ORIGINAL

BELLSOUTH TELECOMMUNICATIONS, INC.

REBUTTAL TESTIMONY RONALD M. PATE

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 990649-TP

(PHASE II)

AUGUST 21, 2000

Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC. AND YOUR BUSINESS ADDRESS.

A. My name is Ronald M. Pate. I am employed by BellSouth Telecommunications, Inc. ("BellSouth") as a Director, Interconnection Services. In this position, I handle certain issues related to local interconnection matters, primarily operations support systems ("OSS"). My business address is 675 West Peachtree Street, Atlanta, Georgia 30375.

Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

A. I graduated from Georgia Institute of Technology in Atlanta, Georgia, in 1973, with a Bachelor of Science Degree. In 1984, I received a Masters of Business Administration from Georgia State University. My professional career spans over twenty-five years of general management experience in operations, logistics management, human resources, sales and marketing.

I joined BellSouth in 1987, and have held various positions of increasing responsibility.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

A. The purpose of my testimony is to respond to allegations made by Sprint witness, Steven M. McMahon, Broadslate/Cleartel/FL Digital/Network Telephone ("The Coalition") witness, Mark Stacy, BlueStar/Covad/Rhythms Links ("Data ALECs") witnesses, Joseph P. Riolo and Terry L. Murray, and Supra witness, David A. Nilson. In the process, I address the Federal Communications Commission's ("FCC") Third Report And Order And Fourth Further Notice Of Proposed Rulemaking In CC Docket 96-98; Released November 5, 1999, ("319 Remand Order") as its relates to BellSouth's OSS including a requirement that BellSouth must provide Alternate Local Exchange Carriers ("ALECs"), access to loop make-up data.

Loop Make-up Data

Q. WHAT IS MEANT BY THE TERM "LOOP MAKE-UP"?

A. Pursuant to the FCC's 319 Remand Order, BellSouth utilizes the term "Loop Make-up" in reference to its obligations to provide ALECs access to

the underlying loop make-up information contained in its engineering records, plant records, and other back office systems so that a requesting ALEC may determine for itself whether the facilities will support its xDSL service offerings.

Q. WHAT DOES THE FCC'S 319 REMAND ORDER REQUIRE OF BELLSOUTH IN PROVIDING ACCESS TO LOOP MAKE-UP INFORMATION?

A. In the 319 Remand Order ¶426, the FCC clarifies that " the pre-ordering function includes access to loop qualification [make-up] information. Loop qualification [make-up] information identifies the physical attributes of the loop plant (such as loop length, the presence of analog load coils and bridge taps, and the presence of Digital Loop Carrier) that enable carriers to determine whether the loop is capable of supporting xDSL and other advanced technologies."

The FCC further finds in ¶427 that "an incumbent [Local Exchange Carrier] LEC must provide the requesting carrier with nondiscriminatory access to the same detailed information about the loop that is available to the incumbent, so that the requesting carrier can make an independent judgment about whether the loop is capable of supporting the advanced services equipment the requesting carrier intends to install."

Thus, the loop make-up information begins at the BellSouth central office and ends at the serving distribution terminal. Loop make-up consists of such things as cable gauge and length, bridged taps, load coils, presence of Digital Loop Carrier ("DLC"), and other equipment that is part of local loop facilities.

Q. WHAT HAS BELLSOUTH DONE TO COMPLY WITH THE FCC'S REQUIREMENT THAT LOOP MAKE-UP INFORMATION BE AVAILABLE TO ALECS AS PART OF THE PRE-ORDERING FUNCTION?

A. BellSouth is implementing a process to provide ALECs with electronic access to loop make-up information. BellSouth has also developed and implemented procedures to provide ALECs with detailed loop make-up information via the Service Inquiry ("SI") process. Both the manual and electronic processes are available to any ALEC that is interested in incorporating these procedures into its interconnection agreement.

Q. PLEASE DISCUSS THE MEANS BELLSOUTH HAS DEVELOPED TO PROVIDE ALECS WITH ELECTRONIC ACCESS TO LOOP MAKE-UP INFORMATION.

A. BellSouth is developing electronic access to its Loop Facility Assignment Control System ("LFACS") as part of pre-ordering for a loop make-up data query. This access will be via the pre-ordering functionality of the Telecommunications Access Gateway ("TAG") and Local Exchange Navigation System ("LENS") electronic interfaces. A Beta Testing process began July 31, 2000 with selected ALECs. Once the Beta Testing is completed, BellSouth will begin Service Readiness Testing ("SRT") for interested ALECs.

The loop make-up information will be obtained from the LFACS database via BellSouth's existing electronic interfaces (LENS, RoboTAG™, and TAG). The ALEC will be able to request loop make-up information by means of the following pre-ordering transactions:

1) Working facility by telephone number and Address
2) Working facility by circuit ID ("CKID") and Address
3) Spare facilities (up to 10 per request) at a given address – query only
4) Spare facilities (up to 10 per request) at a given address – with pair reservation

This electronic access will provide sufficient information to allow the ALEC to make a decision about whether the loop is capable of supporting the service and equipment the ALEC intends to provide to its end user customer, and, if so, to reserve up to ten pairs.

