NEXTLINK

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OFFICE OF THE
EXECUTIVE SECRETARY

March 27, 1998

Mr. K. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: BellSouth Telecommunications, Inc.'s Entry into Long Distance (interLATA) Service in Tennessee Pursuant to Section 271 of the Telecommunications Act of 1996
Docket No. 97-00309

Dear Mr. Waddell:

Enclosed are the original and thirteen (13) copies of Direct and Rebuttal Testimony of the following NEXTLINK witnesses in the above-referenced docket: Gerard Salemme, Gregory Breetz, Lisa Dickinson and Russell Land. Copies are being served on counsel of record.

Sincerely,

Dana Shaffer, Director
Legal and Regulatory Affairs

DS:jr
Enclosure

cc: Parties of Record

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CERTIFICATE OF SERVICE

I , Dana Shaffer, hereby certify that on March 27, 1998, a true and correct copy of the attached documents was served on the following parties of record, via United States mail, postage pre-paid to the following addresses:

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NEXTLINK TENNESSEE, LLC
TRA DOCKET NO. 97-00309
DIRECT TESTIMONY OF RUSSELL LAND

REC'D TN
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OFFICE OF THE
EXECUTIVE SECRETARY

BEFORE THE TENNESSEE REGULATORY AUTHORITY

DOCKET NO. 97-00309

Re: *BellSouth Telecommunications, Inc.'s Entry Into Long Distance (InterLATA) Service in Tennessee Pursuant to Section 271 of the Telecommunications Act of 1996*

DIRECT AND REBUTTAL TESTIMONY OF RUSSELL LAND

ON BEHALF OF NEXTLINK TENNESSEE, L.L.C.

I. INTRODUCTION

Q. PLEASE STATE YOUR NAME, ADDRESS AND POSITION WITH NEXTLINK TENNESSEE, L.L.C.

A. My name is Russell Land. I am Vice President of Engineering and Operations with NEXTLINK Tennessee, L.L.C. ("NEXTLINK").

Q. PLEASE GIVE A BRIEF DESCRIPTION OF YOUR BACKGROUND AND EXPERIENCE.

A. I am a registered professional engineer with twenty-five years of engineering experience and a degree in electrical engineering from the Georgia Institute of Technology. Before joining NEXTLINK, I was Partner and Vice-President of MCMG, Inc., and a Director of Engineering for the Southeast Region of McCaw Cellular Communications, Inc. and for Continental Cablevision Cellular, Inc.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

A. The purpose of my testimony is to describe some of the ways in which BellSouth Telecommunications, Inc. ("BellSouth") has discriminated against NEXTLINK in providing interconnection and access to unbundled network elements. I will discuss the technical impediments imposed by BellSouth upon NEXTLINK that limit NEXTLINK in its ability to compete with BellSouth. I will also discuss problems with the quality of the unbundled loops and other network elements BellSouth provides to NEXTLINK.

Q. PLEASE PROVIDE AN OVERVIEW OF NEXTLINK'S OPERATIONS IN TENNESSEE.

A. NEXTLINK was one of the first facilities-based competitive local exchange carriers ("CLEC") to offer service in Tennessee. In early 1995, NEXTLINK began offering dedicated private line services, long-distance carrier access services, high speed data transmission and video conferencing services in Tennessee. After the passage of the Telecommunications Act of 1996, NEXTLINK began switched local and long-distance services in both Memphis and Nashville starting on July 4, 1996.

NEXTLINK has Nortel DMS 500 switches in both Nashville and Memphis. Its network covers the greater Nashville and Memphis areas with over 400 route miles of high capacity fiber. NEXTLINK and BellSouth are interconnected at the BellSouth access tandems in both the Memphis and Nashville LATAs and have also recently established interconnection arrangements at a few end offices in both cities. In addition, NEXTLINK has facilities that are physically collocated at thirteen BellSouth central offices. Requests

to BellSouth for physical collocation at three additional central offices are now in process.

Most of the access lines served by NEXTLINK in Tennessee are used by small business customers. The majority of these customers once used BellSouth for local and intraLATA long distance service.

Unlike some other facilities-based providers which concentrate their facilities in a downtown core, NEXTLINK's network directly connects to customer locations over a wide geographic area. Nevertheless, it would be extremely time-consuming and costly for NEXTLINK to build facilities that could reach all potential customers within its service area. When a customer not directly connected to the NEXTLINK network requests service from NEXTLINK, NEXTLINK must purchase unbundled loop facilities from BellSouth to make the final connection to the customer's location. These existing loops go from the customer's location to the BellSouth central office that serves that location. NEXTLINK connects to the customer's loop through NEXTLINK equipment that is collocated in the BellSouth central office. The customer's calls are then transported from BellSouth's central office to NEXTLINK's switch for processing.

II. DISCRIMINATION IN INTERCONNECTION

Q. YOU HAVE STATED THAT NEXTLINK HAS HAD DIFFICULTIES IN OBTAINING INTERCONNECTION FROM BELLSOUTH ON A NONDISCRIMINATORY BASIS. PLEASE DESCRIBE THE NATURE OF THESE PROBLEMS.

A. There are two significant problems with the quality of interconnection that BellSouth has provided to NEXTLINK. First, BellSouth has caused a number of outages in NEXTLINK's network, affecting the ability of all NEXTLINK customers to make or receive telephone calls. Second, NEXTLINK requested early on in its relationship with BellSouth that calls by NEXTLINK customers receive the same redundant call routing treatment that BellSouth's customers' calls receive. BellSouth delayed for months in agreeing to NEXTLINK's request, increasing blockage of calls for NEXTLINK customers and customers of other new entrants. Only recently has BellSouth begun to work with NEXTLINK in designing interconnection arrangements that may alleviate the blocking problem and allow NEXTLINK customers to experience the same call quality that BellSouth's customers experience.

SERVICE OUTAGES

Q. HOW MANY SERVICE OUTAGES IN THE NEXTLINK NETWORK HAVE BEEN CAUSED BY BELLSOUTH?

A. BellSouth has caused innumerable outages to individual NEXTLINK customers, varying in length from a few minutes to several hours. These are discussed in more detail in Ms. Dickinson's testimony. In addition to these more individualized problems, however, during the twenty months NEXTLINK has operated as a CLEC, BellSouth has admitted to causing four widespread outages to NEXTLINK's network. NEXTLINK suspects that BellSouth also caused one other recent outage. BellSouth's own customers were either unaffected or only minimally affected by these outages. These multiple network outages indicate a systematic problem in the quality of the interconnection provided by BellSouth to NEXTLINK.

Q. PLEASE DESCRIBE THE NETWORK OUTAGES CAUSED BY BELLSOUTH.

A. One of the first network outages occurred on February 28, 1997, not long after NEXTLINK began offering local service in Tennessee. From 3:00 p.m. until 4:30 p.m. on that date, NEXTLINK customers could not receive calls from customers of any other provider, including BellSouth. NEXTLINK long distance customers who used BellSouth for local service also could not complete long distance calls.

NEXTLINK requested BellSouth to investigate the cause of this outage. BellSouth determined that one of its technicians had created the problem by incorrectly coding tables in one of the BellSouth switches. A copy of correspondence dated March 3, 1997, from BellSouth to NEXTLINK acknowledging BellSouth's fault is attached as Exhibit 1.

A similar outage occurred on May 29, 1997. On that date, BellSouth incorrectly routed NEXTLINK incoming toll traffic to an inactive trunk group. This prevented NEXTLINK

customers from receiving long distance calls for approximately two hours. Again, BellSouth acknowledged that its errors caused the outage. See Exhibit 2.

Another outage occurred less than one month later. At 7:40 A.M. on June 24, 1997, NEXTLINK experienced a Signaling System 7 ("SS7") failure at its Nashville location. The SS7 signaling network ensures that calls reach their proper destinations. As a result of this failure, NEXTLINK customers could not make any calls involving the BellSouth network. NEXTLINK customers could call other NEXTLINK customers, but no one else.

When NEXTLINK requested that BellSouth investigate the outage, BellSouth initially denied that it had made any changes leading to the failure. See Exhibit 3. At 10:35 A.M., over two and one half hours after the outage began, the SS7 network was restored without explanation. Later, BellSouth admitted that it had made changes to the routing codes for NEXTLINK's SS7 traffic. These changes routed that traffic to SS7 links that were untested and not operational. Id.

As a result of these outages, NEXTLINK engaged in a series of meetings with BellSouth in an effort to identify the causes of the outages and to prevent reoccurrence of them. On August 15, 1997, for example, BellSouth assured NEXTLINK that it would not make changes to NEXTLINK's trunk groups without advising NEXTLINK in advance. Nevertheless, BellSouth caused another outage in NEXTLINK's network on September 15, 1997. For 35 minutes beginning at 2:00 P.M. on that date, NEXTLINK customers

could not receive incoming calls from customers of BellSouth. Again, the cause of this problem was a BellSouth error. See Exhibit 4.

Another recent outage occurred in December 1997. From 1 A.M. until 11 A.M. on December 17, NEXTLINK customers could not receive incoming long distance calls processed through one of BellSouth's access tandems. NEXTLINK discovered this outage only later in reviewing network traffic patterns. BellSouth never advised NEXTLINK that the outage had occurred and never explained the cause of the outage. Nevertheless, it appears that the outage must have been caused by a problem at the BellSouth tandem.

Q. WHAT EFFECT HAVE THESE NETWORK OUTAGES HAD ON NEXTLINK?

A. These network outages have had a severe impact on NEXTLINK's ability to compete with BellSouth. NEXTLINK's customers are principally small businesses. They rely on dependable telephone service to do business. Any interruption in that service can cause these customers significant damage. It matters little whether NEXTLINK or BellSouth is at fault in causing the outage. These customers may rethink their decision to choose NEXTLINK as their local carrier if NEXTLINK cannot guarantee dependable service.

NEXTLINK cannot quantify the potential customers it has lost because of the multiple network interruptions caused by BellSouth. Some of the outages were widely publicized in local media, likely scaring away potential customers who rely on uninterrupted telephone service. In addition, NEXTLINK has been forced to go to extraordinary lengths to keep its existing customers.

Q. WHY IS IT YOUR TESTIMONY THAT THESE PROBLEMS REPRESENT A SYSTEMATIC PROBLEM WITH THE QUALITY OF INTERCONNECTION PROVIDED BY BELLSOUTH?

A. Both the number of problems and BellSouth's response have led me to conclude that this is a systematic problem. As I have indicated above, NEXTLINK has received assurance from BellSouth that more care will be taken to prevent errors that interrupt NEXTLINK's service. Nevertheless, similar problems have occurred on several occasions. BellSouth even denied its part in causing one outage, extending the amount of time NEXTLINK customers remained without service. BellSouth simply does not view resolving these problems as an urgent matter, unlike outages effecting its own retail customers.

REDUNDANT CALL ROUTING.

Q. THE OTHER INTERCONNECTION PROBLEM YOU HAVE IDENTIFIED IS A LACK OF REDUNDANT CALL ROUTING FOR NEXTLINK CUSTOMERS. PLEASE EXPLAIN WHAT YOU MEAN BY THIS.

A. BellSouth has configured its own network so that a call within the network may travel through a number of alternate routes to completion. For example, most of BellSouth's end offices are connected to each other by direct trunking arrangements. This allows calls originating in one end office to travel directly to another end office for completion. Where there are no direct trunks, however, or where the direct trunks are operating at

capacity, a BellSouth call may also travel from end office to end office through trunks connecting to a BellSouth local tandem switch. This redundant call routing permits a high percentage of BellSouth's calls to be completed even during times of peak traffic.

BellSouth has not permitted NEXTLINK to have the same access to alternative call routing as it provides for its own customers. As Mr. Milner has admitted in his testimony, BellSouth initially permitted NEXTLINK to interconnect only at BellSouth's access tandems. Milner Direct at 13. Only recently has BellSouth permitted NEXTLINK to also interconnect at some of BellSouth's end offices and BellSouth agreed to this arrangement only when blockage at the access tandems began to affect Bell South's own toll traffic. Connecting only at the access tandems has adversely affected both the call quality and the amount of call blockage experience by NEXTLINK's customers.

Q. WHEN DID NEXTLINK FIRST REQUEST BELLSOUTH TO ALLOW NEXTLINK TO INTERCONNECT IN A MANNER THAT WOULD ALLOW NEXTLINK CUSTOMERS THE BENEFITS OF REDUNDANT CALL ROUTING?

A. As early as 1996, NEXTLINK told BellSouth that it believed BellSouth's requirement that NEXTLINK interconnect only at BellSouth's access tandems was discriminatory. At the same time, NEXTLINK requested that it be permitted to establish trunking directly to BellSouth's end offices to cure the problems caused by this discriminatory policy.

NEXTLINK repeated its request at meetings with BellSouth in the late summer and fall of 1997. After considerable negotiation, BellSouth finally agreed to establish direct

trunking from BellSouth end offices to NEXTLINK's switches at the end of October 1997. BellSouth today has established direct trunking arrangements with NEXTLINK at several of its end offices. Nevertheless, a substantial percentage of the calls generated by NEXTLINK customers continue to be processed through BellSouth's access tandems.

Q. WHAT EFFECT DOES THIS DIFFERENCE IN THE NETWORK CONFIGURATION USED FOR INTERCONNECTION HAVE ON NEXTLINK'S CUSTOMERS?

A. There are two problems that result from routing NEXTLINK's traffic through the access tandems. First, BellSouth's access tandems are designed to process long distance calls. Local calls generated by BellSouth customers do not transit those tandems. Because the access tandems are designed for long distance traffic, the quality of calls processed by those tandems does not match the quality of BellSouth's local traffic and NEXTLINK customers (as well as customers of other CLECs) experience calls of lesser quality than the quality provided to BellSouth customers. Second, the lack of redundant routing leads to a greater likelihood that a call made by or to a NEXTLINK customer will be blocked from completion. Since NEXTLINK's switch is typically connected to BellSouth end offices through BellSouth's access tandems, heavy usage of the trunk groups connecting to the access tandems can prevent NEXTLINK customers from completing calls, while BellSouth's customers remain unaffected.

Q. PLEASE DESCRIBE THE DEGRADATION IN CALL QUALITY CAUSED BY ROUTING CALLS THROUGH THE ACCESS TANDEMS.

A Routing calls through the access tandems causes a signal loss of approximately 3 decibels. This signal loss is noticeable on voice calls and is experienced by callers as increased echo on the line. The signal loss causes even more problems, however, in the operation of modems and facsimile machines. High speed 56kps modems cannot operate at their rated speed when a call is routed through an access tandem. Additional signal loss on a call may also prevent facsimile machines from working properly. Some NEXTLINK customers have complained of difficulties in using modems and facsimile machines upon transferring their service to NEXTLINK. BellSouth avoids these problems for its customers on local calls by routing only its long-distance traffic through its access tandems.

Q CAN NEXTLINK QUANTIFY THE CALL BLOCKAGE PROBLEM EXPERIENCED BY ITS CUSTOMERS?

A. BellSouth's own data provided with Mr. Moore's testimony indicates the extent of the blocking problem suffered by NEXTLINK. BellSouth engineers its own network to avoid blocking on most trunks that exceeds 3% of calls attempted during the "busy hour," the time period with the heaviest traffic. As of the date of Mr. Moore's testimony, BellSouth has established only four trunk groups to its access tandem for the delivery of BellSouth-generated traffic to new entrants' switches. See Exhibit JWM-18. Exhibit JWM-18A shows that BellSouth was aware of 6.6% blocking during the busy hour on one of the four trunk groups it administers as early as June 9, 1997. Nevertheless, BellSouth did not place additional trunks in service to relieve the blockage until August 8, 1997. See Exhibit JWM-17. Even then, the number of additional trunks was

not sufficient for the traffic levels carried by that trunk group. Moreover, according to BellSouth's own data, this trunk group and the remaining three BellSouth trunk groups continued to suffer high levels of blocking. Id.

Q. BELLSOUTH COMPLAINS THAT BLOCKING PROBLEMS ARE CAUSED BY A FAILURE OF NEW ENTRANTS LIKE NEXTLINK TO PROVIDE ACCURATE FORECASTING INFORMATION TO BELLSOUTH. IS THIS CORRECT?

A. No, this is not correct, at least not with respect to NEXTLINK. NEXTLINK has met with BellSouth on a number of occasions to discuss traffic forecasts. NEXTLINK has always provided BellSouth with any information BellSouth has requested. For example, at the end of May 1997, BellSouth requested NEXTLINK to provide its traffic forecasts through the end of 1997. NEXTLINK did so on June 6, 1997. BellSouth has also requested that NEXTLINK provide BellSouth with advance notice of any plans to add a customer like an internet service provider that might generate a large amount of local traffic. NEXTLINK agreed to do this and has abided by its agreement.

In contrast, BellSouth has never provided NEXTLINK with BellSouth's own forecasts to allow NEXTLINK to provide input regarding the accuracy of those forecasts. Forecasting for interconnection requires joint effort between the parties. BellSouth has been unwilling to engage in joint forecasting and should not be permitted to complain that it lacks information it could have gained from joint forecasting efforts.

III. DISCRIMINATION IN ACCESS TO NETWORK ELEMENTS

Q. YOU HAVE INDICATED THAT, IN ADDITION TO THE PROBLEMS WITH INTERCONNECTION, BELLSOUTH HAS ALSO RESTRICTED NEXTLINK'S ACCESS TO UNBUNDLED NETWORK ELEMENTS. PLEASE DESCRIBE THESE PROBLEMS IN MORE DETAIL.

A. BellSouth has adopted policies that have delayed or prevented NEXTLINK from obtaining access to network elements that NEXTLINK needs in order to compete on equal footing with BellSouth. NEXTLINK has no access to a substantial percentage of the unbundled loops BellSouth now uses to serve customers in Tennessee. Moreover, BellSouth has refused to provide NEXTLINK with nondiscriminatory access to BellSouth's SS7 network and digital cross-connects. BellSouth also refused, until recently, to provide NEXTLINK with access to its CNAM database, restricting the services NEXTLINK could provide to its customers.

RESTRICTIONS ON ACCESS TO UNBUNDLED LOOPS

Q. WHY ARE UNBUNDLED LOOPS IMPORTANT TO NEXTLINK?

A. As I discussed briefly above, NEXTLINK's networks are expansive, but they do not now reach all customers within the geographic area that they serve. To do this, NEXTLINK would have to replicate the facilities that BellSouth has been constructing for the past 100 years to reach all of these customers. As Congress recognized in passing the Act, this is simply not possible within the foreseeable future. Congress granted competitors access to

existing ILEC networks for the simple reason that the time and expense required to duplicate these networks would prevent competition within any reasonable time frame.

The most difficult and expensive parts of the existing BellSouth network to replicate are the individual loops that connect the customer to the switches located in BellSouth's central offices. Replicating these loops to each customer would require NEXTLINK to extend fiber or copper cable throughout each neighborhood in the state. NEXTLINK is continuing to expand its network, but it will be decades if ever before NEXTLINK has the same connectivity to customers that BellSouth already has.

Access to BellSouth's unbundled loops is the only way that NEXLINK can serve customers who are not located on its network. If BellSouth would cooperate, NEXTLINK has the ability to connect any loop within Tennessee to its switches and could, in this manner, serve any customer within the entire state. BellSouth, however, has placed restrictions on NEXTLINK's access to unbundled loops that limit the number of Tennessee consumers that can choose NEXTLINK as their carrier. This has the effect of limiting competition within the state.

Q. WHAT RESTRICTIONS HAS BELLSOUTH PLACED ON NEXTLINK'S ACCESS TO UNBUNDLED LOOPS?

A. BellSouth has placed two significant restrictions on NEXTLINK's ability to obtain access to unbundled loops to serve NEXTLINK customers. First, BellSouth requires NEXTLINK to be collocated in the central office or at the remote switch that serves a customer before NEXTLINK may have access to the customer's loops. The time and

expense required for collocation, therefore, significantly limit NEXTLINK's access to unbundled loops. In addition, BellSouth will not provide to NEXTLINK any loop that is provisioned using integrated digital loop carrier ("IDLC"). Twenty-nine percent of all loops in use in Tennessee are now provisioned using IDLC. Although BellSouth is in some circumstances able to provide NEXTLINK with alternate facilities, this IDLC restriction also hampers NEXTLINK in its ability to provide service in competition with BellSouth.

Q. WHAT IS THE PRACTICAL EFFECT OF THESE RESTRICTIONS ON NEXTLINK?

A. The practical effect is that NEXTLINK simply cannot compete with BellSouth for most of BellSouth's customers in Tennessee. BellSouth has over 200 central offices and remote switches in this state. The time and expense involved in collocating at each of these locations would be prohibitive even for the largest competitor. Moreover, even if NEXTLINK had the resources to collocate everywhere, collocation is impossible at a number of the remote switches BellSouth operates. BellSouth's position, therefore allows it to significantly limit the scope of the competition BellSouth faces from NEXTLINK and other facilities-based carriers.

Q. YOU HAVE STATED THAT BELLSOUTH'S POSITION ON ACCESS TO UNBUNDLED LOOPS LIMITS NEXTLINK'S ABILITY TO COMPETE. PLEASE PROVIDE AN EXAMPLE OF THESE LIMITATIONS.

A. BellSouth has approximately 100 remote switches in Tennessee and 12% of BellSouth's access lines are provisioned using a remote switching arrangement. Under this

arrangement, the loop connects to a remote switch that has limited switching capacity. BellSouth then transports most calls from the remote switch to a central office switch that hosts the remote. Most calls are then processed by the central office switch rather than the remote switch.

In the past, BellSouth permitted NEXTLINK to have access to loops served by remote switches as an "extended link." So long as NEXTLINK had collocation equipment in the central office hosting the remote switch, BellSouth permitted NEXTLINK to purchase the loop along with transport from the remote switch to the central office. In this manner, NEXTLINK could provide service to all customers provisioned from the remote switch.

In January 1998, BellSouth's policy changed. On January 9, 1998, NEXTLINK attempted to order nine loops for three different customers located in Burton Hills, Tennessee. BellSouth provisions loops for these customers using a remote switching unit tended by the Sharondale central office. NEXTLINK is collocated in the Sharondale central office. Nevertheless, BellSouth refused to provide these unbundled loops to NEXTLINK. BellSouth now contends that NEXTLINK must be collocated at the remote switching unit in order to have access to these loops.

