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February 7, 2000

VIA HAND DELIVERY

Blanca S. Bayo, Director
Division of Records and Reporting
Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida 32399-0870

Re: Docket No.: 991838-TP

Dear Ms. Bayo:

On behalf of BlueStar Networks, Inc., enclosed for filing and distribution are the original and 15 copies of the following:

- ▶ BlueStar Networks, Inc's Revised Page 14 of Carty Hassett's Direct Testimony

Please acknowledge receipt of the above on the extra copy of each and return the stamped copies to me in the envelope provided. Thank you for your assistance.

Yours truly,

Vicki Gordon Kaufman
Vicki Gordon Kaufman

VGK/elw

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1 Jacksonville and Orlando, Florida, BellSouth took well over 90 days to issue a quote for
2 space and then gave intervals over 90 days for permitting and space preparation without
3 ever checking on the need for either. When BlueStar finally persuaded BellSouth to
4 check these issues, BellSouth discovered that the permits were basically granted in
5 Jacksonville and not needed in Orlando and that many offices required minimal space
6 preparation.

7 **Q: WHAT WAS THE EFFECT OF THE DELAY IN JACKSONVILLE?**

8 **A:** Because BlueStar had filed the Jacksonville applications in May 1999, we hired a full
9 staff and opened an office in July. By September we filed a complaint over the delay that
10 finally produced some actions by BellSouth that allowed us to begin selling circuits in
11 November. However, due to BellSouth's delays, the Jacksonville offices did not become
12 operational until the last week in December. An expedited dispute resolution process
13 would quickly resolve disputes and expedite market entry.

14 **Q: CAN YOU PROVIDE ANOTHER EXAMPLE OF HOW THE LACK OF A**
15 **EXPEDITED DISPUTE RESOLUTION PROCESS HAS DELAYED MARKET**
16 **ENTRY?**

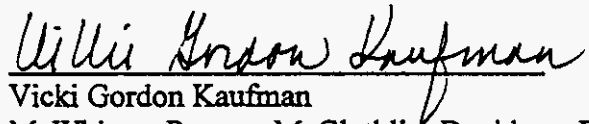
17 **A:** On several occasions, BellSouth has made arbitrary decisions with no chance for upper
18 level discussion and review which flatly violates our contract and delays collocation and
19 market entry. First, in Kentucky, BellSouth locked out BlueStar contractors for almost
20 a week because BellSouth could not meet the requirements of its own access clause. Just
21 last week, BellSouth stopped all work in Florida by changing the equipment size rules
22 in midstream. Both of these instances prevented BlueStar from competing with
23 BellSouth on its desired schedule. An expedited process to resolve

CERTIFICATE OF SERVICE

I **HEREBY CERTIFY** that a true and correct copy of BlueStar Networks, Inc.'s foregoing revised Page 14 of the Testimony of Carty Hassett in Docket No. 991838-TP has been furnished by (*) hand delivery this 7th day of February, 2000, to the following:

(*) Donna Clemons
Florida Public Service Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Gunter Building, room 370
Tallahassee, Florida 32399-0850

(*) Phil Carver (also served by fax)
(*) Michael Goggin (also served by fax)
c/o Nancy Sims
BellSouth Telecommunications, Inc.
150 South Monroe Street, #400
Tallahassee, Florida 32301-1556



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