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REPLY TO:  
P.O. BOX 10095  
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July 31, 1997

Ms. Blanca Bayo, Director  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

via Hand Delivery

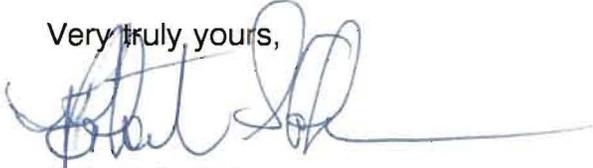
Re: In Re: Consideration of BellSouth  
Telecommunications, Inc.'s entry into  
InterLATA services pursuant to Section  
271 of the Federal Telecommunications  
Act of 1996; Docket No. 960786-TL

Dear Ms. Bayo:

Enclosed for filing please find an original and fifteen copies of Time Warner AxS of Florida, L.P. d/b/a Time Warner Communications and Digital Media Partners, Rebuttal Testimony and Exhibit of Bob Gaskins. You will also find a copy of this letter enclosed. Please date-stamp the copy of this letter to indicate that the original was filed and return to me.

If you have any questions regarding this matter, please feel free to contact me.

Very truly yours,



Robert S. Cohen

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG 2
- LIN 5/10/97
- OPC \_\_\_\_\_
- RCM \_\_\_\_\_
- SEC 1
- WAS \_\_\_\_\_
- OTH \_\_\_\_\_

HSC:dat  
enclosures

DOCUMENT NUMBER-DATE  
07765 JUL 31 5  
FPSC-RECORDS/REPORTING

ORIGINAL  
ONE COPY

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth  
Telecommunications, Inc.'s entry into  
InterLATA services pursuant to Section  
271 of the Federal Telecommunications  
Act of 1996

---

Docket No. 960786-TL

REBUTTAL TESTIMONY AND EXHIBIT

OF

BOB GASKINS

ON BEHALF OF

TIME WARNER AxS OF FLORIDA, L.P.  
AND  
DIGITAL MEDIA PARTNERS

July 31, 1997

DOCUMENT NUMBER-DATE

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1 REBUTTAL TESTIMONY OF BOB GASKINS

2

3 Q. Please state your name, position and business address.

4

5 A. My name is Bob Gaskins. I am employed by Time Warner Communications as  
6 Vice President, Operations and Implementation. My business address is 160  
7 Inverness Drive West, Englewood, Colorado 80112.

8

9 Q. What is the purpose of your testimony?

10

11 A. I have been authorized to speak on behalf of Time Warner AxS and Digital Media  
12 Partners (hereinafter referred to collectively as "Time Warner") to present testimony  
13 concerning Time Warner's experience in attempting to implement telephone service  
14 through its interconnection agreement with BellSouth Telecommunications, Inc.  
15 ("BellSouth").

16

17 Q. Please give a brief description of your educational background and experience in  
18 the telecommunications industry.

19

20 A. I graduated from the University of Southern California with a Bachelor of Science  
21 Degree in Accounting and Finance, and from the University of Southern California

1 with a Masters of Science Degree in Business Taxation. I have eighteen years of  
 2 experience in the cable television and telecommunications industry, and I am  
 3 currently responsible for the complete implementation of all aspects of business  
 4 switched telephony services in eighteen markets, and for operational  
 5 implementation of interconnection arrangements with other carriers in each market.  
 6 I am licensed as a Certified Public Accountant in the State of Colorado and  
 7 previously served as Chairman of the National Accounting Committee of the  
 8 National Cable Television Association from 1989-1992. In addition to my cable  
 9 television and telecommunications experience, I previously served in public  
 10 accounting for Price Waterhouse, Deloitte & Touche, and in private practice.

11  
 12 Q. Have you been involved in Time Warner's efforts to enter local exchange  
 13 telecommunications service markets as a competing provider?

14  
 15 A. Yes.

16  
 17 Q. Does your experience with BellSouth in Tennessee give you concern regarding its  
 18 ability to perform under your interconnection agreement in Florida?

19  
 20 A. Yes. In dealing with BellSouth in Memphis, Tennessee, our initial meetings  
 21 regarding the process were good. The documentation for the process was

1           understandable and contained information on how and where to send the order.

2           No documentation was received, however, that addressed intervals, firm order  
3           commitment (FOC) appearance, or the escalation process. Time Warner orders  
4           have conformed to the details outlined in BellSouth's procedures.

5           *The first order for interim number portability (INP) in Memphis was sent to*  
6           BellSouth with a due date to our account manager, Kim Reid. No  
7           acknowledgement was received from the BellSouth account manager that she had  
8           received those orders. After numerous calls to the BellSouth account manager,  
9           the order was turned over to a different representative of BellSouth, Neil Holden,  
10          who informed us that "complex" orders required a negotiated due date and would  
11          have to be scheduled through a project manager. The matter was then turned  
12          over to the local customer service center (LCSC) for BellSouth in Birmingham.  
13          After numerous changes to the due date, the order was turned over to a project  
14          manager who coordinated the cut on the final revised due date. Most of our work  
15          has been completed on verbal agreements.

16          Subsequent orders have been sent directly to the LCSC. No FOCs have been  
17          received in a timely manner relative to the orders. Verbal confirmations have been  
18          received only when the LCSC manager has been called or paged. We have  
19          experienced great difficulty in getting BellSouth to admit they have received, let  
20          alone are working on, an order we have sent them. We have had at least two  
21          cases where Purchase Order Numbers (PONs) have been sent which were lost

1            and which required us to resend them thereby delaying the implementation.

2            In another instance, the correct number of paths for an INP order were not  
3            installed, causing an overload to one of our customer's numbers that were set up  
4            for remote call forwarding. We had requested two paths for that customer and  
5            only one was installed by BellSouth.

6  
7            Q.    Do you have an explanation for why these problems have occurred?

8  
9            A.    There seem to be communications gaps between different groups at BellSouth.  
10           We had another instance where a customer due date (DD) was changed one day  
11           prior to the original DD. This DD seemed to have been communicated to the  
12           people in the LSR group, but failed to reach the central office people. On the  
13           original DD BellSouth pulled the jumpers and channel units feeding the existing  
14           circuits. Another twelve hours were needed to re-establish the connections to the  
15           customer. These BellSouth mistakes cause Time Warner to lose credibility with our  
16           customers.

17  
18           Q.    Have you experienced any issues concerning directory assistance?

19  
20           A.    We also sent a directory order (no INP), but failed to reach directory assistance  
21           (DA) until full Time Warner escalation procedures were invoked. Again, no FOC

1 was received from the LCSC. After repeated calls which were answered by stating  
2 that the person receiving our local service request (LSR) was on vacation and no  
3 one else at BellSouth was able to locate the paperwork, we resent the LSR, and  
4 escalated the request within BellSouth (to Diane Meyers and Kim Reid). Finally,  
5 five days after the initial sending of the LSR, the directory listing was finally put in  
6 place.

7  
8 Q. Has Time Warner attempted to negotiate performance standards with BellSouth in  
9 Florida?

10  
11 A. Yes.

12  
13 Q. Has Time Warner been successful in negotiating performance standards with  
14 BellSouth as of the date of this testimony?

15  
16 A. No. It was Time Warner's intent to complete the negotiations for performance  
17 standards prior to July 17, 1997. In the course of these negotiations, when the  
18 issue of firm order commitments (FOC) came up, BellSouth inquired as to whether  
19 Time Warner wanted a "good" FOC (one with a facilities verification) or a "fast one"  
20 (one within 24 hours, but without the facilities check). We sought to enforce  
21 provision 11.02 of our interconnection agreement with BellSouth which requires

1            both a "good" and "fast" FOC within 5 business days. BellSouth responded that  
2            it would not be able to comply with the interconnection agreement until the end of  
3            this year at the earliest. This information was communicated to Time Warner in a  
4            letter from Susan M. Arrington, Manager-Interconnection Services/Pricing with  
5            BellSouth to Carolyn Marek. That letter is attached to my rebuttal testimony as  
6            Exhibit A.

7  
8            Q.    Has Time Warner experienced any additional problems with respect to FOCs?

