to complete disconnection. Reseller is entitled to the same conditions contained in this paragraph.

I. Telephone numbers are the property of the Company and are assigned to the service furnished. Reseller has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, whenever the Company deems it necessary to do so in the conduct of its business.

J. The Company may provide any service or facility for which a charge is not established herein, as long as it is offered on the same terms to Reseller.

K. Service is furnished subject to the condition that it will not be used for any unlawful purpose.

L. Service will be discontinued if any law enforcement agency advises that the service being used is in violation of the law.

M. The Company can refuse service when it has grounds to believe that service will be in violation of the law.

N. The Company accepts no responsibility to any person for any unlawful act committed by Reseller or its end users as part of providing service to Reseller for purposes of resale or otherwise.

O. The Company will cooperate fully with law enforcement agencies with subpoenas and court orders for assistance with the Company's customers. Law enforcement agency subpoenas and court orders regarding end users of Reseller will be directed to Reseller. The Company will bill Reseller for implementing any requests by law enforcement agencies regarding Reseller end users.

P. The characteristics and methods of operation of any circuits, facilities or equipment provided by other than the Company shall not:

1. Interfere with or impair service over any facilities of the Company, its affiliates, or its connecting and concurring carriers involved in its service;
2. Cause damage to their plant;
3. Impair the privacy of any communications; or
4. Create hazards to any employees or the public.

Q. Reseller assumes the responsibility of notifying the Company regarding less than standard operations with respect to services provided by it.

R. Facilities and/or equipment utilized by BellSouth to provide service to Reseller remain the property of BellSouth.

S. White page directory listings will be provided in accordance with regulations set forth in Section A6 of the General Subscriber Service Tariff and will be available for resale.

IV. BellSouth's Provision of Services to Reseller

A. Reseller agrees that its resale of BellSouth services shall be as follows:

1. The resale of telecommunications services shall be limited to users and uses conforming to the class of service restrictions.
2. To the extent Reseller is a telecommunications carrier that serves greater than 5 percent of the Nation's presubscribed access lines, Reseller shall not jointly market its interLATA services with the telecommunications services purchased from BellSouth pursuant to this Agreement in any of the states covered under this Agreement. For the purposes of this subsection, to jointly market means any advertisement, marketing effort or billing in which the telecommunications services purchased from BellSouth for purposes of resale to customers and interLATA services offered by Reseller are packaged, tied, bundled, discounted or offered together in any way to the end user. Such efforts include, but are not limited to, sales referrals, resale arrangements, sales agencies or billing agreements. This subsection shall be void and of no effect for a particular state covered under this Agreement as

of February 8, 1999 or on the date BellSouth is authorized to offer interLATA services in that state, whichever is earlier.

2. Hotel and Hospital PBX service are the only telecommunications services available for resale to Hotel/Motel and Hospital end users, respectively. Similarly, Access Line Service for Customer Provided Coin Telephones is the only local service available for resale to COCOTS customers. Shared Tenant Service customers can only be sold those telecommunications services available in the Company's A23 Shared Tenant Service Tariff.

3. Reseller is prohibited from furnishing both flat and measured rate service on the same business premises to the same subscribers (end users) as stated in A2.3.2.A. of the Company's Tariff except for backup service as indicated in the applicable state tariff Section A3.38.

4. If telephone service is established and it is subsequently determined that the class of service restriction has been violated, Reseller will be notified and billing for that service will be immediately changed to the appropriate class of service. Service charges for changes between class of service, back billing, and interest as described in this subsection shall apply at the Company's sole discretion. Interest at the rate of 0.000590 per day, compounded daily for the number of days from the back billing date to and including the date that Reseller actually makes the payment to the Company may be assessed.

B. Resold services can only be used in the same manner as specified in the Company's Tariff. Resold services are subject to the same terms and conditions as are specified for such services when furnished to an individual end user of the Company in the appropriate section of the Company's Tariffs. Specific tariff features, e.g. a usage allowance per month, shall not be aggregated across multiple resold services. Resold services cannot be used to aggregate traffic from more than one end user customer except as specified in Section A23. of the Company's Tariff referring to Shared Tenant Service.

C. Reseller may resell services only within the specific resale service area as defined in its certificate.

D. Telephone numbers transmitted via any resold service feature are intended solely for the use of the end user of the feature. Resale of this information is prohibited.

V. Maintenance of Services

A. Services resold under the Company's Tariffs and facilities and equipment provided by the Company shall be maintained by the Company.

B. Reseller or its end users may not rearrange, move, disconnect, remove or attempt to repair any facilities owned by the Company, other than by connection or disconnection to any interface means used, except with the written consent of the Company.

C. Reseller accepts responsibility to notify the Company of situations that arise that may result in a service problem.

D. Reseller will be the Company's single point of contact for all repair calls on behalf of Reseller's end users.

E. Reseller will contact the appropriate repair centers in accordance with procedures established by the Company.

F. For all repair requests, Reseller accepts responsibility for adhering to the Company's prescreening guidelines prior to referring the trouble to the Company.

G. The Company will bill Reseller for handling troubles that are found not to be in the Company's network pursuant to its standard time and material charges. The standard time and material charges will be no more than what BellSouth charges to its retail customers for the same services.

H. The Company reserves the right to contact Reseller's customers, if deemed necessary, for maintenance purposes.

VI. Establishment of Service

A. After receiving certification as a local exchange company from the appropriate regulatory agency, Reseller will provide the appropriate Company service center the necessary documentation to enable the Company to establish a master account for Reseller. Such documentation shall include the Application for Master Account, proof of authority to provide telecommunications services, an Operating Company Number ("CCN") assigned by the National Exchange Carriers Association ("NECA") and a tax exemption certificate, if applicable. When necessary deposit requirements are met, the Company will begin taking orders for the resale of service.

B. Service orders will be in a standard format designated by the Company.

C. When notification is received from Reseller that a current customer of the Company will subscribe to Reseller's service, standard service order intervals for the appropriate class of service will apply.

D. When an existing customer of the Company switches to Reseller, Reseller must provide the Company with the Customer Code or Codes, when multiple codes apply, for that end user.

E. The Company will not require end user confirmation prior to establishing service for Reseller's end user customer. Reseller must, however, be able to demonstrate end user authorization upon request.

F. Reseller will be the single point of contact with the Company for all subsequent ordering activity resulting in additions or changes to resold services except that the Company will accept a request directly from the end user for conversion of the end user's service from Reseller to the Company or will accept a request from another OLEC for conversion of the end user's service from the Reseller to the other LEC. The Company will notify Reseller that such a request has been processed.

G. If the Company determines that an unauthorized change in local service to Reseller has occurred, the Company will reestablish service

with the appropriate local service provider and will assess Reseller as the OLEC initiating the unauthorized change, an unauthorized change charge similar to that described in F.C.C. Tariff No. 1, Section 13.3.3. Appropriate nonrecurring charges, as set forth in Section A4. of the General Subscriber Service Tariff, will also be assessed to Reseller.

These charges can be adjusted if Reseller provides satisfactory proof of authorization.

	Nonrecurring Charge
(a) each Residence or Business line	\$19.41
(b) each Public or Semi-Public line	\$34.19

H. The Company will, in order to safeguard its interest, require Reseller to make a deposit to be held by the Company as a guarantee of the payment of rates and charges, unless satisfactory credit has already been established. Any such deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.

I. Such deposit may not exceed two months' estimated billing.

J. The fact that a deposit has been made in no way relieves Reseller from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation nor does it constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company.

K. The Company reserves the right to increase the deposit requirements when, in its sole judgment, the conditions justify such action.

L. In the event that Reseller defaults on its account, service to Reseller will be terminated and any deposits held will be applied to its account.

M. In the case of a cash deposit, interest at the rate of six percent per annum shall be paid to Reseller during the continuance of the deposit. Interest on a deposit shall accrue annually and, if requested, shall be annually credited to Reseller by the accrual date.

VII. Payment And Billing Arrangements

A. When the initial service is ordered by Reseller, the Company will establish an accounts receivable master account for Reseller.

B. The Company shall bill Reseller on a current basis all applicable charges and credits.

C. Payment of all charges will be the responsibility of Reseller. Reseller shall make payment to the Company for all services billed. The Company is not responsible for payments not received by Reseller from Reseller's customer. The Company will not become involved in billing

disputes that may arise between Reseller and its customer. Payments made to the Company as payment on account will be credited to an accounts receivable master account and not to an end user's account.

D. The Company will render bills each month on established bill days for each of Reseller's accounts.

E. The Company will bill Reseller in advance charges for all services to be provided during the ensuing billing period except charges associated with service usage, which charges will be billed in arrears. Charges will be calculated on an individual end user account level, including, if applicable, any charges for usage or usage allowances. BellSouth will also bill all charges, including but not limited to 911 and E911 charges, telecommunications relay charges, and franchise fees, on an individual end user account level.

F. The payment will be due by the next bill date (i.e., same date in the following month as the bill date) and is payable in immediately available funds. Payment is considered to have been made when received by the Company.

If the payment due date falls on a Sunday or on a Holiday which is observed on a Monday, the payment due date shall be the first non-Holiday day following such Sunday or Holiday. If the payment due date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday, or Friday, the payment due date shall be the last non-Holiday day preceding such Saturday or Holiday. If payment is not received by the payment due date, a late payment penalty, as set forth in I. following, shall apply.

G. Upon proof of tax exempt certification from Reseller, the total amount billed to Reseller will not include any taxes due from the end user. Reseller will be solely responsible for the computation, tracking, reporting and payment of all federal, state and/or local jurisdiction taxes associated with the services resold to the end user.

H. As the customer of record, Reseller will be responsible for, and remit to the Company, all charges applicable to its resold services for emergency services (E911 and 911) and Telecommunications Relay Service (TRS) as well as any other charges of a similar nature.

I. If any portion of the payment is received by the Company after the payment due date as set forth preceding, or if any portion of the payment is received by the Company in funds that are not immediately available to the Company, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the payment due date times a late factor. The late factor shall be the lessor of:

1. The highest interest rate (in decimal value) which may be levied by law for commercial transaction, compounded daily for the number of days from the payment due date to and including the date that Reseller actually makes the payment to the Company, or

2. 0.000590 per day, compounded daily for the number of days from the payment due date to and including the date that Reseller actually makes the payment to the Company.

J. Any switched access charges associated with interexchange carrier access to the resold local exchange lines will be billed by, and due to, the Company. No additional charges are to be assessed to Reseller.

K. The Company will not perform billing and collection services for Reseller as a result of the execution of this Agreement. All requests for billing services should be referred to the appropriate entity or operational group within the Company.

L. Until such time as the Company receives permission from the FCC to bill the End User Common Line (EUCL) charge to Reseller, the Company will, on an interim basis, bill the charges shown below which are identical to the EUCL rates billed by BST to its end users.

	Monthly Rate
1. Residential	
(a) Each Individual Line or Trunk	\$3.50
2. Single Line Business	
(b) Each Individual Line or Trunk	\$3.50
3. Multi-line Business	
(c) Each Individual Line or Trunk	\$6.00

M. In general, the Company will not become involved in disputes between Reseller and Reseller's end user customers over resold services. If a dispute does arise that cannot be settled without the involvement of the Company, Reseller shall contact the designated Service Center for resolution. The Company will make every effort to assist in the resolution of the dispute and will work with Reseller to resolve the matter in as timely a manner as possible. Reseller may be required to submit documentation to substantiate the claim.

N. Reseller is responsible for payment of all appropriate charges for completed calls, services, and equipment. If objection in writing is not received by the Company within twenty-nine days after the bill is rendered, the account shall be deemed correct and binding upon Reseller.

VIII. Discontinuance of Service

A. The procedures for discontinuing service to an end user are as follows:

1. Where possible, the Company will deny service to Reseller's end user on behalf of, and at the request of, Reseller. Upon restoration of the end user's service, restoral charges will apply and will be the responsibility of Reseller.

2. At the request of Reseller, the Company will disconnect a Reseller end user customer.

3. All requests by Reseller for denial or disconnection of an end user for nonpayment must be in writing.

4. Reseller will be made solely responsible for notifying the end user of the proposed disconnection of the service.

5. The Company will continue to process calls made to the Annoyance Call Center and will advise Reseller when it is determined that annoyance calls are originated from one of their end user's locations. The Company shall be indemnified, defended and held harmless by Reseller and/or the end user against any claim, loss or damage arising from providing this information to Reseller. It is the responsibility of Reseller to take the corrective action necessary with its customers who make annoying calls. Failure to do so will result in the Company's disconnecting the end user's service.

B. The procedures for discontinuing service to Reseller are as follows:

1. The Company reserves the right to suspend or terminate service for nonpayment or in the event of prohibited, unlawful or improper use of the facilities or service, abuse of the facilities, or any other violation or noncompliance by Reseller of the rules and regulations of the Company's Tariffs.

2. If payment of account is not received by the bill day in the month after the original bill day, the Company may provide written notice to Reseller, that additional applications for service will be refused and that any pending orders for service will not be completed if payment is not received by the fifteenth day following the date of the notice. If the Company does not refuse additional applications for service on the date specified in the notice, and Reseller's noncompliance continues, nothing contained herein shall preclude the Company's right to refuse additional applications for service without further notice.

3. In payment of account is not received, or arrangements made, by the bill day in the second consecutive month, the account will be considered in default and will be subject to denial or disconnection, or both.

4. If Reseller fails to comply with the provisions of this Agreement, including any payments to be made by it on the dates and times herein specified, the Company may, on thirty days written notice to the person designated by Reseller to receive notices of noncompliance, discontinue the provision of existing services to Reseller at any time thereafter. In the case of such discontinuance, all billed charges, as well as applicable termination charges, shall become due. If the Company does not discontinue the provision of the services involved on the date specified in the thirty days notice, and Reseller's noncompliance continues, nothing contained herein shall preclude the Company's right to discontinue the provision of the services to Reseller without further notice.

5. If payment is not received or arrangements made for payment by the date given in the written notification, Reseller's services will be discontinued. Upon discontinuance of service on a Reseller's account, service to Reseller's end users will be denied. The Company will also reestablish service at the request of the end user

or Reseller upon payment of the appropriate connection fee and subject to the Company's normal application procedures.

6. If within fifteen days after an end user's service has been denied no contact has been made in reference to restoring service, the end user's service will be disconnected.

IX. Liability

A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, preemptions, delays errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of Reseller, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to Reseller for the period of service during which such mistake, omission, interruption, preemption, delay, error or defect in transmission or defect or failure in facilities occur. The Company shall not be liable for damage arising out of mistakes, omission, interruptions, preemptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company, (1) caused by customer-provided equipment (except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such mistake, omission, interruption, preemption, delay, error, defect in transmission or injury occurs), or (2) not prevented by customer-provided equipment but which would have been prevented had Company-provided equipment been used.

B. The Company shall be indemnified and saved harmless by Reseller against any and all claims, actions, causes of action, damages, liabilities, or demands (including the costs, expenses and reasonable attorneys' fees, on account thereof) of whatever kind or nature that may be made by any third party as a result of the Company's furnishing of service to Reseller

C. The Company shall be indemnified, defended and held harmless by Reseller and/or the end user against any claim, loss or damage arising from the use of services offered for resale involving:

1. Claims for libel, slander, invasion of privacy or infringement of copyright arising from Reseller's or end user's own communications.

2. Claims for patent infringement arising from acts combining or using Company services in connection with facilities or equipment furnished by the end user or Reseller

3. All other claims arising out of an act or omission of Reseller or its end user in the course of using services.

D. Reseller accepts responsibility for providing access for maintenance purposes of any service resold under the provisions of this Tariff. The Company shall not be responsible for any failure on the part of Reseller with respect to any end user of Reseller

X. Treatment of Proprietary and Confidential Information

A. Both parties agree that it may be necessary to provide each other during the term of this Agreement with certain confidential information, including trade secret information, including but not limited to, technical and business plans, technical information, proposals, specifications, drawings, procedures, customer account data and like information (hereinafter collectively referred to as "Information"). Both parties agree that all Information shall either be in writing or other tangible form and clearly marked with a confidential, private or proprietary legend or when the Information is communicated orally, it shall also be communicated that the Information is confidential, private or proprietary. The Information will be returned to the owner within a reasonable time. Both parties agree that the Information shall not be copied or reproduced in any form. Both parties agree to receive such Information and not disclose such Information. Both parties agree to protect the Information received from distribution, disclosure or dissemination to anyone except employees of the parties with a need to know such Information and which employees agree to be bound by the terms of this Section. Both parties will use the same standard of care to protect Information received as they would use to protect their own confidential and proprietary Information.

B. Notwithstanding the foregoing, both parties agree that there will be no obligation to protect any portion of the Information that is either: 1) made publicly available by the owner of the Information or lawfully disclosed by a nonparty to this Agreement; 2) lawfully obtained from any source other than the owner of the Information; or 3) previously known to the receiving party without an obligation to keep it confidential.

XI. Resolution of Disputes

Except as otherwise stated in this Agreement, the parties agree that if any dispute arises as to the interpretation of any provision of this Agreement or as to the proper implementation of this Agreement, the parties will petition the Florida Public Service Commission for a resolution of the dispute. However, each party reserves any rights it may have to seek judicial review of any ruling made by the Florida Public Service Commission concerning this Agreement.

XII. Limitation of Use

The parties agree that this Agreement shall not be proffered by either party in another jurisdiction as evidence of any concession or as a waiver of any position taken by the other party in that jurisdiction or for any other purpose.

XIII. Waivers

Any failure by either party to insist upon the strict performance by the other party of any of the provisions of this Agreement shall not be deemed a waiver of any of the provisions of this Agreement, and each party, notwithstanding such failure, shall have the right thereafter to insist upon the specific performance of any and all of the provisions of this Agreement.

XIV. Governing Law

This Agreement shall be governed by, and construed and enforced in accordance with, the laws of the State of Georgia, without regard to its conflict of laws principles.

XV. Arm's Length Negotiations

This Agreement was executed after arm's length negotiations between the undersigned parties and reflects the conclusion of the undersigned that this Agreement is in the best interests of all parties.

XVI. Notices

A. Every notice, consent, approval, or other communications required or contemplated by this Agreement shall be in writing and shall be delivered in person or given by postage prepaid mail, address to:

BellSouth Telecommunications, Inc.

Reseller ELDER RIPPER
THE TELEPHONE CO. OF CENTRAL FL.
SUITE 210, 3551 W. LAKE MARY BLVD.
LAKE MARY, FL. 32746

or at such other address as the intended recipient previously shall have designated by written notice to the other party.

B. Where specifically required, notices shall be by certified or registered mail. Unless otherwise provided in this Agreement, notice by mail shall be effective on the date it is officially recorded as delivered by return receipt or equivalent, and in the absence of such record of delivery, it shall be presumed to have been delivered the fifth day, or next business day after the fifth day, after it was deposited in the mails.

XVIII. Amendments

This Agreement may be amended at any time upon written agreement of both parties.

XVII. Entire Agreement

This Agreement sets forth the entire understanding and supersedes prior agreements between the parties relating to the subject matter contained herein and merges all prior discussions between them, and neither party shall be bound by any definition, condition, provision, representation, warranty, covenant or promise other than as expressly stated in this Agreement or as is contemporaneously or subsequently set forth in writing and executed by a duly authorized officer or representative of the party to be bound thereby.

BellSouth Telecommunications, Inc.

BY: [Signature]
Signature

NAME: R C SCHEFF
Printed Name

TITLE: SR DIR - STRAT MGMT

Reseller

BY: [Signature]
Signature

NAME: ELDER N. RIPPER III
Printed Name

TITLE: PRESIDENT

EXHIBIT "A"

APPLICABLE DISCOUNTS

The telecommunications services available for purchase by Reseller for the purpose of resale to Reseller end users shall be available at the following discount off of the retail rate.

<u>STATE</u>	<u>RESIDENCE</u>	<u>DISCOUNT</u>	<u>BUSINESS</u>
ALABAMA	10%		10%
FLORIDA	18%		12%
GEORGIA	11.6%		9.6%
KENTUCKY	10%		8%
LOUISIANA	11%		10%
MISSISSIPPI	9%		8%
NORTH CAROLINA	12%		9%
SOUTH CAROLINA	10%		9%
TENNESSEE	11%		9%

If a state commission orders a discount different from those specified above, and if Company has provided those discounts to another reseller, those same discounts will be offered to Reseller.

ENR
5-29-96

Telephone Company of Central Florida, Inc.

ATTACHMENT B

**EXHIBIT A
APPLICABLE DISCOUNTS**

The telecommunications services available for purchase by Reseller for the purposes of resale to Reseller end users shall be available at the following discount off of the retail rate.

DISCOUNT*		
STATE	RESIDENCE	BUSINESS
ALABAMA	16.3%	16.3%
FLORIDA	21.83%	16.81%
GEORGIA	20.3%	17.3%
KENTUCKY	16.79%	15.54%
LOUISIANA	20.72%	20.72%
MISSISSIPPI	15.75%	15.75%
NORTH CAROLINA	21.5%	17.6%
SOUTH CAROLINA	14.8%	14.8%
TENNESSEE**	16%	16%

* In the case of a cross boundary situation, the discount which applies is the discount applicable to the location of the enduser's central office.

** In Tennessee, if ALEC provides its own operator services and directory services, the discount shall be 21.56%. ALEC must provide written notification to BellSouth within 30 days prior to providing its own operator services and directory services to qualify for the higher discount rate of 21.56%.

OPERATIONAL SUPPORT SYSTEMS (OSS) RATES				
	Interactive Ordering and Trouble Maintenance System		OSS Order Charge	
	Non-Recurring Establishment Charge	Recurring Charge, per month	Charge per order (unlimited end user accounts)	Surcharge for manually placed orders, per end user account
ALABAMA	\$100.00	\$50.00	\$10.80	\$22.00
FLORIDA	\$100.00	\$50.00	\$10.80	\$22.00
GEORGIA	\$100.00	\$50.00	\$10.80	\$22.00
KENTUCKY	\$100.00	\$50.00	\$10.80	\$22.00
LOUISIANA	\$100.00	\$50.00	\$9.16	\$18.14
MISSISSIPPI	\$100.00	\$50.00	\$10.80	\$22.00
NORTH CAROLINA	\$100.00	\$50.00	\$10.80	\$22.00
SOUTH CAROLINA	\$100.00	\$50.00	\$10.80	\$22.00
TENNESSEE	\$100.00	\$50.00	\$10.80	\$22.00

Telephone Company of Central Florida, Inc.

ATTACHMENT C

**EXHIBIT A
APPLICABLE DISCOUNTS**

The telecommunications services available for purchase by Reseller for the purposes of resale to Reseller end users shall be available at the following discount off of the retail rate.

STATE	DISCOUNT*	
	RESIDENCE	BUSINESS
ALABAMA	16.3%	16.3%
FLORIDA	21.83%	16.81%
GEORGIA	20.3%	17.3%
KENTUCKY	16.79%	15.54%
LOUISIANA	20.72%	20.72%
MISSISSIPPI	15.75%	15.75%
NORTH CAROLINA	21.5%	17.6%
SOUTH CAROLINA	14.8%	14.8%
TENNESSEE**	16%	16%

* When a CLEC provides Resale service in a cross boundary area (areas that are part of the local service area of another state's exchange) the rates, regulations and discounts for the tariffing state will apply. Billing will be from the serving state.

** In Tennessee, if CLEC provides its own operator services and directory services, the discount shall be 21.56%. CLEC must provide written notification to BellSouth within 30 days prior to providing its own operator services and directory services to qualify for the higher discount rate of 21.56%.

	OPERATIONAL SUPPORT SYSTEMS (OSS) RATES			
	Interactive Ordering and Trouble Maintenance System		OSS Order Charge	
	Non-Recurring Establishment Charge	Monthly Recurring Charge	Electronic Per LSR received from the CLEC by one of the OSS interactive interfaces	Manual Per LSR received from the CLEC by means other than one of the OSS interactive interfaces
ALABAMA	\$100.00	\$50.00	\$10.80	\$22.00
FLORIDA	\$100.00	\$50.00	\$10.80	\$22.00
GEORGIA	\$200.00	Per 1,000 electronic LSRs received from the CLEC ¹ First 1,000 - \$550.00 Add'l 1,000 - \$110.00	Note ²	\$22.00
KENTUCKY	\$100.00	\$50.00	\$10.89	\$22.00
LOUISIANA	\$100.00	\$50.00	\$9.16	\$22.00
MISSISSIPPI	\$100.00	\$50.00	\$10.80	\$22.00
NORTH CAROLINA	\$100.00	\$50.00	\$10.80	\$22.00
SOUTH CAROLINA	\$100.00	\$50.00	\$10.80	\$22.00
TENNESSEE	\$100.00	\$50.00	\$10.80	\$22.00

Rates for Operational Support Systems stated above are interim and are subject to modification based upon receipt of a final, non-applicable order by each state's Public Service Commission.

In addition to OSS charges, applicable service order and related charges apply per the tariff.

¹ The Charge per 1,000 LSRs applies on a per CLEC basis.

² The Georgia Public Service Commission ("PSC") ordered in Docket 7061 that there would be no OSS charge within the Charge for Electronic Order column. Instead the Georgia PSC ordered monthly recurring charges based on the number of LSRs received from the CLEC.

Telephone Company of Central Florida, Inc.

