

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
Tallahassee, Florida 32399-0850

In the Matter of

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|-----------------------------|---|
| Saturn Telecommunication |) |
| Services Inc., a Florida |) |
| Corporation |) |
| |) |
| Complainant, |) |
| |) |
| |) |
| |) |
| v. |) |
| |) |
| |) |
| BellSouth |) |
| Telecommunications, Inc., a |) |
| Florida Corporation |) |
| d/b/a AT&T |) |
| |) |
| Respondents |) |

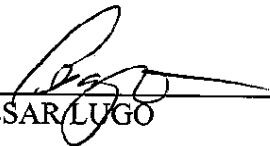
AFFIDAVIT OF CESAR LUGO

(c) Issuing Orders (since MAX was created to take the place of MOBI, we were not fully trained on how to issue orders on this system)


- 5) Issuing orders via RNS was simple to do and we were trained to issue orders ONLY when we have the customer on the line. We were not allowed to access an account without having the customer on the phone. Therefore, Bellsouth d/b/a AT&T, RNS system was created to have orders placed in error-free status 99% of the time so the reps will not have to go back and correct the errors after the customer hung up.
- 6) When we issued orders via RNS, if we selected an item or a choice that was invalid, the submit option at the end of the order was not highlighted and on the screen it would tell us what the error(s) were, therefore, it forced us to go back to correct the error(s). We were not able to submit an order with an incorrect field in RNS just as today we are not able to submit an incorrect order in LENS.
- 7) Just like the way CLECs use LENS today, there are fields in LENS that if they are not populated or has incorrect data, LENS will not allow CLECs to issue the order until these fields are corrected.

FURTHER AFFIANT SAYETH NOT

THE REMAINDER OF THIS PAGE LEFT INTENTIONALLY BLANK. SIGNATURE PAGE TO FOLLOW.


CESAR LUGO

BEFORE ME, the undersigned authority, on this 2nd day of September 2009 personally appeared CESAR LUGO, who is personally known to me or produced _____ as identification, and who after being first duly sworn deposes and says that he had read the foregoing Affidavit, that the information contained therein is true and correct and based upon his personal knowledge.


NOTARY PUBLIC
Print Name:
Commission No.:

