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ITC^DELTACOM COMMUNICATIONS, INC.

EXHIBITS TAH-1, TAH-2 AND TAH-3 TO DIRECT TESTIMONY OF THOMAS HYDE

Before the Florida Public Service Commission
Docket No. 990750-TP
Petition for Arbitration of ITC^DeltaCom Communications, Inc. with
BellSouth Telecommunications, Inc.
August 16, 1999

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6-23-01

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DOCUMENT NUMBER-DATE
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FPSC-RECORDS/REPORTING

BellSouth Problems

CUSTOMER NAME	CITY	DESCRIPTION OF PROBLEM
BWC Products Inc	Charleston	Unity – Not installed yet – No LNP involved, using brand new ITC DeltaCom #'s Original FOC loop date was 1/8/99. Order was sent to Bell on 12/16/98. We received this FOC on 12/28/98. Bell went to customer site on 1/7/99, but Bell tech could not verify address. All info we had sent was correct & Bell dispatched tech again on 1/11/99. On 1/12/99 we were informed that this was in pending facilities. On 1/14/99 we were informed that Bell had to install repeater. Bell gave estimated completion date of 48-72 hours. On 1/22/99 Bell informed us that the order had defective pairs that had to be replaced and also that they had to install a mid span repeater. Bell had escalated to 4 th level & gave ECD of 1/29/99. On 1/27/99 we were informed that there was a delay in shipment of materials needed to complete order. Gave us new ECD of 2/3/99. On 2/3/99, we were informed that new ECD was 2/11/99 due to the fact that Bell had to order new equipment & it was not scheduled to be shipped until 2/8/99. On 2/4/99 ITC DeltaCom escalated at Bell for a 2/9/99 due date. On 2/8/99, we were informed that new ECD was 2/17/99 due to extensive construction & that the date could not be bettered. Also said equipment had not been received yet. On 2/10/99 ITC DeltaCom spoke to a Director at Bell who said they were waiting on the equipment to arrive and he would escalate once received. He thinks that he may be able to get us a little better date than 2/17/99. (See order tracking notes for contact names.)
Danny R Daniels Agent for AFLAC	Greenville	UNE – Install 1/8/99 – 2 lines Had problems calling inbound from within the same wire center – found that Bell had not run “D” order – approx 3-4 hrs to correct
The Schmidt Group	Greenville	Unity – Install 1/19/99 After LNP was done, Chad (Installs) called Kay Gough at Bell and found out that there were no “D” orders in their system & we would have to wait until LCSC came in to get it worked. Called Max Bruce at home, but he didn't know. 2 of the 3 “D” orders mysteriously ran that night & Max had the last one worked the next morning by Eddie Echos in LCSC. Disconnect recording were wrong, but were corrected the next day. We had submitted them correctly to Bell.
Mitchell Road Presbyterian Church	Greenville	UNE – Install to be 2/16/99 – 14 lines Bell did not meet our requested date of 2/8/99. Order sent to Bell on 1/14/99
Key's Printing Company	Greenville	Unity & 1 UNE – Install 1/7/99 Originally scheduled to cut in Nov, but was delayed for order being lost at BST Vendor Services in Atlanta, clarified street name change from Congaree Rd Ext to Keys Drive (we were told that we had 1 year time frame where both names would be correct). Bell finally gave us an FOC 2 days before Thanksgiving to cut this on Wed before Thanksgiving. We called this off for fear of problems and because this is a 24h/7d business. Delayed even longer because then it had to be changed to LNP. “D” order did not run until next day causing the customer not to be able to receive calls from within the same wire center until it completed.

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Hewitt Coleman & Associates	Greenville	Unity & 14 UNE's - Install 2/4/99 Disconnect recordings on 5 #'s were wrong. Clarence at Bell said they were submitted with the "B" recording. Checked with Provisioning the next morning & they were submitted correctly with the "A" recording. Bell corrected this 2 days later.
All American T-Shirt	Greenville	UNE - Install 2/3/99 - 4 lines (3 conversions & 1 new) On 1/25/99 customer was completely without service. Mickey Dickerson or John Carroll contacted our Bell rep & she looked into it. We were given no reason, but customer was back in service by late that afternoon. On 2/2/99 Bell informed Installs that the new line was not wired and would not be done until 2/4/99. We said okay, but to go ahead with the other 3 at the scheduled time. Cut began at 4pm on 2/3/99. After Bell cross-connected the 3 lines, our field tech discovered that 2 of the lines were crossed and the main line was dead. Cheryl (Installs) called Lori at Bell UNE center to inform her. 2 hrs past, Lori was trying to contact a CO tech to find problem. At that time she stated she was having problem contacting a CO tech. CO tech finally arrived and attempted to correct problem, but couldn't. Lori said these lines would have to be rewired. At 8pm, field tech & customer were notified that Bell was putting the lines back to original service. Bell worked on getting these lines back during the night & by morning the service was restored. Still to be rescheduled.
R & S Inc dba Bedworks	Greenville	UNE - Installed not complete yet - 3 lines Date asked for was 1/25/99. Bell pushed out 10 days to 2/8/99 because they were backed up. After close of business on 2/5/99 Installs was informed by Bell that this was not wired. Had to contact customer at home on Saturday to let him know. Still no date scheduled.
Kramer & Associates	Greenville	UNE - Install canceled - 9 lines Originally requested 1/28/99. Bell clarified order because a letter O was put in for the pon# at Bell instead of the number 0. Next available date was 2/11/99, but when I called customer to verify, she told me they were moving in 3 weeks. Advised her that we should cancel this order, let Bell move her, and then start over once she moved because we could not move her that quickly. She was okay with this & understood why.
CLC-South Carolina Inc/ New Horizons	Greenville	Unity & 6 UNE's - Install scheduled for 2/15/99 Original date requested was 2/8/99. Found out approx 3-4 hrs before cut that Bell did not have UNE's wired. With this not done, we could not run LNP because all #'s under BTN are split between T-1 & copper lines.
Controls Service Company of SC	Greenville	UNE - Install 1/28/99 - 3 lines Cut was to begin at 12pm, but did not begin until 1pm because Bell CO tech went to lunch. Once started, cut went fine.
Better Business Bureau	Greenville	UNE - Not installed yet- 13 lines Install was to happen on 2/10/99, but Bell contacted us on 2/9/99 to let us know that they are not ready yet. Still trying to get a date.
Conrem USA	Greenville	UNE - Install 2/5/99 - 4 lines Found out on 2/1/99 that Bell did not meet original date of 2/4/99.

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Dover Elevator	Greenville	UNE – Not installed yet – 5 lines Found out on 2/1/99 that Bell did not meet original date of 2/4/99. Gave us 2/5/99. Bell then informed us on 2/5/99 3 hours before cut that they had not completed wiring & had just gotten additional materials needed that morning. We then moved cut to 2/9/99. Customer was notified, but then we had to put in missed appointments because customer went home sick & we missed the 2/9/99 date.
Ed Patterson	Greenville	UNE – Install 1/13/99 – 4 lines Cut started an hour late due to the fact that Bell had no one in CO to cut lines over.
E & M Pipeline	Greenville	UNE – Install 2/11/99 – 5 lines Customer's service was taken down on 2/4/99. Called John Carroll in Installs because I figured Bell had disconnected him early. Customer called Bell Business Office to report it & was told that they would charge to come out if problem was inside business. Customer did not agree and told them not to come out. I spoke to customer again & urged him to go ahead & let Bell come out, that we would deal with any issues with charges later. In the meantime, John Carroll called our acct team manager, Brenda, at Bell. She called him back within an hour and told him that there was a catastrophic cable failure on that side of town & ETR was by mid-day the next day. I informed customer of this. Customer called me back 2 hours later & said service was restored. I notified John Carroll of this.
Starr Executive	Greenville	UNE – Install 2/19/99 – 7 lines Bell informed Brad in Provisioning on 2/8/99 that this is pending facilities.
Cross Country Printing	Greenville	UNE - Install 2/23/99 – 9 lines This was originally scheduled for 10/21/98, but was held off because of hubbing arrangement. Then Bell put it into pending facilities on 11/13/99 giving us a new date of 11/19/98. On 11/16/98 Bell took it out of PF giving us a new date of 11/24/98. On 11/23/98 Bell notified us at 5pm that it would not go the next morning due to "incomplete facilities". We then had to wait for LNP because our calendar was so full. Next requested date was 2/23/99. Bell informed Brad in Provisioning on 2/8/99 that this is pending facilities.
BSA Sales	Greenville	UNE – To be rescheduled – 7 lines Bell informed Brad in Provisioning on 2/8/99 that this is pending facilities. Scheduled for 2/15/99, but Bell informed us on 2/12/99 that PF was not complete.
NVR Mortgage	Greenville	UNE – Install 2/17/99 – 5 lines Bell informed Brad in Provisioning on 2/8/99 that this is pending facilities.
Tiger Transport	Greenville	UNE – Install 2/18/99 – 6 lines Original date asked for was 11/12/98. Bell pushed out to 11/19/98 for pending facilities on 11/12/98. Cut did not go on 11/19/98 because of problems with wiring through a slick. Bell said that they would have problem solved by 11/24/98 & that we could complete it then. On 11/24/98, approx. 3 hours before cut, Bell canceled again saying that they had wrong cards in to convert from 2 wire to 4 wire. Chad (Installs) was told on 11/20/98 by Willie at Bell that this problem was corrected. This order then had to wait for LNP. On

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		2/9/99 Krista (Provisioning) informed me that Bell had not received the Yellow Page Heading. She refaxed it & we are waiting to see if Bell will FOC 2/18/99.
Pro Flooring Supplies	Charleston	UNE – Not installed yet – 4 lines Bell notified Provisioning on 2/10/99 that they would not meet date of 2/11/99 . They have given us 2/16/99.
JCA dba National Men's Health Clinic	Greenville, SC (sold from Columbia)	UNE cut including 4 lines. Originally asked for dd 1/27 at 4:30pm est. Bell couldn't meet this date and gave us new dd of 2/11 at 4:30pm est. Customer could not meet this date and we are trying to reschedule now.
Reintjes of the South	Columbia, SC	UNE cut including 5 lines. We had requested dd 2/1 at 6:00pm est. Bell sent back to us 3 times for yellow page header corrections. Still not corrected.
Palmetto Tile Center – Location 1	Columbia, SC	UNE cut including 7 lines. We asked for 2/8 5:00pm est. Bell sent back for yellow page header corrections. New date is 2/24 at 5:00pm est.
Dozier Big & Tall – Location 2	Columbia, SC	UNE cut including 2 lines. We asked for 2/9 8:30am est. Bell wouldn't accept order because customer had 1 back up line he wanted to keep as RB. Back up lines are not considered a class of service. Customer had to convert to a 1FB. New date 2/23 8:30am est.
RMH dba Rice Music House	Columbia, SC	UNE cut including 4 lines. We asked for 2/10 7:30am est. Bell sent back to us for yellow page header corrections. Still not corrected yet.
Todd & Ward	Columbia, SC	UNE cut including 6 lines. We had asked for 2/4 at 12:00 noon est. We had a bell problem with the cut because at 12:00 the bell tech had to go to lunch so we were delayed for 45 min. Once he returned, the cut went smoothly and without any problem. Took 2 hours.
Dozier Big & Tall loc. 1	Columbia, SC	UNE cut including 3 lines. We asked for 2/8 @ 8:30 est. For the first two hours Bell CO tech said that they had the lines cut over to ITCD, but we showed no traffic and still ID the lines with bell. Finally, the CO tech realized that the lines had not yet been "hard wired" in their CO and was the reason why the loops were not cut over yet. The completion was 3 hours for 3 UNE lines, which also included testing of the lines.
Dozier Big & Tall Loc 1	Columbia, SC	UNE The cut of 3 lines now on 2/12 the customer has called in very upset. They have no dial tone on main number. They can not receive calls. We call the number and reached the voice mail immediately. The roll over line does the same thing.

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Seco Equipment	Montgomery	UNE – Install date of 1/19/99 3 lines Demark reflected different numbers than what was on the CSR therefore, the wrong action was transposed on the Number Portability Sheet. Rescheduled for 2/4/99. The changes were made on the Number Portability Sheet and a new order was sent to Bell. The night of the cut Bell was using old information so the cut had to be called off again. Rescheduled for 2/9/99. After the cut the hunt sequence quit working and so the customer decided to go back to Bell.
Anchor Mortgage	Montgomery	UNE – Install date of 1/21/99 14 lines Rescheduled for 1/28/99 because Bell had not completed engineering. Rescheduled for 1/29/99 because there was one bad line. Bell repaired the line during the night and we were able to cut it on 1/29/99.
Russell Petroleum Location #10	Montgomery	UNE – Install date of 2/9/99 This cut was scheduled for 2/9/99, on 2/8/99 Bell notified Provisioning that these lines were not engineered and the cut would have to be postponed. At 5:51 PM Bell notified Provisioning that they had got the lines engineered and the cut could take place as scheduled. The following morning at 9:00 AM Bell was notified to cancel the order per customer. At 10:30 AM the SC reported that all lines were down. Bell said that someone in that office had started running translations on three lines. At 11:30 AM Bell had the problem fixed. The customer decided to cancel this cut because the previous cuts at other locations had taken entirely too long and he could not afford for this location to be down that long. Mr. Wood (customer) has confirmed that he is in the process of taking legal action against Bell for loss of service on 2/9/99.
North Alabama Bone & Joint	Florence, AL	Unity Plus – Install date of 1/7/99 This cut was scheduled for 1/7/99 but was canceled because the vendor had software problems. When the SC called the customer to let them know what was happening she received a busy signal. She tried several other numbers and discovered that they were also busy. She called Provisioning to tell them to cancel the cut but that also she was receiving busy signals when trying to call the customer. Provisioning then called Bell to see if anything had been run and they were told no and instructed to have the customer call Bell with a report the trouble. We called Bell for the customer and Bell informed us that the lines had been disconnected and they could not open a ticket. Provisioning called Bell and found out that the disconnects had been run early. This all happened around 2:30 and 3:00 PM. At 5:45 Bell fixed the problem. The cut actually occurred on 1/28/99. The only problem at this point was the intercept recording was wrong. Bell was notified and they had the correct intercept recording put on the next day.
Tennessee Valley Rehab	Florence, AL	UNE – Install date of 1/27/99 6 lines Install went very well but the intercept recording was wrong. Our paperwork was correct, Bell added the wrong intercept.
Rock of Faith	Florence, AL	UNE – Install date of 2/11/99 2 lines This cut was canceled and rescheduled for 2/17/99. Bell was having engineering problems.

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Larkin Industries	Pelham	<p>UNE – Install date of 1/28/99 12 lines This cut was rescheduled for the 2nd but per Bell the lines were not engineered right. The night of the cut the Bell tech was sent home and Bell had to call in another tech to do the job. This caused our techs to be on site until 9:00 PM. The next day, 2/3/99, the customer lost dial tone. A ticket was opened on the T-1. It was determined that Bell did not have the T-1 properly documented and did not show it as a production T-1 so it was not recognized in their trouble system. Once this was discovered service was restored. The customer could then make outbound calls but could not hear a ring from inbound. A ticket was opened on the UNE lines. Problem was isolated to a Bell channel bank. This customer has gone back to Bell as of 2/11/99.</p>
Independent Auto Dealers Association	Birmingham	<p>UNE – Install date of 1/26/99 5 lines The morning after the cut the customer called in to report that all lines were down except one. A trouble ticket was opened with Bell. The problem was in Bell's channel bank in their CO. On 2/4/99 the customer called in again stating that all lines were down except one. This problem was the same as the first time. Bell had services restored within an hour.</p>
Angel Distributing	Birmingham	<p>UNE – Install date of 1/6/99 7 lines This cut was originally scheduled for the 6th, but had to be postponed because Bell said the lines were not engineered right. This was rescheduled for 1/20/99. The cut went well but the next day around 9:00 AM they went down. This customer was down for 2 days. The problem was in the Bell RiverCharlestone CO. On 1/29/99 this customer once again went down. This too, was a Bell CO problem. This customer has gone back to Bell as of 2/11/99.</p>
Colgan Distributors Inc	Baton Rouge	<p>56K – FOC date of 11/23/98 This order was sent to Bell on 11/19/98. On that same day Dana from Bell called to say that the order was in pending facilities status. On 11/23/98 an FOC was received and then on the same day a DLR was received. There was an error in the "specials" section of the order. This was corrected and sent back. On 11/30/98 the order was put back in pending facilities status. On 12/22/98 Adam Battles called to check on the order and Bell said that it had just dropped out of PF status on the 17th and they were dispatching a tech out. 12/30/98 called Bell for status and no one had been dispatch yet. 1/4/99 called Bell for status and no one had been dispatch yet. 1/12/99 called Bell for status and per Bell this order has been put back into PF status. 1/20/99 called Bell for status. The order is out of PF status and tech will be dispatched. 2/2/99 called Bell because we were unable to loop up a NIU but was able to get a OCU. We were unable to get dispatch back out. 2/2/99 switch talked to Bell (Lloyd Mize) and was told that this order was going back to PF status.</p>
Dr. Rivers	Charleston	<p>Cut was FOC for 1/28/99. This was a Cancelled account. On 12/28 the customer lost service – called bell and bell told customer he was a ITC^Deltacom customer not bell. We lost this customer because of this. Bell cut a day early with out notice.</p>