ATTACHMENT D

BELLSOUTH TRACKING LOG

6/17/98

CUST NAME	DATE	DATE	Requested	PON #	DUE		BELL REP	COMMENTS	# Bus Days to Complete	Serv Interval Guide to # Bus Days
	REQ	SENT			DATE	ORDER #				
LABOR WORLD		4/9/98	Chg: Name	0140MJS	4/14/98	RYW3V435	JACQUELINE J JONES		3	
HOWARD KOSLOW		4/9/98	T&F	3056MJS	4/16/98	TRYK3098	JOHN MASKE		5	
KENNETH A WOLIS PA		4/9/98	Add: NS4	2228MJS	4/14/98	CRNXC942	LYNNE MASSEY		2	
PIZZARO'S PIZZA		4/10/98		3222MJS	4/14/98	CYH27417	GAIL T EIRIKSSON		2	
BILL & SANDY BALMER		4/10/98		9883MJS	4/10/98	CY6722M4	GAIL T EIRIKSSON		1	
STEPHEN MILLER ESQ		4/10/98	Add: Call Fwd	9808MJS	4/16/98	CYMDK923	GWEN H JACKSON		4	1
RAMADA HOTEL		4/10/98	Disc Line	5493MJS	4/17/98	DYH3038	JACQUELINE J JONES		5	1
HILTON INN		4/10/98		7788MJS	4/14/98	DYV7J950	STANLEY SANSING		2	
VISTA TELEPHONE COMPANY		4/10/98		5368MJS	4/14/98	DYQ9M907	STANLEY SANSING		2	
HILTON INN SOUTH		4/10/98		4043MJS	4/14/98	DYJWR999	STANLEY SANSING		2	
HILTON INN FLORIDA CENTER		4/10/98		3866MJS	4/14/98	DYW8D789	STANLEY SANSING		2	
HEATHER PENTECOST		4/13/98	T&F	3138MJS	4/30/98	C867814	JAMIE SIMON		13	
RAMADA MOTEL RESORT		4/13/98		6827MJS	4/15/98	DYWW971	LANYE M WEBB		2	
BETZAIDA PAGAN		4/13/98		0022MJS	4/17/98	CYM9D990	STANLEY SANSING		4	
GIRISH MULTANI/DR KALPANA PATEL	4/14/98	4/14/98	Disc Line	5672MJS	4/20/98	DQYN6781	ALFREDDIA HALL		4	1
RADISSON BARCELO HOTEL		4/14/98	Add: Add'l Line	0505MJS	4/20/98	CYMVR861	GWEN H JACKSON		4	1
OMNI BUSINESS ENTERPRISES		4/14/98	Disc Line	8100MJS	4/30/98	DYHLM455	GWEN H JACKSON		12	1
LIGHTHOUSE COVE RESORT		4/14/98		3410MJS	4/17/98	CRR99585	VELMA J STEPHENS		3	
US CREDIT & COMMERCE INC		4/15/98	Add: Add'l Lines (2)	1662MJS	4/20/98	CQH6122	JACQUELINE J JONES		3	2
WILLIAM BETHUNE		4/15/98	Disc line	2201MJS	4/20/98	DYHD8445	JACQUELINE J JONES		3	1
STEPHANE J GIRARDIN		4/15/98	Add: Add'l Lines (2)	3334MJS	4/21/98	NRK09340	LYNN MASSEY		4	2
HANS & MARLINES KAMINSKI		4/15/98		6364MJS	5/16/98	CYN4P841	LYNN MASSEY		23	
DIRECT MAIL EXPRESS		4/15/98		3890MJS	4/21/98	CYQ0N417	SANDY WOLFORD	PER BELL PENDING FACILITIES 4 27-1998	4	
BEST WESTERN PLAZA INTERNATIONAL	4/16/98	4/16/98	Add: Add'l Line	8196MJS	4/21/98	CYM79078	ALFREDDIA HALL		3	1
RICHARD A ECKSTEIN	4/16/98	4/16/98	Chg: Listing	6750MJS	4/24/98	RYX0M141	CARLENE DAVIS		6	
ASSURED SELF STORAGE		4/16/98		9088MJS	4/21/98	C798139	SPRINT		3	
STARKE FRUIT CO		4/16/98		7904MJS	4/21/98	CRJ2N377	THERESA D CHEATHAM		3	
ARTHUR SHIREY		4/16/98		9712MJS	4/20/98	CRVPO469	THERESA D CHEATHAM		2	
ARTHUR SHIREY		4/16/98		9713MJS	4/21/98	CRHY862	THERESA D CHEATHAM		3	
C&G INVESTORS INC	4/17/98	4/17/98		1575MJS	4/20/98	CYX5F317	ALFREDDIA HALL		1	
TCCF		4/17/98		9499MJS	4/28/98	nrrph666	JOHN MASKE	ARVADRA SD THY HV ORDR BT NT BN WRKD YT. GNG TO CHK & CB HAD TO RESEND ORDER AGAIN, PER BELL THEY CANT READ 5-7-1998	7	1
WALTER WILLIAMS REALTY		4/17/98	Add: Add'l line	8888MJS	4/22/98	NYR66209	STANLEY SANSING	NEW NMBR IS 904 378-1826	3	1

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HOLIDAY INN OCEANSIDE		4/17/98	Add: Add'l line	6588MJS	4/24/98	CRM8Q013	STANLEY SANSING	NEW NMBR IS 561 225-9128	5	1
MORTGAGE PROFESSIONALS INC		4/20/98		0667MJS	4/20/98	DRJ8Q904	FANNIE S JOHNSON		1	
HAL HORTON		4/20/98	Add: Add'l line	1029MJS	4/23/98	CYYV2357	STANLEY SANSING	NEW NMBR IS 407 423-8474	3	1
SO JOURN TRAVEL		4/20/98		3335MJS	4/22/98	CQNB8343	THERESA D CHEATHAM		2	
CHEESE CAKE FACTORY/UNIVERSAL		4/20/98		9308MJS	4/23/98	RYHL6924	VICTORIA GREEN		3	
ELIA PERESSINOTTO	4/22/98	4/22/98	Add: Caller Id Deluxe	3396MJS	4/28/98	cyxvp775	Arvetta Larrison		4	2
MULTIPLE SCLEROISES NATIONAL SOC	5/4/98	4/22/98	Add: Add'l lines (4)	3873MJS	4/29/98	CYMBB160	LYNN MASSEY	NEW NMBRS ARE 407 896-9790, 407 896-6221, 407 898-7014, 407 898-0832	5	3
JOHN & VERNA COMNEY	4/21/98	4/22/98		9277MJS	4/25/98	CYX15178	LYNN MASSEY		3	
SHAPES CUSTOM MICA	4/22/98	4/22/98		8285MJS	5/14/98	CRYWK172	ARVETTA LARRISON		16	
LIGHTDRIVE TECHNOLOGIES	4/23/98	4/23/98	Add: Mem Call, Call Fwd, MWWW	6690MJS	5/4/98	crhw9616	Robby Clement		7	2
ATM ADVANCED TECHNOLOGY MFG	4/23/98	4/23/98	Add: Caller ID	8004MJS	4/27/98	Cyh19742	Sherre Lamberson		2	2
IRAJ G LOU	4/23/98	4/23/98	Add: Caller ID	0608MJS	4/27/98	Cyr13566	Sherre Lamberson		2	2
DIETZ & SANDERS P*A	4/15/98	4/23/98		0012MJS	4/27/98	dyxr2309	Sherre Lamberson		2	
DIETZ & SANDERS P*A	4/15/98	4/23/98		1430MJS	4/27/98	Cyy52742	Sherre Lamberson		2	
MURPH BROWN	4/24/98	4/24/98	Add: Mem Call, Mess Wait	6797MJS	4/28/98	cqw84550	FANNIE S JOHNSON		2	2
Tropic Sands Realty	4/24/98	4/24/98	Add: Call Fwd	ra26973	4/27/98	cyqjv368	FANNIE S JOHNSON	Added call forwarding	1	1
THE MOTORING SHOP	4/24/98	4/24/98	Add: Add'l Line	0305MJS	4/29/98	cynf1422	FANNIE S JOHNSON		3	1
POLYNESIAN VILLAGE RESORT	4/17/98	4/24/98		3397MJS	4/28/98	nrmpl057	Brenda K Bailey		2	
GRUBB & ELLIS	4/17/98	4/24/98		1200MJS	4/27/98	ryqhg191	FANNIE S JOHNSON		1	
RAMADA INN KEY WEST	4/20/98	4/24/98		5541MJS	4/28/98	cqmjp121	FANNIE S JOHNSON	adding new line	2	1
COLONIAL BANK	4/30/98	4/24/98		0546MJS	4/29/98	CYGH0322	GWEN H JACKSON		3	
George Crowin	4/27/98	4/27/98	Chg: BTN	raa8622	5/4/98	cyhkb927	STANLEY SANSING		5	
Destination Daytona	4/27/98	4/27/98	Add: Add'l Line	6878raa	5/6/98	cynr9811	THERESA D CHEATHAM		7	1
Pennel & Associates	4/27/98	4/27/98		raa7845	5/2/98	cylyx568	THERESA D CHEATHAM		5	
Gulf Daytona Beach	4/27/98	4/27/98		Ra39212	5/1/98	cyt1h697	VELMA J STEPHENS	Richard Clark request to cancel oder 4 29	4	
Seafood World	4/27/98	4/27/98		Raa0740	5/2/98	CRMDf359	WILLIE D FOSTER		5	
BEST WESTERN PLAZA INTERNATIONAL	4/28/98	4/28/98	Add: Add'l Line	58195RA	5/8/98	CYQL815	JOHN MASKE	NEW NMBR IS 407 363-7959	8	1
Interact Private Cable	4/28/98	4/28/98		RA77311	5/1/98	cr313333	Brenda K Bailey		3	
George Crowin	4/27/98	4/30/98	Can: RingMaster	RA37545	5/7/98	CYT94279	JANICE ADDISON		5	

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Lance North	4/30/98	4/30/98		RA61565	5/2/98	DRM8X230	ARVETTA LAMISON		2	
Aero Link Flight Systems Inc	5/1/98	5/1/98	Disc line	RA88958	6-May	CRXPD777	GWEN H JACKSON	Disconnect Line	3	1
Ho Winnie	5/1/98	5/1/98		RA98655	CANCEL	CANCEL	CANCEL			
CHAMBERLINS MARKET & CAFE	5/1/98	5/1/98	Add: New Lines (4)	RA98067	5/8/98	CYY69308	GWEN H JACKSON	NEW NBRS ARE 977-5867,5873,5918,5935	5	3
BUYERS & SELLERS REALTY	5/4/98	5/4/98	Add: Add'l Lines (2)	8232MJS	5/8/98	CYYJQ091	JANICE ADDISON	NEW NMBRS 352 596-9637,596 8698	4	2
CERTIFIED FOOD SERVICE OF ORLANDO	5/4/98	5/4/98		8228MJS	5/11/98	NY9KW479	VICTORIA GREEN		5	
PRIME AUTO BROKERS	5/5/98	5/5/98	Disc lines (2)	1999MJS	5/9/98	CYNG3153	JOHN MASKE	DISCONNECT NMBRS 724-6092,6251	3	2
DANIEL REASE	5/4/98	5/5/98	Disc line	9475MJS	5/8/98	DYQFT603	JOHN MASKE	DISCONNECT NMBR 407 240-9474	3	1
ROLLIE COHEN	5/1/98	5/5/98	Add: Add'l Line	1341MJS	5/8/98	C704641	SPRINT	NEW NMBR IS 850216-1910	3	1
HEARING AID SERVICES	4/24/98	5/5/98		2515MJS	5/6/98	C800083	SPRINT		1	
WESTSIDE INN & SUITES	5/1/98	5/5/98		5271MJS	5/15/98	CYJ18688	STANLEY SANSING	HAD TO RESEND ORDER TO CORRECT ACT CODE	8	
AMERICAN PRESTIGE INSURANCE	5/8/98	5/5/98		2278MJS	5/9/98	TRGNW669	JOHN MASKE		4	
STAR TELECOM	5/5/98	5/6/98	Add: Mem Call, CW, Call Fwd	0902MJS	5/14/98	CQY19639	GAIL T EIRIKSSON		6	2
EDWARD K CRAWFORD	5/5/98	5/6/98	Add: Add'l line	6644MJS	5/15/98	TYRP1924	ALFREDDIA HALL	ADD NEW NMBR 352 372-6643	7	1
EDWARD K CRAWFORD	5/5/98	5/6/98		6643MJS	CANCEL	CANCEL	CANCEL	DISCONNECT NMBR 352 372-6643		
CHILDRENS HARBOR INC	5/5/98	5/6/98		3888MJS	5/11/98	CR12R323	SHERRE LAMBERSON		3	
CHRIS & CINDY CLIFTON	5/6/98	5/6/98		5684MJS	5/8/98	YYQF4470	SHERRE LAMBERSON		2	
HOWARD KOSLOW	5/6/98	5/6/98		3057MJS	5/8/98	TRWF2158	THERESA D CHEATHAM		2	
CENTRAL FLORIDA HOTELS/WESTSIDE	5/6/98	5/6/98		2685MJS	5/7/98	DYNQN613	VELMA J STEPHENS		1	
WEISSMUELLER & ASSOCIATES	5/6/98	5/6/98		4244MJS	5/7/98	CYVJ9449	VELMA J STEPHENS		1	

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CERTIFIED FOOD SERVICE OF ORLANDO	5/6/98	5/6/98		8229MJS	5/11/98	DYHVM579	VICTORIA GREEN	HAD TO RESEND ORDER SPOKE TO VICKY WILL WORK BY 5-8-1998	3	
SANDRA KNIGHT	5/7/98	5/7/98	T&F (2 new lines)	0001MJS	5/19/98	TYR7X104	STANLEY SANSING	NEW NMBRS 407 737-4830, 275-3674	8	2
SIDDHA INTERNATIONAL	5/7/98	5/7/98	T&F	8173MJS	5/26/98	0375MJS	STANLEY SANSING		13	
HOLIDAY INN THE CASTLE	5/7/98	5/7/98	Disc Line	1554MJS	5/12/98	CYN46448	FANNIE S JOHNSON		3	1
CASTLE HOTEL DOUBLETREE	5/7/98	5/7/98	Disc Line	1552MJS	5/11/98	DYJC1064	LYNNE MASSEY		2	1
REICH SHYLA G REALTY INC	5/8/98	5/7/98	Del: HTG	1740MJS	5/12/98	CYW9H747	VELISSA WILLAIMS		3	
A ROSE LIMOUSINE SERVICE	5/6/98	5/7/98	Add: Caller ID	8225MJS	5/12/98	CRQC7256	ARVETTA LAMISON		3	2
UNITED AMERICAN BANK OF CENTRAL	5/7/98	5/7/98	Add: Add'l lines (2)	0547MJS	5/13/98	CYXNL744	LYNN MASSEY	NEW NMBRS 648-0672, 648-0659	4	2
LAKE MARY TRAVEL	5/6/98	5/7/98		0271MJS	5/12/98	CYN46448	FANNIE S JOHNSON	MAILBOX NMBR IS 328 4100	3	
HOLIDAY INN/THE CASTLE DOUBLETREE	5/7/98	5/7/98		1553MJS	5/11/98	DYJDX809	STANLEY SANSING		2	
LINDA SHAPIRO	5/8/98	5/8/98		4300MJS	CANCEL	CANCEL	CANCEL			
EDWARD KINDEN	5/8/98	5/8/98		9838MJS	CANCEL	CANCEL	CANCEL			
BILL COFFIELD/INSTANT LIVING	5/11/98	5/11/98	Add new line (1)	4068MJS	5/16/98	NYGN0385	LYNN MASSEY	NEW NMBR IS 407 294-2034	4	1
SUSANNE HOESLER	5/11/98	5/11/98		0567MJS	5/15/98	TRTPW662	ALREDDIA HALL		4	
BILL COFFIELD/INSTANT LIVING	5/11/98	5/11/98	Add new line (1)	4002MJS	5/19/98	NYV1P521	STANLEY SANSING	NEW NMBR IS 407 297-9734.	6	1
BILL COFFIELD/INSTANT LIVING	5/11/98	5/11/98	Add new line (1)	5619MJS	5/19/98	NYJT9036	STANLEY SANSING	NEW NMBR IS 407 352-3503	6	1
BILL COFFIELD/INSTANT LIVING	5/11/98	5/11/98	Add new line (1)	9007MJS	5/16/98	NYV70410	THERESA D CHEATHAM		5	1
BILL COFFIELD/INSTANT LIVING	5/11/98	5/11/98	Add new line (1)	0407MJS	5/20/98	NYKV1005	VICTORIA GREEN	NEW NMBR IS 407 291-1156	7	1
HOLIDAY INN THE CASTLE	5/12/98	5/12/98	Disc Line	1555MJS	5/18/98	DYNW9894	DELORIS K TOLBERT		4	1
AMERICAN PHOENIX	5/14/98	5/14/98	Add: ISDN Line	2230MJS	6/10/98	NY4PP9C8	KEITH HYCHE		19	1
SURFSIDE TITLE SERVICES INC	5/12/98	5/15/98		2211MJS	5/19/98	CYY51348	STANLEY SANSING		2	
QUALITY INN HIGH Q MOTEL/UNIVERSAL	5/15/98	5/15/98		1358MJS	5/19/98	DYRG8667	BRENDA BRADFORD		2	
INN ON THE BEACH	5/15/98	5/15/98		0921MJS	5/19/98	CYXRF793	JOHN MASKE		2	
PROFESSIONAL INFORMATION MANAGE	5/15/98	5/15/98		2914MJS	5/18/98	CYM14376	STANLEY SANSING		1	
STAR QUALITY RESORT/UNIVERSAL TO	5/15/98	5/15/98		0303MJS	5/19/98	DYHJ7590	STANLEY SANSING		2	
QUALITY INN FLORIDA CENTER/UNIVERS	5/15/98	5/15/98		9634MJS	5/19/98	DYQRN665	STANLEY SANSING		2	
COMFORT INN INTERNATIONAL/UNIVERS	5/15/98	5/18/98		0493MJS	5/21/98	CYKPG709	BRENDA K BAILEY		3	
COMFORT INN INTERNATIONAL/UNIVERS	5/15/98	5/18/98		0651MJS	5/20/98	DYHVB675	BRENDA K BAILEY		2	
CONSTRUCTION JOURNEYMAN & LABOR	5/15/98	5/18/98		0830MJS	5/20/98	CY663212	BRENDA K BAILEY		2	

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CONSTRUCTION JOURNEYMAN & LABOR	5/15/98	5/18/98		0831MJS	5/28/98	NYHX3555	STANLEY SANSING		8	
JAY BUMPERS	5/18/98	5/18/98		1165MJS	5/20/98	DRWYR411	BARI FRASER		2	
LORMO INC SOUTHERN PAINT & BODY S	5/18/98	5/18/98		6569MJS	5/20/98	RQN9D003	BRENDA K BAILEY		2	
COMFORT INN INTERNATIONAL/UNIVERS	5/18/98	5/18/98		4597MJS	5/20/98	DYWBW574	BRENDA K BAILEY		2	
ERICKA MACGILLIVRAY	5/18/98	5/18/98	Add new line (1)	6801MJS	5/21/98	CRY4N089	DONNA RICE	NEW NMBR IS 561 223-8705	3	1
UNITED AMERICAN BANK OF CENTRAL	5/18/98	5/18/98		0548MJS	5/20/98	CYTJ1890	STANLEY SANSING		2	
HOWARD KOSLOW	5/27/98	5/18/98		3058MJS	5/27/98	TRLRX241	BRENDA K BAILEY		7	
TRANSOIL INC	5/14/98	5/19/98		3323MJS	CANCEL	CANCEL	CANCEL			
COLONIAL BANK	5/19/98	5/19/98	Chg: Listing	0549MJS	6/1/98	Rytrc972	LYNNE MASSEY	Change Listing	9	
JOEL BRAUSER	5/19/98	5/19/98	T&F	0375MJS	6/4/98	TRL88258	STANLEY SANSING	NEW NMBR IS 893-0438 MSS-981-0112	12	1
BILL COFFIELD/INSTANT LIVING	5/19/98	5/19/98	Add: New line	4570MJS	5/19/98	NYLNW549	VICTORIA GREEN	NEW NMBR IS 407 298-5934.	1	1
PETER SHAPIRO	5/19/98	5/19/98	Del: ESX	8289MJS	5/26/98	CYXG7640	WILLIE D FOSTER		5	
KONSTANTINE E PANTARIDIS	5/22/98	5/19/98	Add: Add'l Line	3091MJS	5/29/98	NYD8770	STANLEY SANSING	NEW NMBR IS 856-7684	8	1
WALTER WILLIAMS REALTY	5/20/98	5/20/98		8889MJS	5/22/98	CYKJF268	BARI FRASER		2	
DENNIS LENNOX	5/20/98	5/20/98		7050MJS	5/23/98	CQPBK927	BRENDA MCCOMBE	ACCESS NMBR IS 305 531-9141	3	
MODERN ELECTRIC CO	5/20/98	5/20/98	T&F	6360MJS	6/1/98	TQJ32227	STANLEY SANSING	oder issued to move cust	8	
COMPUTERS UNLIMITED	5/20/98	5/20/98	Disc Lines	0797MJS	6/19/98	DY4RJN87	LEESONA NELMS		22	1
DYTECH GROUP	5/20/98	5/20/98		0798MJS	6/6/98	DYTMK301	WILLIE D FOSTER		13	
STAR TELECOM	5/14/98	5/21/98		0903MJS	5/25/98	CQN4D561	JUDY J JONES		2	
LAKE MARY TRAVEL	5/20/98	5/21/98		0272MJS	5/25/98	CYHB5714	VELMA J STEPHENS		2	
PRACTICLE RENT A CAR	5/21/98	5/21/98	Add: Add'l Line	8000MJS	6/4/98	NYNKB294	DIAN SHIPMAN	NEW NMBR 904 943-8802, 943-9867	10	1
BILL WALLACE REALTY	5/21/98	5/21/98	Add: Add'l Line	5330MJS	5/27/98	CYMPV391	GWEN H JACKSON	NEW NMBR IS 850 983-1481	4	1
NORTHWEST FLORIDA INVESTMENTS	5/21/98	5/21/98	Chg: PIC	7745MJS	6/1/98	CYVN1035	GWEN H JACKSON		7	
ROYAL FLORIDIAN RESORT	5/21/98	5/21/98		7550MJS	5/29/98	Ry2jrm91	Rhonda Stewart	Change Listing	6	
FRIEDMAN COHEN TAUBMAN	5/22/98	5/22/98	Chg: PIC	0832MJS	6/4/98	CRMV358	ARVETTA LAMISON		9	
CHAMBERLINS MARKET & CAFE	5/22/98	5/22/98		7031MJS	5/26/98	DYPKY730	BARI FRASER		2	
CHAMBERLINS MARKET & CAFE	5/22/98	5/22/98	Correction of features	7030MJS	5/30/98	Cyrqp820	STANLEY SANSING	Oder issued to correct features	6	

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CREATIVE FINANCIAL SOLUTIONS	5/22/98	5/22/98	Add: Add'l Lines (2)	3300MJS	5/28/98	CQXYT560	WILLIE D FOSTER	NEW NMBRS ARE 447-9468,447 8316	4	2
METRO WEST CHURCH OF THE NAZZARE	5/22/98	5/22/98	Add: Custom Toll Restr	2781MJS	5/27/98	CYJ86363	WILLIE D FOSTER		3	
KEN BEHR	5/26/98	5/26/98		8836MJS	5/28/98	CRQ06513	BRENDA K BAILEY		2	
INTERACT PRIVATE CABLE	5/26/98	5/26/98		1661MJS	5/27/98	CQHLJ140	CATHY STREETER		1	
INTERACT PRIVATE CABLE	5/26/98	5/26/98		5105MJS	5/29/98	DRJGP181	JOHN MASKE		3	
MOORHEAD & ASSOCIATES INC	5/26/98	5/26/98		2031MJS	5/29/98	CYHD1138	VELMA J STEPHENS	ACCESS NMBR IS 952 7600	3	
ERICKA MACGILLIVRAY	5/26/98	5/26/98	Del: DRS from 223-8705 & Add to 288-6801	6802MJS	6/2/98	crjpn824	VELMA J STEPHENS	Delete DRS from 223-8705 addto 2886801	5	
R&K UNLIMITED INC	5/11/98	5/27/98		2244MJS	6/1/98	Crw11318	Barbara Browning		3	
BILL & SANDY BALMER	5/15/98	5/27/98	Add: New line w/mem call	9884MJS	6/3/98	CYWHR129	Bridgett Moon	New Tn 977-5510	5	1
COMFORT INN INTERNATIONAL/UNIVERS	5/15/98	5/27/98		0665TLA	5/29/98	DYT41910	SANDY WOLFORD		2	
HOWARD JOHNSON PLAZA HARBOUR RE	5/15/98	5/27/98	Change PIC	8522MJS	6/3/98	cyhlt829	SANDY WOLFORD	Change Pic0555	5	
JONATHAN KOONS	5/16/98	5/27/98		1934MJS	5/28/98	C734918	REP-I57		1	
DIETZ & SANDERS P*A	5/27/98	5/27/98		1431MJS	5/29/98	CYLDC524	STANLEY SANSING		2	
PETER WARWAR	5/27/98	5/27/98	T&F	0026MJS	6/3/98	Tqw3x675	BARI FRASER	T & F acc.	5	
STEPHEN M STONE	5/19/98	5/28/98	Add: Add'l Line	7910MJS	6/3/98	CYMM6556	LYNNE MASSEY	New Tn841-2486	4	1
MD MEDICAL SUPPLY	5/21/98	5/28/98		4005MJS	6/3/98	CRWWF318	GWEN H JACKSON	NewTN 954-749-8047	4	1
INTERNAL MEDICINE ASSOCIATES	5/23/98	5/28/98	Add: ESX	2021MJS	6/1/98	CRV9P451	GWEN H JACKSON	Added Esx	2	
JODI & JOHN WAGNER	5/26/98	5/28/98	Add: Crex4	4375MJS	6/1/98	CRWT5213	LYNNE MASSEY	Added Crex4	2	
COMTECH ELECTRONICS	5/27/98	5/28/98	Chg: PIC	6785MJS	6/4/98	TYT6H346	STANLEY SANSING	Pic chg ---- Pic will be chg'd on due date	5	
COLONIAL BANK	5/26/98	6/2/98		9870MJS	6/4/98	RYW7J960	GWEN H JACKSON		2	
BILL COFFIELD/INSTANT LIVING	5/28/98	6/2/98	Add: New Line	4942MJS	6/8/98	NYM91904	LINDA J SWANSON		4	1
BILL COFFIELD/INSTANT LIVING	5/28/98	6/2/98	Add: New Line	8090MJS	6/6/98	NYPJP080	ROMERO JONES	NEW NMBR IS 407 345-9309	4	1
ALBERTO MOUTELA	5/29/98	6/2/98		5346MJS	6/6/98	CYHDH451	GWEN LUCAS		4	

Telephone Company of Central Florida, Inc.

