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February 19, 1998

VIA HAND DELIVERY

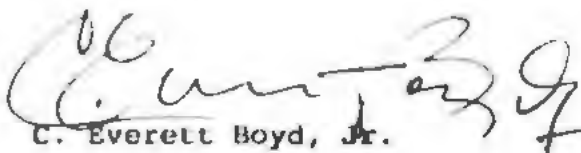
Honorable Blanca S. Bayo  
Director - Records and Reporting  
Florida Public Service Commission  
Room 110  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Docket No. 971314-TP  
Complaint of Sprint against BellSouth

Dear Ms. Bayo:

Enclosed for filing on behalf of Sprint in the referenced docket is Second Revised Exhibit RAW-5 (pages 1-9 of 9) to the direct testimony of Richard A. Warner. Please substitute this exhibit for the previous RAW-5 exhibits submitted to your office. Please disregard the revised exhibits submitted with my February 10, 1998, letter.

Sincerely,

  
C. Everett Boyd, Jr.

ACK \_\_\_\_\_

AFA \_\_\_\_\_

APP \_\_\_\_\_

CAF \_\_\_\_\_  
CML Stacy CEBJr/bc  
Enclosures

CTR \_\_\_\_\_ cc: Nancy White, Esq.

EAG \_\_\_\_\_ Will Cox, Esq.

LEC 2 Ben Fincher, Esq.

LBN Stacy

OPC \_\_\_\_\_

RCH \_\_\_\_\_

SEC L

WAS \_\_\_\_\_

WTU \_\_\_\_\_

DOCUMENT NUMBER - DATE

02418 FEB 19 98

FILED IN SECRETING

## BellSouth FOC Problems April 1997

APRIL 1997

### FOC PROBLEMS (OVER 48 HOURS)

(FOC = Firm Order Confirmation)  
(ASR = Access Service Request)  
(PON = Purchase Order Number)

Total ASRs Submitted: 19  
Total FOCs Received Within 48 hours: 17  
Percent of FOCs Received Within 48 hours: 89%

CUSTOMER	Customer ID # - PON	ASR TO BELL	FOC Received	Number of business Days From ASR To FOC	Actual Migration Complete
Customer A	N001895	04/04/97	04/10/97	5	05/11/97
Customer B	N001800	04/16/97	04/21/97	4	05/28/97
Customer C	N002008	04/24/97	04/28/97	3	04/29/97
Customer D	N001100A	04/02/97	04/10/97	6	04/26/97
Customer E	N001100	04/02/97	04/10/97	7	04/21/97
Customer F	N001574	04/07/97	04/11/97	5	04/23/97
Customer G	N004310	04/14/97	04/18/97	5	06/25/97
Customer H	N006062B	04/10/97	04/16/97	5	04/28/97
Customer I	N000155	03/31/97	04/08/97	7	04/18/97
Customer J	N010883	04/07/97	04/14/97	6	05/05/97
Customer K	N005280	04/10/97	04/15/97	4	04/17/97
Customer L	N006462	04/16/97	04/21/97	4	05/01/97
Customer M	N007200A,B	03/17/97	04/09/97	18	04/18/97
Customer N	N007491	04/04/97	04/08/97	4	04/15/97
Customer O	N004576	04/04/97	04/09/97	4	04/17/97
Customer P	N00744A	04/01/97	04/08/97	7	04/14/97
Customer Q	C000555	04/14/97	04/22/97	7	04/23/97
Customer R	N005200	04/08/97	04/16/97	7	04/24/97

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Revised 12/16/97

## BellSouth FOC Problems June 1997

June 1997

### FOC PROBLEMS (OVER 48 HOURS)

(FOC = Firm Order Confirmation)  
(ASR = Access Service Request)  
(PON = Purchase Order Number)

Total ASRs Submitted: 15  
Total FOCs Received Within 48 Hours: 4  
Percent of FOCs Received Within 48 Hours: 27%

CUSTOMER	Customer PON	ASR TO BELL	FOC Received	Number of Business Days From ASR To FOC	Actual Migration Complete
Customer A	barr.ds1	06/24/97	06/26/97	3	08/01/97
Customer B	N002661	05/23/97	06/02/97	6	06/20/97
Customer C	centralst.ds0	06/17/97	06/27/97	9	07/03/97
Customer D	N005750	05/30/97	06/04/97	4	06/12/97
Customer F	N007900A	06/05/97	06/11/97	5	07/18/97
Customer G	lakehr.ds0	06/17/97	06/23/97	4	07/12/97
Customer H	N007900B	06/05/97	06/11/97	5	07/18/97
Customer I	story.dso	06/05/97	06/11/97	5	07/15/97
Customer J	N009146	06/11/97	06/25/97	11	06/19/97
Customer K	C009145/46	06/11/97	06/20/97	11	06/27/97