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Patton General Contracting	Columbia	This is UNE with 18 lines. Cut was FOC for 1/5 at 7am. At 6pm on 1/4 The UNE group was double checking the order And was informed by Bell there was a facilities Problem, and could not CUT.
Prime Rate	Florence, SC	Unity - 1 st attempt the Cut was FOC for 1/11/99 at 5:30 pm. Bell informed us at 2:00 pm there was a facilities problem and could not cut, tried to escalate but Still a no go.
Patton General Contracting Greenville	Greenville	This is a UNE with 19 lines. FOC for 1/19/99 at 7am , Bell informed us At 3pm when we called to check the order That there were facilities problems, did not cut And still has not cut as of yet.
Prime Rate	Florence, SC	This is a Unity 2 nd attempt. FOC for 2/2/99 at 5pm. Bell called Dee at 1pm and informed us cut will Be canceled due to a contract issue, we have this recorded on voice mail. Then Bell told Prime Rate that they did not stop the cut, that we had.
All Aboard Travel	Charleston	This is a UNE with 4 lines. FOC for 2/10/99 at 7am. At the time of cut bell informed us that they had a facilities issue and could not cut.
Climate Control Equipment	Montgomery	UNE, Cut was moved from 2/12 to 2/23 at customer request. Received FOC for 2/23. Bell ran the cut on 2/12.

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SUMMARY OF REVIEW

<u>UNIT</u>	<u>OSPE</u>	<u>AFIG</u>	<u>UNE</u>	<u>CLEC</u>	<u>CO</u>	<u>LCSC</u>	<u>I&M</u>	<u>CPG</u>	<u>PICS</u>
ORDERS	10	7	8	7	6	6	4	3	1

There may be instances where more than one (1) Units impact caused a condition resulting in problems on an order. Results from review of forty one (41) orders out of forty seven (47) orders..

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UNE Conversions**

CUSTOMER NAME	CITY	DESCRIPTION OF PROBLEM
<p>BWC Products Inc</p> <p>DLT98RTC1975N</p> <p>CX50HJ47</p> <p>DD 1-08-99</p> <p>COMPLETE 2-17-99</p> <p>NO ACCESS ON ORIGINAL DD, THEN PF'D AFTER ACCESS AND TESTING BEGAN.</p> <p>CLEC OSPE</p>	<p>Charleston</p>	<p>Unity – Not installed yet – No LNP involved, using brand new ITC DeltaCom #'s</p> <p>Original FOC loop date was 1/8/99. Order was sent to Bell on 12/16/98. We received this FOC on 12/28/98. Bell went to customer site on 1/7/99, but Bell tech could not verify address. All info we had sent was correct & Bell dispatched tech again on 1/11/99. On 1/12/99 we were informed that this was in pending facilities. On 1/14/99 we were informed that Bell had to install repeater. Bell gave estimated completion date of 48-72 hours. On 1/22/99 Bell informed us that the order had defective pairs that had to be replaced and also that they had to install a mid span repeater. Bell had escalated to 4th level & gave ECD of 1/29/99. On 1/27/99 we were informed that there was a delay in shipment of materials needed to complete order. Gave us new ECD of 2/3/99. On 2/3/99, we were informed that new ECD was 2/11/99 due to the fact that Bell had to order new equipment & it was not scheduled to be shipped until 2/8/99. On 2/4/99 ITC DeltaCom escalated at Bell for a 2/9/99 due date. On 2/8/99, we were informed that new ECD was 2/17/99 due to extensive construction & that the date could not be bettered. Also said equipment had not been received yet. On 2/10/99 ITC DeltaCom spoke to a Director at Bell who said they were waiting on the equipment to arrive and he would escalate once received. He thinks that he may be able to get us a little better date than 2/17/99. (See order tracking notes for contact names.)</p> <p>RESPONSE</p> <p>Initial visit delayed due to building not occupied therefore the IR could not locate a LCON and did not reach the contact at the tn given on the order. Called the real estate office to locate new tenant. No one has rented the building as far as they know. Referred to Delta Com. To provide contact and access to location. After gained access the IR tested the T-1 circuit on 1-11-99 but failed. PF (facilities) and a construction job needed to be worked to place a mid span repeater. ECD 1-29 was changed to 2-11 with ESD (DD) changed to 2-17.</p>
<p>Danny R Daniels Agent for AFLAC</p> <p>DLT98LNP0586</p> <p>CX3B1DF6</p> <p>DD 1-08-99</p> <p>COMPLETE 1-08-99</p> <p>UNE I&M</p>	<p>Greenville</p>	<p>UNE – Install 1/8/99 – 2 lines</p> <p>Had problems calling inbound from within the same wire center – found that Bell had not run "D" order – approx 3-4 hrs to correct</p> <p>RESPONSE</p> <p>Order mishandled by the WMC and the UNE center. Did not dispatch on the new line. Did not dispatch to pre install because order has RUF fid, but only on the 1st line. Did not set up appointment for due date or meet PTD. Installer did not complete until around 1:30pm on due date. Had to place inside wiring along with the installation of the new line. No information about what time D order worked. I feel it was held until the installation was completed.</p>

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UNE Conversions**

<p>The Schmidt Group DLT99LNP0651,2,3 NO BELL ID NO PON</p>	<p>Greenville</p>	<p>Unity – Install 1/19/99 After LNP was done, Chad (Installs) called Kay Gough at Bell and found out that there were no “D” orders in their system & we would have to wait until LCSC came in to get it worked. Called Max Bruce at home, but he didn’t know. 2 of the 3 “D” orders mysteriously ran that night & Max had the last one worked the next morning by Eddie Echos in LCSC. Disconnect recording were wrong, but were corrected the next day. We had submitted them correctly to Bell.</p> <p>RESPONSE Could not locate the PON</p>
<p>Mitchell Road Presbyterian Church DLT99LNP0698 CX6L8263 DD 2-18-99 DD CHANGED TO 3-11-99 PF PROBLEMS ORDER RELEASED 2-23-99 FROM AFIG. PREVIOUS PROBLEM WITH ISLC ASSIGNMENTS NOTE: CLEC SAID SENT TO BELL 1-14-99, THE APP/ ISSUE DATE ON ORDER IS 2-02-99 AFIG OSPE UNE</p>	<p>Greenville</p>	<p>– Install to be 2/16/99 – 14 lines Bell did not meet our requested date of 2/8/99. Order sent to Bell on 1/14/99</p> <p>RESPONSE Order in assignment not rec’d in UNE’s WFA until 2-16-99. Worked the cut on 2-18-99 at 3:00pm, but due to not being able to reuse 2 circuit facilities on ISLC, had to cut back. Not checked before and had to cut back. PF the order for 2 aerial pairs in order to work all lines at cut time. New due date is 3-11-99</p>
<p>Key’s Printing Company DLT98LNP0541 CX50DCJ1 DD 1-07-99 COMPLETE 1-07-99 LCSC UNE</p>	<p>Greenville</p>	<p>Unity & 1 UNE – Install 1/7/99 Originally scheduled to cut in Nov, but was delayed for order being lost at BST Vendor Services in Atlanta, clarified street name change from Congaree Rd Ext to Keys Drive (we were told that we had 1 year time frame where both names would be correct). Bell finally gave us an FOC 2 days before Thanksgiving to cut this on Wed before Thanksgiving. We called this off for fear of problems and because this is a 24h/7d business. Delayed even longer because then it had to be changed to LNP. “D” order did not run until next day causing the customer not to be able to receive calls from within the same wire center until it completed.</p> <p>RESPONSE The application date on the service order is 1-05-99 with due date of 1-07-99. Not sure about conversations before the order was issued. No lead-time to set up appointments with WMC or to pre test. The UNE stated the disconnect was worked 1-07-99 at 6:30pm.</p>