9  
10          A.    BellSouth has been lax in providing FOCs to Time Warner with respect to LSR  
11          requests for interim number portability. It is important to note that the term "LSR"  
12          was invented by BellSouth after the signing of the interconnection agreement with  
13          Time Warner so that no performance standards on FOCs were negotiated for  
14          LSRs. Additionally, BellSouth has been in default of the interconnection contract  
15          with Time Warner since BellSouth has not completed the disconnect and provision  
16          of RCF for INP within 24 hours of BellSouth's receipt of the service order as  
17          provided in Provision 6.17 of the Interconnection Agreement. A copy of the  
18          provision of the Interconnection Agreement is attached to my testimony as Exhibit  
19          B.

20  
21          Q.    Do you believe the Florida Public Service Commission should allow BellSouth to

1 continue with its application for interLATA authority at this time?

2

3 A. No. BellSouth, is not prepared to supply something as fundamental as an FOC  
4 with a facilities verification--something that is critical for new entrants to have in  
5 order to give their customers a firm due date. Accordingly, BellSouth is not yet  
6 ready to go forward with this proceeding from an operational standpoint. It is Time  
7 Warner's position that BellSouth should withdraw its petition or the Commission  
8 should dismiss or abate these proceedings until such time as BellSouth can  
9 demonstrate it is fully operational and ready to perform in accordance with the  
10 interconnection agreements it has previously entered into.

11

12 Q. Does this conclude your rebuttal testimony?

13

14 A. Yes, it does.

BellSouth Telecommunications, Inc.  
Room 34591 BellSouth Center  
675 West Peachtree Street, N.E.  
Atlanta, Georgia 30375

July 16, 1997

VIA FACSIMILE

Carolyn Marek  
Time Warner Communications  
P.O. Box 210706  
Nashville, Tennessee 37221

Re: Performance Measures

Dear Carolyn:

Mary Jo Peed and I are in receipt of the revised Performance Measures between BellSouth and Time Warner based on discussions held during our conference call on July 10, 1997.

At this time, BellSouth cannot agree with the language submitted in 3.1 regarding the proposed intervals on Rejection Notices and Firm Order Confirmations with respect to Access Service Requests (ASRs). As I mentioned to you in my voice mail on Friday, July 11, BellSouth does not currently have such intervals for ASRs. However, these intervals are appropriate for Local Service Requests (LSRs).

I feel that I must clarify once again that the Firm Order Confirmation does not include a verification that facilities are available on either an ASR or LSR. As I may have mentioned to you before, BellSouth is currently reviewing this issue and may include this type of information on an ASR FOC by the end of the year. However, at this time, BellSouth cannot commit to measuring any intervals on a FOC that includes a verification of available facilities. Because facilities verification is not currently included on the FOC, I do not have any proposed intervals to offer Time Warner at this time. BellSouth does not provide facilities verification information on any FOC or perform facilities verification when providing due dates to BellSouth's retail customers, and therefore Time Warner is being treated at parity with BellSouth as well as with other CLECs.

BellSouth is basically in agreement with the remaining provisions of these Performance Measures with the following two proposed revisions:

DOCUMENT NUMBER-DATE

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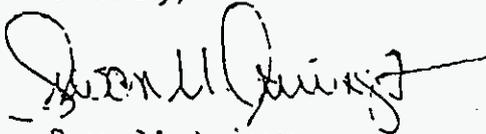


1. Section 3.2, the second paragraph, last sentence states "BellSouth shall measure the average time it takes to restore service for itself, its affiliates and other ALECs." BellSouth proposes to delete "its affiliates" in accordance with previous discussions regarding this issue.

2. BellSouth proposes that we change the heading on the measurements to reflect that these are in fact measurements and not Standards. BellSouth's proposal is that we change "Standard/Interval" to "Measurement/Interval".

If you have any questions, please do not hesitate to call me at (404) 927-7513.

Sincerely,



Susan M. Arrington  
Manager - Interconnection Services/Pricing

cc: Jerry Hendrix  
Mary Jo Peed  
Jerry Moore  
Chuck Welch