Q. PLEASE DESCRIBE THE LOOP MAKE-UP SI PROCESS.

A. The ALEC completes the "Customer Information" section of the Loop Make-up SI form indicating if it wants the loop make-up by telephone number or address. The ALEC submits the Loop Make-up SI form to the Complex Resale Services Group ("CRSG"). The CRSG forwards the SI form to BellSouth's Outside Plant Engineering Service Activation Center ("SAC"). The SAC verifies the availability of loop facilities.

If the Loop Make-up SI indicates the ALEC wants the make-up by telephone number, the SAC will return a specific make-up for the requested telephone number. If the Loop Make-up SI indicates the ALEC wants the make-up by address, the SAC will return a specific make-up for the requested address.

The SAC will supply a suitable copper pair and a DLC make-up for the requested address or requested telephone number. If either a copper pair, or DLC, but not both exists at that address/telephone number, the SAC will indicate in the "Comments Section" which is not available at the requested address/telephone number. The following is an example comment for an existing DLC make-up where a copper pair does not exist: "Provided DLC make-up at above address, no copper pairs exist at this location". Again, the loop make-up will be listed in sequential order

starting at the central office and ending at the end user terminal. The SAC will return the completed Loop Make-up SI to the CRSG. The CRSG reviews the SI form for completeness and forwards the loop make-up data to the ALEC via electronic mail.

Q. IS THE MANUAL LOOP MAKE-UP SI AN INTERIM PROCESS?

A. No. The manual Loop Make-up SI process will continue to be available for obtaining loop make-up information, particularly for those situations where the LFACS is not populated with the data needed to make a decision through electronic means.

Q. DOES BELLSOUTH PROVIDE THE ALEC ACCESS TO BELLSOUTH'S RECORDS FOR OBTAINING FACILITY INFORMATION IN SUBSTANTUALLY THE SAME TIME AND MANNER THAT BELLSOUTH PROVIDES TO ITSELF?

A. Yes. The availability of facilities on selected services for both ALECs and BellSouth's Retail units is determined via the SI process. The SI process provided to ALECs is accomplished in substantially the same time and manner as BellSouth does for itself.

Q. ON PAGE 44 OF HIS TESTIMONY, MR. RIOLO STATES " BST KEEPS SUCH INFORMATION [LOOP MAKE-UP] IN ... MAP VIEWER." PLEASE DESCRIBE MAP VIEWER.

A. Map Viewer provides certain BellSouth employees with access to BellSouth's electronically stored plats records. Map Viewer accesses plats to compile a loop make-up report. However, the plat records accessed through Map Viewer contain significantly more information than loop make-up. It also should be noted that Map Viewer is only available for BellSouth's eastern states (Florida, Georgia, North Carolina, South Carolina) and 13 wire centers in Alabama.

REBUTTAL OF TESTIMONY

Q. MR. MCMAHON, ON PAGE 26 OF HIS TESTIMONY, ALLEGES THAT BELLSOUTH PERFORMS TOO MANY ALEC ORDERING ACTIVITIES MANUALLY. PLEASE COMMENT.

A. First, Mr. McMahon makes judgmental comments as to the performance of BellSouth's electronic ordering systems without providing any supporting data. Thus, his testimony on the point is difficult to rebut.

Second, BellSouth currently provides ALECs nondiscriminatory access to its OSS functions for pre-ordering, ordering, provisioning, maintenance

and repair, and billing through robust and reliable manual and electronic interfaces. These interfaces allow the ALECs to perform functions of pre-ordering, ordering, provisioning, maintenance and repair, and billing for resale services in substantially the same time and manner as BellSouth does for itself in conformance with the FCC's requirements; and, in the case of unbundled network elements, provide a reasonable competitor with a meaningful opportunity to compete which is also in compliance with the FCC's requirements. BellSouth is not obligated to provide ALECs with any additional access to its OSS.

Q. BEFORE ADDRESSING MR. MCMAHON'S COMMENTS FURTHER, WILL YOU DEFINE THE DIFFERENCE BETWEEN MANUAL SUBMISSION AND ELECTRONIC SUBMISSION WITH SUBSEQUENT MANUAL HANDLING OF LOCAL SERVICE REQUESTS ("LSRS")?

A. Yes. Manual submission refers to the manual or non-electronic submission of LSRs. Manual submission of LSRs can be accomplished by facsimile. The manual submission is a result of the fact that the services ordered require substantial manual handling and cannot be submitted electronically. Therefore, the computer programming necessary to allow mechanical generation of the service order is not available. Alternatively, some ALECs may simply choose not to utilize BellSouth's electronic interfaces.

Electronic processing with subsequent manual handling means the LSRs may be submitted electronically by the ALEC but the requested service orders are designed to "fall out" for manual handling by the Local Carrier Service Center ("LCSC"). The most common reason for this "fall out" is from the fact that the requested services are complex or for other specified reasons, such as a request to expedite the order. After these LSRs are transmitted to BellSouth via the electronic interface, they are handled as if they were faxed to the LCSC.