ITC^DeltaCom/BellSouth UNE Conversions

<p>Hewitt Coleman & Associates DLT99LNP0644,5,6,7,8,9,50 CX8Q2N74,CX1J23D3,CXF0FNH6,CX5HQB98 CX74KKBK8,CX3MGWL3,CX4B44Q1</p> <p>ORIGINAL DD 1-21-99 COMPLETE 2-04-99</p> <p>ORDER CX5HQB98 COMPLETE 2-05-99 (DEFECTIVE SMAS)</p> <p>LCSC UNE</p>	<p>Greenville</p>	<p>Unity & 14 UNE's - Install 2/4/99 Disconnect recordings on 5 #'s were wrong. Clarence at Bell said they were submitted with the "B" recording. Checked with Provisioning the next morning & they were submitted correctly with the "A" recording. Bell corrected this 2 days later.</p> <p>RESPONSE UNE WFA logs do not record any problems concerning disconnect orders not running on time. One order was held to the next day due to a SMAS trouble, the others were released to run on the evening of cut around 8:00pm.</p>
<p>All American T-Shirt</p> <p>DLT99LNP0681</p> <p>CX905Y49</p> <p>ORIGINAL DD 2-03-99 CHANGED TO 2-08, 2-19, 2-24 AND 3-09-99</p> <p>ORDER MISSED DUE TO PF AND OTHER ASSIGNMENT PROBLEMS</p> <p>AFIG OSPE UNE</p>	<p>Greenville</p>	<p>UNE - Install 2/3/99 - 4 lines (3 conversions & 1 new) On 1/25/99 customer was completely without service. Mickey Dickerson or John Carroll contacted our Bell rep & she looked into it. We were given no reason, but customer was back in service by late that afternoon. On 2/2/99 Bell informed Installs that the new line was not wired and would not be done until 2/4/99. We said okay, but to go ahead with the other 3 at the scheduled time. Cut began at 4pm on 2/3/99. After Bell cross-connected the 3 lines, our field tech discovered that 2 of the lines were crossed and the main line was dead. Cheryl (Installs) called Lori at Bell UNE center to inform her. 2 hrs past, Lori was trying to contact a CO tech to find problem. At that time she stated she was having problem contacting a CO tech. CO tech finally arrived and attempted to correct problem, but couldn't. Lori said these lines would have to be rewired. At 8pm, field tech & customer were notified that Bell was putting the lines back to original service. Bell worked on getting these lines back during the night & by morning the service was restored. Still to be rescheduled.</p> <p>RESPONSE Unable to determine the out of service on 1-25-99. Possible due to the orders being date changed. Before cut the assignments to be reused were not checked. The reuse assignments are not assigned to the correct telephone numbers. Not correct as 3-2-99. I ref'd to Jim Ennis to have handled. Cut coming up 3-04-99. This was cut back previously due to improper checking before changing to the new service. Due to cut again on 3-04-99.</p>
<p>R & S Inc dba Bedworks DLT99LNP0656</p> <p>CX51P9N3</p> <p>DD 2-08-99 CHANGED TO 3-09-99 PENDING DUE 3-09-99</p> <p>AFIG UNE</p>	<p>Greenville</p>	<p>UNE - Installed not complete yet - 3 lines Date asked for was 1/25/99. Bell pushed out 10 days to 2/8/99 because they were backed up. After close of business on 2/5/99 Installs was informed by Bell that this was not wired. Had to contact customer at home on Saturday to let him know. Still no date scheduled.</p> <p>RESPONSE Due date set for 3-09-99 and a subscriber later (SL) in the MA field on the service order. No remarks on service order to justify the changes. Although this is a reuse order from the old service, the design was late. The order was referred to OSPE to input loop make up input in AFIG database. The disconnected service</p>

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		was not designed therefore the loops did not need make up. Changed to design requires a make up although no change in service. Delay for correct WORD until 2-5-99. Set up for cut on 2-18-99 at 8:00am but stopped due to the cable pairs assigned were new instead of reuse. Due date changed to 3-09-99. I referred this to Jim Ennis for review and referral to the UNE.
Kramer & Associates CANCELLED	Greenville	UNE – Install canceled – 9 lines Originally requested 1/28/99. Bell clarified order because a letter O was put in for the pon# at Bell instead of the number 0. Next available date was 2/11/99, but when I called customer to verify, she told me they were moving in 3 weeks. Advised her that we should cancel this order, let Bell move her, and then start over once she moved because we could not move her that quickly. She was okay with this & understood why. RESPONSE No information, order cancelled.
CLC-South Carolina Inc/ New Horizons DLT99LNP0759 CX9VQ3B0 DUE DATE 2-08-99 COMPLETE 2-15-99 ASSIGNMENT PROBLEMS AFIG	Greenville	Unity & 6 UNE's – Install scheduled for 2/15/99 Original date requested was 2/8/99. Found out approx. 3-4 hrs before cut that Bell did not have UNE's wired. With this not done, we could not run LNP because all #'s under BTN are split between T-1 & copper lines. RESPONSE Original due date was 2-08-99. Changed to 2-15-99 and shown as company misses to assignment. Not assigned until 2-10-99. UNE center called Max and Gretchen and get ok to change due date? Service cut over 2-15-99 at 5:30pm and complete at 9:08pm
Controls Service Company of SC DLT99LNP0674 CX7BXLW9 DD 1-28-99 COMPLETE 1-28-99 CO	Greenville	UNE – Install 1/28/99 – 3 lines Cut was to begin at 12pm, but did not begin until 1pm because Bell CO tech went to lunch. Once started, cut went fine. RESPONSE Ticket input for the central office to work cut on 1-28-99 at 12 noon, but could not get the tech on line until 12:43pm. Office finished at 1:45pm. Circuits tested. Completed to customer.
Better Business Bureau DLT99LNP0695 CX2HR4V2 ORDER HAS APP DATE OF 2-18-99 DUE DATE 3-04-99 COMPLETE 3-04-99 LCSC	Greenville	UNE – Not installed yet- 13 lines Install was to happen on 2/10/99, but Bell contacted us on 2/9/99 to let us know that they are not ready yet. Still trying to get a date. RESPONSE The order has application date of 2-18-99 with due date of 3-04-99, not changed. Unable to determine actions before the issuing of order. Rec'd at UNE center with a 3-04-99 due date.
Conrem USA DLT99LNP0693,4 CX1F0753,CX7M6D52 DD2-04-99 CHG'D CLEC TO DD 2-05-99 COMPLETE 2-05-99 CLEC HAD TN PROBLEM, SO ISSUED LATE,	Greenville	UNE – Install 2/5/99 – 4 lines Found out on 2/1/99 that Bell did not meet original date of 2/4/99. RESPONSE Testing in CO found one order with 3 lines had wrong TN's in the CLEC switch on 2-4-99. Referred and resolved, but on the single line order, CLEC asked for

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<p>DESIGN LATE NOT LEAVING TIME TO HANDLE IN UNE CENTER.</p> <p>CLEC AFIG OSPE</p>		<p>a due date change. The log noted request from Mark to change the due date, no reason given. Cut on due date. Note: The order from LCSC has application date of 1-29-99 and orig. due date of 2-04-99. This is very short interval (4 days total). This resulted in receiving the WORD on 2-01-99. The second order rec'd 2-03-99 due to facility, assignment problems.</p>
<p>Dover Elevator</p> <p>DLT99LNP0696</p> <p>CXFJ89T9</p> <p>ORIGINAL DD 2-05-99 ON ORDER CHG'D TO 2-09-99 CHG'D TO 2-22-99</p> <p>COMPLETE 2-22-99</p> <p>PICS CO</p>	<p>Greenville</p>	<p>UNE – Not installed yet – 5 lines</p> <p>Found out on 2/1/99 that Bell did not meet original date of 2/4/99. Gave us 2/5/99. Bell then informed us on 2/5/99 3 hours before cut that they had not completed wiring & had just gotten additional materials needed that morning. We then moved cut to 2/9/99. Customer was notified, but then we had to put in missed appointments because customer went home sick & we missed the 2/9/99 date.</p> <p>RESPONSE Received the design 2-02-99, office not wired by WOT, also no PICS per central office by WOT. Cut put in jeopardy, UNE advised the CLEC. PICS arrived on original due date; to late for cut so the date was changed to 2-09-99.</p>
<p>Ed Patterson</p> <p>DLT98LNP0589</p> <p>CXCF3967</p> <p>DUE DATE 1-05-99</p> <p>CHANGED TO 1-08-99 THEN TO 1-13-99 COMPLETE 1-13-99</p> <p>OUTSIDE FORCES NOT PREPARED, NEED TO WORK LST's BEFORE A LIVE CUT.</p> <p>I&M</p>	<p>Greenville</p>	<p>UNE – Install 1/13/99 – 4 lines</p> <p>Cut started an hour late due to the fact that Bell had no one in CO to cut lines over.</p> <p>RESPONSE On the day before due date, CLEC advised did not want to cut 6am on 1-05-99. Log said will change to 1-13-99.</p> <p>On cut day the IR had to work LST's on 4 lines. No one in the CO to help do LST's. This type work needs to be worked before cut day. Delay on cut due to not ready outside.</p>
<p>E & M Pipeline</p> <p>DLT99LNP0735</p> <p>CXCJ5171</p> <p>DD 2-11-99</p> <p>COMPLETE 2-11-99</p>	<p>Greenville</p>	<p>UNE – Install 2/11/99 – 5 lines</p> <p>Customer's service was taken down on 2/4/99. Called John Carroll in Installs because I figured Bell had disconnected him early. Customer called Bell Business Office to report it & was told that they would charge to come out if problem was inside business. Customer did not agree and told them not to come out. I spoke to customer again & urged him to go ahead & let Bell come out, that we would deal with any issues with charges later. In the meantime, John Carroll called our acct team manager, Brenda, at Bell. She called him back within an hour and told him that there was a catastrophic cable failure on that side of town & ETR was by mid-day the next day. I informed customer of this. Customer called me back 2 hours later & said service was restored. I notified John Carroll of this.</p> <p>RESPONSE Service outage due to a large cable cut on 2-04-99. Not related to this order. This order and WFA log does not show any indication of this knowledge.</p>
<p>Start Executive</p> <p>DLT99UNE0080N</p> <p>CX50XRW0</p>	<p>Greenville</p>	<p>UNE – Install 2/19/99 – 7 lines</p> <p>Bell informed Brad in Provisioning on 2/8/99 that this is pending facilities.</p>

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<p>DD 2-19-99 CHANGED TO 2-24-99 DUE TO PF COMPLETE 2-24-99 OSPE</p>		<p>RESPONSE LCSC had advised the CLEC of a PF condition. A Company miss is charged to the order. The due date was changed to the ESD as procedure dictates.</p>
<p>Cross Country Printing DLT99LNP0806 NO BELL ID</p>	<p>Greenville</p>	<p>UNE - Install 2/23/99 - 9 lines This was originally scheduled for 10/21/98, but was held off because of hubbing arrangement. Then Bell put it into pending facilities on 11/13/99 giving us a new date of 11/19/98. On 11/16/98 Bell took it out of PF giving us a new date of 11/24/98. On 11/23/98 Bell notified us at 5pm that it would not go the next morning due to "incomplete facilities". We then had to wait for LNP because our calendar was so full. Next requested date was 2/23/99. Bell informed Brad in Provisioning on 2/8/99 that this is pending facilities.</p> <p>RESPONSE Could not locate the PON</p>
<p>BSA Sales DLT99LNP0810 CXD8W8Y5 DD 2-15-99 CHANGED TO 3-08-99 ORDER HAS CFA PROBLEMS ON THE PON FORM THE CLEC OSPE CLEC</p>	<p>Greenville</p>	<p>UNE - To be rescheduled - 7 lines Bell informed Brad in Provisioning on 2/8/99 that this is pending facilities. Scheduled for 2/15/99, but Bell informed us on 2/12/99 that PF was not complete.</p> <p>RESPONSE PF problem corrected on 2-12-99. The PON is incorrect per Regina Arrington, order writer. The CFA's assignments are in use on 3 of the lines; therefore CPG has not designed any of these lines. This was referred to order writer by the UNE on 3-01-99 via voice mail. I ref'd to Cindy Saunders on 3-02-99 at TN 800-773-4967 of the problem. Checked on 3-04-99 no correction yet. It is ref'd to the CLEC by Regina and she will follow up today 3-04-99.</p>
<p>NVR Mortgage DLT99LNP0729 CX8VT848 DD2-17-99, CHANGED TO 2-24-99 CUT CANCELLED ON 2-24-99 PUT OFF TILL LATER OUTSIDE TECH NOT READY COMPLETE 3-04-99 OSPE I&M</p>	<p>Greenville</p>	<p>UNE - Install 2/17/99 - 5 lines Bell informed Brad in Provisioning on 2/8/99 that this is pending facilities.</p> <p>RESPONSE The PF condition was cleared on 2-12-99. Required IR to work at Cut time. Did not dispatch till due date, after cut time. When IR arrived discovered did not have the plug in SLC cards to perform the LST's on order. Required putting the cut off and rescheduling. LST could be done before time to cut the service over.</p>
<p>Tiger Transport DLT99LNP0805 NO BELL ID</p>	<p>Greenville</p>	<p>UNE - Install 2/18/99 - 6 lines Original date asked for was 11/12/98. Bell pushed out to 11/19/98 for pending facilities on 11/12/98. Cut did not go on 11/19/98 because of problems with wiring through a slick. Bell said that they would have problem solved by 11/24/98 & that we could complete it then. On 11/24/98, approx. 3 hours before cut, Bell canceled again saying that they had wrong cards in to convert from 2 wire to 4 wire. Chad (Installs) was told on 11/20/98 by Willie at Bell that this problem was corrected. This order then had to wait for LNP. On 2/9/99 Krista (Provisioning) informed me that Bell had not received the Yellow Page Heading. She refaxed it & we are waiting to see if Bell will FOC 2/18/99.</p>

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		<p>RESPONSE Could not locate the PON</p>
<p>Pro Flooring Supplies DLT99LNP0721 CX8BQL58</p> <p>DD 2-16-99, SHORT INTERVAL (4DAYS) CHANGED TO 3-01-99 NO REASON GIVEN</p> <p>COMPLETE 3-01-99</p> <p>LCSC</p>	<p>Charleston</p>	<p>UNE – Not installed yet – 4 lines Bell notified Provisioning on 2/10/99 that they would not meet date of 2/11/99. They have given us 2/16/99.</p> <p>RESPONSE Cut on 3-01-99 at 4:00pm. Date set at 3-01-99. No log or remarks in SOCS. I Notice an app date in SOCS of 2-10-99, with due date of 2-16-99 (4 workdays). Does not allow time to perform most needed activities. Due date changed without log stating why. SO image not in WFA.</p>
<p>JCA dba National Men's Health Clinic</p> <p>DLT99LNP0678 CXB78N06</p> <p>DD 2-11-99 DUE TO PF. RESOLVED 2-01-99. CLEC SAID END USER NOT READY WHILE SETTING UP CUT. CHANGED TO 3-03-99 (CUSTOMER)</p> <p>COMPLETE 3-03-99</p> <p>OSPE</p>	<p>Greenville, SC (sold from Columbia)</p>	<p>UNE cut including 4 lines. Originally asked for dd 1/27 at 4:30pm est. Bell couldn't meet this date and gave us new dd of 2/11 at 4:30pm est. Customer could not meet this date and we are trying to reschedule now.</p> <p>RESPONSE Order application date is 1-29-99, which is after original requested date of 1-27-99. Resolved the PF issue and design out by 2-01-99. When setting up the cut time, the CLEC responded that the end user would not be ready. Will ask for a new due date. Changed to 3-03-99</p>
<p>Reintjes of the Southpf DLT99LNP0683 NO BELL ID</p> <p>CXF52VX3 SCS061652 CACSZL2LQ7 DD 2-12-99</p> <p>CLEC DID NOT HAVE SCHEDULED PER WFA LOG 2-12-99.</p> <p>CHANGED DD TO 3-31-99</p> <p>NO ENTRIES ABOUT CALLING CLEC PRIOR TO DUE DATE.</p> <p>CLEC</p>	<p>Columbia, SC</p>	<p>UNE cut including 5 lines. We had requested dd 2/1 at 6:00pm est. Bell sent back to us 3 times for yellow page header corrections. Still not corrected.</p> <p>RESPONSE Not sure about the Yellow page issue, the service order has application date of 2-03-99 and due date 2-12-99. Order went PF on 2-03-99 and cleared 2-04-99. The WFA log stated the customer not ready on 2-12-99. Not any activity on FCD or PTD, but 2-11-99 UNE center verifies DT good. Set up appointments on 2-12-99 between 9:00am and 11:00am for 6pm on 2-12-99. No log about calling CLEC until 6:00pm on due date. CLEC said not due today. Posted W01 jeopardy and due date changed to 3-31-99.</p>
<p>Palmetto Tile Center – Location 1 DLT99LNP0709 CXG3N5C8</p> <p>DD2-24-99 CHANGED BY CLED TO 3-25-99</p>	<p>Columbia, SC</p>	<p>UNE cut including 7 lines. We asked for 2/8 5:00pm est. Bell sent back for yellow page header corrections. New date is 2/24 at 5:00pm est.</p> <p>RESPONSE Information about Yellow Page corrections not available. The UNE set up appointments and called the CLEC to arrange the 2-24-99 cut, but found out the due date has been changed to 3-25-99 by the CLEC? No reason given.</p>

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<p>Dozier Big & Tall – Location 2 DLT99LNP0713 CX5V4GR6</p> <p>DD 2-16-99 SL (SUBSCRIBER LATER) CHANGED TO 3-04-99</p> <p>COMPLETE 3-04-99</p> <p>CLEC</p>	<p>Columbia, SC</p>	<p>UNE cut including 2 lines. We asked for 2/9 8:30am est. Bell wouldn't accept order because customer had 1 back up line he wanted to keep as RB. Back up lines are not considered a class of service. Customer had to convert to a 1FB. New date 2/23 8:30am est.</p> <p>RESPONSE The due date was set for 2-16-99 originally and set up for cut by the UNE, but when contacted the CLEC for confirmation the response was to reschedule. The due date now is 3-04-99. No reason given.</p>
<p>RMH dba Rice Music House DLT99LNP0716</p> <p>NO BELL ID</p>	<p>Columbia, SC</p>	<p>UNE cut including 4 lines. We asked for 2/10 7:30am est. Bell sent back to us for yellow page header corrections. Still not corrected yet.</p> <p>RESPONSE Could not locate the PON</p>
<p>Todd & Ward DLT99LNP0710 CXDV09H0</p> <p>DD 2-04-99 COMPLETE 2-04-99 THIS MAY BE IN THE TIME FRAME FOR 6 LINES TO CUT</p> <p>CO</p>	<p>Columbia, SC</p>	<p>UNE cut including 6 lines. We had asked for 2/4 at 12:00 noon est. We had a bell problem with the cut because at 12:00 the bell tech had to go to lunch so we were delayed for 45 min. Once he returned, the cut went smoothly and without any problem. Took 2 hours.</p> <p>RESPONSE Central Office tech started the cut in office at 12:40pm and finished their part at 1:00pm, March ran at 1:36pm and the D order cp'd at 1:48pm. Total of 6 lines.</p>
<p>Dozier Big & Tall loc. 1 DLT99LNP0714 CX7CVNK1</p>	<p>Columbia, SC</p>	<p>UNE cut including 3 lines. We asked for 2/8 @ 8:30 est. For the first two hours Bell CO tech said that they had the lines cut over to ITCD, but we showed no traffic and still ID the lines with bell. Finally, the CO tech realized that the lines had not yet been "hard wired" in their CO and was the reason why the loops were not cut over yet. The completion was 3 hours for 3 UNE lines, which also included testing of the lines.</p> <p>RESPONSE SEE BELOW</p>
<p>Dozier Big & Tall Loc 1 DLT99LNP0714 CX7CVNK1</p> <p>DD2-08-99 COMPLETE 2-08-99</p> <p>UNE</p>	<p>Columbia, SC</p>	<p>UNE The cut of 3 lines now on 2/12 the customer has called in very upset. They have no dial tone on main number. They can not receive calls. We call the number and reached the voice mail immediately. The roll over line does the same thing.</p> <p>RESPONSE The UNE WFA log states the cut started as planned. The log states start at 8:00am, cut by 8:07am. Verified by 8:40am. Complete in March and SOCS by 8:45am. These logs have an entry time between 4:20 and 4:25pm. Reflecting the earlier times. No trouble reports or additional logs to document trouble. No information on the 2-12-99 issue.</p>

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<p>Seco Equipment DLT99UNE0102N CIF2WBL4</p> <p>DD 2-22-99 APP 2-10-99</p> <p>COMPLETE 2-22-99</p>	<p>Montgomery</p>	<p>UNE – Install date of 1/19/99 3 lines Demark reflected different numbers than what was on the CSR therefore, the wrong action was transposed on the Number Portability Sheet. Rescheduled for 2/4/99. The changes were made on the Number Portability Sheet and a new order was sent to Bell. The night of the cut Bell was using old information so the cut had to be called off again. Rescheduled for 2/9/99. After the cut the hunt sequence quit working and so the customer decided to go back to Bell.</p> <p>RESPONSE Order received in WFA 2-10-99. No prior information available to review above situation. The cut / order had due date of 2-22-99. Log shows worked on due date.</p>
<p>Anchor Mortgage DLT99UNE0002N C11C4L56</p> <p>DD 1-21-99 CHANGED TO 1-28-99, DUE TO PROBLEMS WITH THE CFA ASSIGNMENTS ON SEVERAL ITEMS. NOT RESOLVED BY LCSC UNTIL AFTER 1-21-99 LOST TECH IN CO. COMPLETE 2-01-99.</p> <p>CO</p>	<p>Montgomery</p>	<p>UNE – Install date of 1/21/99 14 lines Rescheduled for 1/28/99 because Bell had not completed engineering. Rescheduled for 1/29/99 because there was one bad line. Bell repaired the line during the night and we were able to cut it on 1/29/99.</p> <p>RESPONSE Set up for a 5:00pm cut on 1-28-99. Ticket handed off to the CO for the cut. Outside tech had to do part of the cut. As progressed, a line did not work. No one answered in the CO. Call to WMC and others did not get help. Had to cut back. Rescheduled for 2-01-99 and completed.</p>
<p>Russell Petroleum Location #10 DLT99UNE0032N C1P9F796</p> <p>DD2-09-99 COMPLETE 2-09-99 AFIG HAS PROBLEMS WITH LMU LATE WORD LCSC REUSE ISSUES?</p> <p>AFIG OSPE LCSC</p>	<p>Montgomery</p>	<p>UNE – Install date of 2/9/99 This cut was scheduled for 2/9/99, on 2/8/99 Bell notified Provisioning that these lines were not engineered and the cut would have to be postponed. At 5:51 PM Bell notified Provisioning that they had got the lines engineered and the cut could take place as scheduled. The following morning at 9:00 AM Bell was notified to cancel the order per customer. At 10:30 AM the SC reported that all lines were down. Bell said that someone in that office had started running translations on three lines. At 11:30 AM Bell had the problem fixed. The customer decided to cancel this cut because the previous cuts at other locations had taken entirely too long and he could not afford for this location to be down that long. Mr. Wood (customer) has confirmed that he is in the process of taking legal action against Bell for loss of service on 2/9/99.</p> <p>RESPONSE Order late due to problem at AFIG. The LCSC did not add the reuse information per AFIG. Once this was resolved, the LMU was not in FACS database. Must have make up if designed. Escalated to SAC to get LMU. CLEC advised to cancel order 2-09-99. Lost service, UNE checked and states March has orders still pending, CO did not disconnect per tech in the office. RCMAG advised order partially worked in error. Restoring now (11:23am on 2-09-99).</p>

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<p>North Alabama Bone & Joint DLT98RTC1859N C10VL420</p> <p>THIS ORDER IS FOR THE ACAC GEN CARRIER. NOT RELATED TO A CUT. INSTALLS A NON CHANNELIZED T-1 DLT TO THE CUSTOMER PREMISE.</p>	<p>Florence, AL</p>	<p>Unity Plus – Install date of 1/7/99 This cut was scheduled for 1/7/99 but was canceled because the vendor had software problems. When the SC called the customer to let them know what was happening she received a busy signal. She tried several other numbers and discovered that they were also busy. She called Provisioning to tell them to cancel the cut but that also she was receiving busy signals when trying to call the customer. Provisioning then called Bell to see if anything had been run and they were told no and instructed to have the customer call Bell with a report the trouble. We called Bell for the customer and Bell informed us that the lines had been disconnected and they could not open a ticket. Provisioning called Bell and found out that the disconnects had been run early. This all happened around 2:30 and 3:00 PM. At 5:45 Bell fixed the problem. The cut actually occurred on 1/28/99. The only problem at this point was the intercept recording was wrong. Bell was notified and they had the correct intercept recording put on the next day.</p> <p>RESPONSE CAN NOT LOCATE A CUT OF SERVICE ORDER</p>
<p>Tennessee Valley Rehab DLT99UNE0018N C18C0WN0</p> <p>DD 1-28-99 COMPLETE 2-04-99 DELAYED DUE TO AFIG, CPG COULD NOT DESIGN UNTIL ASSIGNED. LCSC UPDATED SO FOR INTERCEPT</p> <p>LCSC</p>	<p>Florence, AL</p>	<p>UNE – Install date of 1/27/99 6 lines Install went very well but the intercept recording was wrong. Our paperwork was correct, Bell added the wrong intercept</p> <p>RESPONSE LCSC made update on order to correct intercept type.</p>
<p>Rock of Faith DLT99UNE0056N C13D1QL3</p> <p>DD 2-11-99 COMPLETE 2-17-99 CPG MISSED RID</p> <p>CPG</p>	<p>Florence, AL</p>	<p>UNE – Install date of 2/11/99 2 lines This cut was canceled and rescheduled for 2/17/99. Bell was having engineering problems.</p> <p>RESPONSE CPG did not meet RID. Escalated to CPG by UNE center. Received design on due date.</p>
<p>Larkin Industries DLT99LNP0658 C18GCPW1</p> <p>ORIGINAL DD 1-28-99 CHANGED TO 2-02-99</p> <p>COMPANY MISS DUE TO ASSIGNMENTS WRONG.</p> <p>AFIG CO</p>	<p>Pelham</p>	<p>UNE – Install date of 1/28/99 12 lines This cut was rescheduled for the 2nd but per Bell the lines were not engineered right. The night of the cut the Bell tech was sent home and Bell had to call in another tech to do the job. This caused our techs to be on site until 9:00 PM. The next day, 2/3/99, the customer lost dial tone. A ticket was opened on the T-1. It was determined that Bell did not have the T-1 properly documented and did not show it as a production T-1 so it was not recognized in their trouble system. Once this was discovered service was restored. The customer could then make outbound calls but could not hear a ring from inbound. A ticket was opened on the UNE lines. Problem was isolated to a Bell channel bank. This customer has gone back to Bell as of 2/11/99.</p>

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		<p>RESPONSE Missed original due date due to no engineering from CPG, had incorrect assignments. Due date changed to 2-02-99. On cut night the CO tech had to leave. Call out to get another tech. Finished cut at 8:00pm. Trouble report on circuit closed as NTF. CLEC said Bell put a loop up for about 1 hour and customer down for the hour.</p>
<p>Independent Auto Dealers Association DLT99LNP0664,5</p> <p>NO BELL ID</p> <p>C1BN6207 ALS825284 CAC SGS3XF2</p> <p>DD 1-26-99</p> <p>COMPLETE 1-26-99</p> <p>LCSC PROBLEM PER LOGS WITH REUSE ON ORDER. CLEC DID NOT HAVE DIAL TONE UNTIL DUE DATE (PREVIOUS TESTS HAD NDT SOME LINES AND WRONG ANAC ON OTHERS). NO TROUBLE REPORT IN LOG UNTIL 2-05-99. TICKET KI001915. CLOSED TO IEC.</p> <p>CLEC</p>	<p>Birmingham</p>	<p>UNE – Install date of 1/26/99 5 lines</p> <p>The morning after the cut the customer called in to report that all lines were down except one. A trouble ticket was opened with Bell. The problem was in Bell's channel bank in their CO. On 2/4/99 the customer called in again stating that all lines were down except one. This problem was the same as the first time. Bell had services restored within an hour.</p> <p>RESPONSE Order had a problem causing a delay assignment. Needed to add reuse fid per WFA log, resulting from an ESC to AFIG. Issue was resolved on PTD. PTD +1 tester in UNE center logs "NDT at SMAS". Ref's to CO to check next day (DD). Make appointments to cut on due date at 5:00pm. Office checked and remarked NDT on item 1, Item 2 & 3 ANAC to wrong number. UNE advised CLEC (CHAD) a 1:00pm. CLEC called back at 3:45pm advised had translations problem. OK now, cut at 5:00pm. CLEC accepts after testing at 5:47pm.</p> <p>No information avail until a trouble report on 2-05-99 1215hrs. Closed to IEC code 19 on 2-09-99 at 1410 hrs. Log shows circuits were up and down during this period. Changed a channel unit but log does not confirm this is the cause. Kept open ticket until 2-09-99.</p>
<p>Angel Distributing DLT98LNP0590 C1M36283</p>	<p>Birmingham</p>	<p>UNE – Install date of 1/6/99 7 lines</p> <p>This cut was originally scheduled for the 6th, but had to be postponed because Bell said the lines were not engineered right. This was rescheduled for 1/20/99. The cut went well but the next day around 9:00 AM they went down. This customer was down for 2 days. The problem was in the Bell RiverCharlestone CO. On 1/29/99 this customer once again went down. This too, was a Bell CO problem. This customer has gone back to Bell as of 2/11/99.</p> <p>RESPONSE Could not locate the PON.</p>
<p>Colgan Distributors Inc DLT98TRC1818N C58GBH82</p> <p>DUE DATE 11-25-99</p> <p>COMPLETE 12-03-99</p>	<p>Baton Rouge</p>	<p>56K – FOC date of 11/23/98</p> <p>This order was sent to Bell on 11/19/98. On that same day Dana from Bell called to say that the order was in pending facilities status. On 11/23/98 an FOC was received and then on the same day a DLR was received. There was an error in the "specials" section of the order. This was corrected and sent back. On 11/30/98 the order was put back in pending facilities status. On 12/22/98 Adam Battles called to check on</p>

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<p>MISS CODE F10</p> <p>OSPE</p>		<p>the order and Bell said that it had just dropped out of PF status on the 17th and they were dispatching a tech out. 12/30/98 called Bell for status and no one had been dispatch yet. 1/4/99 called Bell for status and no one had been dispatch yet. 1/12/99 called Bell for status and per Bell this order has been put back into PF status. 1/20/99 called Bell for status. The order is out of PF status and tech will be dispatched. 2/2/99 called Bell because we were unable to loop up a NIU but was able to get a OCU. We were unable to get dispatch back out. 2/2/99 switch talked to Bell (Lloyd Mize) and was told that this order was going back to PF status.</p> <p>RESPONSE Need to review this order. I show order complete and turned up to Adam at 256-241-4400.</p>
<p>Dr. Rivers DLT98UNE0578 CX4V6RC4</p> <p>DD12-29-99 CANCELLED 12-24-99</p>	<p>Charleston</p>	<p>Cut was FOC for 1/28/99. This was a Cancelled account. On 12/28 the customer lost service – called bell and bell told customer he was a ITC^Deltacom customer not bell. We lost this customer because of this. Bell cut a day early with out notice.</p> <p>RESPONSE Order cancelled 5 days before due date. No log info about out of service. The disconnect is out of system, no record for troubles without customer TN.</p>
<p>Patton General Contracting DLT98LNP0628 CXDP6224</p> <p>DD1-05-99 COMPLETE 1-13-99</p> <p>CLEC DID NOT HAVE DIAL TONE TILL DAY BEFORE CUT, NOW DISCOVER TROUBLE WITH TANDEM CHANNEL UNITS WITH WIRING, TESTING, OPTIONS IN CO.</p> <p>CLEC CO</p>	<p>Columbia</p>	<p>This is UNE with 18 lines. Cut was FOC for 1/5 at 7am. At 6pm on 1/4 The UNE group was double checking the order And was informed by Bell there was a facilities Problem, and could not CUT.</p> <p>RESPONSE Could not locate the PON.</p> <p>RESPONSE CLEC did not have dial tone available until 5pm day before cut. Also trouble with wiring in an intermediate CO with tandem units in back to back carriers. Items 12-19 did not pass DT. Problem resolved, and date changed to 1-13-99. Complete</p>
<p>Prime Rate DLT98RTC1944N CX9WIT43</p> <p>DD 12-31-98 COMPLETE 1-06-99 SEE BELOW, SAME ORDER</p>	<p>Florence, SC</p>	<p>Unity – 1st attempt the Cut was FOC for 1/11/99 at 5:30 PM. Bell informed us at 2:00 PM there was a facilities problem and could not cut, tried to escalate but Still a no go.</p> <p>RESPONSE SEE SAME BELOW</p>
<p>Patton General Contracting Greenville DLT98LNP0627 NWMNM448</p> <p>DD 1-12-99 RRSCHEDULED 1-22-99 CHANGED TO 2-16-99</p> <p>COMPLETE 2-16-99</p>	<p>Greenville</p>	<p>This is a UNE with 19 lines. FOC for 1/19/99 at 7am , Bell informed us At 3pm when we called to check the order That there were facilities problems, did not cut And still has not cut as of yet.</p> <p>RESPONSE UNE center late to start verifying work, reuse assignments, design, making appointments. There is</p>