ATTACHMENT E

BellSouth Products and Services Interval Guide
Resale - Option A

PRODUCT	Quantity	Resale Switch As Is	Service Inquiry	Installation Target Interval for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq. plus Installation Interval	FOC
Area Plus	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1
Call Waiting	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1
Call Waiting Deluxe	per account	<3pm=0;>3pm=1	NA	2	NA	1
Caller ID	per account	<3pm=0;>3pm=1	NA	2	NA	1
Custom Calling - Speed Calling; 3-Way Calling; Call Forwarding Variable; Remote Access to CF	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1
Enhanced Caller ID	per account	<3pm=0;>3pm=1	NA	2	NA	1
Georgia Community Calling	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1
Hunting	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1
Independent Payphone Provider (per location)	1-25 lines 26+	3 3	NA NA	3 ICB	NA	1
Integrated Package - Area Plus, Area Plus w/Complete Choice & Complete Choice	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1
Local Exchange Line (Flat/Message/Measured) - Residence	1 line 2 lines 3-5 lines 6-14 lines 15+	<3pm=0;>3pm=1 <3pm=0;>3pm=1 1 2 4	NA	No dispatch = 0; Dispatch = 1 2 3 4 ICB	NA	1 1 1 2
Local Exchange Line (Flat/Message/Measured) - Business	1 line 2 lines 3-5 lines 6-14 lines 15+	<3pm=0;>3pm=1 <3pm=0;>3pm=1 1 2 4	NA	No dispatch = 0; Dispatch = 1 2 3 4 ICB	NA	1 1 1 2
MemoryCall	per account	<3pm=0;>3pm=1	NA	2	NA	1
Message Telephone Service (MTS)	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1
Optional Calling Plan	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1

BellSouth Products and Services Interval Guide
Resale - Option A

PRODUCT	Quantity	Resale Switch As Is	Service Inquiry	Installation Target Interval for Retail/Resale New or Existing Account and Resale Switch With Charges	Service Inq. plus Installation Interval	FOC
PBX Trunks (Flat/Message/Measured)	1-5	3	NA	5	NA	2
	6-10	4		7		3
	11+	5		ICB		
Remote Call Forwarding (RCF)	per account	<3pm=0;>3pm=1	NA	1	NA	1
RingMaster Services	per account	<3pm=0;>3pm=1	NA	1	NA	1
TouchStar - Call Tracing; Call Block; Repeat Dialing; Call Selector; Call Return; Preferred Call Forwarding	per account	<3pm=0;>3pm=1	NA	1	NA	1
Touchtone	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA	1
Visual Director	per account	<3pm=0;>3pm=1	NA	2	NA	1

NOTES:

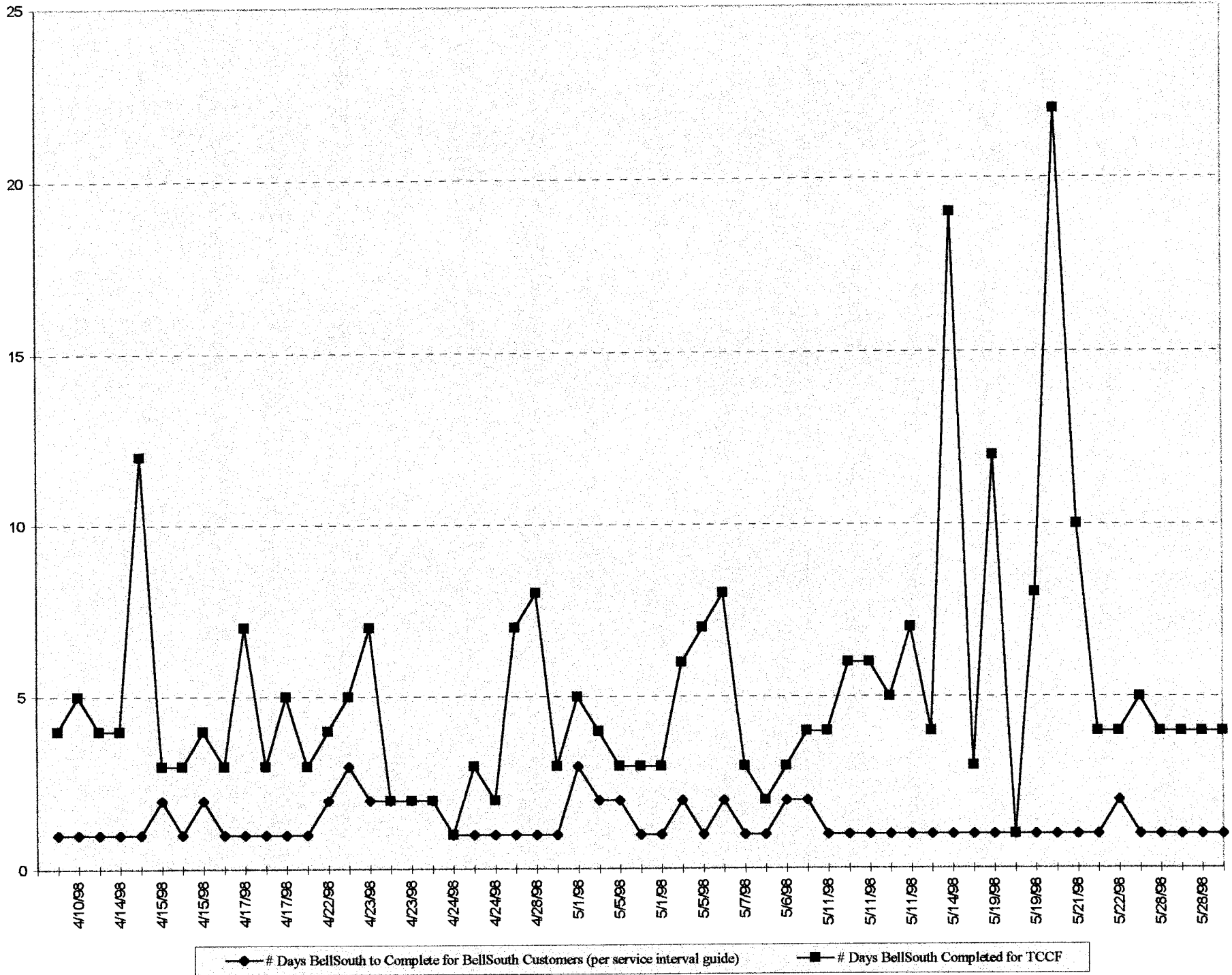
1. All dates are based on business days.
2. The assigned provisioning date assumes the availability of facilities and equipment.
3. ICB means Individual Case Basis. Contact your Account Manager to determine the appropriate interval.

Telephone Company of Central Florida, Inc.

ATTACHMENT F

BellSouth Tracking Log

Adds, Moves & Changes (4/10/98 - 5/28/98)



Telephone Company of Central Florida, Inc.

ATTACHMENT G

AN IMPORTANT MESSAGE FROM.....



Wade Johnson, Regional Account Manager
CAP/CLEC Account Team
South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243
Fax: 205-977-0037 or 205-977-0730
Office: 205-977-8955

TO: KIP RIPPER

Page 1 of 2

FAX #: 407 321-1454

Contact #: 407 328-5002

NOTES:



BellSouth Access Customer Sales
South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

Wade Johnson
Regional Account Executive
(205) 977-8955
(205) 977-0037 FAX

May 29, 1996

Elder "Kip" Ripper
The Telephone Company of Central Florida
-3551 W. Lake Mary Blvd.
Suite 210
Lake Mary, FL 32746

Dear Kip:

This is to confirm that in today's conference call between you, Charlotte Webb and me, we discussed the following points:

- (1) The Florida ESSX tariff is due to change on May 30, 1996;
- (2) You have been working with the BellSouth Commercial Marketing Sales group in an effort to order ESSX service in approximately fifteen Florida cities;
- (3) How you could get ESSX service provisioned via the grandfathered Florida tariff; and,
- (4) The actions you would take in order for us to work with you in getting your service via the grandfathered tariff.

It was agreed that you would send to Rich Dender a letter stating that you had been working with BellSouth for several months, and only in the past day were you given the information needed to determine which cities you would like to subscribe to ESSX service and that the tariff was changing on May 30. We agreed to utilize the letter to show the ESSX group your commitment to order these systems once you had the information you needed.

If we can be of additional service to you, please call us at 205-977-8955.

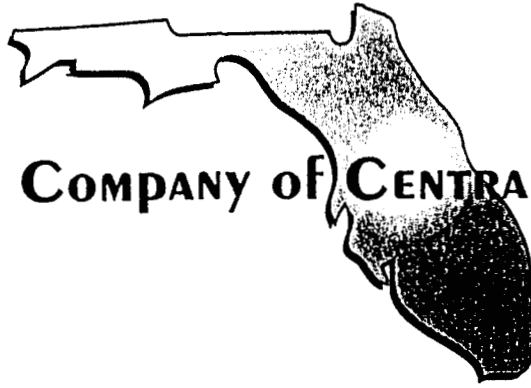
Sincerely,

A handwritten signature in black ink, appearing to read "Wade Johnson", written over a horizontal line.

Wade Johnson
Regional Account Executive

Telephone Company of Central Florida, Inc.

ATTACHMENT H



TELEPHONE COMPANY of CENTRAL Florida, Inc.

Since your local commercial representative did not assist me in my requests, I would ask that this letter serve as my formal service request or letter of election for 201 line Essx agreements for a term of 73 months at each of the above listed locations. I believe I must make this request today or lose the opportunity to order at the existing tariffed Essx rates. Call me if you have any questions.

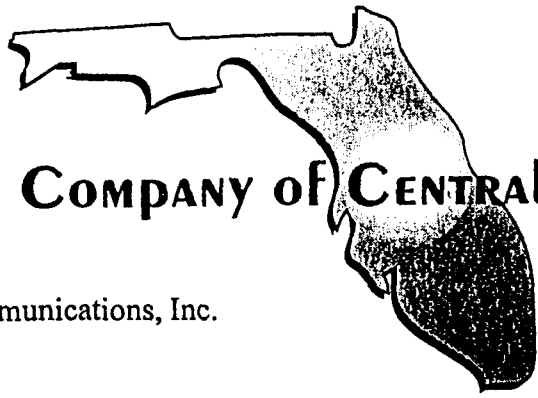
Sincerely,

A handwritten signature in black ink, appearing to read 'Kip Ripper', with a long horizontal flourish extending to the right.

Kip Ripper
President

Telephone Company of Central Florida, Inc.

ATTACHMENT I



Telephone Company of Central Florida, Inc.

May 29, 1996

Bell South Telecommunications, Inc.
Rich Dender
South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

Dear Rich:

I'm very pleased with the assistance I've been receiving from your people. Ms. Webb and Mr. Johnson have been extremely helpful. I do look forward to a very long and profitable relationship with Bell South.

I need your assistance with an issue that has come up today. I have been asking the local Bell South Sales Executive here in Orlando about services in other locations. I found out today that all Essx services are to be replaced by MultiServ tomorrow (May 30th). I've been trying since the first week in February to get quotes on the following Bell South Co. locations in Florida.

<u>LOCATION</u>	<u>SWITCH</u>
1.Orlando Magnolia	D100/1ESS
2.Orlando Pine Hills	5ESS
3.Cocoa Main	5ESS
4.West Palm Beach	D100/1ESS
5.Vero Beach	5ESS
6.Melbourne	5ESS
7.West Hollywood	5ESS
8.Ft. Lauderdale Main	D100
9.Ft. Lauderdale Oakland	5ESS
10.Jacksonville San Marco	D100
11.Jacksonville Clay St.	D100
12.NDAD Golden Glades	D100
13.Miami Grande	5ESS
14.Miami Airport	D100
15.Miami Hialeah	5ESS
16.Miami Canal	D100
17.Miami Beach	5ESS
18.Key West	5ESS
19.Gainsville Main	5ESS

3551 W. LAKE MARY BOULEVARD, SUITE 210 • LAKE MARY, Florida 32746
PHONE (407) 328-5002 • FAX (407) 321-1454

Telephone Company of Central Florida, Inc.

ATTACHMENT J

Telephone Company of Central Florida, Inc.

Chronological Listing of Events ESSX Project

- Exhibit 1 *May 28, 1996 - BellSouth and TCCF sign a Resale Agreement. Included within the products covered by the Resale Agreement is Centrex (ESSX) services. The Agreement is for an initial period of two years with the ability to renew the Agreement for two additional terms of one year each.*
- Exhibit 2 *May 29, 1996 - BellSouth accepts TCCF's formal service request for 201 line Essx agreements for 73 months. Nineteen locations (with additional locations to be identified) throughout the state of Florida are selected.*
- Exhibit 3 *August 12, 1996 - TCCF receives correspondence from Charlotte Webb, Systems Designer, for BellSouth stating that the first cut-over is scheduled for the Magnolia CO on August 16, 1996. Four additional locations are identified which brings the number of locations to twenty-three. Cut dates are identified for each of the twenty-three locations. The dates range from August 16 - October 14, 1996.*
- Exhibit 4 *September 4, 1996 - TCCF sends letter to Mark Fiedler, President, BellSouth Carrier Services which identifies ten TCCF customers whose services were disconnected by BellSouth in late August or early September 1996. The period of time during which these customers were without phone service ranged from two hours to five days.*
- Exhibit 5 *September 9, 1996 - TCCF receives letter from Mark Fiedler addressing the service outages brought to his attention. His letter outlines the following: 1) BellSouth to schedule a meeting between TCCF and BellSouth to discuss improving operations; 2) additional personnel with extensive ESSX experience will be transferred to the LCSC; 3) stop ESSX installations until all parties are satisfied that BellSouth has coordinated cut-overs of ESSX COs.*
- Exhibit 6 *October 16th, 21st, 22nd and 23rd , 1996 - Various correspondence concerning ESSX service to include a listing of customers earmarked by TCCF for conversion to ESSX - due dates ranged from October 30th - December 20th, 1996. These conversions were never processed by BellSouth in accordance with this schedule. Charlotte Webb, Systems Designer, is no longer assigned to work the ESSX project. A new Systems Designer, Neal Holden, is assigned to manage the project.*

- Exhibit 7 *January 9, 1997* - TCCF forwards a letter to Neal Holden, Systems Designer, which outlines a number of ESSX concerns. In the next to the last paragraph, Ken Koller, Director of Engineering for TCCF, requests that ESSX be fully implemented at the Magnolia switch in Orlando. He states that the process began in May 1996 and, in the seven months since May, **BellSouth** had installed less than ten lines.
- Exhibit 8 *January 20, 1997* - Ken Koller sends a letter to Neal Holden which addresses commitments made by Joe Baker, President, **BellSouth Interconnection Services**. The commitments included: 1) **BellSouth** personnel will review TCCF's customer base to identify potential ESSX accounts; 2) **BellSouth** personnel will move identified TCCF customers to ESSX; 3) **BellSouth** personnel will be responsible for performing these functions until the Interconnection Services Support Team has properly trained TCCF personnel.
- Exhibit 9 *February 18th and 21st, 1997* - Ken Koller sends a letter to Neal Holden which identifies 90 TCCF customers which can potentially be moved to ESSX in the Orlando area. TCCF requests that **BellSouth** personnel review the identified accounts and advise TCCF of potential problems. Customer list are faxed for each of the three Orlando COs - Pinehills, 45 North Magnolia #1 and 45 North Magnolia #2.
- Exhibit 10 *March 13, 1997* - Ken Koller requests a status update regarding the list of 90 TCCF customers sent to Neal Holden's attention on February 21, 1997. TCCF was told that **BellSouth** would be capable of processing a minimum of 10 ESSX lines per day, per ESSX location. Based upon this projection, TCCF is planning to begin telemarketing and on premise selling of ESSX service within the Orlando market on April 1, 1997. Based upon **BellSouth** commitments, TCCF is planning for the processing of a minimum of 1,000 orders per month.
- Exhibit 11 *March 26, 1997* - Ken Koller again requests an update from Neal Holden regarding the processing of the orders sent on February 21, 1997 and on outstanding technical issues. He also addresses the issue that delays are resulting in TCCF's processing of new customer orders as 1FBs since ESSX is not available.

- Exhibit 12 *March 26, 1997* - Bill French, **BellSouth**'s Sales Director, responds to the requests which Ken Koller has been sending to Neal Holden for an update on the 90 ESSX orders sent on February 21, 1997. **BellSouth** is continuing to review the orders. It is expected that some of these orders will be sent to the LCSC by March 28, 1997. No commitment is made concerning when the orders will be processed and customers will be moved to ESSX. Bill French advises that **BellSouth** ordering guidelines have changed and future orders will have to be submitted on new forms and forwarded to the attention of the LCSC. Submitting ESSX orders to the LCSC is in direct conflict with the directive from Joe Baker on February 21, 1997.
- Exhibit 13 *April 11, 1997* - Neal Holden responds to an inquiry from Kip Ripper, **TCCF**'s President, concerning the submission of ESSX orders. Per Joe Baker, orders should be submitted to the Account Team. Per Bill French, orders should be submitted to the LCSC. Which is correct? Fax from Tom Bolding, **BellSouth**'s Account Manager, states that ESSX orders should be submitted to the Account Team.
- Exhibit 14 *April 23, 1997* - **BellSouth** attempts to move six **TCCF** accounts to ESSX. All six accounts experienced problems. Problems included: memory call not working, account codes not working, unable to dial 800 #s, unable to transfer line to answering service. Some of the customers were out of service for up to two days.
- Exhibit 15 *June 20, 1997* - Ken Koller requests an update from Neal Holden on the remaining fifty-four orders sent on February 21, 1997 which were not processed on April 23, 1997.
- Exhibit 16 *July 1, 1997 (not received until July 28, 1997)* - Judy Woods, **BellSouth**, advises Ken Koller of the status of twenty-five of the accounts outstanding via submittal of a clarification form.
- Exhibit 17 *July 29, 1997* - Ken Koller responds to the fax received from Judy Woods on July 28, 1997. **TCCF** gives a response to each of the twenty-five accounts listed. Additionally, reference is made to the commitment extended to **TCCF** by Joe Baker, President, **BellSouth Interconnection Services** on January 20, 1997 which included a commitment that **BellSouth** personnel would process ESSX orders until **TCCF** personnel had been properly trained. To date, the training had not taken place.

- Exhibit 18 *August 18, 1997* - Judy Woods, BellSouth, advises Ken Koller of status of thirty-five additional accounts submitted in February 1997. Update is outlined on a clarification form.
- Exhibit 19 *August 25, 1997* - Letter provides a good overview of the ESSX project to date. More specifically, Ken Koller communicates with Bill French, Sales Director, **BellSouth Interconnection Services**, regarding two special assemblies which were ordered on July 30, 1997. One month after receiving confirmation that this order had been issued by **BellSouth**, **TCCF** receives notification the "BOR" (order) was received on August 18, 1997 and that the entire process of ordering the special assemblies, using the "BOR" system could take up to 100 days.
- Exhibit 20 *September 4, 1997* - **BellSouth** attempted to move seven **TCCF** accounts to ESSX. A total of 72 lines were involved - all were disconnected. All seven were business accounts and, in all cases, callers received a disconnect recording when attempting to reach the customer. One of the accounts was disconnected again on September 16, 1997.
- Exhibit 21 *September 19, 1997* - **TCCF** and **BellSouth** personnel meet to discuss service problems. A number of new **BellSouth** employees are introduced and **TCCF** is advised that these new employees have been put in place to address and resolve ESSX related problems.
- Exhibit 22 *October 7, 1997* - **BellSouth** advises **TCCF** of the availability of an ESSX Workshop to train **TCCF** personnel. Workshop is conducted on October 15, 1997.
- Exhibit 23 *October 7, 1997* - **BellSouth** responds again to **TCCF** regarding the "BOR" (see August 25, 1997 entry above). This letter outlines, for the first time, a number of requirements which **TCCF** must meet before ESSX service can be initiated. Payment of \$545 is requested and an implementation schedule for the availability of ESSX is included. **Note: Thirteen of the twenty-three locations have a availability date of November 22, 1997. This date is 17 months into the ESSX contract! In this letter, Marc Cathey, Sales AVP, Interconnection Services, also states that "TCCF and BellSouth will execute a full release and settlement agreement for any damaged claimed by TCCF for the delay in implementation of services ordered by TCCF."**

- Exhibit 24 **October 10, 1997 - TCCF** responds to **BellSouth** and addresses the following: 1) **TCCF** did not request a “BOR”; 2) **TCCF** will accept the rates and charges for digital access; 3) a check for \$545 is forwarded as requested; 4) **TCCF** acknowledges that a proposed settlement agreement and release for damages will be received. **TCCF never receives the proposed settlement agreement or release for damages as was committed to in BellSouth’s letter dated October 7, 1997.**
- Exhibit 25 **October 23, 1997 - BellSouth** requests payment of \$291 to provide DECAS/ECAS controllable Deny Originating and Termination service. Payment is sent October 24, 1997.
- Exhibit 26 **December 18, 1997 - BellSouth** provides a matrix which shows the status of the 23 Central Offices. Per this letter, all orders had been loaded into the system but testing of each system is still required. Rick LaGrange of **BellSouth** will serve as **TCCF’s** Project Manager and will advise **TCCF** when testing is complete. **TCCF** will be able to submit orders to convert customer into ESSX two days after testing is completed (on a location-by-location basis). The letter also states, “. . . we are making significant progress at this point and we should be able to finish this project quickly after the initial cut of the Orlando Magnolia Central Office.” **The project is now nineteen plus months since inception and the twenty-three ESSX locations are still not operational! TCCF was never advised by Rick LaGrange that the testing had been completed.**
- All written dialogue between BellSouth and TCCF ceases from December 18 1997 until April 17, 1998.**
- Exhibit 27 **April 17, 1998 - BellSouth** contacts **TCCF** stating that ESSX is available but that **TCCF** does not appear to be processing orders. Rick LaGrange is not mentioned as the Project Manager on the **BellSouth** end. Two new individuals, Cynthia Hodges and Peggy McKay, are introduced.
- Exhibit 28 **April 29, 1999 - TCCF** responds with a number of outstanding issues which still require attention. These include: 1) notification that the ESSX Common Blocks have been activated; 2) Status of T1s; 3) status of ESSX Common Block features; 4) DIN/DOR status; 5) ESSX System Summary needed for each of the twenty-three locations; CUSPID needed for each of the common blocks.

Telephone Company of Central Florida, Inc.

EXHIBIT 1

REFER TO ATTACHMENT A

Telephone Company of Central Florida, Inc.

EXHIBIT 2

AN IMPORTANT MESSAGE FROM.....



Wade Johnson, Regional Account Manager
CAP/CLEC Account Team
South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243
Fax: 205-977-0037 or 205-977-0730
Office: 205-977-8955

TO: KIP BIPPER

Page 1 of 2

FAX #: 407 321-1454

Contact #: 407 328-5002

NOTES:



BellSouth Access Customer Sales
South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

Wade Johnson
Regional Account Executive
(205) 977-8955
(205) 977-0037 FAX

May 29, 1996

Elder "Kip" Ripper
The Telephone Company of Central Florida
-3551 W. Lake Mary Blvd.
Suite 210
Lake Mary, FL 32746

Dear Kip:

This is to confirm that in today's conference call between you, Charlotte Webb and me, we discussed the following points:

- (1) The Florida ESSX tariff is due to change on May 30, 1996;
- (2) You have been working with the BellSouth Commercial Marketing Sales group in an effort to order ESSX service in approximately fifteen Florida cities;
- (3) How you could get ESSX service provisioned via the grandfathered Florida tariff; and,
- (4) The actions you would take in order for us to work with you in getting your service via the grandfathered tariff.

It was agreed that you would send to Rich Dender a letter stating that you had been working with BellSouth for several months, and only in the past day were you given the information needed to determine which cities you would like to subscribe to ESSX service and that the tariff was changing on May 30. We agreed to utilize the letter to show the ESSX group your commitment to order these systems once you had the information you needed.

If we can be of additional service to you, please call us at 205-977-8955.

Sincerely,

A handwritten signature in black ink that reads "Wade Johnson". The signature is fluid and cursive, written over a horizontal line.

Wade Johnson
Regional Account Executive

Telephone Company of Central Florida, Inc.

EXHIBIT 3



BellSouth Access Customer Sales
South EAG1
3535 Colonnade Parkway
Birmingham, Alabama 35243

Charlotte R. Webb
Systems Designer
(205) 977-0877
(205) 977-0037 FAX

August 12, 1996

Mr. Elder "Kip" Ripper
President
The Telephone Company of Central Florida, Incorporated
3551 West Lake Mary Boulevard
Suite 210
Lake Mary, Florida 32746

Dear Kip:

Well, the time draweth nigh to began our journey into the world of ESSX system cutovers for The Telephone Company of Central Florida, Incorporated in Florida. According to my records, the first system to be cut is the Orlando Magnolia DMS-100 central office at 8:00 AM on August 16, 1996. That date is this coming Friday. Are you ready???

Shown below is the rest of the cutover schedule that I have established. Please review them.

