

March 15, 1999

Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 33299-0850

Dear Sir or Madam:

Enclosure (1) addresses the required responses in preparation for the Year 2000 Readiness Workshop as specified in FPSC Record Number 02870 of March 5, 1999.

If there are any questions concerning our response, please direct them to me.

Sincerely,



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Vice President, Information Technology

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**Year 2000 Readiness Workshop
Questions for All Local Exchange Companies,
All Alternative Local Exchange Companies,
And All Interexchange Companies**

Question 1: What is the status of your company's Year 2000 plans and preparations? Please report your company's overall percentage of completion toward being fully Year 2000 compliant.

Response: Omniplex Communications Group, LLC is 100% Year 2000 compliant on all mission critical hardware and software systems. As for off-the-shelf desktop software Y2K compliance, Omniplex is applying fixes and patches as they become available from the software vendors.

Question 2: What specific timetables and milestones have you identified to prepare for the Year 2000? For each timetable and milestone, please report the following: (1) the percentage completed and expected full-completion date; (2) the specific tasks remaining to be completed; and (3) any specific problems anticipated.

Response: Complete

Question 3: What is the status of the inventory phase of your company's Year 2000 preparations? Please report the following: (1) the percentage of this phase completed and expected full-completion date; (2) the specific tasks remaining to be completed; (3) problems found where corrective action(s) is being taken; and (4) the expected completion date for each problem identified.

Response: Complete

Question 4: What is the status of the assessment phase of your company's Year 2000 preparations? Please report the following: (1) the percentage of this phase completed and expected full-completion date; (2) the specific tasks remaining to be completed; and (3) problems found where corrective actions(s) is being taken; and (4) the expected completion date for each problem identified.

Response: Complete

Question 5: Which of you company's hardware and software systems, such as billing, administrative, customer service, infrastructure, and operational support systems, do you consider critical? For each such system, what functions (in whole or part) are done via mainframe computers and which functions electronically interface with PC-based computers? How are these systems being remediated and tested? What problems have been identified that require additional work to make them Year 2000 compliant? Please report estimated completion dates for each problem identified.

Response: Billing System, Finance & Accounting System, Customer Service / Management Tracking System, Provisioning System. All of these systems operate on a PC-based system.

Question 6: What is the status of the remediation, or renovation, phase of your company's Year 2000 preparations? Please report the following: (1) the percentage of this phase completed and expected full-completion date; (2) the specific tasks remaining to be completed; and (3) problems found where corrective actions(s) is being taken; and (4) the expected completion date for each problem identified.

Response: Complete

Question 7: What is the status of the testing (both unit and system) phase of your company's Year 2000 preparations? Please report the following: (1) the percentage of this phase completed and expected full-

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completion date; (2) the specific tasks remaining to be completed; and (3) problems found where corrective actions(s) is being taken; and (4) the expected completion date for each problem identified. What tests are being done or will be done on network elements and customer affected systems? Please describe your company's testing process, including its approach and steps.

Response: Omniplex Communications Group, LLC is a "resale only" CLEC. We do not own any network interfaces or end user customer systems. We rely on the ILEC and selected vendors for the services we provide to our customers. As such, our goal is to fully understand the Year 2000 compliance status of our vendors so we may fully support our customers' interests in this issue. We appreciate the help of the Florida Public Service Commission in forcing these issues to be addressed at a public level.

Question 8: Please describe your company's plans to address interoperability issues with other domestic carriers, such as LECs, IXC, ALECs, CAPs, and wireless providers, and with interconnected networks and outside systems? Please describe the status of such plans and related discussions, including percentage of completion.

Response: N/A: ILEC / IXC responsibility

Question 9: What network inter-operability testing has your company conducted or will your company conduct? Is your company working with ATIS and NRIC to perform network inter-operability tests? Please report the following concerning such testing: (1) the percentage of this phase completed and expected full-completion date; (2) the specific tasks remaining to be completed; and (3) problems found where corrective actions(s) is being taken; and (4) the expected completion date for each problem identified.

Response: N/A: ILEC / IXC responsibility

Question 10: What is your company going to do to avoid network failures that could arise due to non-compliant network providers? What safeguards are being taken? What communications channels have been opened with other network providers?

Response: We are currently trying to understand this issue so we may provide alternatives to our end users in the case of.

Question 11: Please describe your company's efforts to work with suppliers of your company's critical hardware and software systems to ensure that each supplier's equipment is Year 2000 compliant. Have you inventoried supplier and third-party products? Have you established compliance standards? What test (unit and system) remain to be completed to verify that supplier's products are Year 2000 compliant and when will they be completed? Please describe any contingency plans your company has developed to address the situation where a supplier's product is found to be non-compliant.

Response: All newly purchased critical Omniplex software and hardware is verified to be Year 2000 compliant prior to purchase.

Question 12: What effort is your company making to contact and educate critical customers to ensure that their telecommunications services and customer premise equipment (CPE) are Year 2000 compliant? What tests are being conducted or can be conducted by a customer to test its equipment?

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Response: We have put up a website and are contacting our customers using various methods to ensure that they understand the Year 2000 problem as well as our solutions to Year 2000 problems. Our customers must contact their CPE supplier to ensure that their systems are Year 2000 compliant.

Question 13: What communications channels has your company established with the Department of Emergency Services' Emergency Operations Center? With other industries / companies that depend on your company's services?

Response: We have not opened lines of communications with the Department of Emergency Services' Emergency Operations Center. All of our customers will be contacted.

Question 14: Please describe your company's contingency or disaster recovery plans for Year 2000 related network problems and the status of such plans. If such plans are still being developed, please report the expected completion date. If such plans are complete, please bring a copy to the workshop. If such plans are not yet complete, please submit a copy to this Commission's Division of Communications prior to July 1, 1999.

Response: We have no Year 2000 contingency plans. We rely heavily upon the RBOCs / ILECs to ensure that contingencies exist for our customers in the event of an outage caused by their Year 2000 related problems.

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