September 14, 1999

SERVICE COMMISSION

Florida Public Service Commission
Blanca S. Bayo
Director
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

99 SEP 20 AM 9: 04

MAILROOM

Year 2000

Readiness

Disclosure

Re: Y2K Compliance for UniDial Telecommunications, LLC
       F/k/a Metracom LLC, f/k/a Metracom Corporation

Dear Director Bayo:

In an effort to comply with the Commission's request for information regarding UniDial Telecommunications, LLC (" UniDial LLC") Y2K readiness, you will find enclosed a copy of the Y2K compliance response filed by our affiliate company, UniDial Communications, Inc. ("UniDial Inc."). As your records should reflect, UniDial LLC was acquired by UniDial Inc. in 1998, and UniDial LLC and its operations now fall under UniDial Inc. Therefore, the responses submitted previously by UniDial Inc. apply completely to UniDial LLC.

As a supplement to this response, the following Emergency and Contingency Plan is in effect, and will be adhered to by both UniDial LLC and UniDial, Inc.

Emergency and Contingency Planning for Y2K

1.   No leave for Information Technology ("IT") personnel is authorized for the period December 31, 1999 through January 14, 2000. Network support staff must be on the premises Saturday, Sunday, and Monday, January 1, 2000, through January 3, 2000, from 00:00 hours through 24:00 hours. Members of the programming staff will follow the same schedule for New Year's weekend. This will enable the IT department to react quickly to any problems that might occur during the billing run by the FBC.

2.   All major systems will have been tested and certified to be Y2K compliant prior to January 1, 2000. (There is one new system that is in the process of being upgraded and will be tested after the upgrade.) In case a situation arises that the billing run has a problem due to dates, the bill run can be completed with a January 1, 1972 date. All the days of 1972 fall on the same days of the week as the year 2000 including the 29th of February. The year date would have to be changed for bill printing, and commissions could not be run until the date is changed properly. Any problems with dates on the bill run should be reported to the programmer on site, and escalated to a Director of Programming immediately.

3.   All hardware systems will have been tested and replaced or upgraded for Y2K compliance prior to January 1, 2000. (This has been done for all existing systems but new ones will need to be tested.) Again if any problems that might arise can be determined to be hardware issues should be brought to the attention of the network technician on site, and should be escalated to the Director of Network services immediately.

4.   The network technician on site the weekend of the New Year should contact each branch office and transmit a file to be stored at the site and also to e-mail the site to determine if there are any problems with basic services.

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5.   Our carriers have steadfastly declared themselves to be Y2K compliant. We monitor their web sites monthly to determine if they report Y2K problems. Most of the concern with carriers would be if orders fail the provisioning process via EDE. Any problem with provisioning failures should be reported to the Senior Vice Presidents of Operations and Information Technology at once. Every effort will be made to correct the problem with the help of the carrier. We expect to have a special Y2K 800 call in number published by the carriers. We will report that number here as soon as it is available.

6.   A lessor carrier concern is if there is a failure of call detail records ("CDR"). These problems can be worked on during the month of January and need to be corrected by the first of February for the January usage bill run. Again, any problem with CDR failures should be reported to the Senior Vice Presidents of Operations and Information Technology at once.

7.   Customers reporting any unusual problems to our Customer Service Representatives ("CSR") should be queried to determine if the customer has a probable due to unforeseen Y2K problems. If there are any unusual or unexpected problems reported that might be Y2K related those issues need to be reported and escalated to management. The safer approach would be to assume that we have a problem. We honestly don't expect that to be the case, but we also know that no test simulates reality. We need to maintain a high degree of alertness to determine if and when a problem does show up.

8.   Most problems that will happen will occur early in the year. The degree of alertness will have to be maintained at a high level for the first month in January. Other problems may well occur at a later date, but most will certainly be discovered and remedied by the end of the first quarter of 2000. We will go back to a normal operations mode in April, 2000.

If you have any questions, or need additional information, please do not hesitate to contact me.

Sincerely,

Al Smith
Senior Vice President of Information Technologies
UniDial Communications, Inc.

Year 2000 Readiness Disclosure