

05/04/99

Phil Trubelhorn, Engineer
Bureau of Service Evaluation
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. Trubelhorn:

The following is the ITS Telecommunications Systems, Inc., Year 2000 Readiness Responses.

- 1) Our Year 2000 plans are not 100% defined at this time. We're in the process of taking an inventory of all Y2K areas of concern within the Company. Once the inventory is completed we will be better able to provide an overall picture of where we stand.
- 2) We have set October as our completion date for Inventory, Assessment, Remediation and Testing. We believe this will allow sufficient time to correct any problems we discover during this process. So far we have found no real problems with any of our equipment.
- 3) The inventory is approximately 50% complete and we expect to meet our target date of October 1999.

The assessment phase is also approximately 50% complete and we see no reason to believe it will not be completed by October 1999.

- 1) We consider the switch and the billing system, which includes service orders and all functions of customer service, as critical. The EWSD is not currently ready, however, we have ordered software release 16 which will make the switch 100% Y2K compliant and this should be installed during the last quarter of this year. A better installation date can be provided when provided to us by Siemens. Our billing system (Martin & Associates) is a Client/Server based system which relies on a distributed computing environment. It is deployed and implemented throughout our company via frame relay virtual connectivity. The billing system resides on a mini computer located in Mitchell, SD and is accessed remotely. The billing system and the platform on which it resides have been fully tested. No problems have been identified to date.

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- 2) We cannot provide the current status of remediation since the inventory phase is not yet complete. 50% of the inventory has been taken and nothing has been

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found so far that needs to be replaced or causes any problems.

- 3) Once the remaining 50% has been inventoried and assessed, we'll be better able to provide an answer. The computing environment, however, has been 75% tested and we expect to have it 100% tested and fully Y2K compliant by the end of June.
- 4) All of our equipment that communicates with our huts and other service providers appears to be unaffected by Y2K therefore, we should have no problems communicating with them, assuming they have similar equipment. We intend to receive confirmation from all companies with which we interconnect as to their Y2K preparedness. Once our inventory is completed, we will be better able to address this issue.
- 5) We have no plans for testing at this time. All LEC connections are via Bell South at the North Palm Beach Tandem. Once inventory is completed and assessed, testing may become necessary, but it is not anticipated at this time. We have had no direct contact with ATIS or NRIC.
- 6) All network providers will be questioned as to their Y2K readiness. All indications at this time are that we will have no problems with any network providers. We will know more when inventory is 100% complete.
- 7) We have had meetings with, and continue to meet with FP&L, our electric power provider and believe they will be able to provide the power we need. We do have back-up power and have taken steps to insure we have a continuous supply of fuel for our emergency generators in the event of a prolonged power outage. We have made inquiries of our critical vendors to insure they will be able to operate and have been assured they are all ready for Y2K.
- 8) We intend to contact our large industrial customers and remind them that their CPE needs to be Y2K compliant in order for their communication systems to function, a fact we are sure they are already aware of.
- 9) We have an open channel of communication with EOC via the Sheriff's Office sub-station located in our service area as well as employee involvement directly with the EOC via ARES/RACES. We also have a continuing relationship with the upper management of a large penal institution located in our service area and will discuss Y2K with them during our next meeting.
- 10) We have no contingency plans at this time for Year 2000 network problems. We fully intend to be certain that our systems and the systems we interconnect with are fully Y2K compliant and will operate properly.