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## BellSouth FOC Problems September 1997

September 1997

### FOC PROBLEMS (OVER 48 HOURS)

(FOC = Firm Order Confirmation)  
(ASR = Access Service Request)  
(PON = Purchase Order Number)

Total ASRs Submitted: 12  
Total FOCs Received Within 48 Hours: 7  
Percent of FOCs Received Within 48 Hours: 58%

- ^ This was a verbal FOC, paper not received
- BellSouth did not submit FOC due to their policy on Access orders. When BellSouth receives an order for access service instead of an unbundled loop, the order is worked through BellSouth's ICSC Department. The ICSC Department's policy is not return FOC, when the request is 0-4 days prior to the migration date. Instead, they commit to expedite processing the order the day the order is received and Sprint is to be notified 24 hours prior to the migration date of any facility problems.
- If BellSouth receives an order for access service (which will be worked by their ICSC Department) 5 days or more prior to the migration date the ICSC Department will then issue an FOC. As detailed, in September's Facility Problems, BellSouth's system is flawed, as they failed in their commitment to notify Sprint 24 hours prior to migration of facility problems. Therefore, without receipt of an FOC when any ASR is submitted to BellSouth, Sprint cannot be guaranteed of facility availability prior to migration date.

CUSTOMER	Customer PON	ASR TO BELL	FOC Received	Number of Business Days From ASR To FOC	Actual Migration Complete
Customer A	Control.bri	09/15/97	09/18/97	3	09/26/97
Customer B	N001950	09/25/97	09/29/97	4	09/30/97
*Customer C	NSIGT10	09/26/97	10/01/97	5	10/01/97
*Customer D	OTC.ds1	09/23/97	NO FOC	*Did not receive FOC	10/02/97
*Customer E	Access.ds1	09/12/97	No FOC	* Did not receive FOC	09/22/97

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October FOC Problems

BellSouth FOC Problems  
October 1997

FOC PROBLEMS (OVER 48 HOURS)

(FOC = Firm Order Confirmation)  
(ASR = Access Service Request)  
(PON = Purchase Order Number)

Total ASRs Submitted 21  
Total FOCs Received Within 48 Hours 19  
Percent of FOCs Received Within 48 Hours 90%

CUSTOMER	Customer PON	ASR TO BELL	FOC Received	Number of Business Days From ASR To FOC	Actual Migration Complete
Customer P	N47617197/C33625197	10/6/97	10/9/97	3	10/15/97
Customer Q	Reference	10/27/97	10/30/97	3	10/31/97

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November FOC Problems

Revised 12/15/97

BellSouth FOC Problems  
November 1997

FOC PROBLEMS (OVER 48 HOURS)

(FOC = Firm Order Confirmation)  
(ASR = Access Service Request)  
(PON = Purchase Order Number)

Total ASRs Submitted: 11  
Total FOCs Received Within 48 Hours: 10  
Percent of FOCs Received Within 48 Hours: 82%

CUSTOMER	Customer PON	ASR To BELL	FOC Received	Number of Business Days From ASR To FOC	Actual Migration Complete
Customer S	TWC ds3	10/14/97	10/25/97	11	11/05/97
Customer M	2E018E	11/6/97	11/11/97	6	11/12/97
Customer T	N0076/6	10/28/97	11/13/97	14	11/21/97
Customer U	N851000	10/30/97	11/12/97	11	11/21/97

Revised 12/2/97

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December FOC Problems

**BellSouth FOC Problems**  
December 1997

FOC PROBLEMS (OVER 48 HOURS)

(FOC = Firm Order Confirmation)  
(ASR = Access Service Request)  
(PON = Purchase Order Number)

Total ASRs Submitted: 11  
Total FOCs Received Within 48 Hours: 7  
Percent of FOCs Received Within 48 Hours: 63.64%

CUSTOMER	Customer PON	ASR TO BELL	FOC Received	Number of Business Days From ASR To FOC	Actual Migration Complete
Customer V	LKMYHILTO	11/11/97	11/14/97	3	12/09/97
Customer W	PULAUBRI TA	11/19/97	11/24/97	3	12/09/97
Customer X	HILTON DS02	12/3/97	12/8/97	3	12/16/97
Customer Y	ORLUTH5DS0 CR	12/11/97	12/17/97	4	12/18/97

Revised 12/2/97

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