<u>Type Switch</u>	<u>CLLI</u>	<u>NPA/NXX</u>	<u>Address</u>	<u>Cut Date</u>
D-100	ORLDFLMADS1	407-318 X	45 N. Magnolia Av. Orlando, Fla.	08/16/96
1A ESS	ORLDFLMA42E	407-236 X	45 N. Magnolia Av. Orlando, Fla.	09/06/96
SESS	ORLDFLPHDS0	407-290 X	5120 Silver Star Rd. Orlando, Fla.	08/30/96
5ESS	COCOFLMADS0	407-636 ✓	712 Florida Ave. Cocoa, Fla.	09/10/96
D100	WPBHFLGRDS0	561-622 ✓	3700 RCA Blvd. West Palm Beach, Fla.	10/4/96
1A ESS	WPBHFLAN83E	561-387 ✓	325 Gardenia St. West Palm Beach, Fla.	10/1/96
SESS	VRBHFLMADS0	561-270 ✓	1976 16th Av. Vero Beach, Fla.	9/30/96

<u>Type Switch</u>	<u>CLLI</u>	<u>NPA/NXX</u>	<u>Address</u>	<u>Cut Date</u>
SESS	MLBRFLMADS0	407-676 ✓	728 Palmetto Av. Melbourne, Fla.	9/18/96
SESS	HLWDFLWHDS0	954-961 ✓	250 SW 62nd Av. West Hollywood, Fla.	9/25/96
D100	FTLDFLMRDS0	954-355 ✓	211 NE 2nd St. Ft. Lauderdale, Fla.	9/27/96
SESS	FTLDFLOADS0	954-484 ✓	4200 W. Oakland Park Blvd. Ft. Lauderdale, Fla.	9/27/96
D 1/2	JCVLFLSMDS0	904-346 ✓	2048 Hendricks Av. Jacksonville, Fla.	9/12/96
D100	JCVLFLCLDS0	904-353 ✓	424 N. Pearl St. Jacksonville, Fla.	9/12/96
D100	NDADFLGGDS0	305-651 ✓	18400 NE 5th Av. Miami, Fla.	10/8/96
D100	MIAMFLCADS0	305-220 ✓	2301 SW 100th Av. Miami, Fla.	10/9/96
SESS	MIAMFLHLDS0	305-362 ✓	1245 W. 6th St. Miami, Fla.	10/11/96
D100	MIAMFLAPDS0	305-526 ✓	5275 NW 36th St. Miami, Fla.	10/14/96
SESS	MIAMFLBRDS0	305-531 ✓	1550 Lenox Av. Miami, Fla.	10/7/96
D100	MIAMFLGRDS0	305-530 ✓	45 NW 5th St. Miami, Fla.	10/10/96
SESS	MIAMFLGRDS1	305-347 ✓	45 NW 5th St. Miami, Fla.	10/9/96
SESS	KYWSFLMADS0	305-292 ✓	530 Southard St. Key West, Fla.	10/15/96
SESS	GSVLFLMADS1	352-338 ✓	400 SW 2nd Av. Gainesville, Fla.	9/20/96
D 1/2	GSVLFLMADS0	352-334 ✓	400 SW 2nd Av. Gainesville, Fla.	9/20/96

The locations that were discussed in my letter of June 11, 1996, of Miami - Grande RCLM off the DMS-100 switch is just an "extension" of this DMS-100. The RCLM has the same NPA/NXX as the DMS-100. Therefore, an ESSX system in the RCLM was NOT ordered. The D 1/2 switch in the Jacksonville, Florida central office is the Tandem switch for the Jacksonville LATA. The ESSX service was NOT ordered for this switch.

I have been talking with Kelly at WilTel for the HICAP circuits coming into the above ESSX systems. BELLSouth is working with WilTel to try to get all of the Access Service Requests (ASRs) correct before the orders can be input into our systems. However, Kelly seemed not to

be too happy with some of the due dates that BELLSouth has given her. She said she did not have a problem with them, but she would need a "sup" from you. I hope that you can help us with this.

If you have any questions or need additional information regarding the above information, please call me at 205-977-0887.

Sincerely,

A handwritten signature in cursive script that reads "Charlotte".

Charlotte Webb
Systems Designer

copy: Wade Johnson

Telephone Company of Central Florida, Inc.

EXHIBIT 4



TELEPHONE COMPANY of CENTRAL Florida, Inc.

Sent via Fax
September 4, 1996

Mark L. Fiedler
President
BellSouth Carrier Services
675 W. Peachtree St.
Room 4511
Atlanta, GA 03075

Dear Mark:

I appreciated the candid discussion we had yesterday and feel that we can work together to provide our customers with solid products and services. I would be more than happy to help your staff understand the needs of a typical reseller and the needs of this new business. I can also give you and your people insight into how the other RBOC's and LEC's are handling the resale world.

I also feel it is prudent for me to document what has been happening to TCCF in the last month and request your assistance in resolving the problems we have been having. I might also suggest that BellSouth assign to TCCF a full time service manager to support the daily service needs of my business (specifically in light of my special ESSX service requirements). I also want to stop any new ESSX installations from occurring until we can coordinate the cutovers.

The following customers have been disconnected by BellSouth on various occasions in the last month:

1. Citrus Bank, two locations for over four hours each.
2. Arnold, Mathery, and Eagan, for two days.
3. All Cellular, for two hours.
4. Exotica florist, voice mail for three days.
5. Wanda Classe Mktg., for four days (407-293-9697, Wanda Classe)
6. Pete Bertini, for five days. (407-290-3248, Pete Bertini)
7. Ruth Keirn, for five days. (407-293-6330, Ruth Kiern)
8. Stine Industries, for four days. (407-290-8329, Jon Stine)
9. All Media Group Inc., for four days. (407-294-9900, Diane)
10. Specialty Roofing and Waterproofing Co. Inc., for five days. (407-295-7868 Mark Schmidter)

The last five customers listed are requesting an explanation for their removal from service. TCCF will loose these customers unless BellSouth confirms that it was a BellSouth error that disconnected their service. TCCF did not disconnect them and BellSouth needs to confirm this. Honestly, anything less will cause TCCF to loose the customers. Contact names and numbers are provided with the hope that someone in your organization can call them to reassure them that I, Kip Ripper, did not turn off their services like the BellSouth repair and service center representatives are telling them has occurred.

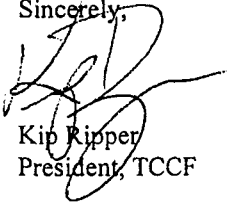
That brings me to the next issue which is why are your repair and service centers telling our customers that TCCF and Kip Ripper by name have disconnected them and that BellSouth no longer will be providing service to them. When the customer then says that they are still with BellSouth through TCCF they are told that it is not true and that BellSouth has no record of them in their accounts anymore.

3551 W. LAKE MARY BOULEVARD, SUITE 210 • LAKE MARY, FLORIDA 32746
PHONE (407) 328-5002 • FAX (407) 321-1454

I do need your immediate assistance to resolve these issues. I suggest that I come to Atlanta to sit down with your technical services support staff to discuss some ways to better coordinate our efforts. I also need to be assured that your local business office and repair personnel are better informed and do not mislead my customers into thinking I've perpetrated a fraud on them by holding myself out as a reseller of BellSouth services. You local Florida personnel are doing that. They keep telling my/our customers that they have been disconnected from BellSouth. The reality is that your personnel do not know the difference between resale and facilities based competitors. Please, can you fix this now before you drive me out of business? Honestly, the above listed issues are just killing my local reputation. I have invested a great deal of time and money in this venture and if we can't work through these issues as partners it will damage my business beyond repair

The next few days are very important to TCCF's ability to survive and maintain a positive reputation. My sales agents are also being affected by these events. They are starting to doubt my credibility. How do I sell without them. The customers listed above have been affected by BellSouth due to the recent outages that BellSouth created. Where do we go from here? How does BellSouth make restitution to these people and to TCCF if I loose them? Please get back to me at your earliest convenience.

Sincerely,



Kip Ripper
President, TCCF

Telephone Company of Central Florida, Inc.

EXHIBIT 5



BellSouth Telecommunications, Inc. 404 528-5600
Suite 4511 Fax 404 521-2311
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375

Mark L. Faidler
President - InterConnection Services

September 9, 1996

Mr. Elder Ripper
President
Telephone Company of Central Florida, Inc.
3551 W. Lake Mary Blvd.
Suite 210
Lake Mary, FL 32746

Dear Kip:

I appreciate your September 4 letter following up on our conversation of the other evening. As we discussed, resale and unbundling to facilitate local competition is essentially an entirely new mode of operation for BellSouth, and one which presents a myriad of start-up challenges. I appreciate your willingness as a customer to help us understand the problems you and your customers are experiencing, and in working with us to resolve these problems as quickly as possible. I also appreciate the professional approach that you have evidenced.

I have tried to address below some of the items raised in your letter. I have asked other people in my organization to address the remaining items, and to communicate back to you directly the steps we are taking to address them. I've also scheduled a full-day meeting on Tuesday, 9/10, with my staff to review precisely where we are in the resale and unbundling operations area, and the immediate and longer term steps that we are taking to minimize the number of problems as we enter this new form of business. I plan on discussing the particulars raised in your letter at that time. Some specific responses, however, are set out below:

1. I understand that Ann Andrews and a number of her direct reports are scheduled to meet with you the morning of Friday, 9/13, to hear first hand your suggestions as to how we might improve operations.

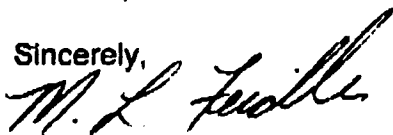
Mr. Elder Ripper
September 9, 1996
Page 2

2. We are in the process of transferring some additional personnel in the LCSC and into the account team organization which have extensive ESSX experience in order to assist TCCF with daily service needs.
3. We will stop any new ESSX installations until we are both satisfied that we have coordinated the cut-overs.
4. Based on a previous conversation between yourself and Ann Andrews, a member of the management team of the Local Carrier Service Center will contact the five customers you mentioned in your letter explaining to them that their service interruption was a result of BellSouth errors and not due to actions of TCCF.
5. We are reviewing our training with the repair and service center representatives to ensure that they appropriately communicate with customers the relationship of your resold customers to BellSouth. I am sure that this will be discussed in your meeting with Ann this coming Friday. I'm also sure there will continue to be a good bit of confusion on the part of customers as to who their service provider is in the resold environment, but I would hope that suggested improvements to this process will be one outcome of your meeting with Ann.

I will give you a call following Tuesday's meeting to give you the benefit of any further information that I become aware of at that time and hopefully to find a time when we can meet face to face. As I mentioned to you in our conversation the other evening, it is BellSouth's intention to bring to the resale and unbundled business environment the same level of professionalism and service that we exhibit in the other parts of our operation. We are devoting substantial resources and efforts to make that happen. Notwithstanding these efforts, however, as in any start-up operation, we are experiencing some problems as we struggle up the learning curve. Unfortunately, given the fact that you are one of the earliest entrants into this business, I'm afraid that you are seeing more than anyone else first hand our struggles to implement this new business. We are committed to making it better. I appreciate your help in that regard, and look forward to a valuable and long-term relationship.

I also look forward to speaking with you this week. If you need to reach me in the interim, please don't hesitate to call.

Sincerely,



Telephone Company of Central Florida, Inc.

EXHIBIT 6

BELLSOUTH

29



To: Kip Ripper
Company: |
At: 914073211454

From: Wade Johnson
Company: BellSouth
Voice: (205) 977-8955

Date: 10/16/96
Time: 8:01AM
Pages Including Cover: 1

MEMO

Notes: I lied. Didn't mean too.

My schedule of events for the 4th Quarter of 96 shows 10/16, start date of new account team members. Turns out that only Bill Morrison is coming on today. The other two, the ones that you and I are concerned with, are not coming in until the first of November. I don't know why they couldn't get away earlier. I just learned about the Nov. 1 date yesterday in our Atlanta meeting.

I think we should get with the LCSC and try to turn up a few of those ESSXs. What is your thoughts?

By-the-way, I noticed on your first issue (your letter to me) that you said you had been promised tape billing from day one. Who promised you? We can provide that service, but we may charge for it. No determination has been made yet, and I want to have my gun loaded.

Wade



BellSouth Interconnection Service

FAX

28

To: Ken Koller
Company:
At: 914073211454

From: Wade Johnson
Company: BellSouth
Voice: (205) 977-8955

Date: 10/21/96
Time: 3:56PM
Pages Including Cover: 1

MEMO

Notes: Fred Monacelli and Rich Dender have asked me to contact you to set up a meeting either in Atlanta or Birmingham, the sooner, the better.

This is to coordinate the ESSX service that has been worked on by Charlotte Webb, probably first in Orlando. Give me a call tomorrow (10-22-96) and maybe we can work out the details of who should attend, and where.

Thanks

FAX

THE TELEPHONE COMPANY OF CENTRAL FLORIDA

3551 W. Lake Mary Blvd.
Suite 210
Lake Mary, FL 32746

205-977-8955

(407) 328-5002
FAX (407) 321-1454

SEND TO: Company Name: BELLSOUTH	From KEN KOLLER
Attention: WADE JOHNSON	Date: 10/22/96
Fax Number: (205) 977-8955 0037	Phone Number: 407-328-5002

- Urgent Reply ASAP Please Comment Please Review For your information

Total pages, including cover sheet: _____

COMMENTS:

Subject: **Your facsimile of 10/21/96 re: ESSX Coordination Meeting**

I have reviewed your request for a meeting and I suggest the following:

Our efforts to implement ESSX-M Service have been delayed since August. It is imperative that we meet to resolve these issues at your earliest convenience.

We are requesting that this meeting take place in our office in Lake Mary, Florida as soon as possible. Please advise.

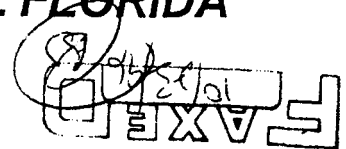
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FACSIMILIE COVER SHEET

THE TELEPHONE COMPANY OF CENTRAL FLORIDA

3551 W. Lake Mary Blvd.
Suite 210
Lake Mary, FL 32746

(407) 328-5002
FAX (407) 321-1454



SEND TO: Company Name: <i>BellSouth</i>	From: <i>KEN KOLLER</i>
Attention: <i>Neal Holden</i>	Date: <i>10-23-96</i>
Fax Number: <i>205-977-0037</i>	Phone Number: <i>407-328-5002</i>

Urgent
 Reply ASAP
 Please Comment
 Please Review
 For your Information

Total pages, including cover sheet: ~~11~~ ~~12~~ 13

COMMENTS:

Neal, let's pick one from each office to start with.

Ken Koller

28th - 29th OLEO TRAINING *30th 31st 1st*

Wed Thurs Fri

Nov 1st

Monday ^(AM) Nov. 4th *Monday ^(PM)*

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Telephone Company of Central FL

	CITY, FL	TYPE C.O	SWITCH CLLI	CTX #	CLUB ACCT #	ACCT #	CSPS #	EOMS #	SLA #	ORDER #	ORDER #	DUE DATE
✓ WZ459425	ORLANDO	DMS100	ORLDFLMADSI	061:0	904-095-0007	407-318-8000	PAPER	PAPER				
✓ WZ469528	"	5 ESS	ORLDFLPHDS0	TCCTX06	"	407-290-3485	FL071096206	23	T1	CYB6P8P8		10/30/96
	"	"	"	"	"	"	"	"	2	CYQWR917	DYLF5992	12/5/96
	"	"	"	"	"	"	"	"	3	CYTL5465	DYPGC819	12/5/96
	"	"	"	"	"	"	"	"	5	CYX7G134	DYK23046	12/5/96
✓ WZ469994	"	1A ESS	ORLDFLMA42E	49	"	407-425-4222	FL071996196	22	T1			
	"	"	"	"	"	"	"	"	1	NYWFJ337		11/22/96
	"	"	"	"	"	"	"	"	2			
	"	"	"	"	"	"	"	"	4	CYHC3955		12/20/96
	"	"	"	"	"	"	"	"	5			
	"	"	"	"	"	"	"	"	6			
	"	"	"	"	"	"	"	"	8			
	"	"	"	"	"	"	"	"	9	CYHCJ677		12/20/96
	"	"	"	"	"	"	"	"	10			
	"	"	"	"	"	"	"	"	11			
	"	"	"	"	"	"	"	"	12	CYJ2P481		12/20/96
✓ WZ469785	COCOA	5 ESS	COCOFMLADC0	TCLCTX39	"	407-636-4614	FL071196185	16	T1	CY9HMX68		12/20/96
✓ WZ469589	JACKSONVILLE	DMS100	JCVLFLSMDCO	015:0	"	904-396-0118	FL071196100	20	T1	CY0GNJQ2		12/20/96
✓ WZ469546	Clay St	"	JCVLFLCLDC0	002:0	"	904-350-0326	FL071196091	21	T1			
✓ WZ469674	WEST HOLLYWOOD	5 ESS	HLWDFLWHDS0	TCCTX41	"	954-894-0112	FL071196185	14	J	NRDD536		12/20/96
	"	"	"	"	"	"	"	"	T1			
✓ WZ469812	FT LAUDERDALE	DMS100	FTLDFLMRDC0	024:0	"	954-462-0105	FL071196203	13	J	NRW19090		12/20/96
	"	"	"	"	"	"	"	"	T1			
✓ WZ469603	"	5 ESS	FTLDFLOADS0	TCCTX46	"	954-484-1123	FL071196136	15	J			
	"	"	"	"	"	"	"	"	T1			
WZ476343	Gold MIAMI	DMS100	NDADFLGGDC0	033:0	"	305-650-0534	FL071296061	9	J	NQTYL280		12/20/96
	"	"	"	"	"	"	"	"	T1			
WZ476627	Miami Bch	5 ESS	MIAMFLBRDS0	TCCTX85	"	305-531-2819	FL071296086	5	T1			
WZ476472	CAWAL	DMS100	MIAMFLCADCO	200:0	"	305-220-2728	FL071296068	8	T1			
	"	5 ESS	MIAMFLGRDS1	TCCTX22	"	305-350-2113	FL071696142	2	T1			
WZ476925	"	DMS100	MIAMFLGRDS0	200:0	"	305-536-0018	FL071296108	4	T1			
WZ476841	"	5 ESS	MIAMFLHDS0	TCCTX05	"	305-556-8782	FL071296068	7	J			
WZ476423	"	"	"	"	"	"	"	"	T1			
WZ476541	AIRPORT	DMS100	MIAMFLAPDS0	200:0	"	305-526-0002	FL071296080	6	J	NQTJJ749		COMPL
	"	"	"	"	"	"	"	"	T1			
WZ469931	WEST PALM BEACH	1A ESS	WPBHFLANBJE	42	"	561-650-8154	FL072296016	1	T1			
WZ469858	"	DMS100	WPBHFLGRDC0	200:0	"	561-622-0126	FL071296021	11	T1			
WZ476800	KEY WEST	5 ESS	KYWSFLMADSO	TCCTX45	"	305-292-1797	FL071296029	10	T1			

1A ESS 849-3028 stamp
 3029
 3030-3047
 Page 1

TO: NEIL HOLDEN - BELLSOUTH INTERCONNECTION SERVICES
1997

FEBRUARY 18,

FROM: KEN KOLLER 

SUBJECT: 5ESS CENTRAL OFFICE LONG DISTANCE PROBLEM.

The problem with the 5ESS central office as I understand it is as follows:

- a. If the digit (l) used for directing calls to the T1 and a full condition is encountered, no other LD calls can be placed and the customer receives a busy tone.
- b. When the ARS table is utilized for LD access the customer receives a second dial tone during the dialing sequence.

Neither of these two scenarios accomplish exactly what we need to provide for the customer during long distance dialing. I don't understand why calls cannot be redirected to another trunk group under scenario (a) or why the dial tone cannot be masked under scenario (b). We seem to be in another situation which is causing us to delay bringing the ESSX systems fully on line.

Eleven of the central offices are 5ESS offices, and one of the initial three is a 5ESS. It is imperative that we resolve this problem on an immediate basis. Everyday that goes by increases the number of customers in our database which will required double orders and handling by both of our companies. Each customer that is moved as a 1FB account is put in double jeopardy for a second move to ESSX.

I will be sending a package of 90 customers to move into the three Orlando ESSX systems. These accounts have already been moved to TCCF as 1FB customers and some experienced problems during that process. It is my understanding that these customers will be handled with special consideration.

The LOA's and original paperwork have already been sent for the 1FB change to TCCF. This information also included the features and hunting arrangements. It is my understanding that the LCSC will verify the customer's telephone numbers, hunt groups and features and notify us of any potential problems.

If this is not your understanding please notify me at your earliest convenience so that any problems can be addressed and resolved on the front end.

Thanks for your attention to this matter.

**The Telephone Company of Central Florida,
Inc.**

3575 West Lake Mary Boulevard
Suite 107

Lake Mary, Florida 32746

Phone (407) 328-5002 Fax (407) 328-7454



Fax

To: Neil Holden

From: Ken Koller

Fax: 205-977-0037

Pages: 43

Phone: 205-977-0887

Date: 02-21-97

Re: MOVE OF 1FB ACCOUNTS TO ESSX CC: Bill French

Urgent

For Review

Please Comment

Please Reply

● Comments:

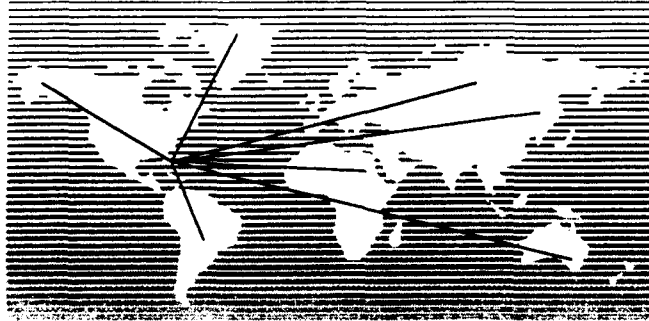
THESE ARE THE ACCOUNTS WHICH WE HAVE IDENTIFIED THAT CAN BE MOVED INTO THE 5ESS ESSX SYSTEM AT PINEHILLS IN ORLANDO, FLORIDA. PLEASE REVIEW THIS INFORMATION AND MAKE THE NECESSARY ARRANGEMENTS TO MOVE THESE ASAP.

42 A accounts

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*The Telephone Company of Central Florida,
Inc.*

3575 West Lake Mary Boulevard
Suite 107
Lake Mary, Florida 32746
Phone (407) 328-5002 Fax (407) 328-7454



Fax

To: Neil Holden

From: Ken Koller

Fax: 205-977-0037

Pages: 17

Phone: 205-977-0887

Date: 02-21-97

Re: MOVE OF 1FB ACCOUNTS TO ESSX CC: Bill French

Urgent

For Review

Please Comment

Please Reply

● Comments:

THESE ARE THE ACCOUNTS WHICH WE HAVE IDENTIFIED THAT CAN BE MOVED INTO THE DMS 100 ESSX SYSTEM AT 45 NORTH MAGNOLIA IN ORLANDO, FLORIDA. PLEASE REVIEW THIS INFORMATION AND MAKE THE NECESSARY ARRANGEMENTS TO MOVE THESE ASAP.

16 Accounts.

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**The Telephone Company of Central Florida,
Inc.**

3575 West Lake Mary Boulevard
Suite 107
Lake Mary, Florida 32746
Phone (407) 328-5002 Fax (407) 328-7454



Fax

To: Neil Holden

From: Ken Koller

Fax: 205-977-0037

Pages: 32

Phone: 205-977-0887

Date: 02-21-97

Re: MOVE OF 1FB ACCOUNTS TO ESSX CC: Bill French

Urgent

For Review

Please Comment

Please Reply

● Comments:

THESE ARE THE ACCOUNTS WHICH WE HAVE IDENTIFIED THAT CAN BE MOVED INTO THE 1AESS ESSX SYSTEM AT 45 NORTH MAGNOLIA IN ORLANDO, FLORIDA. PLEASE REVIEW THIS INFORMATION AND MAKE THE NECESSARY ARRANGEMENTS TO MOVE THESE ASAP.

31 Accounts

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Telephone Company of Central Florida, Inc.

EXHIBIT 10

*The Telephone Company of Central Florida,
Inc.*

3575 West Lake Mary Boulevard
Suite 107
Lake Mary, Florida 32746
Phone (407) 328-5002 Fax (407) 328-7454



Fax

To: NEIL HOLDEN

From: KEN KOLLER 

Fax: 205-977-0037

Pages: 1

Phone: 205-977-0887

Date: MARCH 13, 1997

Re: ESSX SERVICE ORDERS

CC:

Urgent For Review Please Comment Please Reply

● **Comments:**

IT WAS MY UNDERSTANDING THAT WE WOULD BE ABLE TO MOVE AT A MINIMUM 10 ACCOUNTS PER DAY INTO THE RESPECTIVE ESSX SYSTEMS THAT ARE ON LINE IN THE ORLANDO AREA. WE ARE ABOUT TO ENTER INTO A TELEMARKETING AND ON PREMISE VENTURE WHICH WILL RESULT IN A MINIMUM OF 1000 ORDERS PER MONTH INTO SELECTED ESSX SYSTEMS THROUGHOUT THE STATE OF FLORIDA, AS WELL AS, IFB CUSTOMERS. I HAD HOPED THAT THE INITIAL 90 ACCOUNTS WHICH I SENT IN FEBRUARY WOULD HAVE BEEN MOVED AS OF THE 15TH OF MARCH. PLEASE PROVIDE SOME KIND OF SCHEDULE FOR THE MOVE OF THESE ACCOUNTS ASAP. IT IS IMPERATIVE THAT WE GET THE MECHANISM IN PLACE PRIOR TO THE 1ST OF APRIL. THANKS.

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Telephone Company of Central Florida, Inc.

EXHIBIT 11

✓1

**The Telephone Company of Central Florida,
Inc.**

3575 West Lake Mary Boulevard
Suite 107
Lake Mary, Florida 32746
Phone (407) 328-5002 Fax (407) 328-7454



Fax

To: NEIL HOLDEN

From: KEN KOLLER

Fax: 1-205-977-0037

Pages: 1

Phone: ~~1-205~~-977-0887

Date: MARCH 26, 1997


Re: ESSX ORDERS

CC:

Urgent For Review Please Comment Please Reply

● **Comments:**

REFERENCE MY FACSIMILE OF MARCH 13, 1997. I HAVE NOT RECEIVED A RESPONSE TO THIS INQUIRY. PLEASE ADVISE ME AT YOUR EARLIEST CONVENIENCE WHEN ESSX ORDERS ARE GOING TO BEGIN PROCESSING THROUGH THE SYSTEM. THE DELAY IN THIS PROCESS IS AGAIN CAUSING ORDERS THAT WOULD BE ESSX TO BE MOVED AS 1FB ACCOUNTS. WE ARE AGAIN BUILDING A BACKLOG OF CUSTOMERS THAT WILL HAVE TO BE MOVED TWICE. I ALSO NEED A FINAL AND DEFINITIVE RESPONSE ON THE #5ESS DIALTONE ISSUE. HAS THIS BEEN RESOLVED OR NOT?? I WANT YOU TO UNDERSTAND THAT WE ARE GOING TO BE SENDING 150-200 ORDERS NEXT WEEK AND THAT NUMBER WILL CONTINUE TO INCREASE WITH EACH SUCCESSIVE WEEK. PLEASE ADVISE ME IF THE ESSX SERVICE REQUEST FORM THAT I SENT TO YOU IS ACCEPTABLE TO IMPLEMENT ORDERS. KIP RIPPER AND BILL FRENCH DISCUSSED HAVING AN ORDER THIS WEEK.



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Telephone Company of Central Florida, Inc.

EXHIBIT 12

BellSouth Interconnection
Room South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

March 26, 1997

Ken Koller
3551 West Lake Mary Boulevard
Suite 210
Lake Mary, FL 32746

Dear Ken:

We have been working on and looking up the 1FB accounts on the +/- 70 orders that you sent to BellSouth on 2-21-97. Some of the requests will be sent to the LCSC by 3-28-97.

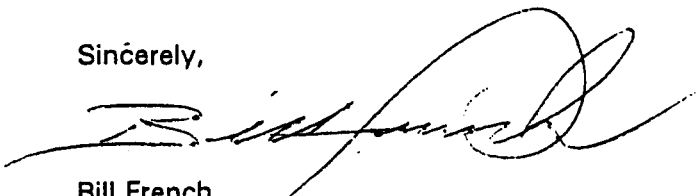
Additionally, we cannot accept the LSR sheet that TCCF made up for BellSouth's ESSX service, and we have rejected similar forms from other CLEC customers. All CLEC customers must fill out completely and accurately the BellSouth LSR form and any additional documents for the service being ordered. The ESSX worksheets that you made for each switch type can only be used for these +/- 70 orders.

New 1FB to ESSX requests need to be sent directly to the LCSC with the LSR and the BellSouth ESSX Service Request sheets filled out. All CLEC's are to fill out the applicable BellSouth ESSX or MultiServ Service Request sheets that pertain to whatever or how many stations, NARs, features, and restrictions are being ordered. You will need to put in the remarks section of the LSR what the 1FB account number is and if you want us to disconnect the entire account. The LCSC will issue an order for exactly what the forms indicate.

New OLEC-to-BELLSOUTH Ordering Guidelines (Resale) will be handed out at the OLEC Conference to be held in Atlanta on 4-1-97. The information and forms in the new guidelines will supersede all information and forms in the old guidelines.

If you have any questions, please call Bill French at 205-977-0535 or Neal Holden at 205-977-0887.

Sincerely,

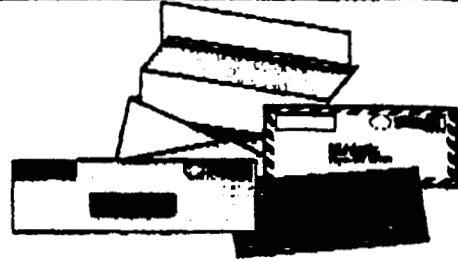


Bill French
Sales Director

cc: Joe Baker
Bill Bolt
Fred Monacelli
Barbara Gene Warren
Neal Holden

Telephone Company of Central Florida, Inc.

EXHIBIT 13



BellSouth Interconnection Services

Your Interconnection Advantage

DATE 4/11/97

TO Kip Ripper FAX # (407) 321-1454

Internet Address - BellSouth information may be addressed via the Internet @: <http://ssl.iweb.net/interconnect>

FROM: BellSouth Interconnection Services Account Team FAX # (205) 977 - 0037

Tom Bolding (205) 977 - 9802

Total number of pages including cover 1

COMMENTS :

Kip,

Per our conversation regarding Vendor Service Center Multiserv/ESSX orders, the process will go through the account team, so you should continue to use Neal for this. We will screen and forward the orders to the VSC. I can assure you we have already had much success with them and they should be a great asset in helping us process orders more efficiently.

On the other issue, I believe the person you talked to was Lynn Eaton. She can be reached at (912) 786-6387

Thanks, and call me if you have further questions.

Tom

~~_____~~
KRIS
WATSON
FYI
16

Telephone Company of Central Florida, Inc.

EXHIBIT 14



Telephone Company of CENTRAL Florida, Inc.

TO: KIP RIPPER

APRIL 28, 1997

FROM: KEN KOLLER

There were six accounts switched to ESSX service on April 23rd, 1997. , at 5:00 a.m. and then moved into DECAS at 6:00 p.m. The systems that were moved were typical of the systems that we have in our 1FB database. The following problems have occurred since that change. Four of the customers have had problems since the conversion to ESSX service. The customer specific database information for any customer with MemoryCall experiences the loss of passwords and must re-input the BellSouth provided passwords.

MemoryCall was a problem for two of the accounts. The feature access codes change when the account is moved from 1FB to ESSX. This causes problems with all 1FB feature access codes that the customer uses on a regular basis. The code for call forward variable, a commonly used feature changes from 72# to *72. This caused a severe problem for one of the switched accounts. The last situation which we experienced is the most significant, since it affects the long distance and calling capability of the customer. The T1 associated with the ESSX system in Orlando is backhauled through Wiltel Atlanta. The dialing access over the normal network is carried through Wiltel Ft. Lauderdale.

The customer specific information resident in the Ft. Lauderdale switch is not resident in the Atlanta switch, therefore, account codes and other dialing information is not available for the ARS table to act upon. Two customers experienced difficulties due to this situation. The customer database information must be moved to the Atlanta Wiltel switch for this to operate correctly.

We will also need to verify where each database is stored and what affect the change from 1FB to ESSX will have on each individual customer, based upon his features and dialing patterns. A program must be implemented to notify customers that they are being moved to Metro Service and that new feature codes will be applicable. A small feature guide from TCCF will be necessary to avoid the type of problems that we experienced with this last group of customers. The dialing pattern problem also affects 800/888 dialing access since this is part of the program entered into the Wiltel database.

The temporary fix for the dialing problem is to change the ARS table to direct calling out over the NARs and not the T1 access. This should allow the calls to be directed through the Wiltel Ft. Lauderdale switch where they can be handled properly. The only fix for the feature code problem is to call the customers and educate them on the use of the new codes.

All American Truck and Trailer is very upset and wants to direct his frustration at the organization responsible for his problems this weekend. His organization could not call forward lines until Friday evening, when that part of the problem was resolved. The dialing problems still existed as of Saturday evening when I talked to Donna Hartley with the BellSouth Interconnection Services Team. She was trying to get someone to finish the translations to move the long distance calling back to the NARs for normal network access.

We must construct and implement a plan to resolve these problems prior to moving forward with the change over to ESSX service from 1FB. All departments should be involved with the implementation of this plan since it impacts all departments. Please advise me of your evaluation of this situation and tell me how you would like me to proceed.

CC: Marisela Rivera – Customer Service

318-8000

CELEBRATING OPPORTUNITY

ACCOUNTS MOVED TO USSX 4-23-97

① SLA 2 DAN VANDESTREEK 872-0263

② SLA 3 INVS. Management Corp, 839-0057

③ SLA 5 McLane Professional 872-0600

④ SLA 6 Mystic Granite & Marble ⁸⁰⁰ 872-7717

⑤ SLA 13 Russ Russell-Upstairs Down 426-7541

⑥ SLA 16 All AMERICAN TRUCK - ⁸⁰⁰ _{codes} 872-7818

~~All of these accounts
had problems~~



Telephone Company of Central Florida, Inc.

EXHIBIT 15

18

TELEPHONE CO OF CENTRAL FLORIDA

3575 W. Lake Mary Boulevard, Suite 107
Lake Mary, Florida 32746
Phone: (407) 328-5002 X106 Fax: (407) 328-5895

For Your Information

To: Neil Holden	Fax Number: 1-205-977-0037
Company : BellSouth Interconnectiion Services	Date : 6/20/97
From : KENNETH E. KOLLER	Fax Number : 1-407-328-5895
Company : TCCF	Pages including cover page: 1
Subject : T1'S for ESSX	

Comments:

Neil, the T1's from Wiltel for the ESSX systems are now scheduled for installation during July and August. This will include all circuits for all 23 central offices where we have ESSX systems scheduled. We want all ESSX systems turned up by the end of August. We are implementing a sales program to populate all of these systems. I have a schedule for the implementation of this project which I will provide to you. In addition, we need to implement the T1 arrangement in all three of the Orlando central offices. This requires operational testing of the ISDN T1 circuits from Wiltel to BellSouth.

The #5ESS dialtone problem needs to be resolved. Please provide the tariff number and section that describes ARS and assumed dial 9 and the second dial tone associated with the implementation of these two features. I don't believe that assumed dial 9 and ARS are mutually exclusive of each other, nor have I read a tariff section that describes the second dial tone problem associated with the implementation of these two features together. It appears that this dial tone problem is a technical problem within the #5ESS office and not a special assembly problem for the end user.

Please provide an update on the remaining orders sent in February. We are anxious to implement the remainder of these orders and proceed with the move of new accounts.

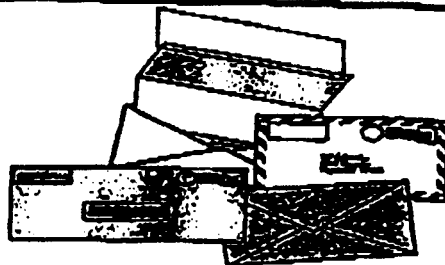
I also need the documentation that describes the calling features, their access codes and their use and implementation for an end user customer. We will be providing a brochure for the end user of these services. I also want a formal and final clarification of the features you will not provide on ESSX service so that we can evaluate the impact this will have on the move of our customer base into these systems.

Time is now of the essence. Please address this fax at your earliest convenience. Thanks.

Telephone Company of Central Florida, Inc.

EXHIBIT 16

FAX COVER SHEET



BellSouth Interconnection Services

Your Interconnection Advantage

DATE 7-1-97

TO Ken Koller

TN 407 328-5002 X106
FAX# (407) 328 7454

FROM: BellSouth Interconnection Services Account Team

JUDY WOODS
ROOM SO. E4E1
3535 COLONNADE PKWY.
BIRMINGHAM, AL 35243

(TEL) 205-977-1724
(FAX) 205-977-0037

Total number of pages including cover 6

COMMENTS: Attached is a list of customers to
be switched into Essex 407 425-4222,
that either can't be switched or need
clarification. Please send information needed
to proceed. Any questions please call
me.

Internet Address: BellSouth Interconnection product/services information is available via internet @
<http://ssl.hweb.net/interconnect/>

CLARIFICATION FORM

DATE: 7-1-97 PAGE 1 OF 5
OLBC: TELEPHONE COMPANY OF CENTRAL FL PON: NOT AVAILABLE
ISSUED BY: KEN KOLLER TEL #: 407 328-5002 X106

REASONS FOR CLARIFICATION REQUEST:

- 1. 407 636-0274 - Tilden Schnitz
Mileage 40.48 too far for esax.
- 2. 407 841-4221 - Paul & Lynn Knepper
Mileage 5.86 too far for esax!
- 3. 407 425-2515 - Roderic Lacy
This is not a TCCF account & is not Roderic Lacy.
- 4. 407 783-0776 - Roderic Lacy
This is not a TCCF account & is not Roderic Lacy.
- 5. 407 422-6709 - Beth Green
Account hasn't been switched to TCCF, you will need to send a LSR.
- 6. 407 422-3811 - Milton Clement
Customer has remote access to call forward & they have a special PIN # for access. It's not available to me & in order to keep same PIN # customer will need to provide it.

SPOKE WITH: _____ CBR #: _____
DATE: _____ TIME: _____ Sent by: Judy Woods
205 977-1724

CLARIFICATION FORM

DATE: 7-1-97

PAGE 1 OF 5

OLEC: TELEPHONE CO OF CENTRAL FL

PO#: _____

ISSUED BY: KEN KOLLER

TEL #: 407 328-5002 x.106

REASONS FOR CLARIFICATION REQUEST:

7. 407 422-8358 - Darlene Spaggi
 Customer has wire maintenance plan, its not available with complex essx. Also they have remote access to call forward & bill need to provide PIN # in order to keep the same.

~~8.~~ 407 843-8558 - Thomas Goldman
 Customer's service disconnected on 1-15-97 order # DYK3R081.

9. 407 423-1093 - Charles Skittis Att
 Customer has foreign central office meaning they have telephone #'s from a central office other than their own serving central office. Can't put it into the essx.

10. 407 849-6590 - Value Title
 Customer has ringmaster service, its not available with essx.

SPOKE WITH: _____

CBR #: _____

DATE: _____ TIME: _____

Sent by: Carly Thode
205 977-1724

CLARIFICATION FORM

DATE: 7-1-97

PAGE 3 OF 5

OLEC: TELEPHONE CO OF CENTRAL FL

PON: _____

ISSUED BY: KEN KOLLER

TEL #: 407 328-5002 x 106

REASONS FOR CLARIFICATION REQUEST:

11. 407 843-1591 - Gary + Jerry Ryan
Customer has caller ID service, not available with esak.
They can have basic caller ID but will not provide calling
parties names.

12. 407 422-8948 - Orange Ave. Autos
Customer back to BellSouth on 6-2-97.
Will need LSR to switch back to
TCCF.

next in February

13. 407 841-3731 - Days Inn of Orl
Customer has PBX trunks in multi line limit.
If moved into esak it will bill an
additional 35.22 per month for each
main station line terminating as trunk.
Do you want this?

TARIFF
A-112-287

14. 407 841-8746 - Arnold Egan Matheny
Customer under maintenance plan, this is not
available with complex esak.

15. 407 423-0003 - Commercial First Properties
Customer has 3 new lines 841-9761, 843-3511 + 843-6067.
These are on your request. OK to put in esak?

SPOKE WITH: _____

CBR #: _____

DATE: _____ TIME: _____

Sent by: Judy Hoels
205 977-1724

CLARIFICATION FORM

DATE: 7-1-97

PAGE 4 OF 5

OLEC: TELEPHONE CO OF CENTRAL FL

PON: _____

ISSUED BY: KEN KOLLER

TEL #: 407 328-5002 X106

REASONS FOR CLARIFICATION REQUEST:

YES

16. 407 423-1200 - Commercial First
Customer has new line 423-1041 not on
records at time request sent. Will
move into essk. Is this OK?

17. 407 841-1080 - Hunter Agency
Telephone: ~~407-841-9988~~ is not T&E account
+ it has been disconnected.

18. 407 849-1144 - Matthew Darden
Customer has wire maintenance plan, this is
not available with complex services (ESSK).

19. 407-843-7935 - Timothy Murray
Customer has wire maintenance plan, this is
not available with complex services (ESSK).

20. 407 841-9050 - Silden Sobnitz
Customer has PBX DED trunks.

21. Please provide PON #'s for all accounts
converting to Essk system 407 425-4222.

SPOKE WITH: _____ CBR #: _____

DATE: _____ TIME: _____

Sent By: Judy Woods
203 977-1724

CLARIFICATION FORM

DATE: 7-1-97

PAGE 5 OF 5

OLBC: TELEPHONE CO OF CENTRAL FL

PO#: _____

ISSUED BY: KEN KOLLER

TEL #: 407 328-5002 X106

REASONS FOR CLARIFICATION REQUEST:

~~22~~ 407 855-9917 - Advantage Fire Protection
This customer is @ 3510 Admiralty Ct.
Billable FL Mileage 5.65 to far for east.

yes
23. 407 843-8241 - Advantage Fire Protection
This customer is @ 515 18th St, Orlando &
associated #'s 843-8164, 843-8267, 843-8528
& 843-8701 can be moved into Essex.

24. 407 855-9927 - Advantage Fire Protection
This is a residence customer & not
JCF account.

25. 407 849-1988 - WALKER INSURANCE
CUSTOMER HAS A BACK UP LINE ON 849-1972,
this is not available on Essex services.

SPOKE WITH: _____ CBR #: _____

DATE: _____ TIME: _____

ISSUED: July 1, 1996
BY: Joseph P. Lacher, President -FL
Miami, Florida

EFFECTIVE: July 15, 1996

A112. OBSOLETE CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS¹ (N)

A112.28 Digital ESSX[®] Service - Vintage II (Cont'd)

A112.28.7 Common Rates And Charges (Cont'd)

A. General (Cont'd)

1. Station Lines (Cont'd)

j. Main Station Line Terminated as a PBX Trunk

(1) Where a Digital ESSX[®] service Main Station Line is terminated as a PBX Trunk in customer provided equipment, the appropriate recurring charge specified in A112.28.7.C.6. of this Tariff will apply in addition to the appropriate main station line rate (intercom and mileage).

2. Subsequent Training

a. After the initial installation of the subscriber's system, subsequent training will be provided at the charges indicated in Section A12.20.8.D of this Tariff.

B. Nonrecurring

1. The following nonrecurring charges for service are in addition to any applicable service connection, move, change and installation charges provided for in other sections of this Tariff.

a. Service Establishment Charge

(1) Initial Service Establishment Charge

	Nonrecurring Charge	USOC
(a) Each Digital ESSX [®] service-VS system	\$1,000.00	NA
(b) Each Digital ESSX [®] service-S system	1,000.00	NA
(c) Each Digital ESSX [®] service-M system	1,500.00	NA
(d) Each Digital ESSX [®] service-L system	2,000.00	NA

b. Installation Charges

(1) These charges apply as specified, when an optional feature is added or changed. These charges apply in addition to other applicable nonrecurring charges.

(2) One or more optional features may be provided at the same time and in such instances the specified installation charge will apply for each feature provided.

c. Service Connection Charges

(1) Service charges as specified for business service in Section A4 of this Tariff are applicable for each main station line, console access loop, extension station line, etc.

Note 1: Text is shown as new due to reissue of all Tariff Sections. No Changes in rates or regulations were made with this filing.

¹Registered Service Mark of BellSouth Corporation

Telephone Company of Central Florida, Inc.

EXHIBIT 17

To: Judy Woods

July 29, 1997

From: Ken Koller

Subject: ESSX Service

We have requested that all ESSX systems be turned up in the 23 central offices throughout the State of Florida. We have identified the following items that need to be either addressed or implemented to assure us of a smooth transition for our customers from 1FB to Metro Service.

- First, the second dial tone problem when dialing in the #5ESS central office still remains. BellSouth has notified us that they can fix the problem, but only with a "special assembly", which is not available to Reseller organizations. Please provide the tariff and section which addresses this specifically for ESSX Service.

- Second, Inside Wire Maintenance. What product or alternative is available to satisfy this requirement?

The following are responses to your facsimile dated 7-1-97, but not received until 7-28-97.

- Items 1 & 2 reference "to far for ESSX". Please explain what this means.
- Items 6, 7, 14, 18, & 19 reference inside wiring maintenance. What options are available to TCCF to replace this capability?
- Items 6 & 7. The initial 90 orders sent to BellSouth in February were to be put into the order system by your account team. The delay in writing and implementing these orders does not excuse your organization from meeting the original obligation and commitment by Joe Baker.
- Item 9 references separate central offices. Several customers are located in an area served by two central offices and have numbers from both. We have ESSX for both C.O.s. I don't see why our customer cannot have numbers in both ESSX systems. Please advise.
- Item 10 may be served in some cases by distinctive ringing. I need to know the ringmaster arrangement to make this determination.
- Item 11 should be dependant upon the serving central office. Please reference the tariff and section which precludes our providing this feature.
- Item 12. This customer went back to BellSouth in June, 1997. If you had provided the ESSX change prior to June we probably would have been able to keep this customer with TCCF.
- Item 13, Don't forget that we are grandfathered for ESSX service prior to May 30, 1996. Move this customer anyway.
- Item 15 & 16, these changes took place because of the lengthy delay by BellSouth in moving this customer from 1FB to ESSX.
- Item 20, use incoming only NARS to accommodate this requirement.
- Item 21 reference PON numbers. We will not be providing PON numbers for these initial 90 customers per our agreement with your organization. The delay in your implementation does not supercede your requirement to attain the required information to properly move these accounts into our ESSX database.

Please provide an accounting of all items submitted in the original order transmittal from my offices to BellSouth. I want to know the status of all remaining ESSX orders.

*The account
cannot be moved
now but available*

Telephone Company of Central Florida, Inc.

EXHIBIT 18

BellSouth Interconnection
Complex Service Center
3535 Colonnade Parkway
Birmingham, AL 35243
Office 205-977-1724
Fax 205-977-1171

BELLSOUTH

Fax

To: Norman Ripper & Ken Koller	From: Judy Woods
Fax: 407 321-1454	Pages: 5
Phone: 407 328-5002 X113	Date: August 18, 1997
PO#: _____	CC: _____

Urgent For Review Please Comment Please Reply

• **Comments:** Please review & advise action to be taken . Any item that may not be clear please call me & I will explain.

CLARIFICATION FORM

Date: August 15, 1997

Page 1 of 5

OLEC: TCCF

PON:

Issued by: July Hooda

Tel #: 205-977-1724

(ESSX line)

put in a second EPM.

REASONS FOR CLARIFICATION REQUEST:

1. Walker Insurance - 407 849-1988 SLA 33 1A
 849-1972 Backs up lines NOT tariffed for ESSX
 A3.38 BSST.

2 Darlene Spaggiari 407 422-8358 - SLA 14 1A
 Remote activation to call forward not tariffed
 for ESSX A13.9.3 +

Don't change

3 Milton Clement - 407 422-3811 - SLA 11
 remote activation to call forward Not tariffed
 in ESSX. 1A.

||

4. Forklift of Central Fl - 407 294-7300 - SLA 8
 remote activation to call forward not tariffed
 in ESSX - SE.

||

5. Forklift Scaffolding - 407 299-2585 - SLA 37
 Remote activation to call forward not tariffed
 in ESSX SE.

||

6. Mary + Jesus Rivas - 407 843-1591 SLA 29
 Called ID D/Lines, not tariffed in ESSX.
 A13.19.3 + A112.28 ESSX tariff.

||

Spoke with:

CBR#:

Date:

Time:

CLARIFICATION FORM

Date: August 16, 1997

Page 2 of 5

OLEC: TCCF

PON:

Issued by: July Woods

Tel #: 205-977-1724

REASONS FOR CLARIFICATION REQUEST:

7. Bethraide Pagan - 407 297-0222 SLA 24 - SE eye
Caller ID Deluse not tariffed in Essex
A112.28 Don't
change
8. Dee Bobber - 407 298-2197 SLA 33 SE eye
Caller ID Deluse not tariffed in Essex.
A112.28 ||
9. Kimberly Motta - 407 298-6848 SLA 35 SE eye
Caller ID Deluse not tariffed in Essex.
A112.28 ||
10. Star Tours - 407 290-5159 SLA 42 SE eye
Caller ID deluse not tariffed in Essex
A112.28 ||
11. Smart Business Decisions - 407 292-0962 SLA 49 SE eye
Call serv don't ensure correct. Fleeter Call
forward with audio Bullying Name + caller ID
not tariffed. A112.28 ||
12. Felder's Laboratory - Cooper Inc - 407 636-0274 1A
Mileage 40.48 not tariffed for more than 5 miles ||

Spoke with:

CBR#:

Date:

Time:

CLARIFICATION FORM

Date: August 15, 1997

Page 3 of 5

OLEC: TCCF

PON:

Issued by: July Hoels

Tel #: 205-977-1724

REASONS FOR CLARIFICATION REQUEST:

12. Lynn Conklin - 407 841-4221 SLA 21 1A of Mileage) 5.86 NOT tariffed for more than 5 miles. *Don't charge*
13. John McCormick. 407 293-3852 SLA 20 - 5E of Mileage) 5.19 Not Tariffed over 5 miles. *ll*
14. Sherrie Pugh. - 407 290-6962 SLA 3 - 5E of Mileage) 5.42. *ll*
15. Bruce Pallat - 407 578-4205 SLA 41 - 5E of Mileage) 6.13 *ll*
16. Clarcona Estates - 407 295-4050 SLA 27 - 5E of Disconnected 11-22-96. *X*
17. Thomas Holman - 407 843-8558 SLA 2R - 1A of Disconnected DYK 32081. 1-15-97. *X*
18. Stine Industries - 407 290-8329 SLA 4 5E of Already in SLA 2 on 290-3485. *OK*
19. Crystal Comm - 407 896-1600 SLA 5 5E of Worth # for Crystal Comm. Belongs to another end user with BellSouth. *ll*

Spoke with:

CBR#:

Date:

Time:

CLARIFICATION FORM

Date: August 15, 1997

Page 4 of 5

OLEC: TCCF

PON:

Issued by: Judy Woods

Tel #: 205-977-1724

REASONS FOR CLARIFICATION REQUEST:

- | | | |
|--|----|--------|
| 20. Cemetery Builders - 407 292-8527 SLA 19 | 5E | Judy |
| Need LSR Bell account | | Change |
| 21 Factory Mutual - 407 292-7618 SLA 18 | 5E | of |
| Wrong Cust. | | OK |
| 22 All Pool Services Inc - 407 295-4540 SLA 11 | 5E | X 11 |
| Need LSR Bell account | | |
| 23 John Cantorelli - 407 345-8070 SLA 40 | 5E | 11 |
| Need LSR Bell account | | |
| 24 Broad Imaging - 407 951-2273 SLA 16 | 5E | " |
| Need LSR Bell account | | |
| 25 Dr Thomas Smith - 407 293-6993 SLA 26 | 5E | " |
| Need LSR Bell account | | |
| 26 Yeman Ruth - 407 293-6330 SLA 23 | 5E | " |
| Need LSR Bell account | | |
| 27 Sovereign Inc - 407 292-3301 SLA 10 | 5E | " |
| Need LSR Bell account | | |

Spoke with:

CBR#:

Date:

Time:

CLARIFICATION FORM

Date: August 15, 1997

Page 5 of 5

OLEC: TCCF

PON:

Issued by: July Woods

Tel #: 205-977-1724

REASONS FOR CLARIFICATION REQUEST:

- | | |
|---|-------------------------|
| <p>28. <u>Orange Avenue Autos - 407 422-8778 Sht 24 - 1A ofc</u>
 <u>Need LSR, Bell account</u></p> | <p>Don't
change</p> |
| <p>29. <u>Betty Greene - 422-6531 SLA 8 - 1A ofc</u>
 <u>Need LSR, Bell account</u></p> | <p>"</p> |
| <p>30. <u>David David Orlando - Hotel Trunks - 1 flat +</u>
 <u>11 message rate. All Essex lines will be</u>
 <u>flat rate. Trunk termination charge 35.22 will</u>
 <u>apply monthly. A112.26.7</u></p> | <p>Don't
change</p> |
| <p>31. <u>Tilden Sabitz: 407 841-9050 SLA 27 - 1A</u>
 <u>Combo Trunks & DT D's. 100 #S 237 6100-6199</u>
 <u>Need Essex line for each station did #.</u>
 <u>Trunk Termination Charge 35.22 monthly A112.26.7</u></p> | <p>Don't
change</p> |
| <p>32. <u>Rodenas Lucy - 423-1402, 422-1648 & 422-1592</u>
 <u>have optional calling plan which applies to entire</u>
 <u>account of inst telephone # special. Cant have on</u>
 <u>Essex without being for entire account. 425-2515 & 783-0776</u>
 <u>not Rodenas & acct.</u></p> | <p>Don't
change</p> |
| <p>33. <u>Willita & Desala - 423-1093, 1094 & 2162 are</u>
 <u>FCO lined & will have an additional mileage</u>
 <u>charge of 37.98 monthly. & be set up in Essex 1A ofc.</u>
 <u>894-7691 is on same account but isn't FCO &</u>
 <u>will be set up in East 5E. FCO mileage A112.26.7</u></p> | <p>Don't
change</p> |
| <p>34. <u>Tracy Dreyfus - 407 272 2120 Ringmaster I</u>
 <u>Not a wife for essex. Ringmaster # is</u>
 <u>523-4805. Ring Pattern is short, short.</u></p> | <p>Don't
change</p> |
| <p>35. <u>Value Tile Inc - 407 849-6590 Ringmaster - 1A</u>
 <u>Ringmaster # is 481-0985. Ring pattern</u>
 <u>is short, short.</u></p> | <p>"</p> |

Telephone Company of Central Florida, Inc.

EXHIBIT 19

FROM: KENNETH E. KOLLER
PHONE: 407-328-5002 EXT. 106
FAX: 407-328-5895



To: Bill French – BellSouth Interconnection Services
CC: Joe Baker

Pages: 1

Date: August 25, 1997

Subject: ESSX Mini-T1 interface special assemblies.

I received a message on July 30, 1997, that two special assemblies #SE974897-01 & #SE974900-00 had been issued to address ANI information receipt problems associated with the Common Block and the C.O. over the mini T interface. I have received additional messages on an ongoing basis providing an update of the progress of these special assemblies and preparations to test these special assemblies in your Birmingham, AL., central office simulation laboratory.

You can imagine my surprise when I was told that these special assemblies were no longer valid and that our requests were now being evaluated (not processed) under a new arrangement called a Business Opportunity Request. We have been trying to find out what this process entails since hearing about this procedure last week.

Today, August 25, 1997, I finally had the opportunity to discuss this procedure with Michelle Culder of your Interconnection Services Department. I was told that the 'BOR', began with a ten day interval for an initial response and that she had received this request on August 18, 1997. The request then goes into evaluation for up to 60 days where it is decided whether it is going to be offered or not offered. The maximum interval for this procedure is 100 days.

I asked what happened to my special assemblies and she told me that she did not know. I informed her that this situation had existed since May 30, 1996, and that time was of the essence. She told me she would do everything she could to expedite the response. I hope you can understand why I feel this is totally unacceptable to TCCF. Your department is supposed to be moving another 160+ lines into ESSX this week, and everyday that these accounts are dialing 1+ over the network instead of the T1 arrangement costs TCCF significant dollars.

The inability of your department to provide timely responses to the requirements of TCCF continues to result in lost revenue and lost customers. We have moved less than 20 total accounts into ESSX since my original request to move approximately 90 accounts on February 21, of this year. I am not willing to accept your 'BOR' arrangement after the fact. I want our special assemblies completed, and on a timely basis. I want a copy of the design of both special assemblies and a status for implementation. I want all of these ESSX systems brought on line with the proper interface for the services that your department knows were to be implemented.

Please provide a written response to this facsimile detailing the status of the Special Assemblies and your proposal for a satisfactory resolution.

Telephone Company of Central Florida, Inc.

EXHIBIT 20

For Your Information

To: Bill French	Fax Number: 1-205-977-0037
Company : BellSouth	Date : 9/5/97
From : SPECIAL SERVICES, Ken Koller	Fax Number : 1-407-328-5895
Company : TCCF	Pages including cover page: 1
Subject :	

Comments:

Bill, I have been through all fo the accounts that were affected by the ESSX situation and the following information is pertinent to a complete and acceptable resolution to these problems:

* Vestal and Wiley, PON 1654 & PON 1051 has been moved to the ESSX 422-4222, 423-9642 and 841-9205 were not moved into the ESSX

* Arnold Methany PON 221 CYB1KFPI needs CFV on 841-1550

* Timothy Murry PON 1485 CY84F4C8 needs CFV on 843-7935

* Susan L. Curry PON 1255 CY166X39 need CFV on 841-0795

*** Harman Glass has one number still not working CYD2NNR PON 1088 423-7606 This account is not int he ESSX - don't move it.

*** ZHA CY9NCXX9 PON 197 MBN 422-7487 is in the ESSX, 2 other numbers 841-1529 & 841-5898 are in the ESSX, ten other numbers are not in the ESSX.

The following accounts are not in the ESSX dataabase even though several of these accounts were put out of service for a significant period of time over the last two days.

CY0CBX20 Hunter Insurance MBN 841-1080, +CY6F1552 Women's Medical MBN 841-0832
+CYDX1682 Sunniland Travel MBN 425-1334, CYBT6X162 Dean Misaps MBN 841-8530,
+CYD2NNR PON 1088 Harman Glass MBN 841-6168, +C485M868 Walker Insurance MBN 849-1988,
CY00LP45 Boyd Auto MBN 425-3270. + experienced out of service. Do not move any accounts..

Telephone Company of Central Florida

3575 West Lake Mary Boulevard

Lake Mary, FL 32746

(407) 302-1160

September 9, 1997

To: K. Ripper

From : D. Casement

Re: Lines disconnected by BellSouth

Kip,

During the evening of 9/3/97 a number of our accounts were to be moved by BellSouth into the ESSX system. Every line involved in this move was disconnected. There were seven business customers affected with a total of 72 lines. For more than half the business day of 9/4/97, all calls to these numbers received a disconnect recording.

I have attached the following:

- 1) a complete listing of the businesses / lines effected,
- 2) a copy of the letter we mail to our customers a week before an ESSX move,
- 3) a copy of a letter I received from one of the businesses effected by the disconnect.

In addition, Arnold, Matheny, & Eagan has left us as a result of this; and Walker Insurance is demanding a full page advertisement in the Orlando Sentinel explaining to their customers what transpired.

Should you need any additional information, I have a complete set of records, including all relevant dates, times and parties involved.

Don

cc: file

Telephone Number	Customer Name
(407) 841-1550	Arnold, Matheny & Eagan
407 423-7754	
407 423-7824	
407 423-7830	
407 425-7068	
407 841-8746	
(407) 422-7487	ZHA Inc.
407 422-0071	
407 422-0178	
407 422-2843	
407 422-3246	
407 422-7413	
407 422-7488	
407 422-7498	
407 422-7499	
407 422-7509	
407 423-8240	
407 841-1529	
407 841-5898	
(407) 849-1988	Walker Insurance
407 423-0018	
407 423-0637	
407 423-8170	
407 849-0238	
407 849-1972	
407 849-5164	
407 849-5165	
407 849-5167	
407 849-5171	
407 849-9843	
407 849-9844	
800 881-1988	
(407) 843-4433	Vestal & Wiler
407 841-6694	
407 841-8512	
407 841-9019	
407 841-9112	
407 841-9205	
407 841-9512	
407 841-9519	
407 841-9533	
407 843-1383	

TCCF

Disconnects

(407) 841-6168

407 423-0249

407 423-7606

407 423-8004

407 423-8013

407 423-8020

407 423-8023

407 423-8036

407 841-0309

407 841-0558

407 841-2605

407 841-5428

407 841-7575

800 457-2627

Harmon Glass

(407) 841-0795

407 841-4451

407 841-2298

407 841-2297

407 M291193

Women's Center for Radiology

(407) 425-1334

407 425-0782

407 425-1335

407 425-1336

407 425-1337

407 644-1330

407 841-3549

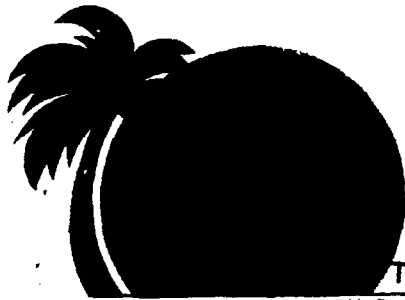
407 841-3791

407 843-4191

407 849-6321

800 347-1334

Suniland Travel



TRAVEL BUREAU, INC.

13 SOUTH MAGNOLIA AVENUE • ORLANDO, FLORIDA 32801
(407) 425-1334 • FAX (407)843-4191 • (800) 347-1334

*Don
Please Issue
Credit for
\$1800-
ASAP
Now? BU*

SEPTEMBER 8, 1997

CUSTOMER SERVICE
ATTN: DON CASEMENT
TELEPHONE COMPANY OF CENTRAL FLORIDA
3575 WEST LAKE MARY BLVD SUITE 107
LAKE MARY FL 32746

RE: ACCOUNT 4074251334

DEAR DON,

WE OBVIOUSLY HAVE A NUMBER OF SUBJECTS TO DISCUSS.

ON SEPTEMBER 4, 1997 I WAS ALERTED AT 715AM BY A MEMBER OF MY STAFF THAT OUR OFFICE PHONES HAD BEEN DISCONNECTED. I HAVE A NUMBER OF CONCERNS TO EXPRESS TO YOU.

THE FIRST CONCERN I HAVE IS THAT YOUR RECORDING INDICATES YOUR SERVICE DEPARTMENT OPENS AT 730AM. I PLACED CALLS LEAVING MESSAGES AT 735AM . . . 745AM . . . AND 755AM. NO ONE RETURNED MY CALL. FINALLY AT 800AM I SPOKE WITH FAYE WHO ADVISED ME TCCF WAS AWARE OF THE SITUATION, BUT OF COURSE, NO ONE BOTHERED TO CALL TO ADVISE ME.

MY SECOND CONCERN IS THE RECORDING CLIENTS WERE RECEIVING INDICATED THE PHONES HAD BEEN DISCONNECTED. THIS WAS RATHER OMINOUS SOUNDING SINCE TRAVEL AGENCIES HAVE A HISTORY OF GOING OUT OF BUSINESS "OVERNIGHT". SUNNILAND TRAVEL HAS BEEN IN BUSINESS SINCE 1930. I HAVE BEEN A PRINCIPAL IN THE BUSINESS FOR 21 YEARS AND FORTUNATELY, MOST CLIENTS KNOW THIS WAS NOT THE CASE. BUT WHAT ABOUT THE FIRST TIME REFERRAL CUSTOMER? I AM DEMANDING A LETTER OF APOLOGIZE BE PROVIDED TO ME GIVING A COMPLETE EXPLANATION OF THE PROBLEM. I AM HOLDING YOU RESPONSIBLE FOR PROVIDING THIS LETTER. MY CHECKS ARE WRITTEN TO TCCF AND AS FAR AS I AM CONCERNED MY SERVICE IS PROVIDED BY TCCF.

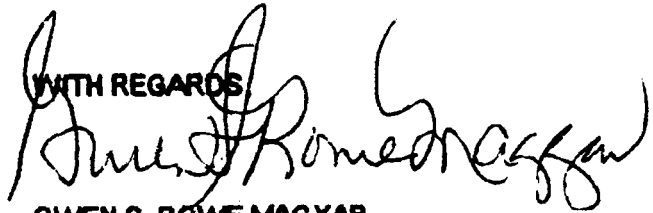
THE THIRD CONCERN IS MONETARY. SUNNILAND TRAVEL GENERATES BUSINESS IN THE AMOUNT OF APPROXIMATELY \$21,000.00 DAILY. IF YOU DISBELIEVE ME, I CAN CERTAINLY PROVIDE YOU WITH DATA PROVING THIS AMOUNT. FROM THAT MY NET EARNINGS DAILY ARE APPROXIMATELY \$2500.00. AGAIN, I NUMBER THAT CAN BE PROVEN TO YOU SHOULD YOU REQUIRE IT. APPROXIMATELY 85% OF MY BUSINESS IS CONDUCTED BY PHONE. I WAS "OUT OF BUSINESS" FROM 830AM UNTIL 130PM ON SEPTEMBER 4TH OR FIVE HOURS. WE ALSO EXPERIENCED A ROTARY LINE PROBLEM WHICH CAUSED US TO MISS A NUMBER OF INCOMING CALLS ONCE LINES BECAME ACTIVE. I DO NOT THINK IT UNREASONABLE TO ASK FOR A CREDIT OR CHECK IN THE AMOUNT OF \$1800.00. THIS AMOUNT IS NOT NEGOTIABLE. QUITE FRANKLY, THIS IS A SMALL AMOUNT TO PAY TO KEEP GOODWILL BETWEEN TCCF AND SUNNILAND TRAVEL.

I SHALL EXPECT YOUR RESPONSE NO LATER THAN SEPTEMBER 15, 1997. MAKE NO MISTAKE, DON, THIS IS NOT A DEAD ISSUE FOR ME. WE MUST COME TO AN AMABLE SOLUTION.

THIS IS THE FIRST OF TWO PAGES. PLEASE CHECK THE OTHER PAGE FOR ALL INFORMATION.

THANK YOU FOR YOUR COURTESY AND PROMPT ATTENTION, DON.

WITH REGARDS

A handwritten signature in black ink, appearing to read "Gwen S. Rowe Magyar". The signature is written in a cursive style with a large initial "G" and "M".

GWEN S. ROWE MAGYAR

Telephone Company of Central Florida

3575 West Lake Mary Boulevard
Lake Mary, FL 32746
(407) 302-1160

September 17, 1997

To: K. Ripper

From : D. Casement

Re: Walker Insurance (407) 849-1988 - Second disconnect within 2 week period.

Kip,

On 9/16/97 we received a call from Walker Insurance letting us know that their Voicemail had stopped functioning for second time since the 9/4/97 disconnect. We reported the trouble to BellSouth repair immediately.

At approximately 9:45 AM Walker Insurance called again to advise us that their main line (407) 849-1988 had been disconnected and was giving out the disconnect recording. All their other lines were unaffected in any way.

The trouble was reported to the BellSouth Repair Department, as well as to Ms. J. Woods, and Rick LaGrange. At 11:30 AM the main line was restored.

Later that day, BellSouth informed me that "human error" was to blame; a "translation person did not pay attention to the due date of the order".

I will add this information to my ESSX file should you need to refer to it in the future.

Don

cc: file

Telephone Company of Central Florida

3575 West Lake Mary Boulevard

Lake Mary, FL 32746

(407) 302-1160

September 24, 1997

Re: Walker Insurance
(407) 849-1988

PSC Request - # 1868181

Main number disconnected at 9:43 AM on September 16, 1997 by BellSouth. According to BellSouth Manager R. LaGrange the line was disconnected due to "human error" on the part of a BellSouth translations clerk.

Service was restored fully at 11:30AM on that same day.

D. Casement

Harmon Glass Inc.

MEMO

PHONE # 407-841-6168

Fax #: 407-841-0309

From: Spencer Schnacky
To: PRESIDENT
Subject: UNAUTHORIZE DISCONNECTION

Date: 9-4-97
Time: 9:45 AM
Fax #: 328-4872

1802 Crownway Orlando, Florida 32804

URGENT:

**OUR PRIMARY PHONE LINE 841-6168 INFORMS OUR CUSTOMERS
IT HAS BEEN DISCONNECTED.**

OUT OF 12 PHONE LINES, ONE WORKS.

CONTACT ME IMMEDIATELY AT: 841-7575

**WE ARE A MAJOR SERVICE BUSINESS WERE "PEOPLE" STILL ANSWER THE
CALLS. (Many attempts were made to contact a "live person" at your company in
vain. Your message says your open at 7:00 AM , however, no person answered the
phone until 8:10 AM. at which time we were disconnected during your internal
transfer).**

**OUR EVENING ANSWERING SERVICE STATED OUR PHONES LINES HAVE
BEEN DOWN SINCE LAST NIGHT, THEREFORE WE LOST ALL OUR
EMERGENCY BUSINESS.**

**IT IS NOW 9:45 AM. AND OUR CUSTOMERS ARE STILL BEING INFORMED:
THE LINE HAS BEEN DISCONNECTED.**

**I WANT A FULL EXPLANATION FROM YOUR FIRM. THERE WAS NO
AUTHORIZATION GIVEN TO CHANGE OUR SERVICE.**

c: MN. Corp. Legal Dept.

Harmon Glass

FAX Transmission

From: Spencer J. Schnackyl
To: KEVIN KOLLER
Company: TCCC

Date: 9-4-97
Time: 5:15pm
FAX #: 328-4872
Pages: 1

Message:

IN A CONTINUOUS FRUSTRATING UNAUTHORIZED DISCONNECTION OF
OUR BUSINESS LINES SINCE 9:00 P. M. 9-3-97, AND
THROUGHOUT THE DAY ON 9-4-97,

**THE "PHONE PLAGUE" CONTINUES AS WE ARE
UNABLE TO TURN OUR PHONES OVER TO OUR
EVENING ANSWERING SERVICE FOR
EMERGENCY CALLS.**

DUE TO THE FACT MANY OF OUR CUSTOMERS WERE INFORMED THAT
OUR LINE WAS DISCONNECTED WHICH INDICATED WE WERE OUT OF
BUSINESS AND THE BUSINESS WE LOST WILL NEVER BE RECOVERED,

ALL THE INFORMATION THAT TRANSPIRED AND CONTINUES TO IS
BEING TURNED OVER TO OUR CORPORATE ATTORNEY'S FOR REVIEW
FOR LEGAL ACTION.

**AT THIS TIME, WE CONTINUE IN A CRITICAL MODE...DUE TO
AT YOUR ADMISSION AND THEIRS THAT THERE WAS A MESS
UP ON YOUR ACCOUNTS.**

VOICE: 407-841-6168 FAX: 407-841-0309

1302 Crownway, Orlando, Florida 32804

STATE OF FLORIDA

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
DIANE K. KIESLING
JOE GARCIA



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

October 15, 1997

Mr. Don Casement
Telephone Company of Central Florida
3575 W. Lake Mary Blvd., Suite 107
Lake Mary, FL 32746

Dear Mr. Casement:

This is a follow up to your complaint concerning BellSouth Telecommunications, Inc. I am enclosing a copy of BellSouth's response for your review.

I appreciate your bringing this to our attention and hope you do not experience any other problems. If you do, or if you have any questions, just let me know. I can be reached at (850) 413-6502-voice and (850) 413-6503-fax.

Sincerely,

A handwritten signature in cursive script that reads "Paula J. Isler".

Paula J. Isler
Research Assistant
Bureau of Service Evaluation

Enclosure

cc: File No. 992/3266

BellSouth Telecommunications, Inc. 904 222-1201
Suite 400 Fax 904 222-8640
150 South Monroe Street
Tallahassee, Florida 32301

Nancy H. Sims
Director - Regulatory Relations

September 30, 1997

*Faxed 10/6/97
TCCF
10-1-97*

RECEIVED

OCT 06 1997

CMU

Ms. Paula J. Isler
Research Assistant
Bureau of Service Evaluation
State of Florida
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Isler:

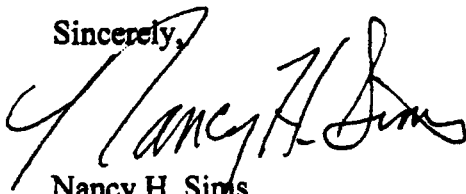
The information contained herein is considered customer proprietary information by BellSouth and should be kept confidential until such time as the customer permits release of the information.

This is in response to your letter of September 15, 1997, which requested an investigation and response concerning the complaint received by the Commission from the Telephone Company of Central Florida [TCCF]. The attachment outlines the results of the investigation.

In addition, BellSouth's Assistant Vice President-Sales met with TCCF management on September 19, 1997. During the meeting BellSouth agreed to contact each of TCCF's customers and express BellSouth's regrets for the problems caused by BellSouth.

I trust that the information provided satisfies your request.

Sincerely,



Nancy H. Sims

Attachment

This information is provided as a result of an investigation of the disconnection of the following accounts listed in the September 15, 1997 letter from the Florida Public Service Commission:

Walker Insurance	(407) 849-1988
Vestal & Wiler	(407) 843-4433
Arnold Matheny & Eagan	(407) 841-1550
Zha, Inc.	(407) 422-7487
Sunniland Travel Bureau, Inc.	(407) 425-1334
The Women's Center for Radiology	(407) 841-0795
Harmon Glass Service	(407) 841-6168

A. There were two issues involved in the recent conversion of multiple accounts for The Telephone Company of Central Florida (TCCF). The orders were to be converted from 1FB or 1FR to ESSX service on the dates indicated.

According to BellSouth records, TCCF provided the dates for the accounts to be converted. Vestal & Wiler, Arnold Matheny & Eagan, and Zha, Inc., were scheduled to be converted on September 3, 1997, and were converted on September 3, 1997. Walker Insurance, Sunniland Travel Bureau, Inc., The Women's Center for Radiology, and Harmon Glass Service were scheduled to be converted on September 4, 1997, and were inadvertently converted on September 3, 1997.

Issue 1:

Arnold Matheny & Eagan/Vestal & Wiler:

The conversion was coordinated for the orders due on September 3, 1997, to begin at 1600. The cut was progressing normally until approximately 1800. The lines that could not be converted were:

- 1 of 6 lines for Arnold Matheny & Eagan (407-841-1550)
- 1 of 10 lines for Vestal & Wiler (MTN 407-843-4433/407-841-9205).

The BellSouth Project Manager determined at 2000 that it would be most advantageous to change the above mentioned lines back to 1FBs and to continue the conversion in the early a.m. on September 4, 1997. The Director of Operations for TCCF agreed.

Conclusion:

The telephone numbers for these lines were not appropriately programmed by the BellSouth Electronic Technician (ET) in the Centrex Common Block, therefore, the lines would not convert to the ESSX service. The ET received 2 different lists of lines from the Customer Service Associate (CSA) in BellSouth Business Systems: one on August 19, 1997, and another on August 20, 1997, with additional telephone numbers. The telephone numbers noted above were not programmed by the ET.

Zha, Inc.:

The conversion for Zha, Inc., was scheduled for September 3, 1997, and worked that date. The Recent Change and Memory Administration Group (RCMAG) records show that the lines were working. Additional reviews were made as a result of TCCF indicating that test calls made the morning of September 4, 1997, resulted in an intercept message that the telephone numbers had been disconnected. The RCMAG records show no activity for September 4, 1997. The Data Base Administration Center (DBAC) records show no reference of calls about the service order, no trouble reports that flowed through without human intervention, and no manual references of any trouble report.

However, the Business Repair Center (BRC) records indicate that a call was received on September 8, 1997, on 407-422-2843, the trouble report states 'no dial tone; cannot receive calls.' An investigation revealed that there was no cross connect on the cosmic frame, the cross connect was replaced and the line tested okay. The ticket was closed on September 8, 1997.

An additional call made on September 8, 1997, at 11:46 a.m. to the BRC on 407-423-8240, indicated 'no dial tone, out of service.' The BRC dispatched a technician to the central office (CO) at 12:01 p.m. A switchman in the CO returned the trouble ticket to the BRC with a note 'pending test at 1:52 p.m.' The BRC dispatched a technician to the premises at 5:20 p.m.. The technician found that 423-8240 was not on the frame, and that 407-423-8340 was on the frame and on Cable 58, and Pair 0550. The technician advised the customer to use 407-423-8340, and closed the ticket.

Another call made on September 11, 1997, at 8:32 a.m., on 407-423-7413, indicated that faxes could be received but could not be sent out. Verification of translations on 407-423-7423 indicated a Primary Carrier Code (PIC) of 0555. The trouble ticket was closed out with the notation of 'no trouble found, not dispatched out.' The line is presently working correctly, the carrier could have had a block on the line or the number being dialed may have been dialed incorrectly.

Conclusion:

There was no cross connect on the cosmic frame on 407-422-2843. There was confusion as to the correct number regarding 407-423-8240 and 407-423-8340. The problem was caused by the Carrier or by the person using the fax machine on 407-423-7413.

Issue 2:

Four customers that were to be converted on September 4, 1997, were disconnected on September 3, 1997. The frame due time on September 4, 1997, was 1600.

Walker Insurance:

The RCMAG released the disconnect order in error on September 3, 1997, at 1907. The account was converted back to 1FB service at 1247 on September 4, 1997. The conversion to ESSX was postponed until September 11, 1997, and was later canceled.

Sunniland Travel Bureau, Inc.:

The RCMAG released the disconnect order in error on September 3, 1997, at 1926. The account was converted back to 1FB service at 1314 on September 4, 1997. The conversion to ESSX was postponed until September 11, 1997, and was later canceled.

Harmon Glass Service:

The RCMAG inadvertently disconnected the account on September 3, 1997, at 1914. These lines were translated into the Centrex Common Block at 1934 and at that time incoming calls could be received on two of their lines (407-841-8168 and 407-423-8023); the lines, however, were not fully programmed. This account was converted back to 1FB service at 1101 on September 4, 1997. The conversion to ESSX was postponed until September 11, 1997, and was later canceled.

The Women's Center for Radiology:

The RCMAG inadvertently released the disconnect order and then physically moved the lines to ESSX on September 3, 1997. The lines were not out of service, but the billing records were incorrect. The BellSouth Project Manager called the Director of Operations of TCCF early the afternoon of September 25, 1997, to offer two options: convert the account back to 1FBs or leave the ESSX lines in the field and update the records to correct the billing. The Director selected to leave the ESSX lines and update the records. The System Designer with the BellSouth Account Team will issue record orders for the billing corrections on October 2, 1997, to be effective as of September 3, 1997.

Conclusion:

These four accounts were converted early due to human error. The Line Translation Specialist was working the conversion of accounts (lines) for September 3, 1997, and mistakenly released accounts (lines) with a due date of September 4, 1997.

B. To prevent this type of occurrences in the future:

- The BellSouth Project Manager and Systems Designer will limit the number of accounts to be converted on the same date.
- The BellSouth Network Infrastructure Service Center (NISC) will be allowed to provide input on the number of ESSX lines to be cut each day.
- The BellSouth Service Center will use the correct Disconnect Reason (DCR) on the service order.
- The BellSouth Project Manager will provide spreadsheets of each account with lines to be cut to the RCMAG prior to cutover.
- There will be additional coordination among the BellSouth departments when ESSX resides in a 1AESS switch.

Telephone Company of Central Florida, Inc.