Q. DOES NONDISCRIMINATORY ACCESS MEAN ALL SERVICES MUST BE ORDERED ELECTRONICALLY?

A. No. Nondiscriminatory access does not require that all LSRs be submitted electronically and involve no manual handling. Many of BellSouth's retail services, primarily complex services, involve substantial manual handling by BellSouth Account Teams for BellSouth's own retail end user customers. Nondiscriminatory access to certain functions for ALECs also legitimately may involve manual processes for these same functions. These processes are in compliance with the Act and the FCCs rules. Therefore there is no requirement that every LSR has to be submitted electronically in order to provide non-discriminatory access.

Q. ON PAGES 4-5 OF HIS TESTIMONY, MR. STACY STATES AT CERTAIN TIMES, ORDERS ... WILL FALL OUT AND REQUIRE MANUAL HANDLING." IN HIS DISCUSSION, MR. STACY ALLEGES, "I HAVE ASSUMED THAT ORDERS WILL FALL OUT OF THE SYSTEM 2% OF THE TIME." IS THIS ASSUMPTIONS CORRECT?

A. No. Mr. Stacy's assumption is incorrect and unsubstantiated. Based on the data as reported monthly in BellSouth's Percent Flow-through Service Requests (Detail) report, the percent of Non LNP UNE LSRs submitted electronically which fall out by design for the past three month period (May through July, 2000) has ranged from 15.8% to 20.4%. Specifically for the month of July, 2000 the percent was 20.4%. This is based on 43,450 total mechanized LSRs submitted and total manual fallout of 8,861. Thus, BellSouth's assumption that 7% of LSRs submitted electronically will fall out by design is more than reasonable.

Q. IN ADDITION TO THOSE THAT FALL OUT BY DESIGN ARE THERE OTHER TYPES OF ELECTRONICALLY SUBMITTED LOCAL SERVICE REQUESTS, WHICH REQUIRE MANUAL HANDLING?

A. Yes. There are errors that are the result of ALEC input that must first be processed by the LCSC. These errors are where the mechanized system has not been programmed to return the error automatically to the ALEC

that originated the input. The reason for the system not automatically returning these is that the error may be the result of BellSouth's systems. Thus, a representative in the LCSC must review the transaction in order to make that determination. If the determination is made that the error is the result of the ALEC input, then it is returned to the ALEC for correction. If it is determined that the error is the result of BellSouth's systems, the representative in the LCSC will make the necessary input to correct the request.

Q. WHAT DOES BELLSOUTH'S DATA REFLECT CONCERNING ALEC ERRORS?

A. Based on the same three-month period (May through July, 2000) BellSouth has experienced ALEC errors in a range of 8.3% to 15.1% of Non LNP UNE validated LSRs. Validated LSRs are those mechanically submitted LSRs after subtraction of LSRs that fall out by design for manual processing and LSRs where the system has generated an error message and automatically sent back that LSR to the ALEC for correction. Specifically for the month of July, 2000 the error rate for ALECs was 13.6%. This is based on 27,899 validated LSRs and ALEC errors of 3,807. Thus, BellSouth's assumption that 3% of basic LSRs submitted electronically will fall out because of ALEC error is more than reasonable.

Q. WHAT ARE BELLSOUTH'S PLANS TO ALLOW ELECTRONIC SUBMISSION OF ADDITIONAL UNE SERVICES?

A. BellSouth will continue to develop electronic submission capabilities based on such factors as ALEC input through BellSouth's Change Control Process ("CCP"), transaction volume, and standards development. Additional capabilities are continually being assessed.

Q. MR. NILSON CLAIMS ON PAGE 13 OF HIS TESTIMONY THAT BELLSOUTH HAS REFUSED TO PROVIDE LFACS DATA TO THE ALECS. IS THIS CORRECT?

A. Absolutely not. As I stated previously, BellSouth currently provides detailed loop make-up information via the SI process. Furthermore, BellSouth is developing electronic access to its LFACS for a loop make-up data query and began beta testing with selected ALECS on July 31, 2000.

Q. ON PAGE 47 OF HIS TESTIMONY, MR. RIOLO ALLEGES THAT ILEC [INCUMBENT LOCAL EXCHANGE COMPANY] FIELD OPERATIONS PERSONNEL HAVE BEEN ABLE TO OBTAIN SUCH ACCESS [DIRECT READ-ONLY ACCESS TO LFACS] FOR YEARS. PLEASE COMMENT.

A. Mr. Riolo does not state clearly his definition of "field operations personnel". If he means service technicians, Mr. Riolo is mistaken. BellSouth service technicians do not have access to LFACS.

Certain BellSouth work groups, such as the Outside Plant Engineering ("OSPE") group and Address and Facilities Inventory Group ("AFIG"), must have access to LFACS and/or Map Viewer in order to perform their daily work activities. OSPE and AFIG personnel have access via the computer terminals within their offices and do not have remote read-only access. A limited number of BellSouth personnel with a need to access LFACS remotely can do so via secure remote access.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes.