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DISCOUNT LONG DISTANCE, INC.
9040 Executive Park Drive, Suite 102
Knoxville, TN 37923

RESPONSE TO QUESTIONS REGARDING YEAR 2000 COMPLIANCE FOR
THE FLORIDA PUBLIC SERVICE COMMISSION

1. Discount Long Distance is proactive in the research of Year 2000. Discount Long Distance has discussed the Year 2000 issues with the Information Systems department of its parent company and also with the vendors in which it utilizes. The overall percentage of completion is approximately 25%.
2. Discount Long Distance has began a three-phase process for Year 2000 compliance. System Research and Analysis, System Upgrades, and System Testing.

System Research and Analysis - 50% completed. Completion date of 05/01/99. Further research will be performed as to options regarding system upgrades.

System Upgrades - 25% completed. A system upgrades has been partially designed. Completion date for upgrade is 06/01/99.

System Testing - 0% completed. Completion date is 07/01/99.

3. The inventory phase is being performed at this time. It is 65% completed. The completion date is 05/01/99. Potential problems include outdated computer equipment. Further testing of machines is being performed.
4. The assessment phase is being performed at this time. It is 50% completed. Completion date is 05/01/99. As of this time, there does not appear critical issues.
5. Billing and Customer Service systems are critical. Both systems are intertwined. The network is also critical. The considerations for an upgrade are in place for both critical systems.
6. The remediation phase is 25% completed and target completion date is 06/01/99. Further development for the upgrade will take place.
7. Testing is 0% completed. Testing completion date is 07/01/99 upon approval of system upgrades.
8. Discount Long Distance has contacted each vendor concerning Year 2000 compliance. Discount Long Distance is awaiting full response from the vendor.
9. Network inter-operability is 0% tested and completion date is 06/01/99. An upgrade of the network operating system is being researched at this time.
10. Discount Long Distance is dependent upon the Year 2000 Compliance of its vendors for network reliability. The network concern for Discount Long Distance is internal.
11. Discount Long Distance has contacted its vendors. Discount Long Distance is a switchless, rebiller. Discount Long Distance is not a facilities-based operation; therefore we are reliant upon the compliance of our vendors.
12. Discount Long Distance has posted a Year 2000 statement on its website and provides the statement to customers in writing when asked.
13. Discount Long Distance has not established communications channels with Emergency Services.
14. Disaster recovery plans are still being researched. Completion date is 07/01/99.

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