Q. WHY DOES NEXTLINK NOT SIMPLY COLLOCATE AT THE REMOTE SWITCH?

A. There are both technical and practical reasons limiting NEXTLINK's ability to collocate at remote switches. Many remote switches are small, with little if any room for collocation equipment. Some are nothing more than pedestals that have no space for any equipment other than that already being used by BellSouth.

The cost of collocation also limits NEXTLINK's ability to collocate. Collocation equipment alone can cost NEXTLINK in excess of $450,000. On top of the equipment costs, BellSouth has typically charged NEXTLINK more than $50,000 to establish collocation space in the central offices where it now has collocated facilities. BellSouth charges NEXTLINK $3,000 just to make an application for collocation. Monthly recurring collocation charges are also prohibitive.

Remote switching units may serve fewer than 1,000 customers. NEXTLINK simply cannot justify spending $500,000 to gain access to only 1000 potential customers.

Q. YOU HAVE INDICATED THAT OBTAINING PHYSICAL COLLOCATION IN BELLSOUTH'S CENTRAL OFFICES IS TIME-CONSUMING AND EXPENSIVE. PLEASE DESCRIBE NEXTLINK'S EXPERIENCE IN OBTAINING PHYSICAL COLLOCATION ARRANGEMENTS FROM BELLSOUTH.

A. NEXTLINK has more experience than any other CLEC in obtaining physical collocation arrangements with BellSouth. According to Mr. Milner's testimony, BellSouth presently has 14 physical collocation arrangements in place in this state. Thirteen of those arrangements are between BellSouth and NEXTLINK. NEXTLINK's experience in obtaining collocation demonstrates that it is a lengthy and costly process.

In early February, 1997, NEXTLINK filed applications advising BellSouth that it desired to obtain physical collocation space in a number of BellSouth central offices. BellSouth initially stated that there was no such space available. Finally, BellSouth agreed to enter into a collocation agreement with NEXTLINK and executed such an agreement on

February 26, 1997. A copy of the agreement is attached as Exhibit 5. BellSouth then proceeded to prepare the collocation space for occupancy. None of the spaces was ready for installation of NEXTLINK's equipment, however, until mid-June, 1997.

BellSouth dictated the terms under which it was willing to permit NEXTLINK to collocate. These terms were onerous. NEXTLINK first had to submit an application fee of $3000 before BellSouth would consider its request to collocate. BellSouth then determined how much it would charge to prepare the collocation space. This space is little more than a small chain link fence or frame walls separating the space from the rest of the central office. Nevertheless, BellSouth charged NEXTLINK approximately $50,000 to prepare each 100 to 200 square foot space.

The recurring charges for use of that collocation space are also exorbitant. For example, BellSouth charges approximately $90.00 per square foot as rent for the collocation space. First-class office space in most commercial buildings in Tennessee typically costs less than $20.00 per square foot, less than one fourth of BellSouth's charges to NEXTLINK.

Other charges are also far above BellSouth's cost. For example, BellSouth's charge for power usage is based not upon the power actually used by NEXTLINK, but upon the fused capacity of NEXTLINK's equipment. As an illustration of this problem, NEXTLINK's access nodes generate a load of approximately 23 to 24 amperes. The access nodes are fused using five circuit breakers, each rated at 25 amperes. NEXTLINK is required to pay as if the access nodes used the entire 125 amperes for which the circuit

breakers are rated rather than the 23 or 24 amperes. At $5.00 per ampere, this is a significantly inflated cost.

Q. DO YOU HAVE ANY ESTIMATE OF THE COST THAT NEXTLINK WOULD INCUR TO ENTER INTO PHYSICAL COLLOCATION ARRANGEMENTS AT ALL OF BELLSOUTH'S CENTRAL OFFICES AND REMOTE SWITCHES IN THE GREATER NASHVILLE AND MEMPHIS AREAS?

A. Even if it were possible to physically collocate in all of BellSouth's central offices and remote switches within NEXTLINK service area, the cost would be prohibitive. BellSouth has over 200 central offices and remote switches in this state. If NEXTLINK were required to spend at each the $50,000 BellSouth has charged for NEXTLINK's existing collocation arrangements, NEXTLINK would have to pay BellSouth in excess of $10 million just to gain access to all of the customer loops in Tennessee. In addition, NEXTLINK would need to pay its own equipment costs, which would add a minimum of $90 million to the collocation expense. BellSouth will also impose recurring charges each month for use of each space, no matter how few customers were served from the central office or remote switch at issue.

There is no technical reason that NEXTLINK must be collocated at a BellSouth central office in order to gain access to an unbundled loop. Nevertheless, BellSouth's requirement that new entrants be collocated in order to gain access to unbundled loops imposes costs upon new entrants that effectively prevent BellSouth from facing competition over large parts of Tennessee. If BellSouth is permitted to retain this

restriction, most Tennessee consumers will have to wait for years before they will have the alternative of receiving service from a facilities-based carrier other than BellSouth.

Q. IS BELLSOUTH COLLOCATED IN NEXTLINK'S CENTRAL OFFICES?

A. BellSouth does not currently have collocated equipment in NEXTLINK's central offices. Instead, BellSouth purchases transport from NEXTLINK to deliver traffic to the NEXTLINK switches. BellSouth has advised NEXTLINK, however, that its regional policy requires NEXTLINK to provide BellSouth with space for collocation equipment in each of NEXTLINK's central offices. Ironically, BellSouth takes the position that it should not have to pay for the space or for entrance facilities into NEXTLINK's facilities.

Q. HAS BELLSOUTH IMPOSED OTHER LIMITATIONS ON NEXTLINK'S ACCESS TO UNBUNDLED LOOPS?

A. Yes, BellSouth has also restricted NEXTLINK's access to loops provisioned over IDLC. Many loops in BellSouth's network are engineered as a single pair of copper wires that terminate on a distribution frame in BellSouth's central office before they are connected to a BellSouth switch. IDLC loops, which BellSouth uses in newer and more dense installations, do not terminate individually on a distribution frame. Instead, each loop is "integrated" directly into the switch as part of the digital equivalent of 24 loops. Because individual IDLC loops do not terminate outside the switch, BellSouth contends that it is not technically feasible to provide NEXTLINK with access to these loops.

Other incumbent local exchange carriers have proposed technical solutions that would permit a new entrant to have access to loops carried on IDLC. BellSouth will not agree to implement these technical solutions. Instead, BellSouth has offered only to provide alternate copper or universal digital loop carrier facilities where those alternate facilities are available. If no alternate facilities are available, BellSouth proposes that NEXTLINK must pay to construct such facilities before NEXTLINK may provide service to the customer.

This restriction is a significant limitation on NEXTLINK's ability to compete. IDLC is a forward-looking digital technology that offers distinct technical advantages over older, analog service. For example, unlike older loop technologies, IDLC equipment provides a carrier with electronic notice of some service problems. For these reasons, BellSouth and other incumbents are increasingly deploying IDLC in their networks. BellSouth presently provides 29% of the loops in its network using IDLC. As the FCC warned in its Local Competition Order, allowing BellSouth to place this restriction on loop access may cause BellSouth to "hide" loops in IDLC simply to restrict their availability to competitors like NEXTLINK. Local Competition Order at 383.

The solutions BellSouth has proposed to provide NEXTLINK with access to customers now served by IDLC discriminate against NEXTLINK and its customers. If there are alternate copper facilities in place to the customer, these are facilities that have been abandoned by BellSouth. In all likelihood, these are old facilities whose quality has been compromised. Moreover, even if the copper facilities have not been compromised, copper analog service is not of the same quality as the digital service provided by IDLC.

A customer moving to NEXTLINK, therefore, will experience degradation in the quality of the service provided simply because BellSouth refuses to give NEXTLINK access to IDLC loops.

If there are no alternate facilities, BellSouth intends to require NEXTLINK to pay to construct alternate facilities. If NEXTLINK pays to construct a loop, however, it should not then have to purchase that loop from BellSouth. The Act does not permit BellSouth to require NEXTLINK to build BellSouth's network. In fact, the whole purpose of the Act was to provide new entrants with access to existing facilities so that they would not need to duplicate the incumbent's network.

In addition, if NEXTLINK is required to provide alternative facilities, it will not be able to provide service with the same speed as BellSouth can serve the same customer. Constructing new facilities can take three weeks or more. BellSouth, on the other hand, can begin providing service to a customer on IDLC with a simple computer key stroke. BellSouth's IDLC restriction, therefore, significantly discriminates against NEXTLINK in providing access to unbundled loops.

Q. BELLSOUTH HAS STATED IN RESPONSE TO NEXTLINK'S DATA REQUEST NO. 33 THAT IT DOES NOT KNOW WHETHER THE PERCENTAGE OF LOOPS SERVED BY IDLC IN TENNESSEE IS INCREASING. DO YOU HAVE REASON TO BELIEVE THAT THE PERCENTAGE OF LOOPS SERVED USING DIGITAL LOOP TECHNOLOGY IS IN FACT INCREASING?

A. Yes, I believe that BellSouth is increasing the percentage of loops within its Tennessee network that are served using digital loop technology. It may be that NEXTLINK worded its question imprecisely, leading to a somewhat misleading response from BellSouth. BellSouth and all other local carriers are increasingly deploying IDLC and other similar high capacity services such as ADSL and HDSL because they allow better services to be provided more cheaply and efficiently.

Q. ARE THERE ANY OTHER WAYS IN WHICH BELLSOUTH HAS DISCRIMINATED AGAINST NEXTLINK IN PROVIDING ACCESS TO UNBUNDLED LOOPS?

A. BellSouth has created a number of difficulties for NEXTLINK in transferring loops from BellSouth to NEXTLINK for use in serving customers who have chosen NEXTLINK for their local service. These problems are discussed in detail in the testimony of Ms. Dickinson. There have also been technical problems with a number of the loops BellSouth has provided to NEXTLINK. It is common for loops BellSouth provides to NEXTLINK to perform at low transmission levels, causing static and noise on the line, and interfering with the operation of modems and facsimile machines. Some of these problems may be caused by BellSouth's decision to route NEXTLINK's customers through the access tandem as discussed above. Another common cause of this problem appears to be BellSouth's use of old or malfunctioning channel banks in the BellSouth central offices for loops that are transferred to NEXTLINK. Loops that are performing well when BellSouth serves the customer in some cases operate at substantially lower quality once the loop is transferred to NEXTLINK. In some cases, NEXTLINK has been

able to resolve these loop quality problems only by installing additional NEXTLINK equipment in the NEXTLINK collocation space to avoid the use of BellSouth channel banks.

2. Access to Other Network Elements

Q HAS BELLSOUTH RESTRICTED NEXTLINK'S ACCESS TO OTHER UNBUNDLED NETWORK ELEMENTS?

A. Yes, it has. BellSouth has refused to provide NEXTLINK with nondiscriminatory access to BellSouth's SS7 network. In addition, BellSouth refuses to permit NEXTLINK to have access to digital cross-connect systems ("DCS"). Finally, until recently, BellSouth had refused over a period of several months to provide NEXTLINK with access to BellSouth's CNAM database.

Q. IN WHAT WAY HAS BELLSOUTH PREVENTED NEXTLINK FROM OBTAINING NONDISCRIMINATORY ACCESS TO BELLSOUTH'S SS7 NETWORK?

A. In early 1997, NEXTLINK has been requesting that BellSouth permit NEXTLINK to establish redundant routing from the NEXTLINK switch to BellSouth's signaling transfer points ("STPS") in Nashville. NEXTLINK wants redundant routing to ensure that NEXTLINK would continue to have access to the SS7 network if NEXTLINK's other access routes fail or become congested.

BellSouth agrees that the routing arrangement requested by NEXTLINK is technically feasible. Nevertheless, BellSouth has refused to permit NEXTLINK to enter into this redundant routing arrangement.

NEXTLINK needs the redundant routing it has requested so that it may ensure uninterrupted service to its end users. In fact, at least one of the outages I have discussed above would have been prevented if this redundant routing had been in place. BellSouth's refusal to permit this arrangement discriminates against NEXTLINK in its ability to provide local service in competition with BellSouth.

Q. HOW HAS BELLSOUTH DISCRIMINATED AGAINST NEXTLINK IN PROVIDING ACCESS TO DIGITAL CROSS-CONNECT SYSTEMS?

A. BellSouth's Statement of Generally Available Terms ("SGAT") on file with its Section 271 application in this State permits all new entrants to have access to DCS. These facilities permit the development of cost efficient, high speed interoffice services by aggregating and disaggregating high speed traffic. New entrants need access to DCS so that they can implement high speed interoffice services.

Although offered in the SGAT, BellSouth initially refused to provide NEXTLINK with any access to DCS. More recently, BellSouth has agreed that it will offer DCS to NEXTLINK under significant limitations. BellSouth proposes that NEXTLINK may have access to DCS only in central offices in which NEXTLINK is collocated. Moreover, BellSouth will require the payment of fees that it has not yet defined to provide facilities that are also not yet defined for interconnection between the DCS and

NEXTLINK's collocation space. These conditions significantly limit the availability of DCS to NEXTLINK.

Q. WHAT IS THE CNAM DATA BASE?

A. The CNAM database stores customer names. It is used to provide vertical services such as caller ID. When a call is made to a customer who has caller ID, an inquiry is routed over an SS7 network to the CNAM database maintained by the caller's local carrier. The inquiry obtains the caller's identification for delivery to the called customer. Without access to BellSouth's CANM database, NEXTLINK could not provide meaningful caller ID services to its customers. NEXTLINK customers would have no access to the identities of callers who receive local service from BellSouth.

Q. PLEASE DESCRIBE HOW NEXTLINK MAINTAINS ITS CNAM DATABASE.

A. The names of all NEXTLINK customers are stored in a CNAM database that is maintained by Illuminet, a third-party provider of database services. In addition, NEXTLINK purchases SS7 services from GTE Intelligent Network Services ("GTEINS") that are used to make inquiries or "dips" into the databases maintained by Illuminet and other database providers.

Q. PLEASE DESCRIBE NEXTLINK ATTEMPTS TO OBTAIN ACCESS TO THE BELLSOUTH CNAM DATABASE.

A. NEXTLINK began to inquire of BellSouth regarding the possibility of access to the BellSouth CNAM database in August 1997. GTEINS, on NEXTLINK's behalf, proposed

to enter into an interconnection agreement with BellSouth so that NEXTLINK could access the BellSouth CNAM database through GTEINS. Under this proposed agreement BellSouth would also have accessed the NEXTLINK Illuminet CNAM database through GTEINS.

BellSouth agreed that this proposal was technically feasible. Nevertheless, BellSouth initially refused to provide the requested access. See Exhibit 6. BellSouth based its refusal on the fact that "standard operating procedure" for CNAM required that NEXTLINK itself own a CNAM database to which it would permit BellSouth access on a reciprocal basis.

In October 1997, BellSouth proposed a technical solution to the issue of CNAM database access. Later in the month, BellSouth advised NEXTLINK that the solution it had proposed would not work. After proposing another solution, BellSouth indicated that it would need to enter into a contract with GTEINS in order to implement the solution. A month after sending the contract to GTEINS, BellSouth determined that it would prefer to contract directly with NEXTLINK.

During the first week of December 1997, BellSouth sent its proposed contract to NEXTLINK. The contract sent by BellSouth included wrong pricing information. On December 19, 1997, BellSouth proposed a different technical solution to access. Not until January 1998 did NEXTLINK finally obtain the access to BellSouth's CNAM database that it first sought in early 1997.

Even today, BellSouth does not access NEXTLINK's CNAM database. For this reason, through no fault of NEXTLINK, BellSouth customers using Caller ID services do not receive the names of NEXTLINK customers who call them. NEXTLINK customers have complained of this discriminatory treatment by BellSouth.

Q. HOW HAVE BELLSOUTH'S RESTRICTIONS ON NEXTLINK'S ABILITY TO ACCESS NETWORK ELEMENTS AFFECTED NEXTLINK?

A. BellSouth has rendered NEXTLINK incapable of offering service to its customers of the same quality as the service offered by BellSouth to its own customers. As I have indicated, lack of redundant routing to BellSouth's SS7 network has already caused at least one outage in the NEXTLINK network. The restrictions and delays placed by BellSouth on access to DCS and the CNAM database have restricted NEXTLINK's ability to offer certain services to its customers. Moreover, the protracted negotiations BellSouth has required before permitting even limited access have directed NEXTLINK resources that could have been devoted to providing telecommunication services to Tennessee consumers. BellSouth has thousands of employees, and, at times, appears to have adopted a "wear them down at all costs" attitude toward negotiations with NEXTLINK. NEXTLINK's 200 employees are no match for the resources BellSouth has thrown at its efforts to hinder NEXTLINK's business.

Q. IN ADDITION TO THE RESTRICTIONS BELLSOUTH HAS PLACED ON NEXTLINK'S ACCESS TO INTERCONNECTION AND UNBUNDLED NETWORK

ELEMENTS, DO YOU HAVE OTHER CONCERNS WITH THE MANNER IN WHICH BELLSOUTH HAS DEALT WITH NEXTLINK?

A. I have a number of other significant concerns with BellSouth's performance that lead me to question whether BellSouth will ever provide adequate service to NEXTLINK. I have been working with BellSouth for almost two years in an effort to obtain the kind of service that will allow NEXTLINK the ability to provide quality service to NEXTLINK's own customers. BellSouth has continually frustrated NEXTLINK's efforts. BellSouth is unwilling to display any flexibility in its dealings with NEXTLINK. Proposals by NEXTLINK for ways to improve the manner in which BellSouth provides service are met with inattention, rate recitation of policy, or downright hostility. Rarely does BellSouth display any interest in actually working toward a solution for the problems that exist in the service it provides.

Q. BASED ON NEXTLINK'S EXPERIENCE WITH BELLSOUTH, WHAT IS YOUR RECOMMENDATION TO THE TENNESSEE REGULATORY AUTHORITY?

A. The Tennessee Regulatory Authority should advise the Federal Communications Commission that BellSouth has not met the 14-point checklist provided in § 271 of the 1996 Telecommunications Act and should recommend that BellSouth's application for authority to offer in-region interLATA service be denied. BellSouth has significantly restricted NEXTLINK's access to unbundled loops and with those restrictions limited the competition it must face from new entrants. In addition, the interconnection

arrangements and unbundled network elements that BellSouth provides to NEXTLINK are inferior in quality to those BellSouth provides to itself.

STATE OF TENNESSEE)
) ss.
COUNTY OF Davidson)

Russell Land, being first duly sworn, on oath deposes and says that he is a Vice President of NEXTLINK Tennessee, L.L.C. and that he has read the within and foregoing NEXTLINK's Direct and Rebuttal Testimony of Russell Land, knows the contents thereof, and believes the same to be true.

Russell Land

SUBSCRIBED AND SWORN to before me this 27 day of March, 1998.

Joan Rochl
NOTARY PUBLIC in and for the State of Tennessee, residing at _____
My appointment expires March 24, 2001
Print Name Joan Rochl

NEXTLINK TENNESSEE, LLC
TRA DOCKET NO. 97-00309
DIRECT TESTIMONY OF RUSSELL LAND

EXHIBITS 1-6

BELLSOUTH

BellSouth Telecommunications, Inc.
Room 22A1
333 Commerce Street
Nashville, Tennessee 37201-3300

Regulatory

BellSouth Telecommunications, Inc.
TN Docket 97-00309
NextLink's 1st Document Requests
Item 1
Attachment

March 3, 1997

Ms. Dana R. Schaffer
Director - Regulatory and Governmental Affairs
NEXTLINK
105 Molloy Street, Suite 300
Nashville, TN 37201

Dear Ms. Schaffer:

I have completed an investigation into the network blockages experienced by NEXTLINK customers on February 28, 1997. Apparently a blocking condition resulted when a technician keyed in an incorrect number while working to resolve another, unrelated, problem. BellSouth corrected the problem and restored the network to proper operation by 4:30 p.m. Calls from NEXTLINK customers into BellSouth's network were not affected during this time.

BellSouth strives to consistently provide high quality interconnection services to NEXTLINK, and we very much regret this situation and the inconvenience experienced by NEXTLINK's customers.

Sincerely,

Paul Stinson

Paul T. Stinson

NEXTLINK Tennessee, LLC
TRA Docket No. 97-00309
Direct Testimony of Russell Land
Exhibit 1
Page 1 of 1

July 15, 1997

Ms. Dana Shaffer
NEXTLINK
Director of Regulatory
105 Molloy Street
Suite 300
Nashville, Tennessee 37201

Dear Dana:

Enclosed you will find BellSouth's response to your request for information concerning the May 29, 1997 outage that NEXTLINK experienced in Nashville, Tennessee. After you have reviewed this information, should you have any additional questions or comments, please feel free to call me at (205) 977-0535 or Donna Hartley at (205) 977-0087.

Sincerely,

William French
Sales Director

Attachment:

cc: Donna Hartley, BellSouth
Paul Stinson, BellSouth

NEXTLINK loss of toll service May 29, 1997

On May 29, 1997, BellSouth detected an excessive number of call delivery failures in the Nashville Access Tandem, which provides interconnection to all local competitors and provides toll service to BellSouth customers and several Independent Companies in middle Tennessee. The frequency of these failures reached a level which, if unresolved, could have severely affected switch performance for all customers, including NEXTLINK. Normal escalation procedures within BellSouth were used to investigate these failures, and it was determined that these failures were being caused by the Access Tandem's attempts to process incoming 17-digit toll calls to NEXTLINK. The translations arrangement agreed to between BellSouth and NEXTLINK allowed toll calls with a maximum of 10 digits to be routed on the local trunk group. Immediate action was required to prevent a switch failure. Therefore, all NEXTLINK incoming toll traffic was routed to a toll group between the BellSouth Nashville Access Tandem and NEXTLINK. This toll group had been established for further growth but had not been activated with NEXTLINK. BellSouth personnel who rerouted the traffic did not realize that the toll group was inactive.

Subsequent calls from NEXTLINK to the BellSouth ACAC reported that NEXTLINK was not receiving any incoming toll calls from the Access Tandem. Further investigation indicated that this was due to the inactive toll group described above. BellSouth explained the problem encountered in the Access Tandem with NEXTLINK's incoming toll calls and NEXTLINK made the necessary changes in its network to accept toll calls over the newly activated toll group.

BellSouth had no notification from NEXTLINK of any impending changes to NEXTLINK's incoming toll traffic in Nashville, i.e., some toll calls would exceed 10 digits. The required change in toll traffic routing to handle calls exceeding 10 digits should have been better coordinated by both companies. However, BellSouth should have notified NEXTLINK of changes made. BellSouth's investigation found no indication of any action by BellSouth employees to deliberately disrupt traffic.

BellSouth practices will be modified to ensure that Competing Local Exchange Companies (CLECs) will be contacted when routing changes of this type are necessary. These procedures will be reviewed with all appropriate employees to ensure their understanding.

June 24 outage

BELLSOUTH

BellSouth Interconnection Services
South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

205 977-0535
Fax 205 977-0037
Pager 800 729-1372

William D. French
Sales Director

July 15, 1997

Ms. Dana Shaffer
NEXTLINK
Director of Regulatory
105 Molloy Street
Suite 300
Nashville, Tennessee 37201

Dear Dana:

Enclosed you will find BellSouth's response to your request for information concerning the June 24, 1997 SS7 outage that NEXTLINK experienced in Nashville, Tennessee. After you have reviewed this information, should you have any additional questions or comments, please feel free to call me at (205) 977-0535 or Donna Hartley at (205) 977-0087.

Sincerely,

William French
Sales Director

Enclosure

cc: Donna Hartley, BellSouth
Paul Stinson, BellSouth

This report will address the SS7 network problem which occurred on June 24, 1997.

NEXTLINK currently obtains SS7 service through GTE INS. On April 7, 1997, NEXTLINK notified BellSouth of plans to connect its Nashville network directly to BellSouth's SS7 network, and a project was created to coordinate this activity. Orders for new SS7 links between NEXTLINK's switch and BellSouth's Nashville Signal Transfer Points (STP) were issued with a due date of June 24, 1997. Although BellSouth's end of these links was ready for testing, NEXTLINK was not able to provide the resources on their end to complete the testing by this due date.

As specified by NEXTLINK, conversion plans kept the same network point code, or network address, for their local Nashville traffic throughout this transition. This approach complicated the project since it would require a "hot cut" with live traffic. Use of a second point code would have permitted complete testing of the new arrangement before committing any live traffic.

On June 24, 1997, NEXTLINK contacted BellSouth at approximately 9:30 a.m. CDT to report a failure in local service interconnection between its network and BellSouth. A BellSouth team joined a conference call with NEXTLINK and their SS7 vendor to identify and correct the problem. The BellSouth participants on that call reported that BellSouth had made no changes in their network to cause this failure.

Subsequent investigation by BellSouth determined that changes were made in BellSouth's Nashville STPs which effectively routed signaling information to the new SS7 links which NEXTLINK had ordered but not completely tested. This action caused the network failure since the links were not ready for use. Network service was restored at approximately 11:00 a.m. In retrospect, there should have been closer coordination with NEXTLINK in testing these links and ensuring that the STP change was not made before NEXTLINK was ready..

BellSouth's investigation found no indication of any action by employees to deliberately disrupt NEXTLINK traffic. That investigation has also determined that the employees participating on the June 24, 1997 conference call were unaware, at the time of the call, of the change which had been made in the Nashville STPs. BellSouth has reviewed existing procedures and determined that they properly address the steps required for a conversion of this type. Further, BellSouth is reviewing these procedures with the appropriate employees to ensure complete understanding of these procedures.

September 26, 1997

Greg Breetz
NEXTLINK
105 Molloy Street, Suite 300
Nashville, TN 37201

Dear Mr. Breetz:

This is in response to your request for an investigation and report of the details concerning the outage on September 15, 1997 for NEXTLINK's customers. Attached are the results of that investigation.

As your business partner, BellSouth is making every effort to improve delivery of services to end users.

I am available to discuss this with you at your convenience. Please call me at (205) 977-0920 or e-mail me at Donna.Hartley2@bridge.bellsouth.com. Thank you.

Sincerely,

Donna Hartley
Regional Account Manager

Attachment

cc: Amanda Grant, Marc Cathey, Elaine Lantz, Dana Shaffer

POST MORTEM FOR NEXTLINK
TRUNKING TRAFFIC DISRUPTION

CHRONOLOGY

On Friday, September 12, 1997 the planned split of the 615/931 NPA's was accomplished by BellSouth at approximately 6:00 p.m. On Monday, September 15, 1997 at about 2:00 p.m. some incoming toll traffic experienced blocking. This traffic involved several interexchange carriers and local exchange carriers in Middle Tennessee. This blocking condition lasted for approximately thirty-five minutes.

ROOT CAUSE ANALYSIS

The 615/931 NPA split required BellSouth to add a Foreign NPA (FNPA) Control table to the Nashville Access Tandem in order to properly route incoming toll calls to offices in either NPA. This table was not required prior to the NPA split since only one NPA existed in the Nashville LATA. The service disruption was caused by the omission of 15 NXX codes in the FNPA Control table. This omission included two of NEXTLINK's five codes. When the Access Tandem attempted to process some incoming toll calls to the NEXTLINK codes missing from the FNPA Control table, the call processing defaulted to an arrangement which routed these calls to a one-way trunk group from BellSouth to NEXTLINK. Had these codes been included in the FNPA Control table, these calls would have been routed correctly.

At approximately 2:00 p.m. on September 15, 1997, NEXTLINK contacted the Network Infrastructure Service Center (NISC) to report the incorrectly routed traffic. NISC personnel immediately started an investigation, corrected the missing NEXTLINK NXX codes and proceeded to look for other codes which were missing from the FNPA Control table. The problem was corrected by approximately 2:35 p.m. The NISC also requested that NEXTLINK contact the ACAC and initiate a trouble ticket on this problem.

CORRECTIVE ACTION

Once service was restored, the NISC took the additional step of adding a Class of Service Screen in the switch specifically for CLEC traffic This screen should prevent any default arrangement from changing the routing on CLEC traffic and will provide additional notice to NISC personnel when accessing translations on CLEC trunks. BellSouth has added this Screen to all CLEC trunking in Tennessee.

CONCLUSION

BellSouth completed the scheduled split of the 615/931 NPA's on September 15, 1997, as scheduled. The omission of some NXX information in a database affected some incoming toll traffic to other local exchange carriers in Middle Tennessee. When notified of this outage, the Network Infrastructure Service Center immediately initiated an investigation and corrected the problem within approximately thirty-five minutes. To prevent a reoccurrence of this situation, BellSouth added a Class of Service Screen which overrides all attempts to change the routing on CLEC traffic without hands-on intervention. This feature was added statewide for all CLECs.

Amendment to
The Interconnection Agreement
Between NEXTLINK Tennessee, LLC
and BellSouth Telecommunications, Inc.
Dated May 1, 1996

Pursuant to this Agreement (the "Amendment") NEXTLINK Tennessee, LLC ("NEXTLINK") and BellSouth Telecommunications, Inc., ("BellSouth") hereinafter referred to collectively as the "Parties" hereby agree to amend that certain Interconnection Agreement between the Parties dated May 1, 1996 ("Interconnection Agreement").

I. *SCOPE OF AMENDMENT*

A. BellSouth hereby grants to NEXTLINK a right to occupy that certain enclosed area designated by BellSouth within a BellSouth Central Office, of a size and dimension which is specified by NEXTLINK and agreed to by BellSouth (hereinafter "Collocation Space"). BellSouth will design and construct for NEXTLINK, a wall or other delineation to establish a clear division between the Collocation Space and other areas of the Central Office dedicated to BellSouth's use pursuant to the terms and conditions set forth herein.

B. NEXTLINK shall use the Collocation Space for the purposes of installing, maintaining and operating NEXTLINK's equipment (to include testing and monitoring equipment) which is used to interconnect with telecommunications services and facilities provided by BellSouth. Pursuant to Article III, following, NEXTLINK may place NEXTLINK-owned fiber entrance facilities to the Collocation Space, in which case the arrangement is designated "Expanded Interconnection." Placement of equipment in the Collocation Space without the use of NEXTLINK-owned entrance facilities is designated "Service Interconnection." In addition to, and not in lieu of, interconnection to BellSouth services and facilities, NEXTLINK may connect to other interconnectors within the designated Central Office. The Collocation Space may be used for no other purposes except as specifically described herein or authorized in writing by BellSouth.

C. NEXTLINK may not provide or make available space within the Collocation Space to any third party. Any violation of this provision shall be deemed a material breach of this Agreement.

D. NEXTLINK agrees to pay the rates and charges identified at Exhibit A hereto.

E. A Collocation Space will be provided to NEXTLINK at each Central Office identified at Exhibit B hereto, which Exhibit shall be updated from time to time as additional Central Offices are made subject to the terms of this Agreement.

II. *TERM OF AGREEMENT*

A. Commencement Date. The "Commencement Date" shall be the first day after NEXTLINK's equipment becomes operational as described in subparagraph B, following. This Agreement shall be coterminous with the Interconnection Agreement. The terms of the Interconnection Agreement regarding renegotiation of revised interconnection arrangements shall apply to this Agreement. Until the effective date of such revised interconnection arrangements the parties shall continue the physical collocation arrangement pursuant to the terms of this Amendment.

B. Occupancy. BellSouth will use its best efforts to prepare the collocation space within the negotiated construction interval. BellSouth will notify NEXTLINK that the Collocation Space is ready for occupancy within 5 business days following the completion of preparation activities and the successful inspection of the prepared space. NEXTLINK must place operational telecommunications equipment in the Collocation Space and connect with BellSouth's network within one hundred eighty (180) days after receipt of such notice. NEXTLINK may request an extension beyond one hundred eighty (180) days upon a demonstration by NEXTLINK that NEXTLINK has made a good faith effort to complete installation by the prescribed date or circumstances beyond its reasonable control prevented NEXTLINK from completing installation by the prescribed date. BellSouth shall not unreasonably withhold its consent to such extension. If NEXTLINK fails to place operational telecommunications equipment in the Collocation Space within 180 days and such failure continues for a period of thirty (30) days after receipt of written notice from BellSouth, then and in that event this Agreement shall terminate and BellSouth shall have no further obligations to NEXTLINK hereunder. Termination of the Agreement pursuant to this paragraph shall not operate to release NEXTLINK from its obligation to reimburse BellSouth for all costs reasonably incurred by BellSouth in preparing the Collocation Space, but rather such obligation shall survive this Agreement. For purposes of this paragraph, NEXTLINK's telecommunications equipment will be operational when cross-connected to BellSouth's network for the purpose of service provision.

C. Termination. NEXTLINK may terminate this Agreement upon thirty (30) days prior written notice to BellSouth. Upon termination, NEXTLINK at its expense shall remove its equipment and other property from the Collocation Space. NEXTLINK shall have thirty (30) days from the termination date to complete such removal; provided, however, that NEXTLINK shall continue payment of monthly fees to BellSouth until such date as NEXTLINK has fully vacated the Collocation Space. Should NEXTLINK fail to vacate the Collocation Space within thirty (30) days from the termination date, BellSouth shall have the right to remove the equipment and other property of NEXTLINK at NEXTLINK's expense and with no liability for damage or injury to NEXTLINK's property unless caused by the negligence or intentional misconduct of BellSouth. If NEXTLINK determines that it does not wish to renew its occupancy of the Collocation Space, NEXTLINK shall surrender the Collocation Space to BellSouth in the same condition as when first occupied by NEXTLINK except for ordinary wear and tear or changes authorized by BellSouth in writing.

III. *USE OF COLLOCATION SPACE*

A. Nature of Use. BellSouth shall permit NEXTLINK to place, maintain and operate in the Collocation Space any equipment that NEXTLINK is authorized by BellSouth and by Federal or State regulators to place, maintain and operate in collocation space and that is used by NEXTLINK to provide services which NEXTLINK has the legal authority to provide. The equipment must at a minimum

comply with the BellCore Network Equipment Building System (NEBS) General Equipment Requirements (TR-NWT-000063) and National Electric Code standards. NEXTLINK may elect to enclose the Collocation Space.. NEXTLINK shall not use the Collocation Space for marketing purposes. NEXTLINK shall place no signs or marking of any kind in the area surrounding the Collocation Space or on the grounds of the Central Office housing the Collocation Space.

B. Entrance Facilities. NEXTLINK may elect to place NEXTLINK-owned entrance facilities into the Collocation Space. BellSouth will designate the point of interconnection in proximity to the central office building housing the Collocation Space, such as an entrance manhole or a cable vault. NEXTLINK will provide and place cable at the point of interconnection of sufficient length to be pulled through conduit and into the splice location. No splicing will be permitted in the entrance manhole. NEXTLINK will provide a sufficient length of fire retardant riser cable, to which the entrance cable will be spliced, which will extend from the splice location to NEXTLINK's equipment in the Collocation Space. NEXTLINK will contact BellSouth for instructions prior to placing the entrance facility cable in the manhole. NEXTLINK is responsible for maintenance of the entrance facilities. Dual entrance will be permitted where capacity exists. Where dual entrance is denied due to lack of capacity, BellSouth will so state in the Application response. The interconnection point for entrance facilities extending from a rooftop antenna will be designated by BellSouth on the Application/Inquiry response.

C. Demarcation Point. A point-of-termination bay(s) will designate the point(s) of interconnection between NEXTLINK's equipment and/or network and BellSouth's network. Each party will be responsible for maintenance and operation of all equipment/facilities on its side of the demarcation point.

D. NEXTLINK's Equipment and Facilities. NEXTLINK is solely responsible for the design, engineering, testing, performance, monitoring, maintenance, and repair of the equipment and facilities used by NEXTLINK in the Collocation Space. Without limitation of the foregoing provisions, NEXTLINK will be responsible for servicing, supplying, repairing, installing and maintaining the following: (1) cable(s); (2) equipment; (3) point-of-termination cross-connects; (4) point of termination maintenance, including replacement fuses and circuit breaker restoration, if not performed by BellSouth; and (5) connection cable(s) and associated equipment which may be required within the Collocation Space to the points of interconnection.

E. Access and Administration. NEXTLINK and/or its approved agent(s) shall have access to the Collocation Space on a 24 hour, seven day a week basis. A security escort will be required at Central Offices where separate, secured ingress and egress are not available and access would require NEXTLINK to traverse restricted areas. BellSouth agrees, however, that no escort fees will be assessed against NEXTLINK for the presence of any BellSouth employee or agent, including security escorts, during or because of work done or NEXTLINK access required to facilitate a conversion from virtual to physical collocation or a coordinated cutover of an unbundled loop order(s). In addition, no overtime or other labor cost will be assessed to NEXTLINK for the provision of services by BellSouth for coordinated conversions pursuant to the terms in Paragraph 8 of the Unbundled Loop Amendment to the Interconnection Agreement. All employees, agents and contractors of NEXTLINK having access to the Collocation Space shall comply with BellSouth's policies and practices pertaining to fire, safety and security, and each such employee, agent or contractor shall display an identification badge issued by NEXTLINK or BellSouth certified vendor which contains a current photo, the individual's name and company name/logo. NEXTLINK agrees to comply with all laws, ordinances and regulations affecting the use of the Collocation Space. For central offices in which an escort is required, BellSouth will establish procedures to provided expedited access in the event of an emergency. Such procedures shall,

at a minimum, assign NEXTLINK's request for access a priority at parity with that which BellSouth assigns itself or any other telecommunications service provider for similar central office emergencies.

F. Interference or Impairment. Notwithstanding any other provisions of this Agreement, equipment and facilities placed in the Collocation Space shall not interfere with or impair service provided by BellSouth or by any other collocator located in the Central Office; shall not endanger or damage the facilities of BellSouth or of any other collocator, the Collocation Space, or the Central Office; shall not compromise the privacy of any communications carried in, from, or through the Central Office; and shall not create an unreasonable risk of injury or death to any individual or to the public. If BellSouth reasonably determines that any equipment or facilities of NEXTLINK violate the provisions of this paragraph, BellSouth shall give written notice to NEXTLINK, which notice shall direct NEXTLINK to cure the violation within twenty-four (24) hours or, at a minimum, to commence curative measures within 24 hours and to exercise reasonable diligence to complete such measures as soon as possible thereafter. If NEXTLINK fails to take curative action within 24 hours of receipt of notice or if the violation is of a character which poses an immediate and substantial threat of damage to property, injury or death to any person, or interference/impairment of the services provided by BellSouth, then and in that event BellSouth may take such action as it deems appropriate to correct the violation, including without limitation the interruption of electrical power to NEXTLINK's equipment. BellSouth will endeavor, but is not required, to provide additional notice to NEXTLINK prior to taking such action and shall have no liability to NEXTLINK for any damages arising from such action, except to the extent that such action by BellSouth constitutes willful misconduct.

G. Personalty and its Removal. Subject to requirements of this Agreement, NEXTLINK may place or install in or on the Collocation Space such facilities and equipment as it deems desirable for the conduct of business. Personal property, facilities and equipment placed by NEXTLINK in the Collocation Space shall not become a part of the Collocation Space, even if nailed, screwed or otherwise fastened to the Collocation Space, but shall retain their status as personalty and may be removed by NEXTLINK at any time. Any damage caused to the Collocation Space by the removal of such property shall be promptly repaired by NEXTLINK at its expense.

H. Alterations. In no case shall NEXTLINK or any person acting on behalf of NEXTLINK make any rearrangement, modification, improvement, addition, repair, or other alteration to the Collocation Space or the BellSouth Central Office without the written consent of BellSouth, which consent shall not be unreasonably withheld. The cost of any such specialized alterations shall be paid by NEXTLINK.

IV. *ORDERING AND PREPARATION OF COLLOCATION SPACE*

A. Application for Space. NEXTLINK shall submit to BellSouth a complete and accurate Application and Inquiry document, together with payment of the Application Fee as stated in Exhibit A. The Application shall contain a detailed description and schematic drawing of the equipment to be placed in NEXTLINK's Collocation Space(s) and an estimate of the amount of square footage required. BellSouth will respond to NEXTLINK's Application in writing following the completion of review, planning and design activities. Such response will include estimates on space availability, space preparation costs and space availability dates. BellSouth will provide a response to all applications within thirty (30) business days of receipt of application, except that BellSouth will respond to applications pending at the time of execution of this agreement within five (5) business days.

B. Bona Fide Firm Order. NEXTLINK shall indicate its intent to proceed with equipment installation in a BellSouth Central Office by submitting a Bona Fide Firm Order to BellSouth. A Bona Fide Firm Order requires NEXTLINK to complete the Application/Inquiry process described in subparagraph A, preceding, submit an updated Application document based on the outcome of the Application/Inquiry process, and pay all applicable fees referenced in Article V, following. The Bona Fide Firm Order must be received by BellSouth no later than 30 business days after BellSouth's response to NEXTLINK's Application/Inquiry. Space preparation for the Collocation Space will not begin until BellSouth receives the Bona Fide Firm Order and all applicable fees. BellSouth will commence joint planning with NEXTLINK within twenty (20) business days of receipt of a Bona Fide Firm Order and applicable fees.

C. Use of Certified Vendor. NEXTLINK shall select an equipment installation vendor which has been approved as a BellSouth Certified Vendor to perform all engineering and installation work required in the Collocation Space. BellSouth shall provide NEXTLINK with a list of Certified Vendors upon request. The Certified Vendor shall be responsible for installing NEXTLINK's equipment and components, extending power cabling to the BellSouth power distribution frame, performing operational tests after installation is complete, and notifying BellSouth's equipment engineers and NEXTLINK upon successful completion of installation. Certified Vendor shall bill NEXTLINK directly for all work performed for NEXTLINK pursuant to this Agreement and BellSouth shall have no liability for nor responsibility to pay such charges imposed by the Certified Vendor.

D. Alarm and monitoring. BellSouth shall place environmental alarms in the Central Office for the protection of BellSouth equipment and facilities. NEXTLINK shall be responsible for placement, monitoring and removal of environmental and equipment alarms used to service the Collocation Space. Upon request, BellSouth will provide NEXTLINK with applicable tariffed service(s) to facilitate remote monitoring of collocated equipment by NEXTLINK. Both parties shall use best efforts to notify the other of any verified environmental hazard known to that party.

E. Conversion of Existing Arrangements. Upon request of NEXTLINK, BellSouth shall convert existing Virtual Collocation arrangements to Physical Collocation arrangements. NEXTLINK shall reimburse BellSouth for the costs associated with such conversion. Pursuant to the Unbundled Loop Amendment, BellSouth shall not assess rearrangement charges or other nonrecurring for unbundled loops installed to the Virtual Collocation arrangements that are being converted to Physical Collocation arrangements where unbundled loops are installed between the execution date of this Amendment and the Commencement Date of the physical collocation arrangement to which the loops are being converted or a negotiated "cut-off" date, whichever is sooner. NEXTLINK agrees to pay the appropriate nonrecurring charges for the initial installation of unbundled loops to the virtual collocation arrangement being converted.

F. Basic Telephone Service. Upon request of NEXTLINK, BellSouth will provide basic telephone service to the Collocated Space under the rates, terms and conditions of the current tariff offering for the service requested.

G. Space Preparation. BellSouth shall pro rate the costs of any renovation or upgrade to Central Office space or support mechanisms which is required to accommodate NEXTLINK's request for space. NEXTLINK's pro rated share will be calculated by applying to total costs a percentage equivalent to the amount of square footage occupied by NEXTLINK divided by the total Central Office

square footage receiving renovation or upgrade. For this section, support mechanisms may include, but not be limited to heating/ventilation/air conditioning (HVAC) equipment, HVAC duct work, cable support structure, fire wall(s), mechanical upgrade, asbestos abatement, ground plane addition, or separate ingress/egress construction. Such renovation or upgrade will be evaluated and the charges assessed on a per Central Office basis. BellSouth shall provide NEXTLINK documentation of the calculation of the space preparation fee as part of its response to NEXTLINK's application. BellSouth will make reasonable efforts to provide for occupancy of the Collocation Space on the negotiated date (said date not to exceed three (3) months from receipt of Bona Fide Firm Order) and will advise NEXTLINK of delays. NEXTLINK agrees BellSouth shall not be liable to NEXTLINK for delays in providing possession of the Collocation Space.

H. Cancellation. If NEXTLINK cancels its order for the Collocation Space(s), NEXTLINK will reimburse BellSouth for any expenses incurred up to the date that written notice of the cancellation is received. In no event will the level of reimbursement under this paragraph exceed the maximum amount NEXTLINK would have otherwise paid for work undertaken by BellSouth if no cancellation of the order had occurred.

V. *RATES AND CHARGES*

NEXTLINK shall pay for Collocation Space(s) according to the rates contained in Exhibit A and pursuant to the following:

A. Non-recurring Fees. In addition to the Application Fee referenced in Article IV preceding, NEXTLINK shall remit payment of a cable installation fee, space construction fee, as applicable, and one-half (1/2) of the estimated space preparation fee coincident with submission of a Bona Fide Firm Order. The outstanding balance of the actual space preparation fee shall be due 30 days following NEXTLINK's acceptance of the space. BellSouth shall provide documentation to establish the actual Space Preparation Fee. Cable installation fee(s) are assessed per entrance fiber placed. No cable installation fee is required for Service Interconnection. The space preparation fee will be pro rated. NEXTLINK's pro rated share will be calculated by applying to total estimated costs a percentage equivalent to the amount of square footage occupied by NEXTLINK divided by the total Central Office square footage receiving renovation or upgrade and BellSouth will provide NEXTLINK documentation of those estimated costs and square footage amounts. The space construction fee is assessed for the materials and installation cost of the equipment arrangement enclosure. For modifications or additions to existing arrangements, BellSouth will require the submission of an Application Fee. When the requested modifications do not require BellSouth to expend capital, (i.e., additional space or power requirements, BST termination/cross-connect equipment, etc.), BellSouth will assess the Subsequent Application Fee referenced in Exhibit A in lieu of the Application Fee.

B. Floor Space. The floor space charge includes charges for lighting, heat, air conditioning, ventilation and other allocated expenses associated with maintenance of the Central Office but does not include amperage necessary to power NEXTLINK's equipment. When the Collocation Space is enclosed by walls, a cage or other divider, NEXTLINK shall pay floor space charges based upon the number of square feet so enclosed. When the Collocation Space is not enclosed by a cage or other divider, NEXTLINK shall pay floor space charges based upon the number of square feet contained in a shadow print of NEXTLINK's equipment racks and POT bay, plus a factor of 2.50, representing the collocator's

share of wiring and provisioning aisle space for provisioning and maintenance activities. Floor space charges are due beginning with the date on which BellSouth releases the Collocation Space for occupancy or on the date NEXTLINK first occupies the Collocation Space, whichever is sooner.

C. Power. Charges for -48V DC power will be assessed per ampere per month based upon the certified vendor engineered and installed power feed fused ampere capacity. Rates include redundant feeder fuse positions (A&B) and cable rack to NEXTLINK's equipment or equipment cage. Fuses and power feed cables (A&B) must be engineered (sized), furnished and installed by NEXTLINK's certified vendor. NEXTLINK's certified vendor must also provide a copy of the engineering power specification prior to the Commencement Date.

D. Security Escort. A security escort will be required whenever a collocator or approved agent desires access to the entrance manhole or must traverse a restricted area within BellSouth's central office. Security escort fees will not apply for NEXTLINK employees when performing a coordinated conversion from virtual to physical collocation or unbundled loop conversions, as set forth in Paragraph III.E. herein. Rates for a BellSouth security escort are assessed in one-half (1/2) hour increments according to the schedule appended hereto as Exhibit A.

VI. *INSURANCE*

A. NEXTLINK shall, at its sole cost and expense, procure, maintain, and keep in force insurance as specified in this Section VI and underwritten by insurance companies licensed to do business in the State of Tennessee and having a BEST Insurance Rating of B ++ X (B ++ ten).

B. NEXTLINK shall maintain the following specific coverages:

1. Commercial General Liability coverage in the amount of ten million dollars ($10,000,000.00) or a combination of Commercial General Liability and Excess/Umbrella coverage totaling not less than ten million dollars ($10,000,000.00). BellSouth shall be named as an ADDITIONAL INSURED on ALL applicable policies as specified herein.

2. Statutory Workers Compensation coverage and Employers Liability coverage in the amount of one hundred thousand dollars ($100,000.00) each accident, one hundred thousand dollars ($100,000.00) each employee by disease, and five hundred thousand dollars ($500,000.00) policy limit by disease.

3. NEXTLINK may elect to purchase business interruption and contingent business interruption insurance, having been advised that BellSouth assumes no liability for loss of profit or revenues should an interruption of service occur.

C. The limits set forth in B above may be increased by BellSouth from time to time during the term of this Agreement upon 30 days notice to NEXTLINK to at least such minimum limits as shall then be customary with respect to comparable occupancy of BellSouth structures.

D. All policies purchased by NEXTLINK shall be deemed to be primary and not contributing to or in excess of any similar coverage purchased by BellSouth. All insurance must be in effect on or before the date equipment is delivered to BellSouth's Central Office and shall remain in

effect for the term of this Agreement or until all NEXTLINK's property has been removed from BellSouth's Central Office, whichever period is longer. If NEXTLINK fails to maintain required coverages, BellSouth may pay the premiums thereon and seek reimbursement of same from NEXTLINK.

E. NEXTLINK shall submit certificates of insurance reflecting the coverages required pursuant to this Section a minimum of ten (10) days prior to the commencement of any work in the Collocation Space. NEXTLINK shall arrange for BellSouth to receive thirty (30) days advance notice of cancellation from NEXTLINK's insurance company. Notice of cancellation should be forwarded to:

BellSouth Telecommunications, Inc.
3535 Colonnade Parkway, Suite S9A1
Birmingham, AL 35243
Attn.: Insurance Coordinator

F. NEXTLINK must conform to recommendations made by BellSouth's fire insurance company to the extent BellSouth has agreed to, or shall hereafter agree to, such recommendations.

G. Failure to comply with the provisions of this Section will be deemed a material breach of this Agreement.

VII. *MECHANICS LIENS*

If any Mechanics Lien or other lien shall be filed against property of either party (BellSouth or NEXTLINK), or any improvement thereon by reason of or arising out of any labor or materials furnished, alleged to have been furnished, or to be furnished to or for the other Party, or by reason of any changes or additions to said property at the request or under the direction of the other Party, the other Party directing or requesting those changes or additions or to or for whom the labor or materials were furnished shall, within thirty (30) days after written notice from the Party against whose property said lien has been filed, either pay such lien or cause the same to be bonded off the affected property in the manner provided by law. The Party causing said lien to be placed against the property of the other also shall defend, at its sole cost and expense, on behalf of the other, any action, suit, or proceeding which may be brought for the enforcement of such liens and shall pay any damage and discharge any judgment entered.

VIII. *INSPECTIONS*

BellSouth shall conduct an inspection of NEXTLINK's equipment and facilities in the Collocation Space(s) prior to the activation of facilities between NEXTLINK's equipment and equipment of BellSouth. BellSouth may conduct an inspection if NEXTLINK adds equipment and may otherwise conduct routine inspections at reasonable intervals mutually agreed upon by the parties. BellSouth shall provide NEXTLINK with a minimum of forty-eight (48) hours or two (2) business days, whichever is greater, advance notice of all such inspections.

IX. *SECURITY*

Only BellSouth employees, BellSouth certified vendors and authorized employees or agents of NEXTLINK will be permitted in the BellSouth Central Office. NEXTLINK shall provide its employees and agents with picture identification which must be worn and visible at all times while in the Collocation Space or other areas in or around the Central Office. BellSouth may refuse entry to any person who fails to display the identification required by this section.

X. *INDEMNITY / LIMITATION OF LIABILITY*

The terms and conditions of Liability and Indemnity between the parties set forth in paragraph E. of the Interconnection Agreement shall govern with regard to collocation facilities and services, the same as if collocation facilities and services were listed therein in paragraph E. 3.

XI. *PUBLICITY*

Neither Party shall publish or use any advertising, sales promotions or other publicity materials that use the other Party's logo, trademarks or service marks without the prior written approval of the other Party.

XII. *DESTRUCTION OF COLLOCATION SPACE*

In the event a Collocation Space is wholly or partially damaged by fire, windstorm, tornado, flood or by similar causes to such an extent as to be rendered wholly unsuitable for NEXTLINK's permitted use hereunder, then either party may elect within ten (10) days after such damage, to terminate this Agreement, and if either party shall so elect, by giving the other written notice of termination, both parties shall stand released of and from further liability under the terms hereof. If the Collocation Space shall suffer only minor damage and shall not be rendered wholly unsuitable for NEXTLINK's permitted use, or is damaged and the option to terminate is not exercised by either party, BellSouth covenants and agrees to proceed promptly without expense to NEXTLINK, except for improvements not the property of BellSouth, to repair the damage. BellSouth shall have a reasonable time within which to rebuild or make any repairs, and such rebuilding and repairing shall be subject to delays caused by storms, shortages of labor and materials, government regulations, strikes, walkouts, and causes beyond the control of BellSouth, which causes shall not be construed as limiting factors, but as exemplary only. Where allowed and where practical in the sole judgment of BellSouth, NEXTLINK may erect a temporary facility while BellSouth rebuilds or makes repairs. In all cases where the Collocation Space shall be rebuilt or repaired, NEXTLINK shall be entitled to an equitable abatement of rent and other charges, depending upon the unsuitability of the Collocation Space for NEXTLINK's permitted use, until such Collocation Space is fully repaired and restored and NEXTLINK's equipment installed therein (but in no event later than thirty (30) days after the Collocation Space is fully repaired and restored).

XIII. *EMINENT DOMAIN*

If the whole of a Collocation Space shall be taken by any public authority under the power of eminent domain, then this Agreement shall terminate as of the day possession shall be taken by such public authority and rent and other charges for the Collocation Space shall be paid up to that day with proportionate refund by BellSouth of such rent and charges as may have been paid in advance for a period subsequent to the date of the taking. If any part of the Collocation Space shall be taken under eminent domain, BellSouth and NEXTLINK shall each have the right to terminate this Agreement and declare the same null and void, by written notice of such intention to the other party within ten (10) days after such taking.

XIV. *FORCE MAJEURE*

Neither party shall be in default by reason of any failure in performance of this Agreement, in accordance with its terms and conditions, if such failure arises out of causes beyond the control of the nonperforming party including, but not restricted to, acts of God, acts of government, insurrections, fires, floods, accidents, epidemics, quarantines, restrictions, strikes, freight embargoes, inability to secure raw materials or transportation facilities, acts or omissions of carriers or any and all other causes beyond the party's control.

XV. *ASSIGNMENT*

NEXTLINK acknowledges that this Agreement does not convey any right, title or interest in the Central Office to NEXTLINK. NEXTLINK may not sublet its rights under this Agreement, nor shall it allow a third party to use or occupy the Collocation Space at any time or from time to time without the prior written consent, and at the sole discretion, of BellSouth. This Agreement is not assignable by either party without the prior written consent of the other party, and any attempt to assign any of the rights, duties or obligations of this Agreement without such consent is void. Such consent will not be unreasonably withheld by either party. Notwithstanding the foregoing, either party may assign any rights, duties or obligations of this Agreement to a parent, subsidiary or affiliate without the consent of the other party.

XVI. *NONEXCLUSIVITY*

NEXTLINK understands that this Agreement is not exclusive and that BellSouth may enter into similar agreements with other parties. Assignment of space pursuant to all such agreements shall be determined by space availability and made on a first come, first served basis.

XVII. *NOTICES*

Except as otherwise provided herein, any notices or demands that are required by law or under the terms of this Agreement shall be given or made by NEXTLINK or BellSouth in writing and shall be given by hand delivery, or by certified or registered mail, and addressed to the parties as follows:

To BellSouth:

BellSouth Telecommunications, Inc.
3535 Colonnade Parkway, South E4E1
Birmingham, Alabama 35243
Attn.: Nancy Nelson

To NEXTLINK:

NEXTLINK - Tennessee
105 Molloy Street, Suite 300
Nashville, Tennessee 37201
Attn.: Dana R. Shaffer

Such notices shall be deemed to have been given in the case of certified or registered mail when deposited in the United States mail with postage prepaid.

XVIII. *SECTION HEADINGS*

The section headings used herein are for convenience only, and shall not be deemed to constitute integral provisions of this Agreement.

XIX. *AUTHORITY*

Each of the parties hereto warrants to the other that the person or persons executing this Agreement on behalf of such party has the full right, power and authority to enter into and execute this Agreement on such party's behalf and that no consent from any other person or entity is required as a condition precedent to the legal effect of this Agreement.

XX. *REVIEW OF AGREEMENT*

The parties acknowledge that each has had an opportunity to review and negotiate this Agreement and has executed this Agreement only after such review and negotiation. The parties further agree that this Agreement shall be deemed to have been drafted by both Licensor and Licensee and the terms and conditions contained herein shall not be construed any more strictly against one party or the other.

The Parties agree that all of the other provisions of the Interconnection Agreement dated May 1, 1996, including any amendments thereto, shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Agreement by their duly authorized representatives in one or more counterparts, each of which shall constitute an original, on the day and year first above written.

BELLSOUTH TELECOMMUNICATIONS, INC.

By: _____
(Authorized Signature)

Name: Jerry D. Hendrix
(Print or Type)

Title: Director

NEXTLINK Tennessee, LLC

By: _____
(Authorized Signature)

Name: R GREGORY BREETZ, JR
(Print or Type)

Title: VICE PRESIDENT

EXHIBIT A
Page 1 of 3

Schedule of Rates and Charges

Rate Element Description		Type of Charge	Charge
Application Fee		NRC	$3,850.00
Subsequent Application Fee		NRC (Note 1)	$1,600.00
Space Preparation Fee		NRC (Note 2)	ICB
Space Construction Fee		NRC (Note 2)	$4,500.00
Virtual to Physical Conversion Fee		NRC (Note 2)	$26,0000.00
Cable Installation		NRC	$2,750.00
Floor Space	Zone A	RC	$7.50
	Zone B	RC	$6.75
Power		RC	$5.00
Cable Support structure		RC	$13.35
Cross-Connects	2-wire	RC	$0.30
	4-wire	RC	$0.50
	DS1	RC	$8.00
	DS3	RC	$72.00
	2-wire	NRC first	$19.20
	4-wire	NRC first	$19.20
	DS1	NRC first	$155.00
	DS3	NRC first	$155.00
	2-wire	NRC additional	$19.20
	4-wire	NRC additional	$19.20
	DS1	NRC additional	$27.00
	DS3	NRC additional	$27.00
POT Bay	2-wire	RC	$0.40
	4-wire	RC	$1.20
	DS1	RC	$1.20
	DS3	RC	$8.00

EXHIBIT A
Page 2 of 3

Schedule of Rates and Charges (cont.)

Rate Element Description		Type of Charge	Charge
Security Escort	Basic - first half hour	NRC-ICB	$41.00
	Overtime - first half hour	NRC-ICB	$48.00
	Premium - first half hour	NRC-ICB	$55.00
	Basic - additional	NRC-ICB	$25.00
	Overtime - additional	NRC-ICB	$30.00
	Premium - additional	NRC-ICB	$35.00
Additional Security Access Cards		NRC (each)	$10.00

Notes

NRC: Non-recurring (one-time) Charge
RC: Recurring (monthly) Charge

(1) Subsequent Application Fee. BellSouth requires the submission of an Application Fee for modifications to an existing arrangement. However, when the modifications do not require BellSouth to expend capital (e.g., additional space or power requirements, BST termination/cross-connect equipment, etc.), BellSouth will assess the Subsequent Application Fee.

(2) Space Preparation Fee. The space preparation fee is a one-time fee, assessed per arrangement, per location. It covers costs associated with the survey, engineering, design and building modifications for the shared physical collocation area within a central office. BellSouth will pro rate the total shared space preparation costs among all collocators at that location based on the number of square footage requested. This charge may vary dependent on the location and the type of arrangement requested.

Space Construction Fee. The Space Construction Fee covers the architectural and engineering fees, materials, and installation of an optional equipment arrangement enclosure. This cost is charged on a per 100 square foot basis. If a Collocator or their agent builds their own partition, following BellSouth's construction guidelines, this fee will not be charged.

Schedule of Rates and Charges (cont.)

Notes (cont.)

(2) (cont.)
A one-time Conversion Fee of twenty-six thousand dollars ($26,000.00) shall be charged per Arrangement in lieu of the Space Preparation Fee and the Space Construction Fee, for the conversion from existing Virtual Collocation to Physical Collocation arrangement, if left in the existing central office space, for the following locations:

MMPHTNOA
MMPHTNMA
MMPHTNBA
MMPHTNCT
MMPHTNSL
MMPHTNEL

EXHIBIT B

Bona Fide Physical Collocation Arrangements

Central Office Name:
Central Office CLLI Code:
City:
State:
Date of Bona Fide Firm Order:

Central Office Name:
Central Office CLLI Code:
City:
State:
Date of Bona Fide Firm Order:

Central Office Name:
Central Office CLLI Code:
City:
State:
Date of Bona Fide Firm Order:

Central Office Name:
Central Office CLLI Code:
City:
State:
Date of Bona Fide Firm Order:

Central Office Name:
Central Office CLLI Code:
City:
State:
Date of Bona Fide Firm Order:

Central Office Name:
Central Office CLLI Code:
City:
State:
Date of Bona Fide Firm Order:

Situation:

NextLink, a CLEC with a national footprint, wants to provide CNAM Delivery Service to their customers in Nashville and Memphis, Tennessee. In order for BellSouth to provide what NextLink wants, BellSouth will have to break from standard operating procedure for CNAM. NextLink is neither a database owner nor do they store their names in BellSouth's database. Traditionally, BellSouth has only signed agreements with the database owner but in this situation BellSouth has verbally agreed to allow NextLink access to BellSouth's CNAM database in Nashville for NextLink's Memphis and Nashville served customers. The solution is technically feasible. However, from a business perspective, this will set a precedent.

Facts:

- NextLink stores their names in a 3rd party database (Illuminet).
- Currently, a signed contract does not exist between BellSouth and Illuminet that would allow BellSouth to "dip" Illuminet's SCP CNAM database. NOTE: A contract that would allow this access has been drafted and signed by BellSouth and is awaiting Illuminet's approval.
- BellSouth's position has been that CNAM is only offered to service providers that own & maintain their own database or to service providers that store their customers names in our database.
- There is a history of bad will between NextLink and BellSouth. There is a distinct possibility that they would use any screw-ups BellSouth makes against us (i.e. 271 filings in Tennessee, PSC, etc..).
- BellSouth verbally committed (10/29/97 conference call) to allowing NextLink access to our Nashville-based SCP CNAM database for their Memphis end office. Mary Edwards offered a non-standard, interim solution on the condition that they had to migrate to BellSouth's SS7 HUB when the consolidation effort allowed this to occur in the Memphis LATA.
- BellSouth verbally stated (10/29/97 conference call) that in order for NextLink to have to access to our Nashville-based SCP CNAM database, they had two options: 1). They could build A-links directly to our Nashville local STP; 2). They could wait until the SS7 HUB consolidation process allowed the Nashville LATA to be added.
- NextLink has signed a letter of intent requesting CNAM access (per Donna Hartley).
- NextLink has begun building A-links between their Nashville-based end office and BellSouth's local STP in Nashville in order to gain CNAM for Nashville.
- BellSouth does not have a standard contract to address this situation.
- BellSouth does not have an agreement with NextLink to bill them for the $.016 per-query charge for accessing BellSouth's database.
- GTE INS will be performing Global Title Translations for queries launched through them by NextLink. A letter is being sent from GTE INS to Harry Coleman stating this.
- GTE INS (Jordan Purcell) will be able to supply query counts for NextLink dips into BellSouth's SCP.

Concerns:

- How will NextLink bill BellSouth for dips into Illuminet's database ? [BellSouth will be billed by Illuminet per Harry Coleman]
- Will there be a problem with Illuminet if they bill BellSouth for dips into them but BellSouth doesn't bill Illuminet for dips into BellSouth ? [NOTE: Harry Coleman doesn't think this is an issue but he is following up on this issue and will respond ASAP. Also, Harry believes that this is where the market is going anyway (service providers storing their names one place and using a second for transport)] Illuminet also agreed
- Who gets billed for dips into BellSouth's database ?
- What are the ramifications of billing NextLink directly thereby bypassing Illuminet's ability to charge a margin to their customer NextLink ? [Harry asked Illuminet if this is a problem and their immediate response was "no" but they will formally respond to him ASAP]
- If we enter into an agreement with NextLink we could be setting a precedent for subverting database providers ability to add a surcharge as well as this happening to us. So what ?

George's suggestions (way out)

- Bill Illuminet for NextLink queries (after per-query billing is in place, billing end customers will not be an issue). ***NOTE: We can't do this since NextLink will be utilizing GTE INS's SS7 network to reach us, not Illuminet.***

Chris's opinion:

Implement the network connection for Memphis followed by Nashville as soon as possible. BellSouth will be receiving revenue for dips into our database by NextLink. The reason that NextLink is not going through Illuminet could be that they are getting a better rate for transport through GTE INS &/or they are trying to eliminate paying a higher rate than $.016 per query. At any rate, we (unfortunately) verbally committed to NextLink that this WAS do-able for them and they have begun implementing the infrastructure needed to support the options we offered to them. Also, it is Harry's opinion (and Illuminet's, Harry mentioned) that the situation we have here is the way that the market is going, i.e. storage in one database with transport being provided by the cheapest vendor. Please let me know your opinion.

REC'D FPA
REGULATORY AUTH.
'98 MAR 27 AM 10 46
OFFICE OF THE
EXECUTIVE SECRETARY

NEXTLINK TENNESSEE, LLC
TRA DOCKET NO. 97-00309
DIRECT TESTIMONY OF GREGORY BREETZ

NEXTLINK'S DIRECT AND REBUTTAL TESTIMONY OF R. GREGORY BREETZ, JR.

BEFORE THE
TENNESSEE REGULATORY AUTHORITY

Docket No. 97-00309

March 27, 1998

Q. PLEASE STATE YOUR NAME, ADDRESS AND POSITION WITH NEXTLINK COMMUNICATIONS.

A. My name is Greg Breetz. I am the Vice President-Finance of NEXTLINK Tennessee. In that position, I am responsible for the day-to-day operations of NEXTLINK Tennessee with regard to both service to our retail customers and our relationship with our primary monopoly supplier, BellSouth Telecommunications, Inc. ("BellSouth").

Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

A. I have been working in the telecommunications industry for the past 11 years, primarily in Tennessee. Based on my experience with NEXTLINK and in working for other carriers, I have learned a great deal about the critical nature of the services and facilities BellSouth provides and the manifold ways in which BellSouth can disadvantage its actual or potential competitors through its position as a monopoly supplier. I graduated from the University of Kentucky in 1984 with a double major in finance and accounting and thereafter worked on the auditing team for three years with Arthur Anderson & Co.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY BEING FILED TODAY?

A. I address two primary subjects in my testimony. The first is a series of developments with regard to BellSouth's billing and collection policies and practices that demonstrates BellSouth's willingness and ability to take advantage

of its monopoly position to disadvantage NEXTLINK in Tennessee and illustrates the fact that BellSouth's systems are not "competition ready." The second is the critical need for the Authority to establish effective and targeted performance standards or benchmarks coupled with practical and meaningful remedies if BellSouth violates them. Adherence to these performance standards and remedies should be deemed a prerequisite to consideration of BellSouth's request to enter the long distance market in Tennessee. Otherwise, the Authority will lack the tools necessary to ensure that any progress in opening the local market to competition is irreversible.

Q. COULD YOU PLEASE SUMMARIZE YOUR TESTIMONY?

A. Yes. With regard to the first point, I describe a pattern of actions by BellSouth in which it has misused its control over recording and billing to the disadvantage of NEXTLINK. Most recently, BellSouth even has threatened NEXTLINK with cessation of service – illustrating again its bottleneck control and lack of readiness for competition – although NEXTLINK has been diligently pursuing resolution of its billing disputes with BellSouth.

With regard to performance benchmarks and remedies, I describe our historical experience with BellSouth that demonstrates that it is vital that the Authority establish effective performance benchmarks and remedies. In addition, I describe NEXTLINK's ongoing efforts to persuade BellSouth to adopt benchmarks and remedies. To date, BellSouth has adamantly refused either to renew the few existing standards that apply in our currently effective interconnection contract or to develop and agree to new ones that would apply in future contracts. While our efforts to seek performance standards in negotiations are important for the Authority to be aware of, I must emphasize that far broader and more far-reaching benchmarks and remedies than those we have sought will be necessary before

BellSouth should be granted any relief under Section 271 of the Telecommunications Act of 1996 (the "Act").

I. BELLSOUTH'S CONTROL OVER RECORDING AND BILLING

Q. PLEASE DESCRIBE THE BACKGROUND OF YOUR CURRENT DISPUTE WITH BELLSOUTH WITH REGARD TO RECORDING AND BILLING.

A. Our primary dispute with BellSouth relates to BellSouth's billing for remote call forwarding ("RCF"). Under the NEXTLINK-BellSouth 1996 Agreement Regarding Interconnection, Unbundling and Resale of May 1, 1996 (the "Interim Interconnection Agreement"), NEXTLINK is to pay for RCF on the basis of $1.50 per month for one path on a single line and an additional $.50 per month for all additional paths.

Beginning in late 1996 and throughout 1997, NEXTLINK raised with BellSouth the issue of reasonableness of these charges and the lack of BellSouth facilities to provide RCF services to NEXTLINK. For instance, we are currently being charged approximately $35,000 per month for RCF charges. Assuming that all of these charges are based on the monthly $1.50 per path fee, we would be paying for over 23,000 paths. However, BellSouth has nowhere near 23,000 trunks to NEXTLINK. As a separate matter, BellSouth has not followed related obligations under our agreement either to provide a mechanism for NEXTLINK to charge IXCs that terminate calls via RCF to NEXTLINK or to pass on compensation for those calls to NEXTLINK.

Q. HAS NEXTLINK RAISED THESE ISSUES WITH BELLSOUTH?

A. Yes. Beginning in October 1996, we sent a series of letters to BellSouth outlining the specific nature of our concerns and identifying the particular disputes with BellSouth bills. Even though I sent a series of letters on this subject during 1996

and 1997, BellSouth has never responded to my letters until its recent threat to cease providing service. In addition, we have met with the BellSouth representatives on our account team and received the impression that the dispute was being resolved. Nonetheless, issues remain.

Q. DO YOU HAVE OTHER EXAMPLES OF BILLING PROBLEMS WITH BELLSOUTH?

A. Yes, Bell South also has demonstrated a pattern of poor billing practices with regard to reciprocal compensation. The Act requires that BellSouth establish just and reasonable terms for reciprocal compensation. The Interim Interconnection Agreement established the terms by which the parties compensate each other for the delivery of local traffic. Under the agreement, this compensation is to be reciprocal and subject to a cap on the payments required. Otherwise, the contract specifies that parties use a "bill and keep" method of compensating each other if the administrative costs associated with billing for the exchange of local traffic were greater than the calculated compensation.

Since the beginning of BellSouth's relationship with NEXTLINK, BellSouth has failed to comply with the terms of this agreement. BellSouth attempted to collect from NEXTLINK in excess of the compensation cap agreed upon in the Interim Interconnection Agreement. In addition, BellSouth used incorrect rates in its bills to NEXTLINK for terminating toll traffic and provided NEXTLINK with insufficient information regarding terminating traffic to allow NEXTLINK to recover the cost of terminating certain calls. Most recently, BellSouth advised NEXTLINK that it will not even compensate NEXTLINK for terminating certain types of local traffic. For all of these reasons, BellSouth has failed to provide just and reasonable reciprocal compensation as required by the Act.

Q. YOU HAVE STATED THAT BELLSOUTH NOW REFUSES TO COMPENSATE NEXTLINK FOR CERTAIN TYPES OF TERMINATING TRAFFIC. PLEASE EXPLAIN THIS POSITION TAKEN BY BELLSOUTH.

A. BellSouth has recently claimed that it will not provide for reciprocal recovery of the costs of transporting and terminating calls to or from information services providers ("ISPs") and enhanced services providers ("ESPs"). BellSouth apparently takes the position that this traffic is "non-local." However, ISP and ESP traffic is indistinguishable from any other local traffic when the calls are made within a given local calling area. The Interim Interconnection Agreement does not permit BellSouth to treat these calls differently.

Q. HAS NEXTLINK EXPERIENCED OTHER DIFFICULTIES IN OBTAINING ACCURATE BILLING FROM BELLSOUTH?

A. NEXTLINK has had ongoing problems in obtaining accurate billing from BellSouth. The problems are so pervasive that NEXTLINK has two employees assigned full-time to review and correct BellSouth billing errors. Those errors include incorrect data entry, incorrect start dates for circuits, and billing NEXTLINK for services provided to NEXTLINK customers with whom BellSouth still has, for instance, a maintenance contract. We have attempted to address these problems through a joint project for analysis, but BellSouth has missed all of the milestones and projected completion dates.

Q. WAS THE BELLSOUTH RECENT THREAT OF CESSATION OF SERVICE UNEXPECTED?

A. Yes, it caught us totally by surprise and was particularly unexpected because we have been in nonstop negotiations with BellSouth on an interconnection contract for many months without any mention by BellSouth of this issue. Furthermore, I question why BellSouth would choose this particular time to threaten cessation of

service, right before we are to commence an arbitration and while we are involved in a number of other regulatory proceedings before this Authority.

Q. WHAT WAS THE NATURE OF BELLSOUTH'S THREAT?

A. BellSouth has threatened that it would cease taking NEXTLINK orders unless NEXTLINK paid all of the disputed amounts on its bills.

Q. HOW DID NEXTLINK RESPOND TO THAT THREAT?

A. I immediately contacted BellSouth to receive an explanation of the nature of, and reasons for, the threat. I also sought an explanation for why this issue had come "out of the blue," and had led to a threat of cessation of service, even though BellSouth had not responded to NEXTLINK's correspondence of almost two years raising these billing issues.

Q. WHY ARE YOU RAISING BILLING ISSUES IN THE CONTEXT OF THIS PROCEEDING?

A. I believe these disputes are important for the Authority to consider for two primary reasons. First, they illustrate that BellSouth's systems are far from ready to accommodate the presence of competition or to support the necessary interfaces with competitors such as NEXTLINK that are beginning to experience more significant volumes of traffic. To be pointed, BellSouth's pattern of inaction over the past two years and internal failure to communicate demonstrates that BellSouth's internal organizational structure still is not "competition ready". With particular regard to reciprocal compensation, BellSouth's various actions and failures show that it is not providing reciprocal compensation as required by the Act.

Second, BellSouth's threat of cessation of service, even though NEXTLINK has disputed the bills at issue at virtually every level of BellSouth, demonstrates BellSouth's willingness to use its bottleneck, monopoly power against its

competitors. The fact that BellSouth retains this ability is proof that BellSouth has both the incentive and the ability to forestall competition through a variety of devices.

II. THE NEED FOR ONGOING PERFORMANCE STANDARDS, BENCHMARKS AND REMEDIES

Q. COULD YOU PLEASE EXPLAIN YOUR UNDERSTANDING OF PERFORMANCE STANDARDS OR BENCHMARKS AND REMEDIES?

A. My understanding of this subject is based upon extensive experience in the telecommunications industry. Without benchmarks, NEXTLINK and the Authority will not have the information necessary to determine if BellSouth is meeting its obligation to treat its competitors on par with its own retail operations. Without remedies, even if discriminatory treatment is detected, there will be no way to deter it. In the telecommunications industry generally, it is common to have performance standards and remedies if those standards are not met. For instance, equipment suppliers frequently promise to meet certain timing intervals and to achieve specified levels of quality. If those intervals and service standards are not met, the equipment supplier is obligated to provide either performance or monetary compensation. There is even more reason to have benchmarks and remedies here because BellSouth has both the incentive and ability to harm its competitors.

Q. WHY DO YOU BELIEVE IT IS PARTICULARLY IMPORTANT TO HAVE SUCH STANDARDS AND REMEDIES FOR YOUR RELATIONSHIP WITH BELLSOUTH?

A. My experience with BellSouth has proven that there are a multitude of ways, both deliberate and inadvertent, that BellSouth can hamper competition by NEXTLINK. NEXTLINK believes that, in terms of intervals and quality of

performance, it receives an entirely different level of service when it obtains unbundled network elements and other facilities from BellSouth than BellSouth delivers in its own retail operations. NEXTLINK also believes that BellSouth may provide one level of quality of service in its internal operations for itself, i.e., provision of right of way, conduit, transport or space within central offices, while it disadvantages NEXTLINK in the provision of those same critical building blocks. If we do not have a good way to measure and compare BellSouth's performance for itself and its retail customers against its performance for NEXTLINK, or against basic industry standards, we will not be able to prove that discrimination is occurring. In addition, without practical and meaningful remedies for BellSouth's failure to meet those benchmarks, competition will neither be developed nor sustained.

Q. WHAT IN YOUR PRIOR EXPERIENCE WITH BELLSOUTH HAS REINFORCED YOUR BELIEF IN THE IMPORTANCE OF STANDARDS AND REMEDIES?

A. There are a multitude of examples I can give you from my experience. However, the best collection of that information is contained in the testimony of NEXTLINK witnesses Russell Land and Lisa Dickinson. Most importantly, I believe that customers that seek service from NEXTLINK do not distinguish service problems that result from BellSouth's deficiencies from those caused by NEXTLINK. Instead, they blame us for both and may rethink their decision to choose NEXTLINK as a result.

Q. HAVE YOU BEEN ABLE TO ESTABLISH STANDARDS OR REMEDIES PREVIOUSLY?

A. Our Interim Interconnection Agreement lacked any standards or remedies. More recently, in an amendment to our contract with BellSouth, we began to establish a

few standards and remedies for what seemed to us particularly critical areas. For instance, we obtained BellSouth's commitment that it would install all unbundled loops for NEXTLINK within seven business days from NEXTLINK's order -- even though we lack the data to determine if BellSouth has a shorter installation interval for its retail operations. The contract amendment also provided that BellSouth would waive its nonrecurring charges for loop installation if it failed to meet a benchmark.

Q. HAVE THOSE STANDARDS AND REMEDIES HELPED YOU IMPROVE SERVICE TO YOUR CUSTOMERS?

A. Because of the lack of comparative data, it is impossible to know whether NEXTLINK and its customers are at par with BellSouth's own operations for critical services such as the installation of loops. I am convinced, however, that even these minimal standards and remedies, along with other factors, have made a difference and helped improve service to our customers. While these existing standards and remedies are far from satisfactory, they have been at least a first step.

Q. HAVE YOU TRIED TO BUILD ON THESE PRIOR STANDARDS?

A. Yes. In our interconnection negotiations with BellSouth over the past year, we have consistently sought meaningful performance benchmarks and remedies. Attached to my testimony as Exhibit 1 is the final offer that NEXTLINK made to BellSouth to set a minimum floor of benchmarks and remedies. This proposal from NEXTLINK was not intended to be a comprehensive or final solution to all of the problems in this area. Rather, it represents what NEXTLINK regards as the bare minimum that would allow us to continue to compete in the state. The Authority must establish meaningful performance standards and remedies that build upon this bare minimum if local competition is to be feasible in Tennessee.

Q. WHAT HAS BEEN BELLSOUTH'S REACTION TO YOUR REQUESTS?

A. BellSouth has consistently rejected all of our proposals for either benchmarks or meaningful remedies. Instead, BellSouth has promised a panoply of reporting measurements without any minimal standards or effective remedies if it fails to meet those standards. BellSouth's approach elevates the importance of reporting over the real issue of establishing benchmarks and remedies. Because BellSouth continues to control essential facilities, NEXTLINK and other CLECs lack the market power to compel BellSouth to change its stance.

Q. COULD YOU COMMENT MORE GENERALLY ON NEXTLINK'S POSITION ON PERFORMANCE STANDARDS AND REMEDIES FOR VIOLATION OF THEM?

A. Yes. First, all performance standards must be disaggregated, measured, and reported for each CLEC on a state-by-state basis, rather than in the aggregate. Furthermore BellSouth should also be required to disaggregate residential and business services for measurement purposes. If BellSouth's performance is only measured in the aggregate, then even if it appears to satisfy its performance standards for CLECs as a group, it will still have the capability to discriminate directly against individual CLECs or in individual locales. Aggregate numbers do not adequately protect individual CLECs from either unintentional or intentional discrimination and the Commission should require BellSouth to measure every performance standard on a CLEC-by-CLEC and state-by-state basis.

Second, BellSouth's performance must be measured against both individual incident and general parity standards. The incident-based standards would reflect the harm a CLEC suffers each and every time BellSouth fails to provide a service or meet an order in a timely and accurate manner. Incident-based problems are easy to identify and remedy because no statistical analysis is

necessary. If BellSouth fails to meet a performance standard for an individual incident, BellSouth should be required to provide remedies immediately.

To ensure parity in BellSouth's treatment of affiliated and unaffiliated providers, performance standards must also compare the service that a CLEC receives to the service that BellSouth provides itself, its subsidiaries, and its end user customers. Even if BellSouth were meeting its obligations under the specified reporting threshold, a CLEC would still be placed at a competitive disadvantage and suffer harm if it received inferior service as compared to the service BellSouth provides to itself.

Third, results for failure to comply with the performance standards must be substantial. While reduced wholesale prices or waiver of non-recurring charges will provide a decreased level of profit for BellSouth, they will not ensure that BellSouth is sufficiently deterred to prevent the failure from recurring. In order to provide BellSouth with an adequate incentive, remedies must be sufficiently great to allow a CLEC to recover its full loss and prompt BellSouth to think twice before ignoring or intentionally avoiding its performance standard obligations. In our negotiations with BellSouth, BellSouth has refused even to consider compensating NEXTLINK for its direct out-of-pocket losses, let alone provide remedies that will provide BellSouth with a real incentive to perform. It's important, too, that the Authority understand that those losses may be very substantial, i.e., hundreds of dollars per incident, including, for instance, NEXTLINK employees losing time, vendors being paid while BellSouth issues appointments, customers that must wait, and lost time and charges for interexchange carriers and number portability.

Fourth, the performance standards and remedies must be self-enforcing to allow for swift and certain resolution when BellSouth fails to meet a performance

standard. In such cases, the injured CLEC should automatically receive a remedy without regulatory involvement.

Fifth, adherence to the performance standards must be a prerequisite for BellSouth's entry into Tennessee's interLATA long distance market. When, and if, the application is granted, there is an increased risk that BellSouth will engage in anticompetitive behavior that could manifest itself in repeated violations of the performance standards. If that occurs, even self-executing performance standards and damages may no longer be sufficient to protect CLECs. The Authority should be prepared to intercede and take appropriate measures, such as increased liquidated damages, fines, and other penalties, to restore competition if such a pattern is found.

Q. WHAT ARE THE MOST IMPORTANT AREAS FROM YOUR PERSPECTIVE FOR IMPLEMENTATION OF STANDARDS AND REMEDIES?

A. From NEXTLINK's perspective, the most important standards and remedies are those relating to loop quality and provisioning intervals, repair and maintenance of loops, the provisioning and quality of various kinds of interconnection trunking and intervals for construction and implementation of collocation. We have chosen to focus on these areas in our interconnection negotiations because we believe that they are among the most critical for a facilities-based carrier that still must use certain central elements of BellSouth's network and exchange traffic with BellSouth. However, this limited range of benchmarks is far from sufficient for the long term and the remedies we offered as last-ditch compromise in interconnection negotiations do not meet the standards the Authority should apply in this proceeding.

Q. DOES THIS MEAN YOU OPPOSE ADDITIONAL MEASUREMENTS, BENCHMARKS OR REMEDIES?

A. No. We strongly support industry efforts to develop a broader range of measurements, benchmarks and remedies. Nonetheless, the fact is that BellSouth won't even agree to the minimal benchmarks and remedies we have suggested.

Q. DO YOU BELIEVE SUCH STANDARDS AND REMEDIES WILL CONTINUE TO BE IMPORTANT IF BELLSOUTH WERE TO RECEIVE SECTION 271 RELIEF?

A. I believe that benchmarks and remedies will become even more important if BellSouth receives Section 271 relief in the future. Today, BellSouth has some incentive not to discriminate against NEXTLINK in order to receive Section 271 relief. Once Section 271 relief is granted, there will be few vehicles to ensure that BellSouth does not "backslide." One of the few meaningful ways to monitor and control BellSouth after Section 271 relief is granted will be strong performance benchmarks and remedies.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes.

STATE OF TENNESSEE)
) ss.
COUNTY OF Davidson)

Gregory Breetz, being first duly sworn, on oath deposes and says that he is the Vice President - Finance of NEXTLINK herein and that he has read the within and

foregoing NEXTLINK's Direct and Rebuttal Testimony of Gregory Breetz, knows the contents thereof, and believes the same to be true.

R. Gregory Breetz

SUBSCRIBED AND SWORN to before me this 26 day of March, 1998.

Joan Rochl

NOTARY PUBLIC in and for the State of Tennessee, residing at 6113 Nashua Avenue
My appointment expires March 24, 2001
Print Name JOAN Rochl

NEXTLINK TENNESSEE, LLC
TRA DOCKET NO. 97-00309
DIRECT TESTIMONY OF GREGORY BREETZ

EXHIBIT 1

PERFORMANCE MEASUREMENTS, REPORTS AND REMEDIES

SUBJECT MATTER	BENCHMARK	REPORT	REMEDY
1. LOOPS (including INP, measured and reported monthly)			
1.1 Provisioning			
-- Percentage of FOCs completed by date designated in BST's initial FOC to NEXTLINK	Parity with BST retail services	BST Report	Double the percentage difference between BST and NEXTLINK results; Multiply that number by the NRCs assessed NEXTLINK in that month.
-- Percentage of loops installed on date requested by NEXTLINK	"	BST Report	"
-- Percentage of installation appointments met within half hour of either side of Conversion Time	Fewer than 1% missed	NEXTLINK Report	"
-- Percentage of loops not installed as requested (i.e., 4 wire or ISDN)	Fewer than 1% missed	NEXTLINK Report	"

1.2 Quality of Performance			
-- Percentage of trouble reported by NEXTLINK within first 30 days	Parity	BST Report	Double the percentage difference between BST and NEXTLINK results; Multiply by RCs assessed NEXTLINK in that month
-- Percentage out of service more than 24 hours	Parity	"	"
-- Percentage out of service less than 24 hours	Parity	"	"
-- Time to repair	Parity		Double the percentage difference between BST and NEXTLINK results; Multiply by NRCs assessed NEXTLINK for repairs in that month.
2. TRUNKING			
2.1 Provisioning (measured and reported quarterly)	Installed at intervals in parity with BST network or as provisioned for private line/ special access	BST Report	Double the percentage difference between BST and NEXTLINK results; Multiply by NRCs assessed NEXTLINK for that quarter

2.2 Quality of Performance (measured and reported monthly and separately for end office to end office and end office to tandem)			
-- Blocking	P. 01	BST Report	Double the percentage difference between BST and NEXTLINK results; Multiply by RCs assessed NEXTLINK for that month
-- Time to Restore	Parity	BST Report	"
3. E911 TRUNKING (measured and reported monthly)	P.01	BST Report	All RCs for month in which blocking exceeds benchmark level, on a per trunk basis
4. SS7 TRUNKING (measured and reported monthly)	P.01 and industry standards for mean time between failures caused by link failures or BST STP routing changes	BST Report (separately for P. 01 and for other industry standards)	"
5. COLLOCATION	Intervals set forth in the Parties' Contract	NEXTLINK Report	**[To be determined]**
6. Other Reports and Benchmarks Adopted by Commissions in the Future	BST to provide other reports and benchmarks as mandated by the State Commissions or the FCC		Parties to negotiate as new reports are established
Notes			

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OFFICE OF THE
EXECUTIVE SECRETARY

NEXTLINK TENNESSEE, LLC
TRA DOCKET NO. 97-00309
DIRECT TESTIMONY OF R. GERARD SALEMME

NEXTLINK'S DIRECT AND REBUTTAL TESTIMONY

OF R. GERARD SALEMME

BEFORE THE TENNESSEE REGULATORY AUTHORITY

DOCKET NO. 97-00309

March 27, 1998

Q. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION

A. My name is Gerry Salemme. I am a Vice-President with NEXTLINK Communications, Inc. responsible for external affairs and industry relations. NEXTLINK Communications, Inc. controls NEXTLINK Tennessee, L.L.C., a party to these proceedings. I will refer to both companies as "NEXTLINK" through the course of my testimony.

Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

A. I have been working in various capacities in the telecommunications industry for more than 15 years and I have an extensive background in the public policy issues now facing the industry. Before establishing NEXTLINK's Washington, D.C. office last year, I directed AT&T's federal regulatory issues as AT&T Vice President – Government Affairs. Prior to my tenure at AT&T, I served as Senior Vice President of External Affairs for McCaw Cellular Communications, Inc. where I was responsible for developing McCaw's public policy strategies.

Previously, I was the Senior Telecommunications Policy Analyst for the US House of Representatives Subcommittee on Telecommunications and Finance where, beginning in

1987, I directed the Subcommittee's policy agenda and developed a wide range of legislation dealing with telecommunications issues. Before joining the Subcommittee, I was Regional Manager at GTE/US Sprint where I supervised the company's government and public relations activities in the New York/New England region. I also served as chief of staff to Congressman Ed Markey and was lecturer of economics at the University of Massachusetts at Salem. I received both my B.A. and M.A. in Economics from Boston College.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY BEING FILED TODAY?

A. The purpose of my testimony is to describe NEXTLINK's operations and NEXTLINK's experience in competing with BellSouth Telecommunications, Inc. ("BellSouth") in Tennessee, as well as to provide NEXTLINK's perspective on the conditions essential for the development of local competition in this state. NEXTLINK has more experience than any other facilities-based carrier in competing with BellSouth in Tennessee. Our experience shows that competitive conditions in the state have improved since we started competing against BellSouth in 1996. That progress, however, is still insufficient to support full-blown, irreversible competition. BellSouth continues to use its control over essential facilities to prevent NEXTLINK and other new entrants from effectively competing against BellSouth to provide local exchange services in Tennessee. Unless BellSouth provides NEXTLINK and other new entrants with nondiscriminatory access to interconnection, number portability, unbundled loops, signaling, reciprocal compensation, databases, directory listings and other facilities, NEXTLINK will never be able to compete with BellSouth on equal footing and the consumers of this state will never experience the benefits of competition in the local market.

Q. BASED ON NEXTLINK'S EXPERIENCE WITH BELLSOUTH, PLEASE SUMMARIZE YOUR RECOMMENDATION TO THE TENNESSEE REGULATORY AUTHORITY?

A. BellSouth has not abided by its legal obligation to treat NEXTLINK as a co-carrier. The Tennessee Regulatory Authority (the "Authority") should advise the Federal Communications Commission that BellSouth has not met the 14-point checklist provided in § 271 of the Telecommunications Act of 1996 (the "Act") and should recommend that BellSouth's application for authority to offer in-region interLATA service be denied. The services BellSouth provides to NEXTLINK are inferior in quality to those BellSouth provides to itself. BellSouth has not invested the resources necessary to open its markets to local competition. Even worse, BellSouth has actively worked against the efforts of NEXTLINK and other new entrants to provide alternatives to BellSouth for local service. The market for local telephone services in Tennessee is not now open to competition and it would be contrary to the public interest of the citizens of Tennessee to allow BellSouth to offer long-distance services.

I. NEXTLINK'S OPERATIONS

Q. WHAT IS NEXTLINK?

A. NEXTLINK is a nation-wide provider of facilities-based telecommunications services. NEXTLINK currently operates 16 high-capacity fiber optic networks that provide switched, local, and long-distance services in 26 markets in eight states. NEXTLINK intends to build four additional networks this year, serving 45 new markets, including the Atlanta, Georgia market in BellSouth's territory. In each of its markets, NEXTLINK competes with the

incumbent local exchange carrier by offering high-quality local, long-distance and enhanced telecommunications services at competitive prices.

In July 1996, NEXTLINK became one of the first competitive local exchange carriers ("CLECs") in the United States to provide facilities-based switched local services. NEXTLINK has invested several hundred million dollars in developing its networks. The company now has more than 1,000 employees across the country and serves more than 50,000 access lines in its markets across the United States.

Q. PLEASE DESCRIBE NEXTLINK'S HISTORY OF PROVIDING SERVICE IN THE STATE OF TENNESSEE.

A. In January of 1995, NEXTLINK acquired from City Signal, Inc. an extensive, fully operational network in Memphis, Tennessee, and another network under development in Nashville, Tennessee. NEXTLINK completed the initial backbone network in Nashville in December 1995. Both the Memphis and Nashville networks initially provided only dedicated private line services, long-distance carrier access services, high-speed data transmission, and video conferencing services. Following the passage of the Act, NEXTLINK also began to provide switched local and long-distance services in both Memphis and Nashville in July 1996.

NEXTLINK has continued to expand its networks in Nashville and Memphis. The company currently has switches in Nashville and Memphis and has constructed fiber optic networks in those cities that now total over 400 route miles. NEXTLINK is one of the fastest-growing

facilities-based CLECs in Tennessee, employing approximately 200 people in this state to provide service to its customers.

Q. WHAT CUSTOMERS DOES NEXTLINK SEEK TO SERVE IN TENNESSEE?

A. As in all states where it has constructed local networks, NEXTLINK focuses its sales efforts in Tennessee on small and medium-sized businesses. These businesses typically have fewer than 50 access lines. In Tennessee, a large percentage of NEXTLINK's customers have fewer than 10 lines.

Q. DOES NEXTLINK SERVE RESIDENTIAL CUSTOMERS?

A. NEXTLINK does not currently have any residential customers in Tennessee. NEXTLINK serves wide geographic regions in Tennessee that do include residential areas and NEXTLINK does not restrict its offering to business customers. As discussed below, however, costs imposed on NEXTLINK by BellSouth make the pricing structure NEXTLINK must offer for its services unattractive to most residential customers.

Q. HOW DO NEXTLINK'S FACILITIES-BASED NETWORKS OPERATE?

A. NEXTLINK believes that facilities-based telecommunications companies that serve customers using their own networks to the greatest extent possible will be able to respond best to customer needs. As a result, and unlike most other new entrants, NEXTLINK builds networks that reach a broad geographic area rather than a single core ring in a downtown metropolitan area. NEXTLINK interconnects these facilities with those of the incumbent

local exchange carrier ("ILEC") to extend the reach of its facilities throughout NEXTLINK's area of service.

Q. DOES NEXTLINK DIFFER FROM CLECS THAT RESELL BELLSOUTH'S SERVICES?

A. As a facilities-based carrier, NEXTLINK provides services that differ substantially from those provided by resellers. Resellers of local exchange service simply rebrand ILEC services making those resellers, in essence, a sales team for the incumbent. NEXTLINK, on the other hand, has constructed its own networks so that it can offer a true, physical alternative to BellSouth. Because it operates its own networks, NEXTLINK can offer consumers customized service packages, better quality services and better prices than the ILEC. Facilities-based entrants like NEXTLINK, therefore, offer the best hope for meaningful, lasting competition to the incumbent local carrier. Nevertheless, even facilities-based carriers like NEXTLINK need to use some elements of the incumbent's network in order to provide service. It is these key elements necessary to support facilities-based competition in Tennessee that will be the focus of my testimony today.

Q. WHAT FACILITIES AND SERVICES MUST NEXTLINK OBTAIN FROM THE INCUMBENT LOCAL EXCHANGE CARRIER TO PROVIDE SERVICE?

A. NEXTLINK has invested heavily to construct its own networks so that it may serve its customers using its own facilities. NEXTLINK must also, however, have access to several key components of BellSouth's network to survive. The Act recognizes this dependence and requires that BellSouth cooperate both technically and practically with NEXTLINK. To comply with the mandate of the Act, BellSouth must offer NEXTLINK nondiscriminatory

access to the following four key components: (1) Interconnection – which provides NEXTLINK the right to connect to BellSouth's networks at any technically feasible point and to obtain access to rights-of-way; (2) Unbundling of BellSouth's local network – which allows NEXTLINK to purchase and utilize components of BellSouth's network selectively; (3) Number Portability – which allows NEXTLINK's customers to retain their current telephone numbers when they switch to NEXTLINK; and (4) Reciprocal Compensation – which establishes the framework for pricing between NEXTLINK and BellSouth for the use of each other's networks. Each one of these four elements is critical to NEXTLINK's ability to compete with BellSouth. As I describe below, BellSouth's failure to provide these four key components to NEXTLINK – the largest facilities-based new entrant in the State of Tennessee – requires the Authority to conclude that BellSouth's petition should be denied.

Q. WILL NEXTLINK'S NEED TO OBTAIN NONDISCRIMINATORY ACCESS TO INTERCONNECTION, UNBUNDLED LOOPS, NUMBER PORTABILITY AND RECIPROCAL COMPENSATION EVER DIMINISH?

A. No. NEXTLINK's need to have nondiscriminatory access to these four components will not change for the foreseeable future. Even though NEXTLINK and other facilities-based new entrants have spent billions of dollars in building networks to challenge the ILECs, new entrants currently serve fewer than 5% of the total business lines in the United States. The situation is no better in Tennessee, where NEXTLINK and other new entrants in total account for less than 2% of the more than 2.8 million access lines in service across the state. This means that the Authority not only needs to consider BellSouth's performance today, it also needs to consider the future. The establishment of performance measures that

objectively demonstrate that BellSouth treats its competitors at least as well as its own retail operations is essential to safeguarding the development of competition in the state. These performance measures must be coupled with a meaningful damages provision that deters BellSouth from violating the standards. Even if BellSouth could show that it treats its rivals in a nondiscriminatory manner today – which it cannot – it must also show that enforceable performance standards are in place to ensure that the development of competition is irreversible in the future.

II. PROBLEMS WITH BELLSOUTH'S PERFORMANCE

A. Interconnection Arrangements.

Q. WHY IS NONDISCRIMINATORY ACCESS TO INTERCONNECTION ARRANGEMENTS CRITICAL TO NEXTLINK?

A. NEXTLINK could not operate as a local exchange carrier without entering into interconnection arrangements with BellSouth. Physical interconnection between BellSouth and NEXTLINK's networks is necessary so that the networks are interoperable and traffic can be exchanged between NEXTLINK's customers and customers of BellSouth and other carriers. Interconnection also allows NEXTLINK to access key network databases such as E-911, Line Information Database and directory assistance. Under the Act, BellSouth must allow interconnection to occur at mutually-agreed on points on reasonable, nondiscriminatory, and cost-based terms and conditions. This has not been NEXTLINK's experience in Tennessee.

Q. WHAT IS THE BASIS FOR YOUR CONTENTION THAT BELLSOUTH DISCRIMINATES AGAINST NEXTLINK IN PROVIDING ACCESS TO INTERCONNECTION ARRANGEMENTS?

A. NEXTLINK entered into one of the first interconnection agreements with BellSouth in Tennessee on May 1, 1996. The interim agreement BellSouth offered was, in essence, a take-it-or-leave-it proposal. It and subsequent amendments contained only limited standards and penalties governing BellSouth's performance. In addition, important aspects of the relationship between the parties are not addressed by the interim agreement. NEXTLINK agreed to these conditions because the interim agreement was the only option to avoid significant delay in entering the Tennessee local exchange market. Moreover, in attempting to negotiate a permanent interconnection agreement with BellSouth, NEXTLINK has found that BellSouth will not now agree to include even those limited standards it accepted in the interim agreement.

As NEXTLINK has described in this and other affidavits, BellSouth's performance under the interim agreement has been abysmal. BellSouth has repeatedly limited NEXTLINK's interconnection opportunities and inhibited the efficiency and effectiveness of NEXTLINK's networks. These problems are described in greater detail in the testimony of Mr. Russell Land and Ms. Lisa Dickinson. Two examples provided by Mr. Land and Ms. Dickinson – network outages and call blocking – demonstrate my contention that BellSouth does not provide interconnection arrangements to NEXTLINK that are on par with what it provides to itself.

To summarize what the witnesses have stated, BellSouth has caused at least four widespread outages on NEXTLINK's network, preventing NEXTLINK customers from completing or receiving calls. BellSouth also has discriminated against NEXTLINK in the routing of calls to and from NEXTLINK's network, leading to call blocking and decreased call quality. For example, BellSouth's refusal to provide redundant routing equivalent to what it has in place for its own traffic leads to a greater likelihood that a call made by or to a NEXTLINK customer will be blocked from completion. Since NEXTLINK's switch is connected to most BellSouth end offices only through BellSouth's access tandems, heavy usage of the trunk groups connecting to the access tandems can prevent NEXTLINK customers from completing calls, while BellSouth's customers remain unaffected.

The degree to which these actions by BellSouth have effected NEXTLINK's ability to compete cannot be understated. When BellSouth's actions disrupt and degrade NEXTLINK's services, as it has in these instances, it is difficult for NEXTLINK customers to understand that BellSouth is to blame. They blame their service provider, NEXTLINK. Then they switch their service back to BellSouth. BellSouth, ironically, is rewarded for providing sub-par service to NEXTLINK. The Authority must break this frustrating cycle if consumers are to have a competitive choice of carriers in Tennessee.

B. Unbundling of BellSouth's Local Network.

Q. WHY IS NONDISCRIMINATORY ACCESS TO UNBUNDLED ELEMENTS OF BELLSOUTH'S NETWORK CRITICAL TO NEXTLINK?

A. Although NEXTLINK has constructed its own switches and laid down approximately 400 miles of fiber optic cable in Tennessee, it still must purchase from BellSouth certain service elements that NEXTLINK cannot replicate in its own network. In particular, BellSouth must make customer loops available so that NEXTLINK can combine these loops with its own facilities to offer switched local service to those customers who are not directly connected to NEXTLINK's network. Because NEXTLINK needs access to unbundled loops and other elements to do business, BellSouth can materially affect the service quality experienced by NEXTLINK's customers and the price paid by NEXTLINK to obtain and retain its customers. NEXTLINK's experience in Tennessee shows that BellSouth exploits its control over unbundled elements – to the detriment of NEXTLINK and its customers – in many different ways.

Q. HAS NEXTLINK PURCHASED UNBUNDLED ELEMENTS AND OTHER SERVICES FROM BELLSOUTH?

A. Based upon information provided by BellSouth, NEXTLINK believes it has more experience than any other competing carrier in acquiring certain facilities and services from BellSouth in Tennessee. The overwhelming majority of physical collocation arrangements BellSouth has established in this state are with NEXTLINK. In addition, most of the unbundled loops BellSouth has provisioned in Tennessee have been provided to NEXTLINK.

Q. WHAT HAS BEEN NEXTLINK'S EXPERIENCE IN PURCHASING UNBUNDLED ELEMENTS FROM BELLSOUTH?

A. NEXTLINK has had persistent and pervasive problems in obtaining the access to unbundled network elements that it needs from BellSouth to provide adequate service to NEXTLINK's own customers. The specific problems NEXTLINK has had in Tennessee in dealing with BellSouth are described in more detail in the testimony of Mr. Land, Ms. Dickinson and Mr. Gregory Breetz. In general, NEXTLINK's experience is that BellSouth has used its control over essential facilities to hamper NEXTLINK's ability to serve its own customers. BellSouth has restricted NEXTLINK's access to unbundled loops and to other unbundled network elements. In addition, BellSouth has instituted procedures and processes that discriminate against NEXTLINK. The end result is that NEXTLINK has been prevented from providing significant competition to BellSouth based not upon NEXTLINK's merits as a competitor, but because of BellSouth's anti-competitive pattern of behavior.

Q. HOW DOES BELLSOUTH RESTRICT ACCESS TO UNBUNDLED LOOPS?

A. BellSouth restricts access to unbundled loops in a number of ways. As I will describe in more detail below, one of the most pervasive restrictions arises from the way BellSouth provisions unbundled loops to NEXTLINK. BellSouth routinely experiences problems and errors when it attempts to transfer unbundled loops to NEXTLINK. These problems and errors are more than an inconvenience. They threaten NEXTLINK's relationship with its new customer and raise NEXTLINK's costs in obtaining and retaining the customer. In some cases, they cause the customer to rethink the decision to switch service to NEXTLINK. The deficiencies in BellSouth's provisioning processes are a significant barrier to competition. Other problems are described in more detail in Mr. Land's testimony. BellSouth also has required NEXTLINK to be collocated in the central office or remote

switch serving a customer before BellSouth will provide NEXTLINK with access to the customer's unbundled loop. Collocation is not even possible in some of these locations. Moreover, because of the high, nonrecurring charges BellSouth has imposed for collocation, NEXTLINK would need to spend as much as $10 million simply to put in place the collocation facilities required to access all the loops in Tennessee. This expense in itself is a barrier to competition.

In addition, as Mr. Land explains, BellSouth refuses to allow NEXTLINK to purchase loops that are carried on its integrated digital loop carrier ("IDLC"), requiring instead that NEXTLINK purchase or pay to construct alternate facilities. Approximately 29% of the loops now in place in Tennessee are provisioned using IDLC, and this number is increasing. BellSouth's restrictions, therefore, foreclose the ability of NEXTLINK or any other facilities-based carrier to offer a competitive choice to a large number of Tennessee consumers.

Q. WHAT IS YOUR UNDERSTANDING OF THE BASIS FOR BELLSOUTH'S REQUIREMENT THAT NEXTLINK BE COLLOCATED IN A CENTRAL OFFICE BEFORE IT MAY HAVE ACCESS TO THE LOOPS SERVED BY THAT CENTRAL OFFICE?

A. To gain access to a loop served from a remote switch or central office in which NEXTLINK does not have collocation equipment, NEXTLINK could purchase both the loop and unbundled transport from the remote switch or central office to a central office in which NEXTLINK was collocated. This option is not available to NEXTLINK, however, because BellSouth contends that purchase of the loop and transport would constitute a "combination."

BellSouth contends that it has no legal obligation to provide combinations. This position, however, is inconsistent with BellSouth's filed tariffs and the provisions of the Act. BellSouth would essentially require that NEXTLINK replicate the BellSouth network. The Act was designed specifically to encourage competition without the need for new entrants to duplicate the incumbent's facilities.

Q. PLEASE DESCRIBE THE PROBLEMS CAUSED BY BELLSOUTH'S PROCEDURES FOR PROVISIONING UNBUNDLED LOOPS.

A. Again, NEXTLINK's problems with BellSouth are described in significantly more detail in the testimony of Ms. Dickinson and Mr. Land. Their testimony illustrates that BellSouth has made it very difficult for NEXTLINK to access unbundled loops.

BellSouth has erected roadblocks in the provisioning process that obstruct NEXTLINK's efforts to compete. BellSouth errors cause problems on a substantial percentage of NEXTLINK's orders. To properly transfer a customer to NEXTLINK using an unbundled loop, the NEXTLINK customer, a NEXTLINK technician, and one or more BellSouth technicians must all be available to change the loop facility from BellSouth to NEXTLINK. NEXTLINK began keeping records of BellSouth's missed provisioning appointments for NEXTLINK's Nashville operations in October 1997. Since then, BellSouth failed to perform the customer transfer as scheduled approximately 15% of the time. In a number of these cases, BellSouth has also disconnected the NEXTLINK customer, taking the customer out of service altogether.

Given that most NEXTLINK customers are companies that depend upon on reliable telephone service to do business, the impact of BellSouth errors is profound. They directly threaten NEXTLINK's ability to obtain and retain its customers. More to the point, BellSouth does not require its own customers to suffer such inconvenience and expense in changing or transferring service. Until BellSouth begins to provide NEXTLINK with access to unbundled loops in such a way that NEXTLINK can provide equal and adequate service to its own customers, BellSouth's local markets will not be open to competition and BellSouth should not be permitted to provide interLATA service in Tennessee.

Q. WHAT IS THE COST OF UNBUNDLED LOOPS?

A. BellSouth's present monthly recurring charge for unbundled loops to NEXTLINK is $18. This charge is far in excess of BellSouth current residential basic rate of $12.15 for the Memphis and Nashville metropolitan area calling plans. Because NEXTLINK must also recover its costs in addition to the unbundled loop charge, its price for service is prohibitive for residential customers.

This pricing structure will become even more unbalanced if BellSouth's Statement of Generally Available Terms ("SGAT") is approved by the Authority. BellSouth has requested a monthly charge for a basic two-wire loop of between $23.21 and $26.81. In addition, BellSouth proposed to charge nonrecurring fees as high as $230 per loop. These rates prevent any new entrant from competing in the residential market. They will also make it difficult for new entrants to compete against BellSouth in the business market, since BellSouth's basic Memphis and Nashville business rate of $39.70 per line leaves little margin

for a new entrant to pay BellSouth's proposed unbundled loop rate in addition to its own costs of providing business service.

Q. HAS NEXTLINK HAD OTHER DIFFICULTIES IN OBTAINING UNBUNDLED ELEMENTS FROM BELLSOUTH?

A. NEXTLINK has had a number of other difficulties in obtaining the kind of services it needs from BellSouth. These problems, again, are described in much more detail in the testimony of Mr. Breetz, Mr. Land and Ms. Dickinson. To summarize what these witnesses have stated, BellSouth has delayed in providing NEXTLINK customers with access to directory listings. BellSouth has also refused to provide or delayed in providing NEXTLINK with non-discriminatory access to signaling and databases. The combined result of all of these problems is that NEXTLINK cannot serve its customers at par with BellSouth and cannot compete with BellSouth on an equal basis in Tennessee.

C. Number Portability.

Q. WHY IS NUMBER PORTABILITY CRITICAL TO NEXTLINK?

A. Telephone customers, especially business customers, are often unwilling to change their local telephone carrier if they also have to change their telephone number. Lower prices and better service may not be enough to overcome unwillingness to part with their current telephone number. Number portability is, therefore, an indispensable ingredient for fostering local exchange competition.

Q. WHAT HAS BEEN NEXTLINK'S EXPERIENCE WITH NUMBER PORTABILITY IN TENNESSEE?

A. Full-fledged service provider number portability is not yet available in Tennessee. As a result, this jurisdiction, like many others, has "interim" number portability measures in place. When NEXTLINK wins a customer from BellSouth who wants to keep or "port" its number, BellSouth provides remote call forwarding ("RCF") for that customer. This interim measure has several significant drawbacks. First, use of RCF restricts the availability of certain vertical switch features such as Caller ID for NEXTLINK's customers.

Second, although BellSouth's interconnection agreement with NEXTLINK specifies a monthly charge of $1.50 at most per RCF path provided by BellSouth, NEXTLINK is now being charged about $35,000 per month for RCF services. Simple mathematics shows that these charges only make sense if NEXTLINK had ordered RCF for more than 23,000 paths. Yet, NEXTLINK has fewer than half that number of customers in Tennessee. Moreover, BellSouth has less than 3000 outgoing trunks connected to NEXTLINK over which it could establish an RCF path. BellSouth is therefore charging NEXTLINK for services it is not physically capable of delivering.

BellSouth began to submit billings for RCF services to NEXTLINK in March 1997 and NEXTLINK advised BellSouth of this discrepancy in the bills shortly thereafter. Despite requests for clarification from NEXTLINK, BellSouth has never explained the basis for its charges. Nevertheless, on March 18, 1998, a BellSouth employee informed NEXTLINK that it had five business days to become current on the outstanding RCF charges or BellSouth

would cease to accept orders from NEXTLINK. NEXTLINK continues to dispute these charges and believes that BellSouth's unilateral imposition of charges is contrary to the requirements of the Act.

Until the problems with interim number portability are resolved, BellSouth and NEXTLINK are not at par in terms of their ability to win and keep customers. BellSouth's retail operations, yet again, obtain superior treatment when compared to what BellSouth offers to NEXTLINK and other rivals.

D. Reciprocal Compensation.

Q. WHY IS RECIPROCAL COMPENSATION CRITICAL TO NEXTLINK?

A. Exchange of local traffic between interconnected carriers must not only be physically seamless, it must also be economic. BellSouth and NEXTLINK agreed to provide reciprocal compensation to each other in their interim interconnection agreement. BellSouth, nonetheless, has imposed costs for terminating traffic on its switches on terms that do not comply with the parties' agreement. In addition, BellSouth has refused to compensate NEXTLINK for the costs of terminating traffic originating from information service providers or enhanced service providers. BellSouth has failed, therefore, to provide for mutual and reciprocal recovery of the costs associated with transport and termination of traffic as required by the Act.

Q. HOW HAS BELLSOUTH'S REFUSAL TO PROVIDE RECIPROCAL COMPENSATION AFFECTED NEXTLINK?

A. The impact of BellSouth's actions is discussed in detail in the testimony of Mr. Breetz. To summarize that testimony, BellSouth has failed to compensate NEXTLINK as agreed in the parties' current contract, and has also imposed unilateral charges for transport and termination upon NEXTLINK that are contrary to the agreement. NEXTLINK has disputed these charges. Nevertheless, BellSouth has threatened to cease accepting orders from NEXTLINK unless NEXTLINK pays the charges according to BellSouth's billing calculations.

NEXTLINK believes that BellSouth owes more to it than it owes to BellSouth. NEXTLINK does not control any facilities that are essential to BellSouth, however, and NEXTLINK has no leverage, therefore, in negotiating this problem with BellSouth. Nevertheless, the Act requires that the terms, conditions and charges for reciprocal compensation be just and reasonable. BellSouth's unilaterally imposed charges do not meet these conditions.

Q. YOU HAVE CONTENDED THAT THESE PROBLEMS RESULT, IN PART, BECAUSE BELLSOUTH HAS NOT INVESTED THE RESOURCES NECESSARY TO OPEN THE LOCAL MARKET TO COMPETITION. WHAT IS THE BASIS FOR THIS TESTIMONY?

A. NEXTLINK's own experience shows this to be the case. As BellSouth's witness, Mr. Alphonso Varner states in his testimony, BellSouth has only 420 people in its entire 9-state region devoted to serving new entrants. Varner Direct at 61. In NEXTLINK's experience, these employees have been overwhelmed by the demands placed upon them by new entrants across the BellSouth region. On average, NEXTLINK attempts to process less

than 35 customer orders per business day. Nevertheless, errors by BellSouth employees delay and compromise a substantial percentage of these orders. In many cases, BellSouth is unable to provision unbundled loops simply because it does not have the personnel available to accomplish the customer transfer. Given that these problems exist now with relatively few facilities-based competitors doing business in Tennessee, NEXTLINK believes that the problems will only increase as more competitors attempt to obtain services from BellSouth.

Q. BELLSOUTH HAS PRODUCED TESTIMONY AND PERFORMANCE MEASURES THAT IT CONTENDS DEMONSTRATE IT MEETS THE SECTION 271 COMPETITIVE CHECKLIST AND THAT IT IS PROVIDING THE NONDISCRIMINATORY TREATMENT REQUIRED BY THE ACT. DO YOU AGREE WITH THIS TESTIMONY?

A. No, for two reasons I disagree with BellSouth's contentions that it is providing nondiscriminatory treatment as required by the Act. First, as indicated by Mr. Breetz's testimony, the performance measures BellSouth has provided are incomplete and demonstrate for themselves that new entrants do not receive equal treatment from BellSouth.

In addition, there are many ways that BellSouth can hamper the ability of a new entrant to compete that will not show up in performance measures. For example, so long as NEXTLINK must order facilities from BellSouth, BellSouth will always know what customers NEXTLINK is targeting. As Ms. Dickinson's testimony indicates, it appears that BellSouth is using this information to offer incentives to these customers to remain with BellSouth.

BellSouth has obstructed NEXTLINK in many other ways that do not show up in objective performance measurements. The difficulties of dealing day to day with BellSouth's complex operations structure often hinder NEXTLINK as it tries to serve its own customers. Every request from NEXTLINK for a simplification or improvement in BellSouth's procedure must pass through layer upon layer of management and survive months of review before it can be implemented. NEXTLINK has only 200 employees in Tennessee, all of whom have multiple responsibilities. The time required to deal with BellSouth's inefficient decision-making process, in itself, significantly obstructs competition.

Q. WHAT SPECIFIC CHANGES SHOULD THE TRA REQUIRE IN BELLSOUTH'S PERFORMANCE BEFORE RECOMMENDING APPROVAL OF BELLSOUTH'S APPLICATION TO PROVIDE IN-REGION INTERLATA SERVICE?

A. In general, BellSouth needs to abide by its legal obligation to treat NEXTLINK as a co-carrier. As a prerequisite to approval, the TRA should require BellSouth to provide and comply with performance measures that will ensure nondiscriminatory access by new entrants to unbundled network elements and services as required under the Act. The type of measures that NEXTLINK recommends are set forth in Mr. Breetz's testimony.

In addition, the TRA must ensure that BellSouth continues to comply with the standards that are established. The TRA should establish self-executing performance penalties that will take effect whenever BellSouth fails to meet the standards the Authority establishes. If BellSouth fails to provide nondiscriminatory treatment as measured by the TRA's standards, BellSouth should compensate carriers injured by its conduct based upon formulas established

by the Authority in advance, so that BellSouth will know that any failure to perform will have consequences. These penalties must be significant enough to act as a disincentive to discriminatory behavior. The Authority should also provide new entrants with a fast-track forum for complaints about anti-competitive activity by BellSouth. Only in this way can the TRA help ensure that the introduction of competition in the state is irreversible.

Q. WHAT ARE THE DANGERS OF ALLOWING BELLSOUTH TO ENTER THE LONG-DISTANCE MARKET WITHOUT THESE PROTECTIONS IN PLACE?

A. Without the necessary performance standards and remedies in place, there will never be competition in the local exchange market in Tennessee. BellSouth's discriminatory treatment presently prevents NEXTLINK from offering the high quality service it would like to offer as an alternative to BellSouth. Nevertheless, NEXTLINK has been able to gain a foothold in BellSouth's markets in part because it can offer customers one-stop shopping for their telecommunications needs. As BellSouth itself admits, this is an attractive option for some customers. Permitting BellSouth to offer bundled local and long distance services in its region will remove one of the principal weapons that small new competitors have been able to use in the face of BellSouth's anti-competitive conduct.

In addition, as the Authority's own staff has pointed out, BellSouth's motivation for providing nondiscriminatory treatment to new entrants will diminish once it is permitted to enter the long-distance market. See February 13, 1997 TRA Staff Report at 6. Even if BellSouth at some future date demonstrates that its markets are open, the TRA must ensure that BellSouth does not revert to anti-competitive behavior after it enters the interLATA market. The

performance measures the TRA adopts must be comprehensive, and the TRA should require BellSouth to file reports of its performance under these measures regularly so that its performance can be monitored. BellSouth should also be required to report on its performance in providing service to individual carriers like NEXTLINK on a regular basis and should provide those reports to both the TRA and the carrier at issue.

Any sign in the performance reports that points to "back-sliding" on the part of BellSouth should be dealt with promptly. Self-executing performance penalties, as described above, must remain in place so that BellSouth continues to have appropriate incentives to keep its markets open. The TRA should also advise BellSouth now that it will impose significant fines and limit BellSouth's ability to offer competitive services if BellSouth is recalcitrant in correcting discriminatory treatment of competitors.

Q. AS A COMPETITOR OF BELLSOUTH, WOULD NEXTLINK EVER BE WILLING TO SUPPORT BELLSOUTH'S APPLICATION TO PROVIDE INTERLATA SERVICES?

A. If BellSouth demonstrated that its local markets were fully and irreversibly open to competition, NEXTLINK would support BellSouth's application. Unlike some of the other parties to this proceeding, NEXTLINK does not have a substantial long-distance market share that may be threatened by BellSouth's entry into the interLATA market. NEXTLINK simply seeks the opportunity to compete with BellSouth in the local and long-distance market on equal terms based on the quality of the service each company provides to its customers. When BellSouth provides unbundled network elements and other essential services in a manner that will allow such competition to take place, NEXTLINK will support BellSouth's application.

AFFIDAVIT

~~STATE OF~~ District of

~~COUNTY OF~~ Columbia

BEFORE, ME, the undersigned authority, duly commissioned and qualified as a Notary Public in the District of Columbia, personally came and appeared R. Gerard Salemme, who, being by me first duly sworn, deposed and said that:

He is appearing as a witness before the Tennessee Regulatory Authority in Docket No. 97-00309 on behalf of NEXTLINK Tennessee, L.L.C., and if present before the Authority and duly sworn, his testimony would be as set forth in the annexed Testimony consisting of 23 pages.

R. GERARD SALEMME

SUBSCRIBED AND SWORN to before me this 26th day of March, 1998.

NOTARY PUBLIC in and for the ~~State of~~ _____,
~~residing at~~ District of Columbia
My appointment expires _____
Print Name Marla J. Davis

My Commission Expires October 31, 2002

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EXECUTIVE SECRETARY

NEXTLINK TENNESSEE, LLC
TRA DOCKET NO. 97-00309
DIRECT TESTIMONY OF LISA DICKINSON

BEFORE THE TENNESSEE REGULATORY AUTHORITY

DOCKET NO. 97-00309

Re: *BellSouth Telecommunications, Inc's Entry Into Long Distance (InterLATA) Service in Tennessee Pursuant to Section 271 of the Telecommunications Act of 1996*

DIRECT AND REBUTTAL TESTIMONY OF LISA DICKINSON

ON BEHALF OF NEXTLINK TENNESSEE, L.L.C.

I. INTRODUCTION

Q. PLEASE STATE YOUR NAME, ADDRESS AND POSITION WITH NEXTLINK TENNESSEE, L.L.C.

A. My name is Lisa Dickinson. I am a Regional Customer Care Manager with NEXTLINK Tennessee, L.L.C. ("NEXTLINK"). I have been employed by NEXTLINK since August, 1995, and am responsible for ensuring that NEXTLINK provides quality service to its customers throughout Tennessee and NEXTLINK's Southeast Region.

Q. WHAT IS NEXTLINK?

A. NEXTLINK is a facilities-based competitive local exchange carrier ("CLEC"). It uses unbundled loops and other network elements and services purchased from BellSouth in conjunction with its own fiber network and state of the art switches to provide local exchange service in competition with BellSouth.

Q. PLEASE GIVE A BRIEF DESCRIPTION OF YOUR BACKGROUND AND EXPERIENCE.

A. I have a degree in Marketing and Management from Union University. Before joining NEXTLINK in 1995, I spent seven and one half years with LDDS/Worldcom in sales and customer service. My last position at LDDS/Worldcom was Manager, Western Tennessee Customer Service Team.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

A. The purpose of my testimony is to describe NEXTLINK's experiences ordering unbundled loops from BellSouth. As Mr. Russell Land describes in more detail in his testimony, NEXTLINK has no choice but to use unbundled loops purchased from BellSouth as the "last-mile" connection between NEXTLINK facilities and many of its customers. NEXTLINK has to rely on assistance from BellSouth, therefore, in transferring former BellSouth customers who wish to obtain their local service from NEXTLINK.

From the beginning, BellSouth's performance in coordinating the transfer or "cutover" of former BellSouth customers to NEXTLINK has been less than satisfactory. BellSouth has contacted customers who have decided to use NEXTLINK in an effort to persuade those customers to stay with BellSouth. If the customer does decide to move to NEXTLINK, the order process NEXTLINK must use to obtain the customer's unbundled loop from BellSouth is cumbersome.

Moreover, when the customer is actually transferred, BellSouth's errors often delay the cutover, sometimes leaving the customer without telephone service.

These problems predictably leave NEXTLINK customers dissatisfied. Unfortunately, this dissatisfaction is often directed at NEXTLINK rather than at BellSouth as the source of the problem. Ironically, BellSouth is sometimes rewarded for its inferior performance when it wins back NEXTLINK customers frustrated by problems or delays in initiating service with NEXTLINK. These BellSouth performance problems, therefore, significantly hinder NEXTLINK in competing with BellSouth and significantly and detrimentally impact on NEXTLINK's reputation in this fledgling competitive marketplace.

II. ORDERING

Q. PLEASE DESCRIBE IN MORE DETAIL HOW UNBUNDLED LOOPS FROM BELLSOUTH ARE USED BY NEXTLINK.

R. The loop is the wire that connects a customer with the central switching office that serves the customer. NEXTLINK has loop facilities that connect to many customer locations in Nashville and Memphis. Unlike BellSouth's network, however, NEXTLINK's network does not presently extend to all potential customers. To serve customers not directly connected to NEXTLINK's network, NEXTLINK must purchase the customer's BellSouth loops and connect those loops to NEXTLINK's facilities.

BellSouth has insisted that NEXTLINK must be collocated in the central office or remote switch that serves a customer before NEXTLINK may have access to a customer's loop. BellSouth has also insisted that it must do the physical work required to cutover the customer's service to NEXTLINK. When NEXTLINK wins a customer, therefore, a BellSouth technician must break the connection between the customer's loop and the BellSouth switch and then reconnect the loop to NEXTLINK's collocated equipment. The NEXTLINK collocated equipment, in turn, is connected to NEXTLINK's switch, allowing NEXTLINK to provide switched service to the customer.

Q. HOW DOES NEXTLINK ORDER UNBUNDLED LOOPS AND OTHER FACILITIES AND SERVICES FROM BELLSOUTH?

R. When a customer expresses interest in obtaining its local service from NEXTLINK, NEXTLINK first requests a Customer Service Record ("CSR") from BellSouth. This record provides information regarding the BellSouth facilities and services presently used by the customer. If the customer decides to choose NEXTLINK as its local exchange provider, NEXTLINK uses the CSR information to order the necessary unbundled loops and other services, such as directory listings and number portability, from BellSouth. The CSR BellSouth currently provides to NEXTLINK contains less information that the CSR currently provided by BellSouth to Customer Premises Equipment ("CPE") vendors.

NEXTLINK has only recently begun the process of testing the use of electronic interfaces for placing orders with BellSouth. NEXTLINK now places orders by sending those orders by facsimile to BellSouth. In the order, NEXTLINK requests a date and time for transferring the customer's service. BellSouth's service representatives review each order upon receipt to ensure that it is accurate, complete, and prepared in accordance with BellSouth's standard procedures. If a BellSouth service representative finds that an order does not meet these requirements, the representative rejects the order and returns it to NEXTLINK for correction or clarification.

If BellSouth accepts the order, BellSouth enters a "Firm Order Confirmation" ("FOC") indicating that it will transfer the customer at the date and time NEXTLINK has requested. The FOC, however, is only a confirmation that the order has been received and processed by BellSouth; the FOC in no way guarantees or assures that the requested due date will be met. Once NEXTLINK has received the FOC from BellSouth, NEXTLINK and BellSouth take the steps necessary to accomplish the transfer.

Q: HAS THE NEED TO REQUEST CSR'S FROM BELLSOUTH CREATED ANY PROBLEM FOR NEXTLINK?

A. Yes, it has. BellSouth apparently uses its knowledge of NEXTLINK's marketing activities in competition with NEXTLINK. NEXTLINK customers and potential customers have reported having been contacted by BellSouth shortly after

NEXTLINK has requested their CSRs from BellSouth. Many have been offered special deals to remain with BellSouth rather than switching to NEXTLINK for local service. It appears that BellSouth is misusing information it obtains in providing unbundled elements to NEXTLINK to benefit its own retail operations in violation of federal law. See 47 U.S.C.§ 222(a)(b).

For example, Fleet Safety Equipment, Inc. in Memphis, Tennessee, ordered four lines from NEXTLINK on February 18, 1998. On the same day, NEXTLINK requested a CSR regarding this account from BellSouth. Shortly thereafter, the customer received a call from a BellSouth marketing representative offering combined local and long distance bills and a discount on long distance if the company remained with BellSouth. The customer decided to delay its order to NEXTLINK. Today, Fleet Safety Equipment remains a BellSouth customer.

NEXTLINK has heard similar stories from a number of other customers and potential customers. Without surveying all potential customers of NEXTLINK and other new entrants, it is impossible to know if BellSouth's misuse of CSR information is a widespread practice. These examples demonstrate, however, that BellSouth is using its position as a monopoly provider to thwart the marketing efforts of new entrants to the detriment of competition in this state.

Q. YOU HAVE STATED THAT NEXTLINK HAS ONLY RECENTLY BEGUN THE PROCESS OF TESTING BELLSOUTH'S ELECTRONIC INTERFACES.

PLEASE DESCRIBE NEXTLINK'S EXPERIENCE IN ATTEMPTING TO USE THESE INTERFACES.

A. BellSouth's EDI electronic interface became available for ordering unbundled loops in October 1997. Shortly thereafter, NEXTLINK requested that BellSouth provide it with the information necessary to allow NEXTLINK to establish a Local Area Network ("LAN") connection to the EDI interface.

By January 1998, the LAN connection was operational and NEXTLINK began to test BellSouth's EDI interface. NEXTLINK has determined based on this testing that the present BellSouth EDI interface is too cumbersome and inefficient for use by NEXTLINK in making orders to BellSouth.

As presently designed, BellSouth's EDI interface requires NEXTLINK to input a significant amount of information that is common to all NEXTLINK orders. For example, each order placed using EDI requires NEXTLINK to enter carrier identification information, billing information, and NEXTLINK contact names and numbers, even though this information is the same on all orders NEXTLINK submits. Presently NEXTLINK is able to submit by facsimile a printed order form that already contains the information common to all orders. By requiring NEXTLINK to retype this information for each EDI-placed order, use of EDI significantly increases the risk of errors on the NEXTLINK orders.

For this reason, NEXTLINK presently believes that it will not make use of BellSouth's EDI ordering interface. Instead, NEXTLINK will continue to place its orders with BellSouth by facsimile.

Q. DO BELLSOUTH REPRESENTATIVES NEED TO INPUT THIS TYPE OF INFORMATION WHEN PLACING AN ORDER FOR A BELLSOUTH CUSTOMER?

A. My understanding is that BellSouth customer service representatives do not need to supply this type of information when processing an order for BellSouth customer. The BellSouth systems assume that the order is being placed by BellSouth. I also believe that for existing customers the BellSouth systems automatically input customer information without the need for manual intervention by a BellSouth representative. NEXTLINK, on the other hand, must supply such customer-specific information manually whether using the EDI interface or facsimile orders.

Q. YOU HAVE INDICATED THAT NEXTLINK PRESENTLY PLACES ORDERS BY FACSIMILE TO BELLSOUTH. PLEASE DESCRIBE NEXTLINK'S EXPERIENCE IN PROCESSING ORDERS IN THIS MANNER THROUGH THE BELLSOUTH SYSTEM.

A. NEXTLINK first began ordering unbundled loops from BellSouth in early 1997. As can be expected with any new process, the initial orders were difficult for both NEXTLINK and BellSouth. Multiple, unannounced changes to BellSouth's

ordering protocols made it almost impossible for NEXTLINK to produce an order that BellSouth would accept. Orders using the same format would be acceptable one day and not acceptable the next. A large percentage of NEXTLINK's orders were rejected, some requiring multiple revisions before they were accepted by BellSouth.

Both BellSouth and NEXTLINK have improved in their abilities to process NEXTLINK's orders through the BellSouth systems. Nevertheless, significant problems remain. These problems continue to delay many of NEXTLINK's orders.

Approximately 12 BellSouth service representatives located in BellSouth's Atlanta, Georgia, local carrier service center ("LCSC") process all of NEXTLINK's orders. These orders average approximately 30 to 35 per business day. Each of these orders requires NEXTLINK to provide a significant amount of information about NEXTLINK, NEXTLINK's customer, and the services requested for that customer. All of this information must be provided accurately and completely before BellSouth will process the order.

BellSouth typically accepts or rejects an order from NEXTLINK within 24 hours after receiving the order. Often, BellSouth will reject an order that, in fact, contains no errors. No matter what the reason for the rejection, however, once BellSouth has rejected the order, NEXTLINK must resubmit it in order to obtain

an FOC from BellSouth. Resubmitting rejected orders can significantly delay NEXTLINK's ability to provide service to a customer.

Until recently, it was not uncommon for BellSouth to reject an order without providing notification to NEXTLINK. This practice caused NEXTLINK significant delay in obtaining service from BellSouth. BellSouth has not rectified its performance. NEXTLINK, however, has adopted a practice of telephoning BellSouth representatives to determine the status of each order the day after the order is submitted. This allows NEXTLINK to resubmit orders quickly when necessary. The down side of this practice, however, is that NEXTLINK must expend significant time and effort simply to correct BellSouth's deficiencies.

III. PROVISIONING

Q. WHAT HAPPENS AFTER AN ORDER IS FINALLY ACCEPTED AND PROCESSED THROUGH THE BELLSOUTH SYTEM?

A. Once BellSouth accepts an order and issues a FOC, NEXTLINK makes a firm appointment with its customer for the loop cutover and assigns a Project Coordinator to oversee the customer transfer. A NEXTLINK technician must meet with the customer at the customer's premises to test and accept loops transferred by BellSouth. Loop cutovers, therefore, require that the customer, a BellSouth technician in the BellSouth central office, the NEXTLINK Project Coordinator, and a NEXTLINK technician at the customer premises all be

available to accomplish the transfer. In some circumstances, a BellSouth technician is also needed outside the central office to complete the cutover.

Because coordination is required among several parties, it is important that all parties adhere to the scheduled time for provisioning as promised by BellSouth in its FOC. In fact, the contract between NEXTLINK and BellSouth requires BellSouth to complete the cutover within one hour of the time scheduled in the FOC. If this does not occur, the customer will be inconvenienced and NEXTLINK will not be able to provide the high quality service it promises to its customers.

Q. HOW LONG DOES IT TYPICALLY TAKE BELLSOUTH TO PROVISION AN UNBUNDLED LOOP ONCE IT ACCEPTS AN ORDER AND ASSIGNS A FOC?

A. BellSouth agreed in its contract with NEXTLINK to provision all unbundled loop orders within seven business days. BellSouth has not abided by this agreement. Instead, BellSouth has established target provisioning intervals for unbundled loops. Under these provisioning intervals, BellSouth attempts to fill a loop order for one to five loops within five business days. The target provisioning interval for six to fourteen loops in an order is seven business days. NEXTLINK must negotiate with BellSouth for a provisioning date on any order that involves more than fifteen loops.

