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March 26, 1998

VIA HAND DELIVERY

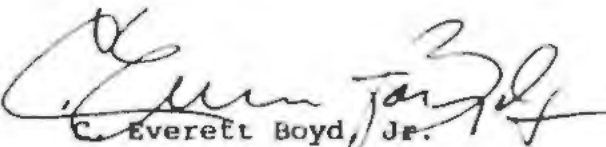
Honorable Blanca S. Bayo
Director - Records and Reporting
Florida Public Service Commission
Room 110
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Docket Number 971314-TP

Dear Ms. Bayo:

Enclosed for filing in the referenced docket are 3d Revised Exhibit No. RAW-5 (to be attached to the prefiled direct testimony of Sprint's witness Richard A. Warner) and Revised Exhibit No. MAG-1 (to be attached to the prefiled direct testimony of Sprint's witness Mildred A. Graham).

Sincerely,


C. Everett Boyd, Jr.

ACK _____

AFA _____

APP _____

CAF _____
CMU CEBJr/bc
Enclosures

CTR _____
cc: Will Cox, Esq.

EAG _____
Nancy White, Esq.

LEG 1
LIT 3+orig

OPC _____

RCH _____

SEC 1

WAS _____

OTV _____

SEARCHED _____ DATE _____
03614 MAR 26 1998
REPORTING

BellSouth FOC Problems
April 1997

Restatement of FOC Problems
 3/26/97

FOC Problems (Over 48 Hours)

(FOC = Firm Order Confirmation)
 (ASR = Access Service Request)
 (PON = Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 33

Number of FOC's Received Within 48 Hours: 6

Percent of FOC's Received Within 48 Hours: 18%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N010885	04/07/97	No FOC		05/05/97
N000255	04/18/97	No FOC		05/12/97
N000256	04/18/97	No FOC		05/09/97
N000739	04/14/97	No FOC		04/21/97
N002126	04/11/97	No FOC		05/01/97
N002665	04/01/97	No FOC		05/15/97
N010882	04/07/97	No FOC		05/05/97
N010886	04/07/97	No FOC		05/15/97
N000292	04/01/97	04/08/97	5	04/28/97
N000155	03/31/97	04/08/97	6	04/18/97
N007200B	03/17/97	04/09/97	17	04/18/97
N007200A	03/17/97	04/09/97	17	04/18/97
N007491	04/04/97	04/09/97	3	04/15/97
N004576	04/04/97	04/09/97	3	04/17/97
N00744A	04/01/97	04/09/97	6	04/14/97
N001895	04/04/97	04/10/97	4	05/12/97
N001100	04/02/97	04/10/97	5	04/26/97
N001100A	04/02/97	04/10/97	5	04/26/97
N001574	04/07/97	04/11/97	4	04/23/97
N010883	04/07/97	04/14/97	5	05/05/97
N005280	04/10/97	04/15/97	3	04/17/97
N006062B	04/10/97	04/16/97	4	04/28/97
005200	04/08/97	04/16/97	6	04/24/97
N004310	04/14/97	04/18/97	4	06/25/97
N001800	04/16/97	04/21/97	3	05/28/97
N006462	04/16/97	04/21/97	3	05/01/97
C000555	04/14/97	04/22/97	8	04/23/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

ORIGINAL

DOCKET NO. 971314-TP
 REVISED EXHIBIT NO. MAG-1
 MARCH 26, 1998
 PAGE 1 OF 11

**BellSouth FOC Problems
May 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 29

(ASR - Access Service Request)

Number of FOC's Received Within 48 Hours: 15

(PON - Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 52%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N00585R	04/21/97	05/06/97	9	05/07/97
N001033	04/18/97	05/06/97	12	06/19/97
N003220	05/02/97	05/08/97	4	05/22/97
N001764	05/09/97	05/16/97	3	07/02/97
N001162	05/12/97	05/17/97	4	05/21/97
N000374A	05/09/97	05/20/97	7	06/11/97
N000374	05/09/97	05/20/97	7	06/11/97
N008390	04/29/97	05/21/97	16	06/04/97
N004337	05/20/97	05/23/97	3	06/24/97
N002002	05/19/97	05/23/97	4	06/05/97
N002002A	05/19/97	05/23/97	4	06/05/97
C001043	05/20/97	05/28/97	6	06/03/97
N008655	05/23/97	05/30/97	5	06/05/97
N001512	05/23/97	05/30/97	5	06/05/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
June 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 29

(ASR - Access Service Request)

Number of FOC's Received Within 48 Hours: 19

(PON - Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 66%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N002661	05/23/97	06/02/97	10	06/20/97
N005750	05/30/97	06/04/97	5	06/12/97
N007900A	06/05/97	06/11/97	4	07/18/97
N007900B	06/05/97	06/11/97	4	07/18/97
Stacy DSL	06/05/97	06/11/97	4	07/13/97
N009144 (aka N009146)	06/03/97	06/12/97	7	06/19/97
N009145 (aka C009145-46)	06/11/97	06/20/97	7	06/27/97
Jackhigh DSL	06/17/97	06/23/97	4	07/12/97
N005103	06/21/97	06/26/97	3	06/26/97
Centralist DSL	06/17/97	06/27/97	8	07/03/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
July 1997**

Restatement of FOC Problems
3/1/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 32

(ASR - Access Service Request)

Number of FOC's Received Within 48 Hours: 23

(PON - Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 72%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N006863	06/26/97	07/01/97	5	08/04/97
centralst bn	06/17/97	07/01/97	10	07/11/97
N004821	06/26/97	07/01/97	3	07/11/97
N008763	06/26/97	07/02/97	4	07/11/97
radisson l dsl cr	07/09/97	07/12/97	3	07/16/97
gear dsl	07/02/97	07/08/97	4	07/28/97
N004220	07/15/97	No FOC	-	07/23/97
intell dsl	07/03/97	07/10/97	3	07/21/97
N000044	07/29/97	NO FOC	-	08/05/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
August 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC-Firm Order Confirmation)
(ASR-Access Service Request)
(PON-Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 31

Number of FOC's Received Within 48 Hours: 21

Percent of FOC's Received Within 48 Hours: 68%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N002274 DS1	07 24 97	08 01 97	6	07 31 97
N008866	08 01 97	08 08 97	5	08 15 97
2E0268	07 16 97	08 11 97	14	09 08 97
davis ds0	08 08 97	08 13 97	3	08 15 97
orange ds1	08 11 97	08 15 97	4	08 14 97
N006420	08 19 97	08 22 97	3	09 22 97
N001011	08 19 97	08 23 97	4	08 27 97
davis tc	08 26 97	08 29 97	3	09 12 97
davis ds1	08 08 97	No FOC	-	08 15 97
davis ds1	08 26 97	No FOC	-	08 27 97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
September 1997**

Restatement of FCC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC-Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 35

(ASR-Access Service Request)

Number of FOC's Received Within 48 Hours: 25

(PON-Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 71%

Customer PON	AER to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
access ds1	09-12-97	No FOC		09-22-97
etc ds1	09-23-97	No FOC		10-02-97
sprntld ds0	08-29-97	09-04-97	4	09-05-97
Control DS01	09-15-97	09-18-97	3	09-26-97
Control DS02	09-15-97	09-18-97	3	09-26-97
control br	09-15-97	09-18-97	3	11-04-97
ortlowers ds0	09-15-97	09-18-97	3	10-10-97
2F004C R	09-24-97	09-29-97	4	09-24-97
beck ds0	09-22-97	09-30-97	6	10-07-97
beck ds1	09-22-97	09-30-97	6	10-07-97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
October 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 30

(ASR - Access Service Request)

Number of FOC's Received Within 48 Hours: 23

(PON - Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 77%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
NSRG110	09/26/97	10/01/97	3	10/01/97
gensci ldsoc cr (aka N47617197 C33626197)	10/06/97	10/09/97	3	10/15/97
twc dsj	10/14/97	10/25/97	9	11/15/97
2F073A	10/01/97	10/10/97	7	10/31/97
realest ldsoc cr	10/23/97	10/28/97	3	10/31/97
ROLFE DSO WV	10/27/97	10/30/97	3	10/31/97
radisson dsj	10/28/97	10/31/97	3	11/06/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
November 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC = Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 27

(ASR = Access Service Request)

Number of FOC's Received Within 48 Hours: 20

(PON = Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 74%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
2E018E R (aka 2E018E)	11/06/97	11/12/97	4	11/13/97
N851000	10/30/97	11/12/97	9	11/21/97
N007676A	10/28/97	11/13/97	12	11/21/97
N007676	10/28/97	11/13/97	12	11/21/97
N007676B	10/28/97	11/13/97	12	11/24/97
llms/hilton ds1	11/11/97	11/14/97	3	12/09/97
pulaubo ta	11/19/97	11/24/97	3	12/09/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
December 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 12

(ASR - Access Service Request)

Number of FOC's Received Within 48 Hours: 7

(PIN - Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 58%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
hilton ds02	12/03/97	12/08/97	3	12/16/97
indbanksbn cr	12/09/97	12/17/97	6	12/30/97
orluth5ds0 cr	12/11/97	12/17/97	4	12/18/97
ground ds0	12/10/97	12/18/97	6	12/22/97
transair bn	12/19/97	12/24/97	3	01/16/98

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers

BellSouth FOC Problems
January 1998

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)
(ASR - Access Service Request)
(PON - Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 33
Number of FOC's Received Within 48 Hours: 21
Percent of FOC's Received Within 48 Hours: 64%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
sull2dso cr	12/31/97	01/05/98	3	01/20/98
JRDavis B1 TA	12/31/97	01/06/98	4	01/08/98
intell11 cr	01/06/98	01/12/98	4	01/20/98
faro dsu	12/30/97	01/15/98	12	01/07/98
COAST1DSO CR	01/14/98	01/20/98	4	01/26/98
west port 1	01/20/98	01/23/98	3	01/24/98
westing ds1	01/20/98	01/23/98	3	01/24/98
WENSOUTHDISC CR	01/16/98	01/23/98	5	01/23/98
APEX2WNPKDSO CR	01/20/98	01/26/98	4	01/30/98
Citrus b1 ta	01/20/98	01/26/98	4	01/30/98
First2b1 ta	01/20/98	01/26/98	4	02/02/98
wmfeb1 ta	01/20/98	01/27/98	5	01/30/98

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

BellSouth FOC Problems
February 1998
(Partial Month)

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

(ASR - Access Service Request)

(PON - Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 26

Number of FOC's Received Within 48 Hours: 24

Percent of FOC's Received Within 48 Hours: 92%

Customer PON	ASR to BeD	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
Suntel PRI	02/05/98	No FOC	-	-
N SIGNAT 8ROT DR	02/19/98	02/25/98	4	03/04/98

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

BellSouth FOC Problems
April 1997

Restatement of FOC Problems
 3/26/97

FOC Problems (Over 48 Hours)

(FOC-Firm Order Confirmation)

(ASR-Access Service Request)

(PON-Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 33

Number of FOC's Received Within 48 Hours: 6

Percent of FOC's Received Within 48 Hours: 18%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N010885	04/07/97	No FOC		05/05/97
N000255	04/18/97	No FOC		05/12/97
N000256	04/18/97	No FOC		05/09/97
N000739	04/14/97	No FOC		04/21/97
N002126	04/11/97	No FOC		05/01/97
N002665	04/01/97	No FOC		05/15/97
N010882	04/07/97	No FOC		05/05/97
N010886	04/07/97	No FOC		05/15/97
N000292	04/01/97	04/08/97	5	04/28/97
N000155	03/31/97	04/08/97	6	04/18/97
N007200B	03/17/97	04/09/97	17	04/18/97
N007200A	03/17/97	04/09/97	17	04/18/97
N007491	04/04/97	04/09/97	3	04/15/97
N004576	04/04/97	04/09/97	3	04/17/97
N00744A	04/01/97	04/09/97	6	04/14/97
N001895	04/04/97	04/10/97	4	05/12/97
N001100	04/02/97	04/10/97	5	04/26/97
N001100A	04/02/97	04/10/97	5	04/26/97
N001574	04/07/97	04/11/97	4	04/23/97
N010883	04/07/97	04/14/97	5	05/05/97
N005280	04/10/97	04/15/97	3	04/17/97
06062B	04/10/97	04/16/97	4	04/28/97
N005200	04/08/97	04/16/97	6	04/24/97
N004310	04/14/97	04/18/97	4	06/25/97
N001800	04/16/97	04/21/97	3	05/28/97
N006462	04/16/97	04/21/97	3	05/01/97
C000555	04/14/97	04/22/97	8	04/23/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

