



ORIGINAL

*Watts*  
Atlantic.Net Internet Services  
2815 NW 13th Street, Suite 201  
Gainesville, Florida 32609  
http://www.atlantic.net  
tel: 352-375-2912 or 800-422-2936  
fax: 352-375-2702

2000 APR 20 AM 10:57

Ref: Docket no. 000239-Tx  
Order no. psc-00-0669-sc-tx  
Issued April 10, 2000

RECEIVED  
PUBLIC SERVICE COMMISSION  
DIV. OF TELECOMMUNICATIONS

Today Date 4/17/00

On March 15, 2000 we officially started our Alec operations. Prior to this date only the initial paperwork though our attorneys was completed. Due to the large number of mail we received on a daily bases; all mail that was related to the ALEC was set-aside for the startup date.

We understand that PSC has the right to audit our record. At the time that the questionnaire was sent to our office, there was no staff to receive or answer the questionnaire. On 3/01/2000, I was hired to oversee the ALEC operations, and on 3/09/2000, I submitted an answer to the questionnaire. We understand the necessary of the questionnaires as we are still having problems with ILEC at this time. It was not a intentional act of Atlantic.net broadband to withhold any information from the PCS. Due to the large amount of mail that is sent to a new clec and the small staff of a new ALEC we must prioritize all incoming mail and I can insure you that PSC will get the highest priority from now on.

We ask that the PSC remove the fine and consider this a warning. Ordering us to pay such as large fine would place a financial burden greater than this company could handle and would cause us to loose our ALEC services.

If I can be of further help you can reach me directly at 352 375-2912 extensions 4387.

Kevin Hayes  
Director of ALEC operations  
Atlantic.net Broadband

MAIL ROOM  
APR 20 2000  
SERIALIZED  
INDEXED  
MAY 1 2000  
MAIL ROOM

MAIL ROOM  
00 APR 20 AM 9:00

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

05423-00  
5/1/00



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To: Public Service Commission:

Ref: 1999 ALEC Data Request. Docket No. 000239-Tx  
Date: 3/09/200

Attn: Melinda

Atlantic.net Broadband is currently working on completion of the CLEC agreement for April 2000. We did not provide any service for 1999.

1. NA
2. NA
3. NA
4. a. Do to the sudden growth of the Internet services we had to focus on atlantic.net ISP.  
b. We will be offering Data services and advance services Starting April 2000.  
c. We are unable to quickly get quotes and prices for our customers. The ILEC require 24/72 hours to get a response and 10+ days to complete complex orders.  
d. No
5. Interexchange service, Internet Access, advance services.
6. No.
7. No
8. No.
9. Internet Service provider is our sister company.
10. a. Provide a way to complain against the ILEC for there slow response to order and quotes.  
b. Require Cable companies to provide access to cable.
11. Again the main problem is access to quote and rates. We see a lot of larger companies getting better prices below tariff. Also ILEC should assign single rates for Florida advance services such at point to point T1. Some area are higher then other without cause.
12. None /NA
13. None/NA

ASA \_\_\_\_\_  
 APP \_\_\_\_\_  
 CAF \_\_\_\_\_  
 CMM \_\_\_\_\_  
 CTR \_\_\_\_\_  
 EAG \_\_\_\_\_  
 LEG \_\_\_\_\_  
 MAS \_\_\_\_\_  
 OPC \_\_\_\_\_  
 RFR \_\_\_\_\_  
 SEC \_\_\_\_\_  
 WAW \_\_\_\_\_  
 OTH \_\_\_\_\_

  
Kevin Hayes

CLEC Operations

DOCUMENT NUMBER-DATE

05423 MAY-18

FPSC-RECORDS/REPORTING