EXHIBIT 21

*TCCF/BellSouth Meeting
September 19, 1997
8:00 AM Eastern
Orlando Airport Hyatt*

Welcome, introductions - Marc Cathey

Coffee, Refreshments

Issues Overview

- BOR Request - Tom Bolding, Bill French
- Ordering & Provisioning workflow process - Rick LaGrange
 - ◆ Diagram end-to-end implementation process & workflow
- Update on completed & pending orders - Judy Woods

Problem resolutions

- PIC problem resolutions/post mortem - Rick LaGrange & Pattie Knight
- Disconnects - Rick LaGrange & David Vanleer
- CSM/Project Manager responsibilities - Karen Groves & Pattie Knight
- Escalation Procedures

TCCF Attendees: Kip Ripper, President
Mike Funaro, VP - Sales & Marketing
Ken Koller, Director of Engineering
Don Casement, Customer Service Manager
Andrea Welch, VP - Administrative Services

BellSouth Attendees: Marc Cathey, Sales AVP - CLEC/Resale
Bill French, Sales Director - Resale
Tom Bolding, Regional Account Manager
Pattie Knight, Customer Support Manager
Rick LaGrange, Project Manager
Dave Vanleer, Specialist - NISC
Karen Groves, Director - CSM
Charlotte White, Supervisor - RCMAC

Telephone Company of Central Florida, Inc.

EXHIBIT 22

BellSouth Interconnection
Room South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

October 7, 1997

Mr. Ken Koller, Director of Engineering
TCCF
3575 W. Lake Mary Blvd.
Suite 107
Lake Mary, FL 32746

Dear Ken:

Per my voicemail message, I'd like to discuss the meetings next week at your earliest convenience. Also, please forward this letter to the appropriate personnel at TCCF who need to be involved. Since we will be conducting two meetings at once, I'd like your help in coordinating both the workshop for ESSX orders and the Project Implementation meeting. Tentative agendas are attached.

Specifically, I'd like to establish the goals and objectives of our ESSX Workshop with the following in mind:

- Attendees need to have a good working knowledge of ESSX features and functionality.
- We can train your trainers as well as service reps, but we'd like to keep the group at a manageable size.
- We will need an overhead projector and screen, as well as a PC with Web access in the training room.
- Please plan on your folks spending the entire day with us.

The Project Implementation meeting will involve the Account Team, including Bill French, myself, Marc Cathey, Rick LaGrango, and Debbie Nelson. In order to help us put together a solid implementation schedule, I'd also like to request from you some sort of flow chart showing your end-to-end process from the time your salespeople hit the streets to the time you submit orders. We need to know stop-by-step how you market and sell ESSX service to your end-users, how your salespeople communicate orders to your ordering & provisioning people and how that translates to a formal service request sent to us. What we hope to do is gain a better understanding of how your business operates in order for us to put together a true end-to-end plan in conjunction with ours.

As for logistics, I'd like your suggestion on what we should do for lunch, given the full day we are planning. I also trust that your offices will be adequate for conducting both meetings at once.

Again, please call me at your earliest convenience to discuss this further. We look forward to a productive meeting on the 15th.

Best Regards,



Tom Bolding
Regional Account Manager

cc: Kip Ripper
cc: Marc Cathey
cc: Bill French

****DRAFT****

TCCF/BellSouth ESSX Workshop

October 15, 1997

9:00 AM Eastern

TCCF Offices

- **Welcome, Introductions, Purpose of meeting - Tom Bolding**

- **CSR Review - Judy Woods**
 - How to read a CSR
 - 1FB vs. ESSX USOC's and features
 - How to define features on the CSR

- **LSR Review - Judy Woods**
 - Features and USOC's
 - Order documentation

- **Feature Availability - Sarah Henderson**
 - ESSX vs. non-ESSX features
 - Where to find features in the tariff

- **Station Worksheets - Sarah Henderson**
 - 5ESS
 - DMS 100
 - 1AESS

- **Tariffs & CSR's via the Web**

- **Q & A - Judy Woods & Sarah Henderson**

***TCCF attendance criteria should be predicated on those with existing knowledge of ESSX features and functionality, those who will be issuing orders and those who will train others on order issuance.**

****DRAFT****

***TCCF/BellSouth Project Implementation Meeting
October 15, 1997
10:00 AM Eastern
TCCF Offices***

- **Review BOR**

- **Review of Marketing Plan/Strategy**
 - **NAR/Station Ratios**
 - **End-User Perceptions and Expectations**
 - **ESSX Applications**
 - **Existing vs. Future Applications of Service**
 - **Future Plans in Other Markets/States**

- **Traffic Studies**
 - **Monitoring the System**

- **Workflow Overview**

- **Review Implementation Matrix**
 - **New vs Embedded Base**

- **Recommended Steps to Success**

Telephone Company of Central Florida, Inc.

EXHIBIT 23

FAX
Rec'd 1/6/97
167
OK
10/7



5

BellSouth Interconnection
Room South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

October 7, 1997

Norman Ripper
Telephone Company of Central Florida
3575 West Lake Mary Blvd.
Suite 107
Lake Mary, FL 32746

RE: BFR97-017TCCF

Dear Norman:

Based on our conversation of today, Monday, October 6, and pursuant to our agreement to resolve outstanding operational issues regarding the implementation of service by Bellsouth as requested by TCCF, Bellsouth will agree to revise its response to your Bona Fide Request for passing of calling line number information related to ESSX or MultiServ service to a dedicated T1 in the 1A, 5E, and DMS switches. Although the estimated service interval following acceptance is sixteen weeks, we have agreed to present to you on 10/15/97 a more detailed schedule by central office type. Following are the rates and charges to provide a primary rate ISDN special access tie line termination that will support up to sixty-four Kbps voice and data transmission and signaling (D Channel). This service is associated with Digital ESSX service in a DMS100 and 5ESS central offices.

REGULATIONS:

TCCF must provide an interface that is compatible with the IDS interface in the Central Office.

Voice calls may be completed to both IDS and non-IDS lines.

Data transmission on the B Channel will be circuit switched by BellSouth at 64 Kbps within the switch and between IDS compatible central offices.

Primary rate service will be a central office interface to a special access carrier consisting of twenty-three Kbps (B) channels and 64 KBPS (D) channel. This service is for the transmission of digital signals only and uses only digital transmission facilities. Rates and charges contained herein are valid only for termination of primary rate ISDN special access tie lines from the TCCF's premises and from other DMS100 and 5ESS type central offices.

RATES AND CHARGES

<u>Rate Element</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Design/Project Plan Preparation	\$ 545.00	\$ 0.00
Primary Rate Access, Primary Rate ISDN Interface Utilized As A Tie Line (a) Per 5ESS central office	0.00	0.00
Integrated Digital Service, Primary Rate Access, Primary Rate ISDN Interface (23B+D) Utilized As A Tie Line Termination, Each	585.00	635.00
Integrated Digital Service, Primary Rate Access, Primary Rate ISDN Channel Tie Line Termination, Per B Channel	7.00	0.00
Digital ESSX Service DS1 Termination, Per DS1 Circuit Terminated	0.00	0.00
Digital ESSX Service DS1 Termination, Per DS0 Channel Activated	0.00	0.00

NOTES

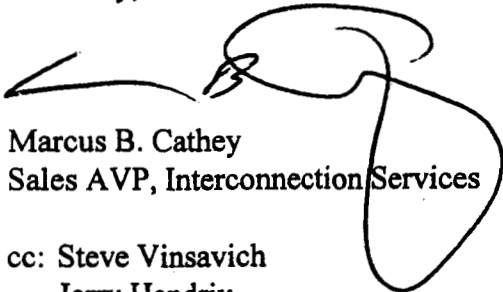
All usual and applicable service connection charges and non-recurring charges as specified in the General Subscriber Service Tariff (GSST), Private Line Service Tariff (PLST), and/or Access Service tariffs apply to the activation, move or change of channel equivalents within ISDN primary rate access service packages as well as for installation of the basic service.

Tariff rates and charges to TCCF for DS1 service and clear channel capability required to provision this service are in addition to the rates and charges listed herein.

Please respond with your acceptance of the Bona Fide Request proposed rates by returning the enclosed form along with a check for the design/project plan preparation charge of \$545.00 by October 15, 1997. This charge represents the work involved with Marketing, Engineering, and Cost Analyst groups to develop costs and rates for the project, and is required in advance of implementation. Once your acceptance is received, an amendment to the interconnection agreement between BellSouth and Telephone Company of Central Florida (TCCF) will be provided to TCCF for execution of the requested provisioning. Also, TCCF and BellSouth will execute a full release and settlement agreement for any damages claimed by TCCF for the delay in implementation of services ordered by TCCF.

Should you have questions regarding your request, please feel free to call me at 205-977-3311.

Sincerely,



Marcus B. Cathey
Sales AVP, Interconnection Services

cc: Steve Vinsavich
Jerry Hendrix
Michele Culver
Tom Bolding
Lawayne Thrasher

Enclosure

T1 Due Dates for CO's for Bell South

TCCF ESSX IMPLEMENTATION SCHEDULE

Forecast for requirements for central office blocks - Board requires 14.8 requirements 20/11/97 (2 sets keep)

CENTRAL OFFICE	SWITCH	COMMON	DECAS	# PRI's	CENTREX	WORLDCOM	ACCEPTANCE	TCCF	TURN
		BLOCK	READY	AVLBL-1	FEATURE	T-1	TESTING	WORKSHEET	UP
		READY		*1	AVLBL	READY		ACCEPTANCE	END USERS
Fort Lauderdale - Main Relief	DMS100	X	5-Nov	50	NOW	X		*3	
West Palm - GARDEN	DMS100	X	5-Nov	17	NOW	X		*3	
Gainesville Main - DS0	DMS 100	17-Oct	*5	5	NOW	X		*3	
Golden Glades - North Dade	DMS 100	22-Dec	5-Nov	7	NOW	X		*3	
Jacksonville - Clay Street	DMS 100	X	5-Nov	21	NOW	X		*3	
Jacksonville - San Marco	DMS 100	X	5-Nov	25	NOW	X		*3	
Miami - Airport	DMS 100	X	5-Nov	9	NOW	X		*3	
Miami - Canal	DMS 100	X	5-Nov	35	NOW	X		*3	
Miami - Grande	DMS 100	X	5-Nov	7	NOW	X		*3	
Orlando - Magnolia	DMS 100	X	NOW	53	NOW	X		*3	
Cocoa - Main	5ESS	X	5-Nov	11	22-Nov	X		*3	
Fort Lauderdale - Oakland	5ESS	X	5-Nov	0	22-Nov	X		*3	
Gainesville Main - DS1	5ESS	17-Oct	*5	1	22-Nov			*3	
Key West - Main	5ESS	X	5-Nov	2	22-Nov	X		*3	
Melbourne	5ESS	X	5-Nov	37	22-Nov	X		*3	
Miami - Beach	5ESS	X	5-Jan	22	22-Nov	X		*3	
Miami - Grande	5ESS	X	5-Nov	0	22-Nov			*3	
Miami - Hialeah	5ESS	X	5-Nov	33	22-Nov	X		*3	
Orlando - Pine Hills	5ESS	X	NOW	0	22-Nov	X		*3	
Vero Beach	5ESS	X	5-Nov	6	22-Nov			*3	
West Hollywood	5ESS	X	5-Nov	7	22-Nov			*3	
Orlando - Magnolia	1AESS-*2	X	NOW	NA	22-Nov	X		*3	
West Palm - Main Annex	1AESS-*2	X	5-Nov	NA	22-Nov	X		*3	
*1 - As of 10/10/97 - any orders issued subsequently will affect availability									
*2 - 10 lines per day or 1 customer									
*3 - Two days after testing complete									

Handwritten asterisks in the left margin of the table rows.

MATV. Test procedure for billing purposes. Date time to: 10/14/97

Telephone Company of Central Florida, Inc.

EXHIBIT 24



Telephone Company of CENTRAL Florida, Inc.

October 10, 1997

Mr. Marcus B. Cathey
BellSouth Interconnection
Room South E4E1
3535 Colonnade Parkway
Birmingham, AL 35243

Re: BFR97-017TCCF

Dear Marc:

This letter is in response to your letter dated October 7, 1997. I want you to know that *TCCF* never made a Bona Fide Request as you imply in your letter. This activity or process must be one that was recently put in place by BellSouth to support your own business purposes.

That having been said, *TCCF* will accept the rates and charges for digital access to our contract for ESSX services as set forth in your letter. As you know, we have been waiting nearly a year and a half to get these services turned on and if this process will get us there, then we won't dispute the outcome.

Attached you will find a check for \$545.00. It is my understanding that this fee covers your costs for Marketing, Engineering and Cost Analysis of our need for these digital services. You also mention in your letter these rates and services will become part of our interconnection agreement. I appreciate the need for this and look forward to a proposed addendum, adding these rates and charges to our agreement.

Additionally, it is my understanding from your letter that we will be receiving shortly a proposed settlement agreement and accompanying release for the damages *TCCF* has suffered by the delay in the implementation of ESSX services ordered by *TCCF* in May of 1996.

I look forward to receiving these documents and working with you to come to a final resolution of *TCCF's* needs for these services and BellSouth's delivery of them in a timely fashion. Finally, I want to be clear that our acceptance of the quote for rates and charges does not in any way change or alter our current status with regards to our ESSX Agreements.

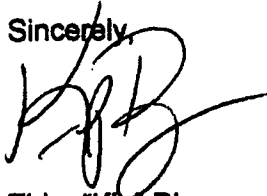
3575 W. LAKE MARY BOULEVARD, SUITE 107 • LAKE MARY, Florida 32746
PHONE (407) 328-5002 • FAX (407) 321-1454

Mr. Marcus. B. Cathey
BellSouth Interconnection
October 9, 1997
Page Two

Also, we condition our comments contained herein on the acceptability to TCCF of the final installation dates we receive for our ESSX systems. Remember, we have been waiting nearly one and a half years for these services. Time is of the essence.

If you have any questions, please call me at 407/328-5002 ext. 201.

Sincerely,

A handwritten signature in black ink, appearing to be 'KR', written over the word 'Sincerely,'.

Elder "Kip" Ripper
President & CEO
/bg

*** ACTIVITY REPORT ***

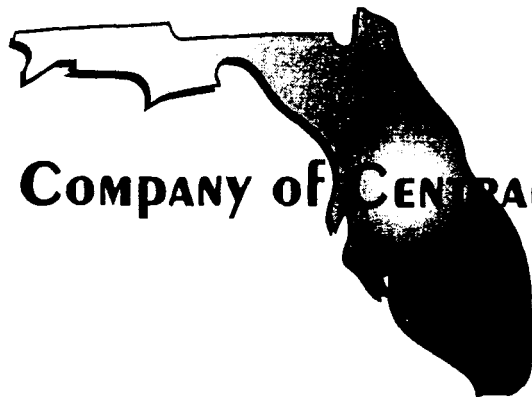
TRANSMISSION OK

TX/RX NO.	0883
CONNECTION TEL	648 1743
CONNECTION ID	FOLEY-LARDNER
START TIME	10/10 16:10
USAGE TIME	02'22
PAGES	4
RESULT	OK

Telephone Company of Central Florida, Inc.

EXHIBIT 25

LS



Telephone Company of Central Florida, Inc.

Sent via Fax
January 20, 1997

TO: Mr. Neal Holden

FROM: Ken Koller 

RE: Move of IFB Accounts to ESSX Service Magnolia DMS100, Magnolia 1 AESS & Pinehills 5 ESS. - Orlando CO's

Our meeting with Mr. Baker, Mr. English and Lynn Smith was very productive and we want to take advantage of Mr. Baker's offer to have BellSouth's staff move our existing customers to ESSX service where the NXX's are applicable.

We would like to proceed with this on an immediate basis. It is crucial that all of these customers be moved in a timely and efficient manner. I will try to address the NAR requirements for each ESSX system as they grow.

It is my understanding that upon review of our customer base the BellSouth Interconnection Services support team will implement the move of these accounts. I will be available for questions regarding features, NARS and special services.

I believe that we can start this process this week beginning with the Magnolia DMS 100 CO and moving through to complete the other two CO's. Once this initial Database is moved, we will provide order input and customer specific feature applications via the ECAS/DECAS system.

Mr. Baker has assured us that until the system is functional for us and we have been properly trained the Interconnection Services Support Team will provide this assistance.

Lets put the wheels in motion as soon as possible. Thanks

BellSouth Telecommunications, Inc.
Room 34S91 BellSouth Center
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375

October 23, 1997

Ken Koller
Telephone Company of Central Florida
3575 West Lake Mary Blvd.
Suite 107
Lake Mary, FL 32746

BFR97-025TCCF

Dear Ken:

Your Bona Fide Request for the ability to use customer control (ECAS/DECAS) to any inward and/or outward calling, dated September 23, 1997, has been completed. Following are the rates and charges to provide DECAS/ECAS controllable Deny Originating and Termination associated with ESSX® and Digital ESSX® Service.

RATES AND CHARGES

<u>Rate Element</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Design/Project Plan	\$ 291.00	\$ 0.00
DECAS/ECAS Controllable		
Deny Originating/Terminating		
(a) Per ESSX/Digital ESSX System	85.00	0.00
Deny Originating/Terminating		
(a) Per Group of 5	0.00	.75

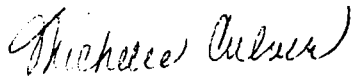
NOTES

The rates and charges for ECAS/DECAS service as specified in Section A112 of the General Subscriber Service Tariff (GSST) are in addition to the rates and charges listed herein. The terms and conditions for ESSX® service/Digital ESSX® service as specified in section A112 of the GSST apply for service listed herein.

Please respond with your acceptance of the Bona Fide Request proposed rates by returning the enclosed form along with a check for the design/project plan preparation charge of \$291.00 by November 6, 1997. This charge represents the work involved with Marketing, Engineering, and Cost Analyst groups to develop costs and rates for the project, and is required in advance of implementation. Once acceptance is received, and amendment to the interconnection agreement between BellSouth and Telephone Company of Central Florida (TCCF) will be provided to TCCF for execution of the requested provisioning.

Should you have questions regarding your request, please feel free to call Tom Bolding at 205-977-9802.

Sincerely,



Michelle Culver
Manager, Interconnection Services

cc: Jerry Hendrix
Lawayne Thrasher
Tom Bolding

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.
Please make check payable to BellSouth in U.S. funds.

CURRENT CHARGE DUE BEFORE	PAST DUE AMOUNT	TOTAL AMOUNT DUE	AMOUNT PAID
NOV 6, 1997	\$0.00	\$291.00	291.00

REMIT PAYMENT TO:

BELLSOUTH
ATTN: ICS FINANCE - CRAIG WILLIARD
RM 34E38
675 WEST PEACHTREE STREET
ATLANTA, GEORGIA 30375

I ACCEPT THE PROPOSED RATES AND CHARGES FOR PROVISIONING OF BFR97-025TCCF


NAME AND TITLE

10-29-97
DATE

0996

The Telephone Company of Central Florida, Inc.
1575 West Lake Mary Parkway Suite 107
Lake Mary, Florida 32746
Phone (407) 328-5007

ISSUED
NUMBER 7748

CS-12/09/031

10/24/97

PAY TO THE ORDER OF Bell South/ICS Finance

\$ **291.00

Two Hundred Ninety-One and 00/100***** DOLLARS

Bell South/ICS Finance
Room 34E38
675 West Peachtree Street
Atlanta, GA 30375

Andrea K. Hines

MEMO

THE REVERSE SIDE OF THIS DOCUMENT INCLUDES AN ARTIFICIAL WATERMARK. HOLD AT AN ANGLE TO VIEW

⑈000996⑈ ⑆063112692⑆ 01603102540⑈

THE TELEPHONE COMPANY OF CENTRAL FLORIDA, INC.

Bell South/ICS Finance

10/24/97

10/24/97

0996
291.00

Bill # 10/24/97

Huntington Bank

291.00

Post-It® Fax Note	7671	Date	1-8-98	# of pages	2
To	<i>LaWayne</i>	From	<i>Ken</i>		
Co./Dept.	<i>Self South</i>	Co.	<i>TCCF</i>		
Phone #		Phone #			
Fax #		Fax #			

*** 2ND COPY*

*** ACTIVITY REPORT ***

TRANSMISSION OK

TX/RX NO.	4172
CONNECTION TEL	12059770037
CONNECTION ID	
START TIME	01/07 15:15
USAGE TIME	01'43
PAGES	2
RESULT	OK

Telephone Company of Central Florida, Inc.

EXHIBIT 26

cc: ANDREA



Bellsouth Interconnection
Room South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

December 18, 1997

Mr. Kip Ripper, President
TCCF
3575 W. Lake Mary Blvd.
Suite 107
Lake Mary, FL 32746

Dear Kip:

Attached is the completed matrix showing the status of all PRI orders and Centrex features in the 23 Central Offices out of which you will be reselling ESSX Service. At this point, all orders are in the system and Rick LaGrange will act as Project Manager to ensure completion of the orders and testing with Worldcom. He will be providing a separate implementation plan/spreadsheet to facilitate this process.

As we discussed in our preliminary meetings, we can start accepting orders to convert your customers to ESSX two days after testing is completed. Rick will also provide notification of due dates and timeframes as he completes each Central Office cut. Again, all orders for new ESSX service and ESSX conversions will be directed to the Account Team and faxed to (205) 977-1171.

I feel that we are making significant progress at this point and we should be able to finish this project quickly after the initial cut of the Orlando Magnolia Central Office. If you'd like to discuss this, please feel free to call me or Rick LaGrange at (205) 714-0072.

Best Regards,

A handwritten signature in cursive script that reads "Tom Bolding".

Tom Bolding
Regional Account Manager

cc: Marc Cathey
cc: Mike Wilburn
cc: Rick LaGrange

TCCF ESSX IMPLEMENTATION SCHEDULE

CENTRAL OFFICE	SWITCH	COMMON	DECAS	# PRI's	CENTREX	WORLDCOM	PRI	TCCF	TURN
		BLOCK READY	READY	AVLBL-1	FEATURE AVLBL	T-1 READY	ACCEPTANCE TESTING	WORKSHEET ACCEPTANCE	UP END USERS
Fort Lauderdale - Main Relief	DMS100	X	X	50	X	X	*3	*4	*5
West Palm - GARDEN	DMS100	X	X	17	X	X	*3	*4	*5
Gainesville Main - DS0	DMS 100	X	X	5	X	X	*3	*4	*5
Golden Glades - North Dade	DMS 100	X	X	7	X	X	*3	*4	*5
Jacksonville - Clay Street	DMS 100	X	X	21	X	X	*3	*4	*5
Jacksonville - San Marco	DMS 100	X	X	25	X	X	*3	*4	*5
Miami - Airport	DMS 100	X	X	9	X	X	*3	*4	*5
Miami - Canal	DMS 100	X	X	35	X	X	*3	*4	*5
Miami - Grande	DMS 100	X	X	7	X	X	*3	*4	*5
Orlando - Magnolia	DMS 100	X	X	53	X	X	*3	*4	*5
Cocoa - Main	5ESS	X	X	11	X	X	*3	*4	*5
Fort Lauderdale - Oakland	5ESS	X	X	1	X	X	*3	*4	*5
Gainesville Main - DS1	5ESS	X	X	1	X	*2	*3	*4	*5
Key West - Main	5ESS	X	X	2	X	X	*3	*4	*5
Melbourne	5ESS	X	X	37	X	X	*3	*4	*5
Miami - Beach	5ESS	X	X	22	X	X	*3	*4	*5
Miami - Grande	5ESS	X	X	1	X	*2	*3	*4	*5
Miami - Hialeah	5ESS	X	X	33	X	X	*3	*4	*5
Orlando - Pine Hills	5ESS	X	X	0*	X	X	*3	*4	*5
Vero Beach	5ESS	X	X	6	X	*2	*3	*4	*5
West Hollywood	5ESS	X	X	7	X	*2	*3	*4	*5
Orlando - Magnolia	1AESS	X	X	NA	X	X	*3	*4	*5
West Palm - Main Annex	1AESS	X	X	NA	X	X	*3	*4	*5

* - Facilities scheduled for January 29, 1998
 *2 - Worldcom to order T-1's
 *3 - Rick LaGrange, Project Manager, to provide separate matrix for subsequent office cuts & testing
 *4 - Two days after testing complete
 *5 - Standard intervals apply to orders to convert customers to ESSX

Telephone Company of Central Florida, Inc.

EXHIBIT 27

April 17, 1998

Kip Ripper
President
TCCF
3575 Lake Mary Blvd.
Suite 107
Lake Mary, Florida 32746

*KWR
TCCF*

Dear Kip:

As your TCCF Account Manager, I feel the BellSouth Account Team has made significant improvement with issues regarding TCCF. Although we do not talk on a regular basis someone from my Account Team communicates with TCCF daily. BellSouth has made a tremendous investment in upgrading our Central Offices to provide TCCF with the facilities needed to provide ESSX Service for TCCF end users. We have also staffed the complex ordering group to accommodate TCCF service orders for ESSX. In addition my Account Team has added Cynthia Hodges to help coordinate your service orders that are issued through Peggy McKay's complex ordering group. At this time the Magnolia Central Office in Orlando is ready for ESSX service to be provisioned. However, we do not see any volume of ESSX service orders being received. Please let me know if your plans have changed in regards to TCCF utilizing ESSX Service so we can make the necessary changes to properly staff our service centers. BellSouth has also coordinated testing with WorldCom in other BellSouth Central Offices anticipating ESSX Service being provisioned in them as well.

We appreciate your patience in this major project and I look forward to hearing from you regarding this issue soon. Please let me know if there is anything I can do to help with any issue. We greatly appreciate your business.

Sincerely,

Wayne Carnes

Wayne Carnes
Regional Account Manager

Telephone Company of Central Florida, Inc.

EXHIBIT 28



3575 W. Lake Mary Boulevard, Suite 107
Lake Mary, Florida 32746 407-328-5002

Mr. Wayne Carnes
BellSouth Interconnection Services Team
Birmingham, Alabama

April 29, 1998

The Telephone Company of Central Florida appreciates the efforts put forth by BellSouth to provide the system capabilities, features and services that were sold by your organization. It is refreshing to see that after two years of maneuvering, team changes and program development that these services are now available. We are ready to utilize the ESSX systems and bring them up to the minimum contract capacity of 201 lines each.

There are however, several items that need to be addressed by BellSouth in order for TCCF to move forward with this project. Please respond with the appropriate information at your earliest convenience so that we can accommodate your request and utilize the resources you now have in place.