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<p>TROUBLE IN UNE, CPG,I&M CHARGED MISS TO F10 THE INITIAL JEOPARDY, BUT LOOKS LIKE CLEARED ON 1-04-99.</p> <p>UNE CPG I&M</p>		<p>difficulties between the CLEC and the CO / UNE about why the switch equipment has permanent lock out. The I & M forces do not have the SLC plugs to perform cut. Put off the cut. Decided all designs incorrect, put in FAB requests to correct design. Cut moved until 2-16-99. After cut a couple lines have the TN's jumbled, the IR goes to site and rearranges to clear problem. Not sure is should be cleared at site, but I cannot get the order image at this time to verify. NOTE the OSPE decided to use side port SLC.</p>
<p>Prime Rate DLT98RTC1944N CX9WIT43</p> <p>DD 12-31-98</p> <p>COMPLETE 1-06-99</p> <p>PROBLEMS WITH MULDEM ASSIGNMENT AND WITH OPTIONS. CORRECTED AND TURNED UP CIRCUIT.</p>	<p>Florence, SC</p>	<p>This is a Unity 2nd attempt. FOC for 2/2/99 at 5pm. Bell called Dee at 1pm and informed us cut will Be canceled due to a contract issue, we have this recorded on voice mail. Then Bell told Prime Rate that they did not stop the cut, that we had.</p> <p>RESPONSE No indication of above comments. Did have troubles on circuit Changed muldem slots and found options set incorrect for this type circuit. Problems fixed and turned up to the CLEC.</p>
<p>All Aboard Travel DLT99LNP0689 CX604HN6</p> <p>DD2-10-99 COMPLETE 2-22-99</p> <p>CPG WORD PROBLEM. UNE AND CO NEEDS TO CHECK</p> <p>CPG</p>	<p>Charleston</p>	<p>This is a UNE with 4 lines. FOC for 2/10/99 at 7am. At the time of cut bell informed us that they had a facilities issue and could not cut.</p> <p>RESPONSE Problem with design on items 2-4. Item 1 OK. Looks like the WORD did not provide the trunk conditioning necessary. UNE center will need to insure CPG issues correct design for TC codes. Date changed to 3-10-99. The DACS (DCD) will not test without correct TC codes for the circuit under test.</p>
<p>Climate Control Equipment DLT99UNE0046N D1MR4308</p>	<p>Montgomery</p>	<p>UNE, Cut was moved from 2/12 to 2/23 at customer request. Received FOC for 2/23. Bell ran the cut on 2/12.</p> <p>RESPONSE Could not locate the PON.</p>

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CUSTOMER NAME	CITY	DESCRIPTION OF PROBLEM
Piedmont Plastics	Greenville	Unity – Date of install 6/28 Day of install Bell informed ITCD that the order was still in pending facilities. Bell ID # 30/HCGS/404958/SB
Gold Imaging	Charlotte	UNE – Install date of 6/9 13 lines On 6/9 Bell said one line was in Permanent Lock Out. The cut was rescheduled for 6/15 and the same thing happened. Bell said one line was PLO. On 6/25 PLO is fixed and the order was rescheduled for 6/28. On 6/28 Bell said that ITCD did not respond to a MA letter sent on 6/10 so Provisioning called Bell to let them know we were not going to SUP the order because the PLO was Bell's fault. Bell had already purged the order from their system and the cut is rescheduled for 7/1. Bell ID # 22.LYFU.403156..SB
Franklin American Mortgage	Greenville	UNE – Install date of 6/28 10 lines There were no real troubles with this cut but it took quite a while (4 hours) to get the numbers ported. Bell ID # 30.LYFU.500277..SB
Redemption Outreach Center	Greenville	UNE – Install date of 6/28 6 lines Bell had engineering problems and the cut was rescheduled for 6/28. On 6/28 Bell had still not done anything and the order still had engineering problems. This cut is rescheduled for 6/30. Bell ID # 30.LYFU.401344..SC

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CUSTOMER NAME	CITY	DESCRIPTION OF PROBLEM
Morris Network	Macon	UNE – Install date of 7/13 15 lines This order will have to be rescheduled because the order is in pending facilities per Bell. Bell did not have the lines engineered for the cut. Bell ID # 46.LYFU.600077..SB
Sonoco	Florence	UNE – Install date of 7/13 5 lines This cut is rescheduled for 7/15 because Bell did not have the engineering of the lines complete. Bell ID # A4.LYFU.658749..SC
PNK Investments	Orlando	Intralata Frame Resale – Install date of 7/7 The cut was attempted by the vendor but the vendor stated that nothing was showing up at the smart jack. Bell said that they had tested to the smart jack but would dispatch a tech out to test at the RJ48. Bell ID # NY6V5KM0
Redemption Outreach Center	Greenville	***UPDATE*** UNE – Install date of 6/14 6 lines This order had to be rescheduled several times. 6/14 – Pending Facilities 6/23 – Engineering Problems 6/28 – Permanent Lockout on lines 6/30 – Engineering Problems 7/9 – Bell backed up and couldn't work order 7/13 – Bell did not have tech available to work cut. No reschedule date as of yet. Bell ID # 30.LYFU.401344..SC

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CUSTOMER NAME	CITY	DESCRIPTION OF PROBLEM
Grogan Jewelers Inc	Huntsville	UNE – Install date of 6/30/99 4 Lines This cut will have to be rescheduled because Bell sent in order wrong to the UNE Center. Also Bell stated that the order should be pushed because Huntsville was going LNP the next day. Main BTN # 256-837-1161 & 4808. No ID #
Simco Financial	Huntsville	UNE – Install date of 6/4/99 5 Lines This was rescheduled for 6/18 because the customers fax line went down several days before the cut and ITCD requested that this problem be fixed before doing the cut over. After canceling the cut the customer called in to say that Bell was on site to do their cut over. After getting ITCD install tech and Bell on line, Bell took care of it. Bell said that the canceling of the order did not reach that group in time to cancel. Bell ID # A4.LYFU.658443..SC
Heil Environmental	Anniston	Unity T-1 Install date of 6/3 This cut was rescheduled for 6/4/99 because Bell had trouble porting the numbers. The numbers were to be ported at 5:00 PM and they finally ported at 10:00 PM. The next morning customers trying to call Heil were getting busy signals because Bell did not put the correct number of paths on the lines. Bell corrected the problem. Bell ID # A3.HCGS.569523..SC
John T Davis Oil # 235	Anniston	UNE – Install date of 6/9 2 Lines This cut was delayed 1 hour and 15 minutes because Bell forwarded the customer's main line to the wrong number. Bell corrected this problem at 11:15 AM. Bell ID # A3.LYFU.570113..SC
Computer Support Systems Inc	Florence	UNE – Install date of 6/29 10 Lines This cut was canceled because one of the customer's lines was down. This was not corrected in time for the cut and now the order will have to be rekeyed as LNP. Main BTN is 256-355-5973 & 5574 No Bell ID.
ChildCare Network # 97	Charlotte	UNE – Install date of 6/7 4 Lines This cut was delayed because Bell had 2 lines in permanent lockout. David Webb in the Install group caught this early enough for the cut to be completed as scheduled. Bell ID # 22.LYFU.403104..SB
Commercial Plastics	Charlotte	UNE – Install date of 6/14 13 Lines This cut did not go because Bell had engineering problems 4 different times. Bell ID # 34.LYFU.401118..SB
Monique Walker/State Farm	Macon	UNE – Install date of 7/7 2 Lines This cut did not go because Bell did not have the circuit engineered yet. No reschedule date as of yet. Bell ID # 46.LYFU.600075..SB

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Bradshaw, Gordon & Clinkscales	Greenville	UNE – Install date of 6/30 11 Lines This cut lasted 4 ½ hours because Bell had trouble with one line being open. Bell corrected the problem. Bell ID # 30.LYFU.401326..SB
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