ORIGINAL

DOCKET NO. 971314-TP
 3d REVISED EXHIBIT NO. RAW-5
 MARCH 26, 1998
 PAGE 1 OF 11

**BellSouth FOC Problems
May 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 29

(ASR - Access Service Request)

Number of FOC's Received Within 48 Hours: 15

(PON - Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 52%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N005858	04/21/97	05/06/97	9	05/07/97
N001033	04/18/97	05/06/97	12	06/19/97
N003220	05/02/97	05/08/97	4	05/22/97
N001764	05/09/97	05/16/97	3	07/02/97
N001162	05/12/97	05/17/97	4	05/21/97
N000374A	05/09/97	05/20/97	7	06/11/97
N000374	05/09/97	05/20/97	7	06/11/97
N008390	04/29/97	05/21/97	16	06/04/97
N004337	05/20/97	05/23/97	3	06/24/97
N002002	05/19/97	05/23/97	4	06/05/97
N002002A	05/19/97	05/23/97	4	06/05/97
C001043	05/20/97	05/28/97	6	06/03/97
N008655	05/23/97	05/30/97	5	06/05/97
N001512	05/23/97	05/30/97	5	06/05/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
June 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)
(ASR - Access Service Request)
(PON - Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 29

Number of FOC's Received Within 48 Hours: 19

Percent of FOC's Received Within 48 Hours: 66%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N002661	05-23-97	06-02-97	10	06-20-97
N005750	05-30-97	06-04-97	5	06-12-97
N007900A	06-05-97	06-11-97	4	07-18-97
N007900B	06-05-97	06-11-97	4	07-18-97
story ds0	06-05-97	06-11-97	4	07-15-97
N009144 (aka N009146)	06-03-97	06-12-97	7	06-19-97
N009145 (aka C009145/46)	06-11-97	06-20-97	7	06-27-97
lakehigh DS0	06-17-97	06-23-97	4	07-12-97
N005103	06-23-97	06-26-97	3	06-26-97
centralst ds0	06-17-97	06-27-97	8	07-03-97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
July 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC-Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 32

(ASR-Access Service Request)

Number of FOC's Received Within 48 Hours: 23

(PON-Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 72%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
NR00863	06/26/97	07/01/97	5	08/04/97
central1 br	06/17/97	07/01/97	10	07/11/97
NR04821	06/26/97	07/01/97	3	07/11/97
NR00763	06/26/97	07/02/97	4	07/11/97
radisson1 dwt cr	07/09/97	07/12/97	3	07/16/97
gear dsl	07/02/97	07/08/97	4	07/28/97
NR04220	07/13/97	NO FOC		07/23/97
intell dsl	07/03/97	07/10/97	5	07/21/97
NR00044	07/29/97	NO FOC		08/05/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
August 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC = Firm Order Confirmation)

(ASR = Access Service Request)

(PON = Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 31

Number of FOC's Received Within 48 Hours: 21

Percent of FOC's Received Within 48 Hours: 68%

Customer/PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
N002279 DS)	07-24-97	08-01-97	6	07-31-97
N008866	08-01-97	08-08-97	5	08-15-97
2F026B	07-16-97	08-11-97	14	09-08-97
davis ds)	08-08-97	08-13-97	3	08-15-97
orange ds)	08-11-97	08-15-97	4	08-14-97
N006420	08-19-97	08-22-97	3	09-22-97
N001011	08-19-97	08-25-97	4	08-27-97
davis bc	08-26-97	08-29-97	3	09-12-97
davis ds)	08-08-97	No FOC		08-15-97
davis ds)	08-26-97	No FOC		08-27-97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
September 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC-Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 35

(ASR-Access Service Request)

Number of FOC's Received Within 48 Hours: 25

(PON-Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 71%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
access ds1	09 12 97	No FOC		09 22 97
ate ds1	09 23 97	No FOC		10 02 97
sprintid ds0	08 29 97	09 04 97	4	09 05 97
Control DS01	09 15 97	09 18 97	3	09 26 97
Control DS02	09 15 97	09 18 97	3	09 26 97
control bn	09 15 97	09 18 97	3	11 04 97
orbrowers ds0	09 15 97	09 18 97	3	10 10 97
21004C R	09 24 97	09 29 97	4	09 24 97
hock ds1	09 22 97	09 30 97	6	10 07 97
hock ds1	09 22 97	09 30 97	6	10 07 97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
October 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 30

(ASR - Access Service Request)

Number of FOC's Received Within 48 Hours: 23

(PON - Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 77%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
NSIG110	09/26/97	10/01/97	3	10/01/97
genesis1250 cr (aka N47617197 C3826197)	10/06/97	10/09/97	3	10/15/97
lwc ds3	10/14/97	10/25/97	9	11/15/97
2E073A	10/01/97	10/10/97	7	10/31/97
realist1dso cr	10/23/97	10/28/97	3	10/31/97
ROUFE DSO WV	10/27/97	10/30/97	3	10/31/97
radvision ds0	10/28/97	10/31/97	3	11/06/97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
November 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

(ASR - Access Service Request)

(PON - Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 27

Number of FOC's Received Within 48 Hours: 20

Percent of FOC's Received Within 48 Hours: 74%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
2E018E R (aka 2E018E)	11-06-97	11-12-97	4	11-13-97
NR51000	10-30-97	11-12-97	9	11-21-97
N007676A	10-28-97	11-13-97	12	11-21-97
N007676	10-28-97	11-13-97	12	11-21-97
N007676B	10-28-97	11-13-97	12	11-24-97
{knyhilton Jsl}	11-11-97	11-14-97	3	12-09-97
pulaobri la	11-19-97	11-24-97	3	12-09-97

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

**BellSouth FOC Problems
December 1997**

Restatement of FOC Problems
3/26/97

FOC Problems (Over 48 Hours)

(FOC - Firm Order Confirmation)

Number ASR's Submitted to have an FOC in the Current Month: 12

(ASR - Access Service Request)

Number of FOC's Received Within 48 Hours: 7

(PON - Purchase Order Number)

Percent of FOC's Received Within 48 Hours: 58%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
hilton ds02	12 03 97	12 08 97	3	12 16 97
indbanksbr cr	12 09 97	12 17 97	6	12 30 97
orlluth5ds0 cr	12 11 97	12 17 97	4	12 18 97
ground ds0	12 18 97	12 18 97	0	12 22 97
transair br	12 19 97	12 24 97	3	01 16 98

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

BellSouth FOC Problems
January 1998

FOC Problems (Over 48 Hours)

(FOC-Firm Order Confirmation)
(ASR-Access Service Request)
(PON-Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 33
Number of FOC's Received Within 48 Hours: 21
Percent of FOC's Received Within 48 Hours: 64%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
sull2dso.cr	12/31/97	01/05/98	3	01/20/98
JRDavis B1 TA	12/31/97	01/06/98	4	01/08/98
intell11.cr	01/06/98	01/12/98	4	01/20/98
faro ds0	12/30/97	01/15/98	12	01/07/98
COAST1DSO.CR	01/14/98	01/20/98	4	01/26/98
west.port1	01/20/98	01/23/98	3	01/24/98
westing ds1	01/20/98	01/23/98	3	01/24/98
WENSOUTHDISC.CR	01/16/98	01/23/98	5	01/23/98
APEX2WNPKDSO.CR	01/20/98	01/26/98	4	01/30/98
Citrus bl.ta	01/20/98	01/26/98	4	01/30/98
First2bl.ta	01/20/98	01/26/98	4	02/02/98
wnfcb1.ta	01/20/98	01/27/98	5	01/30/98

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.

BellSouth FOC Problems
February 1998
(Partial Month)

FOC Problems (Over 48 Hours)

(FOC= Firm Order Confirmation)
(ASR= Access Service Request)
(PON= Purchase Order Number)

Number ASR's Submitted to have an FOC in the Current Month: 26
Number of FOC's Received Within 48 Hours: 24
Percent of FOC's Received Within 48 Hours: 92%

Customer PON	ASR to Bell	FOC Received	Number of Business Days From ASR to FOC	Actual Completion Date
Suntel PRI	02/05/98	No FOC	-	-
N SIGNAT 8ROT.DR	02/19/98	02/25/98	4	03/04/98

Orders include requests for services migrating from BellSouth to Sprint, new services for Sprint customers, and additional services to existing customers.