- **ESSX Common Blocks:** TCCF has not been notified of the common block activation for each of the 23 central offices covered by our contractual agreement, nor has a schedule of availability for each ESSX system been provided. We need to know if it is now possible to sell and move customers into all 23 ESSX systems or only specific central offices. Please provide the primary ESSX common block number for SLA #1 for each system.
- **T1 Access From Numbers Within the Common Block:** What is the status of the T1 circuits for each common block within the 23 systems and are all T1's now available to carry 1+ traffic with an overflow to the normal network when all T1 circuits are in use?
- **ESSX Common Block Features:** Have the features been programmed for each of the common blocks for all 23 offices?
- **ESSX Feature Changes:** We requested that dial call pickup be removed from the features requested and that call waiting be provided as a selected feature. Has this change been accomplished?
- **DIN/DOR (Deny Originate and Deny Incoming):** A BOR was completed and paid for in October of 1997, at which time this feature was requested for each of the ESSX systems. Our attempts to use this feature in March and April had to be accommodated by the Interconnection Services Team because this feature still had not been programmed into DECAS.
- **ESSX System Summaries:** Please provide an ESSX system summary for each of our 23 common blocks including, primary SLA number, features provided, feature access, ARS mapping, existing SLA detail, and any other information pertinent to the effective implementation of these systems.

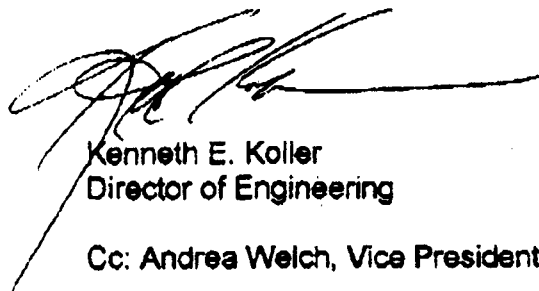
- **DECAS:** We have not received the appropriate CUSTID for each of the ESSX common blocks. This information is required for our feature activation for new customers and must be in our possession prior to the movement of new accounts into any of these ESSX systems

If you will provide the above information on an immediate basis, we will begin to populate these systems and utilize the resources outlined in your letter and which are now available. It is my understanding that you will have the capability to process a maximum of 10 ESSX lines per day for all 23 ESSX systems. I understand this to be a maximum of ten lines for all systems, not 10 per system. If this limited capability has changed please advise us so we can provide increased order input.

Finally, and most importantly, I suggest that we move a group of six accounts from the 1FB environment to ESSX to verify that the procedures that BellSouth now has in place will effectively process this change into the ESSX common block without detriment to our customer's level of service. This process has not been utilized in the past without disastrous results.

If you have any questions regarding the ESSX arrangement or our ability to meet and exceed your order processing capacity please call me at 1-407-320-8001 extension : 102.

Sincerely,



Kenneth E. Koller
Director of Engineering

Cc: Andrea Welch, Vice President of Administration

Telephone Company of Central Florida, Inc.

ATTACHMENT K

EXECUTIVE SUMMARY

May 19, 1998

Ken E Koller - Director of Engineering
3575 W Lake Mary Blvd
Suite 106
Lake Mary, Florida 32746

Dear Ken:

As follow-up to Wayne Carnes' May 15th ESSX Update memo, We are presenting the enclosed information for your review. Hi-lites of this ESSX documentation include all order info, IXC info, coordination info, plus target and completion dates.

A summary sheet precedes documentation for each office. This information will be monitored, and updated from Darryl Ducote, Project Manager, to myself with great frequency. Until handoff of all offices for order input, I will share these updates with you biweekly.

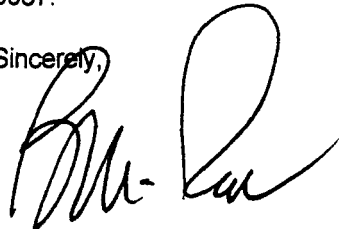
Items of note at the time of this initial presentation (5/20/98) include:

23 BellSouth Central Offices...23 ESSX Systems

- 1 Office: Orlando-Magnolia-DMS has been ready for customer order activity since 1/28/98.
- 14 Offices will be tested, and will be ready for ordering by 6/1/98 (target date).
- 2 Offices will be tested, and will be ready for ordering by 5/26/98 (target date).
- 2 analog (1AESS) Offices (Orlando-Magnolia-1AESS, and W Palm Beach-Main-1AESS) will not support a PRI link from WiTel, thus preventing the passing of ANI information to the WiTel switch.
- 4 Offices (Miami-W Hollywood-5ESS, Miami-Grande-5ESS, Gainesville-Main-5ESS, Vero Beach-5ESS), have outstanding WiTel ordering problems. WiTel can not identify the BellSouth circuit ID associated with their PRI order. The absence of this information (ID + CLF/CFA) prevents BellSouth from being able to order the "mini-T" to the ESSX Common Block.

If I can provide any further assistance, please contact me at 205 977-1462, or by pager at 800 329-3067.

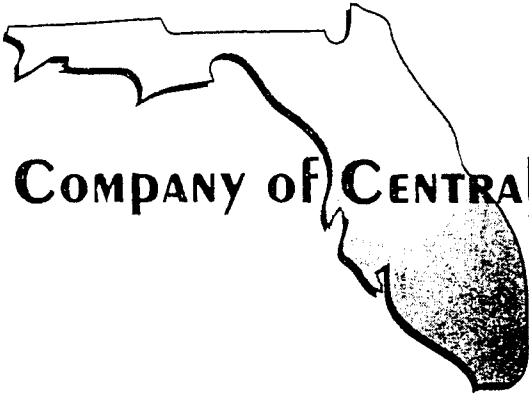
Sincerely,



Bob McRae
Systems Designer

Telephone Company of Central Florida, Inc.

ATTACHMENT L



TELEPHONE COMPANY of CENTRAL Florida, Inc.

Sent via Fax
January 13, 1997

Joseph M. Baker
Vice President-Sales
Interconnection Services
BellSouth Telecommunications, Inc.
Suite 4423
675 West Peachtree Street, N.E.
Atlanta, GA 30375

Dear Joe:

I want to thank you for coming to Lake Mary to visit our facility and meet the TCCF employees. We do believe in our relationship and think of BellSouth as our partner in the resale business. I want to confirm several issues that we discussed and request that your staff establish in writing solutions to resolve these issues. Further, I believe that specific time frames need to be set to reach these solutions so we can resolve these issues in a timely fashion. We also need to establish policies and procedures for many of our interfaces and functions. TCCF would like to actively participate in an industry group to work with BellSouth on these kinds of determinations.

First, I want to make a list of our current issues so that we can start a more formal dialogue that will resolve these problems one at a time. We both can then confirm that they have been resolved and how. We should meet by conference call no less than once a week until we can agree that enough of the issues are resolved so that we both can function in a businesslike basis that does not affect our customers. I would suggest that Andrea Welch of my office and Ed English of your office conduct these meetings. The following list of issues needs to be resolved quickly:

1. Our billing is a disaster and needs to be cleaned up. We need a single point of contact to resolve these issues. See the second part of the letter for details.
2. We need to do our orders in a fashion that will not affect our customers. We estimate that about 20 to 25 percent of our customers have one of the following problems at the time they are switched:
 - Out of service
 - Lose directory assistance
 - Lose advertising
 - Lose pins for features
 - Lines are moved to different physical appearances
 - Misbilled
 - Not moved at all
 - Partially moved
 - Features and services changed
3. We need to confirm our account support team and have a problem escalation procedure for order entry problems.

4. Your idea of a resale/wholesale repair center is excellent. What do we need to do to establish this center.
5. We need an interface into your billing support group so our billing company can get support for its questions on your billing tapes.
6. We need an order confirmation system ASAP. We are losing orders.
7. We need for your commercial group to stop moving our customers back until they pay their bills. We have lost tens of thousands of dollars of revenue due to this problem. The list of five customers we gave you is only the tip of the iceberg. You can not give these customers several days to make other arrangements to pay these bills. We have already given them the appropriate time frames to make arrangements to pay and now you are giving them more time to figure out ways to avoid the collection process. We want them turned off now. I also want to state for the record that our contract specifically calls for you not to move them if they have outstanding balances, plus we also have signed transfer of authority agreements on over 90% of our customers giving us legal ownership of the numbers. We do not intend to hold hostage these numbers but will immediately release them, upon receipt of payment in full, back to BellSouth. Lastly, for the most part, no formal notification of the loss of TCCF customers is occurring.
8. BellSouth has not been effective in getting our orders processed for over two months. The order intervals have been as long as 60 days to never (meaning they were lost). We know you moved your center, but can you assure us that this is over?
9. We need a single point of contact to process our centrex orders. Please confirm this process with Ken Koller of my staff.
10. We need access to your Internet products and services. Please help us with this request.
11. TCCF believes that we can be more effective in our roll as a reseller if BellSouth will train us effectively on available products and services. We also need access to qualified product managers.
12. TCCF needs to be trained on your order entry processes and procedures. We have a guide book and have been doing our best but your initial support staff seemed to know much less than we did. This situation has obviously affected our customers' service.
13. Bottom line is that BellSouth needs a certification process and a start- up kit for resellers so it can keep itself out of harms way.

Joe, we discussed many solutions to these issues and I acknowledge that we had a positive meeting. I have reiterated my concerns because I want BellSouth to confirm in writing exactly what we need to do to resolve these issues and within what time frame so that I can move on with my business. If you review the many letters TCCF sent to BellSouth in the last eight months, I have been bringing up these same issues time and time again without a real response or resolution from your organization. So bear with me if I seem redundant. I expect to see a change and I am pleased to help in any way I can.

Now, lets discuss in specifics the billing issue and the loss of business that TCCF has experienced due to BellSouth's inability to support our needs to date. We have to get this corrected now before it becomes too large to resolve. A portion of this problem is easily resolved and I will address this first. The following list of items should be credited to us ASAP:

1. All ESSX billing should be credited with the exception of the cutovers in December which were coordinated by Ken Koller. We have been billed for all the ESSX common block services put in place by Miss Webb since August and have not been able to utilize them.
2. On the early bills, no discounting occurred and no credits have ever been issued. We need an accurate method to determine if we are getting consistent discounts and an explanation of how it occurs.
3. We should not be billed for any LEC billed charges until we agree to a LEC billing arrangement that compensates us for the collection process. This would include dial around, intralata toll, 411, advertising and other similar services that you currently bill for other vendors. Now, if you are going to discount them like the rest of your residential and business services then we have no problem. Except, that we did not begin to receive billing tapes until last month and not until two weeks ago did we receive your billing plan specifications. I suggest that you make sure that any new resellers receive an up-front package that includes these elements. I can not bill it if I do not get it on tape and receive

the plan specifications. BellSouth needs to get its act together. You folks are in the resale business. I suggest that you credit all billing for these services through December 31, 1996 for TCCF due to BellSouth's lack of response to TCCF's requests. You do have an obligation to support the reseller.

4. We have been billed for multiple service orders on many conversions. Most of these service order changes were because your procedures were constantly changing due to a lack of experience in this business. Your people were also inexperienced and seem to have charged us for all the change orders regardless of who changed the order or why. Frankly, as a show of good will on the part of BellSouth I am requesting that all service order charges be forgiven for this entire period. The time it will take us to resolve which is which and who did what to who would cost us both more than the amount involved. Obviously, this is not a small amount of money, but if you look at the amount of business that TCCF has lost and the amount of time we have lost because of all the problems we have had, it is a small price to pay.
5. TCCF and BellSouth both need to review the current monthly recurring billing together and determine if it is accurate. I believe the only way we can do this is to have your billing person come to Lake Mary and review this issue with Andrea Welch and establish a method to check and review the situation on a regular basis.

The last couple of issues are more difficult to deal with. Here they are:

1. TCCF's business plan was based on doing business primarily through its ESSX switches. When BellSouth could not effectively turn them up last year, TCCF was faced with going out of business or just reselling until we could utilize the ESSX services. Our profit margins and product pricing in what we call our metro CO's is obviously different than normal resale of BellSouth services. Since BellSouth could not support our ESSX service, TCCF lost revenue due to the following issues. First, our cost of long distance in an ESSX environment is less than \$.05 per minute. In a normal switched services situation, my cost is over \$.10 per minute for customers in the state of Florida. Therefore, BellSouth has cost me \$.05 per minute on all my toll calls from any NNX that is in my ESSX area. This is over 70% of my planned business. In December this will cost TCCF nearly \$20,000.00. My loss year- to- date is over \$100,000.00. Additionally, if you look at the cost of a line appearance in TCCF's ESSX world it is \$17.10 for a line that includes the following features:
 - Call Forwarding Busy
 - Call Forwarding No Answer
 - Call Forwarding Variable
 - Consultation Hold
 - Call Transfer
 - 3Way Call Conferencing
 - Call Pickup
 - Assume Dial "9"
 - Automatic Route Selection
 - DECASThe average cost of a Business line with just two or three of these features is at least \$35.00 retail or \$30.80 wholesale to me at 12 percent off the retail rate. This means in round numbers, TCCF also loses almost \$14.00 per line, per month on a business line in my ESSX CO's. If I was billed for only 1000 line appearances over the course of 1996 in these areas, it has cost me an additional \$14,000.00 for the service. This does not take into account the amount of business I did not pursue due to these drastic differences in cost. Honestly, I am now selling below my cost due to your inability to service my business in ESSX areas to date. If this shocks you, imagine how I feel. Especially since your lack of response as a corporation is the reason that this has occurred. BellSouth's lack of support for my contract is the reason TCCF has lost this money.
2. This brings me to a new topic that will cost TCCF even more money. Since I had to provision these ESSX accounts as regular business lines, I now have to pay again to install them as ESSX lines. This is not my fault and gives even more credence to my request to credit all service order fees to date.

3. TCCF has had to spend countless man months this year dealing with this mess. This time should have been spent doing new business and adding new sales agents. This loss of time was preventable by BellSouth and is a direct result of your actions and lack thereof. If BellSouth had been ready with good quality staff and procedures, TCCF would not have spent at least \$50,000.00 in lost wages dealing with your problems. We continue to do so and hope that our partnership will pay off. Now is the time to show some good will by discussing credits for our many unresolved problems.

This list of issues does not include lost TCCF revenue due to lost TCCF customers because of BellSouth errors. Nor do it include the lost business due to your inability to turn up my ESSX lines. No, I have only listed actual costs that are directly attributable to BellSouth's inability to support this business venture. We may debate on some of them, but I am sure that you owe me a response on each element. Lets discuss this early next week and come up with a good will credit that will not harm either parties business position, but will compensate TCCF fairly for its problems in 1996. I must prudently point out that TCCF is only at 10 percent of its planned 1996 revenue due to these problems and issues. If you were in my position what would you be doing about now.

Sincerely,



Kip Ripper
President

Telephone Company of Central Florida, Inc.

ATTACHMENT M

Miami - GOLDEN GLADES

Qnty	ESSX Elements	Actual REC \$	RECS @10 Stations + feature pkg for 10 stations	Qnty	MultiServ+ Elements	RECS
41	EABPG-Call Hold per group of 5	8.81	0.42			
41	EATPG-Call Fwdg Variable per group of 5	10.25	0.50			
41	ESXPG-ESSX Call Waiting	8.81	0.42			
41	E3PPG-Call Pick Up per group of 5	8.87	0.34			
41	E6GPG-Call Fwdg BZ per group of 5	11.89	0.58			
41	E0APG-3WC, Transfer per group of 5	173.84	8.48			
41	E0GPG-Call Fwdg DA per group of 5	13.53	0.66			
1	F52 -Digital ESSX network access facility group	0.00	0.00			
1	NP3 -listing not in directory or directory assistance	0.00	0.00			
1	ESS -Digital ESSX Common Equipment	0.00	0.00	1	M1ACC-MLTI+ Basic svc estab chrg- ea custom eqpt	\$0.00
1	ADDPS-assume dial 9 per system	0.00	0.00	1	M2DDA-Assume dial 9 per system	\$1.00
20	LNG -Ntwk Access Limiter per NAR	0.00	0.00			
1	W00NV-Special Assembly	0.00	0.00			
20	EQA -Ntwk Access Register-2 Way Flat	287.20	287.20	20	M9CQX-Flat Rate - Combo NAR	\$345.20
1	EFWNX-Main Station-Flat Rate Extended as FX Station, 0-21/2 miles	4.08	40.80	10	M+ Basic Flat Rate station line	\$150.00
1	A9D -assume call 9 per main station line	0.42	4.20			
1	CPVZA-Customer Administration, per line	0.17	1.70			
1	NRX3X-Intercom Charge per main station	8.40	84.00			
1	PGJA7-Parity Credit per station line	-8.14	-81.40			
1	8ZR -FCC charge for network access	8.14	81.40	10	8ZR -M+ End User comm ln chrg- Business	\$81.70
1	CPVBL-Cust Admin Svc per system, new svc	6.03	6.03			
1	E8EJM-Digital ESSX-flat rate business	0.00	0.00			
20	Huntg/Rollover Service applied to NARs	158.80	158.80	20	HTG -Rotary Service assoc w/ FR NARs	\$188.20
20	PGSA7-Parity charge per NAR	182.80	182.80			
3	RESCN-Reseller Contact Name & Number	0.00	0.00			
1	W0007-Special Assembly	0.75	0.75			
1	WWWH1-Special Assembly	0.00	0.00			
24	WWWH2-Special Assembly	0.00	0.00			
		860.15	765.48			
				10	AH8 -Surcharge for Hearing Impaired	\$1.50
				1	LCON1ST-Line connection-1st line	\$0.00
				9	LCONCADD-Line Connection - ea addl line	\$0.00
				1	CCXSC-Security Card per card	\$0.00
				10	IT Setup-Subsc convert from ECAS per LN	\$70.00
				10	Code Restriction 900/976 per line	\$0.00
						\$837.60

Telephone Company of Central Florida, Inc.

ATTACHMENT N

Qty	ESSX	Elements	NRC \$\$	Actual REC \$\$	Qty	MultiServ+ Elements	NRC \$\$	REC\$\$
1	Service Establishment for Digital ESSX		1,500.00		1	M1ACC-MLTI+ Basic svc estab chrg-ea custom eqpt	400.00	\$0.00
20	Flat Rate NARS, Combo			339.20	20	M9QCX-Flat Rate - Combo NAR		\$339.20
20	HTG on NARS			204.80	20	HTG -Rotary Service assoc w/ FR NARs		\$185.00
20	Ntwk Access Limiters, per NAR							
20	Surcharge for hearing impaired			2.00	201	AH8 -Surcharge for Hearing Impaired		\$30.15
20	FCC End User Line Access Charges			120.00	201	9ZR -M+ End User comm ln chrg-Business		\$1,642.17
1	Digital Facility Group							
1	DS1 Termination, Digital per DS1		78.00	510.00	1	M1HD1 - Ded Pvt Fac - Dig Term per DS1	90.00	\$475.00
24	DS1 Termination, per DS0 Chanel Activated		864.00		24	M1HD0 - Ded Pvt Fac - Dig Term per DS0	18.50	
201	Digital ESSX Main Stations, up to 2.5 miles			984.90	201	M4LFA - M+ Basic Flat Rate station line		\$3,015.00
201	Flat Rate Intercom, per Digital ESSX Main Station			2030.10	1	M2DDA-Assume dial 9 per system	40.50	\$1.00
1	DECAS, per System		1,100.00	7.25	1	CCXEN - Cust Control, basic, svc estab, per sys	725.00	
201	DECAS, per Main Station Line			40.20	201	CCXDM - Cust Control, IT setup-subscriber line, per station		\$1,407.00
41	Call Fwd BZ, per group of 5 stations		123.00	14.35				
41	Call Fwd DA, per group of 5 stations		123.00	16.40				
41	Call Fwd Var, per group of 5 stations		123.00	12.30				
41	Call Hold, per group of 5 stations		209.10	10.25				
30	Call Pickup Groups, per group							
41	Call Pickup, per group of 5 stations		123.00	8.20				
41	3WC, Cons Hold, Call Tmsfr, per group of 5 stations		123.00	209.10				
1	ARS, Common Eqpt, per System		215.00	16.00	1	M2HM3 - ARS - Basic, per system	630.00	\$1.40
2	ARS, Route Selection, per Pattern		176.00	1.40				
2	Trunk Group terminated in ARS, per group		52.00	4.10				
2	6 digit screening, per 6 digit list		240.00					
1	Assumed "9", per system		75.00					
201	Assumeer "9" per main station		2,462.25	100.50				
1	Line Connection, first line		56.00		1	LCON1ST-Line connection-1st line	56.00	\$0.00
200	Line Connection, ea addl line		2,400.00		200	LCONCADD-Line Connection - ea addl line	2,400.00	\$0.00
					9	RJ21X	645.75	
					1	CCXSC-Security Card per card	100.00	
	SUBTOTAL		10,042.35	4631.05		SUBTOTAL	5,105.75	\$7,095.92
			10042.35 -	4631.05-			5105.75 -	
			16.81% =	16.81% =			16.81% =	7095.92-16.81% =
TOTAL			8204.60	3876.19	TOTAL		4247.47	5903.10

MUTISERV PLUS IS 52.6% MORE THEN A COMPARABLE ESSX SERVICE ARRANGEMENT

This ESSX quote is based on an "old" BellSouth quote that had been faxed to K Ripper in 1996

Telephone Company of Central FL

407-676-3922

	CITY, FL	TYPE C.O	SWITCH CLLI	CTX #	CLUB ACCT #	ACCT #	CSPS #	EOMS #	SLA #	ORDER #	ORDER #	DUE DATE
469540	MELBOURNE	5 ESS	MLBRFLMADSO	TELCTX52	904-Q95-0007	407-676	FL071196122	17	1			
	"	"	"	"	"	"	"	"	T1			
476933	GAINESVILLE	5 ESS	GSVLFLMADSI	TELE0044	"	352-335-1228	FL071196116	18	1			
	"	"	"	"	"	"	"	"	T1			
475921	"	DMS100	GSVLFLMADSO	038:0	"	352-334-0085	FL071196107	19	1			
	"	"	"	"	"	"	"	"	T1			
508477	VERO BEACH	5 ESS	VRBHFLMADSO	TCCCTX06	"	561-562-0179	FL071196021	12	1			
	"	"	"	"	"	"	"	"	T1			

Telephone Company of Central Florida, Inc.

EXHIBIT 7

TO: NEAL HOLDEN - BELLSOUTH INTERCONNECTION SERVICES
FROM: KEN KOLLER
DATE: JANUARY 9, 1997
SUBJECT: ESSX SERVICE IMPLEMENTATION.

NEAL, I HAVE THE FOLLOWING CONCERNS ABOUT THE IMPLEMENTATION OF THE ESSX SYSTEMS FOR TCCF:

I HAVE NOT RECEIVED ANY INFORMATION REGARDING THE DECAS ACTIVATION FOR TCCF OR ANY MATERIALS TO ACCOMPLISH THAT TASK. I MUST BE ON LINE WITH THAT CAPABILITY IN ORDER TO EFFECTIVELY IMPLEMENT ANY OF OUR REQUIRED CUSTOMER DATABASE CHANGES. IT IS IMPERATIVE THAT THIS HAPPEN ON AN IMMEDIATE BASIS.

THE CUSTOMER SPECIFIC DATABASE INFORMATION MUST REMAIN WITH THE ACCOUNT TO INSURE A SMOOTH AND EFFECTIVE TRANSITION FROM BELLSOUTH TO TCCF. I ALSO SEE THIS A REQUIREMENT IF THE CUSTOMER DECIDES TO RETURN TO BELLSOUTH FOR ANY REASON.

THERE ARE SEVERAL OTHER AREAS WHICH MUST BE ADDRESSED IN ORDER TO PROPERLY SERVICE THE CUSTOMER UNDER THE ESSX CONFIGURATION. THEY ARE ITEMS SUCH AS CALLER ID INFORMATION REQUIRED TO REFLECT THE CUSTOMER NAME TO THE CALLED PARTY INSTEAD OF SHOWING TCCF AS THE CALLING PARTY. OTHER CUSTOMER SPECIFIC DATABASE INFORMATION WHICH IS ALSO LOST WHEN DISCONNECT AND NEW CONNECT ORDERS ARE USED TO IMPLEMENT THIS PROCESS.

IT APPEARS TO ME THAT BELLSOUTH WANTS TO REQUIRE TCCF TO FIT INTO THE EXISTING ORDER PROCESSING FRAMEWORK. THIS DOES NOT ACCOMMODATE THE REQUIREMENTS OF TCCF AND PROTECT IT'S CUSTOMERS FROM PROBLEMS RESULTING FROM THE NORMAL BELLSOUTH ORDER DOCUMENTATION FLOW. EVERYTIME WE HAVE TRIED TO IMPLEMENT A CHANGE TO ESSX, THE CUSTOMER HAS BEEN DISCONNECTED AND INCONVENIENCED. THE END RESULT IS THAT THE CUSTOMER LEAVES TCCF AND RETURNS TO BELLSOUTH.

THE OVERALL SUPPORT PROCESS DOES NOT SEEM TO BE IN PLACE AND CONTINUES TO CHANGE. THE SUPPORT CENTER FOR ORDER INPUT HAS MOVED TO BIRMINGHAM, WHICH NOW REQUIRES THE TRAINING OF OTHER INDIVIDUALS TO PROVIDE OUR SUPPORT. WE CONTINUALLY SEEM TO BE REINVENTING THE WHEEL, WITH LITTLE OR NO PROGRESS TO SHOW FOR OUR EFFORTS.

THE ESSX SYSTEMS FOR ORLANDO MUST BE IMPLEMENTED PRIOR TO THE END OF JANUARY. THIS PROCESS STARTED AT THE END OF MAY AND WE HAVE LESS THAN TEN LINES IN THE ORLANDO ESSX SYSTEMS. THIS IS UNACCEPTABLE SINCE THE DS1'S ARE ALSO INSTALLED AND THE EXPENSE FOR THOSE SERVICES ARE BEING INCURRED WITHOUT THE OFFSET OF A REASONABLE SIZE CUSTOMER BASE.

NEAL, THE TIME FOR POSITIVE ACTION AND PROBLEM RESOLUTION IS NOW. PLEASE CALL ME AT YOUR EARLIEST CONVENIENCE WITH SOME ANSWERS SO WE CAN PROCEED ALONG THESE LINES. THANKS.

Telephone Company of Central Florida, Inc.

EXHIBIT 8

Telephone Company of Central Florida, Inc.

EXHIBIT 9