BellSouth's actual performance in provisioning unbundled loops has varied over the time NEXTLINK has been doing business with BellSouth. According to information BellSouth has provided in response to data requests, the actual time required by BellSouth to provision unbundled loops to NEXTLINK has ranged from 6.04 business days per unbundled loop order (in February 1998) to 12.41 average days per order (in November 1997). See BellSouth's Response to NEXTLINK's Second Data Request, Item No. 60.

Q. IS THIS PERFORMANCE ACCEPTABLE TO NEXTLINK?

A. No, BellSouth's performance in the time required provision unbundled loops is not acceptable. BellSouth itself can provide service to a customer within a day or two of the customer's first call to BellSouth. It takes NEXTLINK a day just to find out whether one of its orders has been accepted. Only rarely can NEXTLINK provide service to a customer in less than four business days. NEXTLINK must often make its customer wait seven or more business days before the transfer can occur.

BellSouth appears able to reclaim a customer who wishes to return to BellSouth from NEXTLINK much more quickly than NEXTLINK can provide service to the same customer. In NEXTLINK's experience, it typically takes BellSouth only two or three days to provide service to a customer it wins back from NEXTLINK. It is clear from this treatment that BellSouth does not provide NEXTLINK with nondiscriminatory access to unbundled loops.

Q. HAS NEXTLINK ALSO HAD DIFFICULTIES IN OBTAINING COOPERATION FROM BELLSOUTH IN COORDINATING CUTOVERS TO AVOID CUSTOMER INCONVENIENCE?

A. Yes, NEXTLINK has had longstanding difficulties in coordinating cutovers with BellSouth. NEXTLINK employees have spent countless hours communicating with BellSouth in a seemingly never-ending series of meetings, telephone calls and e-mail in an attempt to obtain adequate provisioning service from BellSouth. It seems that whenever one provisioning problem is solved, another crops up. The end result is that a substantial percentage of NEXTLINK's cutovers do not occur as scheduled. NEXTLINK itself is at fault for some of the failed cutovers. Most of the time, however, customers are not transferred as scheduled due to BellSouth's problems and errors.

Q. PLEASE DESCRIBE THESE PROBLEMS IN CUTOVER COORDINATION IN MORE DETAIL.

A. Problems in obtaining cutovers as scheduled started as soon as NEXTLINK began ordering unbundled loops from BellSouth. As an example, I have attached a BellSouth document BellSouth dated April 11, 1997, describing some of the problems NEXTLINK had on its very early orders to BellSouth. Exhibit 1 describes problems with the availability of BellSouth technicians to work on cutovers as scheduled, failures by BellSouth to notify NEXTLINK of the status of orders, and clerical errors by BellSouth in processing orders that result in loss of

service for the customer. During the time since April of 1997, NEXTLINK has experienced these and similar errors on a substantial percentage of its orders to BellSouth.

NEXTLINK employees have spent countless hours in attempting to obtain resolution of these problems. The response from BellSouth has been slow. For example, BellSouth has on several occasions failed to cutover a NEXTLINK customer as scheduled because it has scheduled the cutover at the same time as it has also scheduled backing up computer tapes in the central office where the cutover is to occur. As early as November 5, 1997, I requested an explanation from BellSouth as to why this was happening and how BellSouth intended to fix the problem. See Exhibit 2. BellSouth promised to review the problem. Since that time, I have raised this issue in a number of meetings and telephone conferences with BellSouth representatives. Nevertheless, there is still no resolution for this problem, and BellSouth continues to miss or severely delay promised cutover dates and times because of back-up taping. See Exhibit. 3.

Q. YOU HAVE INDICATED THAT ONE OF THE PROBLEMS NEXTLINK HAS HAD WITH BELLSOUTH IS AN UNAVAILABILITY OF BELLSOUTH TECHNICIANS TO MAKE THE CUTOVER AS SCHEDULED. CAN YOU DESCRIBE THIS PROBLEM IN MORE DETAIL?

A. As I have indicated above, cutovers require coordination among one or more BellSouth technicians, the NEXTLINK customer, a NEXTLINK Project

Coordinator and a NEXTLINK technician. Frequently, a BellSouth technician will be unavailable to perform the cutover as scheduled because the technician has no record of the scheduled cutover or because the technician is performing other work for BellSouth.

Compounding this problem is BellSouth's approach to advising NEXTLINK when a cutover cannot occur as scheduled. More often than not, BellSouth does not inform NEXTLINK that its technician is unavailable until the time the cutover is actually scheduled to occur. Sometimes, in fact, BellSouth never tells NEXTLINK of the problem, forcing the NEXTLINK technician at the customer premises to investigate why it is that the cutover is not occurring as scheduled.

Missed provisioning appointments are a significant cause of customer dissatisfaction with local exchange providers. Unless NEXTLINK can provide service when it promises, NEXTLINK will have difficulty in competing with BellSouth for existing BellSouth customers, no matter which company causes the problem. Why should any company switch providers when switching risks problems and inconvenience in obtaining telephone service? In addition, these missed appointments cause significant expense to NEXTLINK. Every time BellSouth misses a provisioning commitment without providing advance notice, NEXTLINK incurs the cost of sending a technician to the customer premises for no reason, along with the cost of wasted time for NEXTLINK's project coordinator.

Q. WHAT ARE SOME OF THE OTHER MORE COMMON PROBLEMS CAUSED BY BELLSOUTH IN PROVISIONING UNBUNDLED LOOPS ORDERED BY NEXTLINK?

A. Several other recurring problems have occurred in transferring customers to NEXTLINK. One of the most significant problems from the perspective of NEXTLINK's customers is that BellSouth often disconnects a customer before the cutover to NEXTLINK is scheduled to occur, abruptly taking the customer out of service, often in the midst of a business day. The most common cause of this problem appears to be that the BellSouth UNE technicians responsible for coordinating with BellSouth central office technicians fail to notify the central office when a cutover has been rescheduled. The technician then disconnects the customer's lines at the originally scheduled cutover time without determining whether NEXTLINK and the customer are prepared for the transfer.

This "disconnect in error" problem has been a source of difficulty between NEXTLINK and BellSouth for many months. NEXTLINK requested that BellSouth perform a root cause analysis to determine the source of these problems as early as September 1997. Nevertheless, the problem continues. For example, in November 1997, NEXTLINK ordered changes in service for six customers all with an FOC of December 8, 1997. BellSouth completed adding service for these customers early on December 2, 1997. Unfortunately, it did not then cancel the orders to disconnect the customers' service. BellSouth completed the disconnect

orders on December 9, 1997, taking all six customers out of service for almost three hours. See Exhibit 4.

Additional disconnects in error have occurred as recently as March 5, 1998 notwithstanding BellSouth's promises to correct the problem. To provide more detail on this ongoing problem, I have attached as Exhibit 5 the communications between NEXTLINK and BellSouth that relate to NEXTLINK's efforts to gain resolution of the problem with BellSouth.

Other common causes for BellSouth's provisioning failures include lack of facilities and inadequate stocking of the equipment needed to perform the customer transfer. To illustrate these problems in more detail, I have attached as Exhibit 6 various communications and memoranda prepared by BellSouth and NEXTLINK that address these issues.

Q. CAN NEXTLINK QUANTIFY THE SCOPE OF THE PROBLEMS CAUSED BY BELLSOUTH IN PROVISIONING LOOPS TO NEXTLINK?

A. To document the extent of the problems NEXTLINK has experienced in transferring customers, NEXTLINK has maintained some statistics on the difficulties in customer cutovers, whether caused by BellSouth, NEXTLINK, or the customer. NEXTLINK began keeping these statistics for its Nashville office in October 1997. Since October 1997, NEXTLINK has placed 150 to 250 orders for unbundled loops per month from its Nashville office totaling approximately 500 to 1000 unbundled loops. In October, 55 of NEXTLINK's 203 orders failed

to cut over as scheduled. Forty of these missed cutovers were caused by BellSouth.

Similar problems occurred in November 1997. BellSouth missed 37 of 154 FOCs. In other words, BellSouth failed to meet its commitments on 24% of the orders made by NEXTLINK.

BellSouth's performance has improved since November 1997. In fact, in February 1998, BellSouth missed only 7% of its provisioning commitments for both the Memphis and Nashville offices of NEXTLINK. As recently as January 1998, however, BellSouth still missed 14.5% of the times scheduled for transferring NEXTLINK customers. Documentation of these missed provisioning appointments is attached as Exhibit 7.

Q. IS THIS PERFORMANCE ACCEPTABLE TO NEXTLINK?

A. BellSouth's performance remains unacceptable to NEXTLINK. Even at its best, BellSouth still causes NEXTLINK to miss the times it has scheduled to transfer significant numbers of its customers. NEXTLINK cannot compete successfully with BellSouth unless NEXTLINK can meet or better BellSouth's treatment of its own customers. NEXTLINK has been prevented from accomplishing this because of BellSouth's performance.

Q DOES BELLSOUTH ALSO MEASURE MISSED PROVISIONING APPOINTMENTS?

A Yes, one of the performance measures found as an attachment to Mr. Moore's testimony is a purported measure of provisioning appointments met for unbundled loops. These statistics only cover the period through October 1997. Almost all of the loops BellSouth provisioned in Tennessee in October 1997 were provisioned to NEXTLINK. NEXTLINK's statistics show that BellSouth missed almost 20% of its provisioning commitments in October. Nevertheless, BellSouth contends that it met its commitment for provisioning unbundled loops in October 94.8% of the time. See Exhibit JWM-7.

NEXTLINK has had discussions with BellSouth regarding the discrepancy between NEXTLINK's calculation of provisioning commitments met and that provided by BellSouth. It appears that BellSouth's systems consider a provisioning appointment to be kept so long as the ordered loop is provisioned on the same day as BellSouth committed to provide it.

For example, if a cutover is scheduled for 11:00 am, and BellSouth misses the appointment, disconnects or remote call forwards the customer's BellSouth number error, leaving the customer out of service for most of the day, finally performing the cutover at 6:00 pm, BellSouth does not report that incident as a missed or delayed cutover.

In many cases, BellSouth misses a scheduled appointment time by several hours, and yet still considers the provisioning appointment to be on time. In the meantime, however, BellSouth has breached its contractual commitment to

perform the cutovers within one hour, and NEXTLINK's customers and technicians are required to wait for BellSouth to meet its commitment.

Q. WHAT EFFECTS DO BELLSOUTH'S MISSED PROVISIONING APPOINTMENTS HAVE ON NEXTLINK'S OPERATIONS?

A. BellSouth's continuing failure to comply with its provisioning commitments has had a devastating effect on NEXTLINK's ability to compete. As I have indicated earlier, some potential customers simply do not want to take the risk that they will lose service or be inconvenienced in switching telephone providers. Others have required compensation or substantial persuasion to stay with NEXTLINK after a cutover delay or loss of service.

One less obvious result of this problem has been its effect on NEXTLINK's internal operational efficiency. NEXTLINK has 200 employees in Tennessee, many of whom spend some part of every day dealing with problems created by BellSouth's failure to meet provisioning commitments. Over 25% of my time is spent meeting or communicating with BellSouth regarding these issues. This time represents money that could better be spent providing service to NEXTLINK's customers and building NEXTLINK's business. Because NEXTLINK has no choice but to rely upon BellSouth, BellSouth has the power to impose these increased costs on NEXTLINK and other companies that are attempting to provide choice in local exchange providers to the consumers of this state.

Q. YOU HAVE INDICATED THAT BELLSOUTH HAS A CONTRACTUAL COMMITMENT TO COMPLETE A SCHEDULED CUTOVER WITHIN ONE HOUR. DOESN'T THE CONTRACT PROVIDE A SUFFICIENT REMEDY FOR MISSED PROVISIONING APPOINTMENTS?

A. Remedies provided by the agreement between NEXTLINK and BellSouth are inadequate to recoup out-of-pocket costs related to the failed or delayed conversion. Under the contract, NEXTLINK's only remedy is waiver by BellSouth of the nonrecurring charge for the transfer. Lost revenue from lost customers and increased expenses to NEXTLINK are not compensated.

Q. HAS NEXTLINK ENCOUNTERED PROBLEMS WITH BELLSOUTH'S PROVISIONING OF SERVICES OTHER THAN UNBUNDLED LOOPS?

A. Yes, NEXTLINK has encountered similar problems with many of the services it is required to obtain from BellSouth. One longstanding problem is BellSouth's delay in providing directory listings for NEXTLINK customers. When a customer transfers service to NEXTLINK, the customer often receives new telephone numbers, requiring new listings in directory assistance and in the white and yellow pages directories published by BellSouth Advertising & Publishing Co. ("BAPCO"), BellSouth's directory publishing affiliate. It often takes two weeks or more for the new telephone numbers to become listed. In the interim, NEXTLINK customers cannot be easily reached by their own customers, causing significant dissatisfaction. In addition, continuing problems with getting listing

for its customers have forced NEXTLINK to hire a full-time temporary employee to audit whether its customers have been listed in BAPCO's Memphis and Nashville directories.

As early as September 1997, NEXTLINK requested BellSouth to investigate why this delay in directory listings was occurring. As the attached Exhibit 8 indicates, BellSouth acknowledges that the problem lies with its own LCSC order center. Nevertheless, the problem continues to occur with regularity, and BellSouth has proposed no solution that will solve the problem. Id.

STATE OF TENNESSEE)
) ss.
COUNTY OF Davidson)

Lisa Dickinson, being first duly sworn, on oath deposes and says that she is employed by NEXTLINK of Tennessee, L.L.C. and that she has read the within and foregoing NEXTLINK's Direct and Rebuttal Testimony of Lisa Dickinson, knows the contents thereof, and believes the same to be true.

Lisa Dickinson

SUBSCRIBED AND SWORN to before me this 26th day of March, 1998.

Joan Roehl

NOTARY PUBLIC in and for the State of Tennessee, residing at 6113 Nashua Avenue
My appointment expires March 24, 2001
Print Name Joan Roehl

NEXTLINK TENNESSEE, LLC
TRA DOCKET NO. 97-00309
DIRECT TESTIMONY OF LISA DICKINSON

EXHIBITS 1-8

MESSAGE Dated: 04/11/97 at 12:25
Subject: Nextlink Projects Contents: 2
Creator: Donna G. Hartley / AL, BRHM03
PHONE-1=2059886650;

t 1

FROM: Donna G. Hartley / AL, BRHM03
PHONE-1=2059886650;

TO: William D. French / AL, BRHM03
PHONE-1=205-977-0535;
Eddie L. Owens / AL, BRHM03
PHONE-1=770-986-2113;
Barbara G. Warren / AL, BRHM06
PHONE-1=770-451-0853;

Part 2

Echo Sales & Lisa Dickenson from Nextlink called with several concerns and stated that their service from BellSouth is unsatisfactory.

* Unbundled Loop orders are not being coordinated
(PON 11267, Insurance Consulting, ASR sent 4/2, Due Date 4/10, Time 5PM)
BellSouth could not get anyone in the CO to work with because they were working on maintenance problems and the cut did not start until 6:40.

(PON 11264,TN Stadium Group, ASR sent 4/3/, Due Date 4/10, Time 10AM)
No one from BellSouth called Nextlink and no FOC was sent. They called LCSC to confirm the time for the cut. BellSouth did not call and an outside technician appeared to work on the order at 3:30. The CO did not have the channel unit to work the order and would not have one until 4/14.

(PON 11269, TN Society of Prof. Eng, ASR sent 4/3, Due Date 4/10, Time 12PM
Problem with the channel assignment, Kathy Baker-Project Mgr investigation identified the order was typed in incorrectly and was not the same as what was on the faxed order from the customer. Nextlink's end user was out of service for several hours and Nextlink made the changes on their network and paper work to match BellSouth to get the customer up.

They are requesting that if BellSouth can not accommodate the time Nextlink has requested on the order, they want the assigned project manager to notify them and negotiate a new time.

Nextlink has requested a meeting to discuss there issues around Unbundled Loops and number portability. I will call each of you to coordinate schedules.

MESSAGE Dated: 11/05/97 at 07:53
Subject: Apperson Crump Contents: 3
Sender: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

1

FROM: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;
lbaggett / internet, mime
DDT1=RFC-822; DDV1=lbaggett@nextlink.net;
rludlam / internet, mime
DDT1=RFC-822; DDV1=rludlam@nextlink.net;

Part 2

ARPA MESSAGE HEADER

Part 3

Donna,
I know you have been working on this with Linda Baggett. We must know ASAP why this continues to happen. It has not been the first time. I am also waiting on some responses you were supposed to have back to us on Monday. Please update me on the status.

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 11/05/97 07:56 AM ----------

a Anderson
11/04/97 09:23 AM
To: Renay Ludlam/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: Linda Baggett/NLLLC/NEXTLINK@NEXTLINK Subject: Apperson Crump

Renay,
This same thing is happening on my cut this morning with Daniel Erickson Law Firm. Bell is running back up tapes and therefore our cut is at a stand still right now. The cut began at 8a this morning. I spoke with Hank Westbrook last week and he said he was getting the documentation together to explain this and he would send something to me. I have not received any documentation yet and some of our customers are requesting a written explanation. Donna Hartley was also notified last week about this issue.
Lisa/Renay: Could you follow up with Donna Hartley or Hank Westbrook about this issue? This is really killing us.
---------- Forwarded by Gayla Anderson/NLLLC/NEXTLINK on 11/04/97 09:11 AM ----------

Gayla Anderson
10/28/97 01:50 PM
To: Gayla's Information Group, Harriet Burkhart/NEXTLINK@NEXTLINK, Teresa Heberling/NLLLC/NEXTLINK@NEXTLINK
cc: Dorothy Huffine/NEXTLINK@NEXTLINK, Randy Anderson/NEXTLINK@NEXTLINK, Tom Bailey/NLLLC/NEXTLINK@NEXTLINK, Linda Baggett/NLLLC/NEXTLINK@NEXTLINK Subject: Apperson Crump

These cuts didn't go well at all. Bell was the hold up. They were running back-up tapes in their CO while we were conducting cuts. This meant that our cuts were placed at a stand still until they finished their back up tapes. The locati : One Commerce Square began at 7a and ended at 9:30 am. The Kirby location began at 7a anded at 10:52 am. Their main number was down for almost 4 hours. Linda Baggett and myself spoke with Donna Hartley and Hank Westbrook requesting an explanation, but have yet to receive one. I will follow up with Hank.

Lisa Dickinson
02/20/98 12:26 PM

To: BellSouth Service Improvement Team
cc: donna.hartely2@bridge.bst.bls.com,
roger.s.mcelroy@bridge.bellsouth.com,
jim.whitson@bridge.bellsouth.com
Subject: Minutes from our meeting

We went over the Top 5 Trouble Issues and the Action Items associated with theses issues from Jim Whitson's Team. I will be glad to provide those of you that could not attend the meeting a copy of Jim Whitson's full analysis. Please let me know who you are. The following new items were added to Jim's update:

ACTION ITEM: Scheduling for 5ESS central office tape updating.
Linda Baggett had a problem with updates on a 1A switch last week in Memphis. Jim Whitson thought the problem was only on the 5E switches. The PON for the NEXTLINK Customer is 23303. It happened at the Main CO in Memphis. Jim will follow-up on this issue.

ACTION ITEM: When a customer changes their local service from BST to NEXTLINK, if a cut is required involving SLC's, the technician doesn't have the plug.
Short Term Resolution - technicians will have additional plugs to draw from on trucks and in their warehouse. UNE will also become responsible for notifying the CO staff one day before cut that additional equipment is necessary. Donna thinks Frank has started a new group in the UNE to handle this last step.
Long Term Resolution - Special Services group to handle for the long term.
Side Door SLC - from the SLC to the CO if it goes through a D4 channel bank an additional plug is required. We have some customers who are having to be redesigned. French McKnight has been involved with this in Memphis. The Customers involved are Grant & Co. Realtors/PON's 18284 and 18285. The original due date on this cutover was 12/18/97. The other customer is Montgomery, Martin International/original due date of 12/19. Jim Whitson to follow-up on this issue.

ACTION ITEM: The directory listings take from 3 days to two weeks to be in the Directory/1411.
Lisa Dickinson has provided Jim Whitson with a list of Customers past and present that have experienced the problem. No answers at this point.
We are also having problems with Customers not listed with BAPCO although we have sent the Directory Listing Request to the LCSC. Lisa will send a copy of the 143 missing listings that she sent to Connie Lewis at BAPCO.

2 nd DRAFT
01-07-98

January , 1998

Greg Breetz
NEXTLINK
105 Molloy Street, Suite 300
Nashville, TN 37201

Dear Mr. Breetz:

This is in response to your request for an investigation and report of the details concerning the interruptions on December 9, 1997 for NEXTLINK's customer INRES, Insurance Warehouse, American Independent, United Cabinet Corporation, Voice Alert and Pyramid Life Insurance. Attached are the results of that investigation.

As your business partner, BellSouth is making every effort to improve delivery of services to end users.

I am available to discuss this with you at your convenience. Please call me at (205) 977-0087 or e-mail me at Donna.Hartley2@bridge.bellsouth.com. Thank you.

Sincerely,

Donna Hartley
Regional Account Manager

Attachment

cc: Amanda Grant, Marc Cathey, Elaine Lantz, Dana Shaffer

ERT#10/12299703.doc

ROOT CAUSE ANALYSIS/CORRECTIVE ACTION SUMMARY

INRES, INSURANCE WAREHOUSE, AMERICAN INDEPENDENT, UNITED CABINET CORPORATION, VOICE ALERT AND PYRAMID LIFE INSURANCE

CHRONOLOGY

November 17, 1997 - Six (6) disconnect and (6) add orders were issued to work with Re-Home Project BSTQWCOLLOCNSVCH for Nextlink. These orders were for records only changes to DSO level circuits for several Nextlink customers, with a December 8, 1997 due date.
December 2, 1997 - Since the add orders were resale with no change in assignments or other changes, the orders were completed in all systems.
December 9, 1997 - The BellSouth Technician responsible for processing the disconnect orders, completed the orders, causing an interruption in service.
The Nextlink customers affected by this interruption were INRES, Insurance Warehouse, American Independent, United Cabinet Corporation, Voice Alert and Pyramid Life Insurance.

ROOT CAUSE ANALYSIS

Due to the BellSouth Technician's failure to correlate the disconnect orders with the add orders, this resulted in the interruption of services on December 9, 1997 for the customers listed above. The service interruptions were reported at 10:43 AM on December 9, 1997 and all services restored at 1:30 PM on the same day.

CORRECTIVE ACTION

BellSouth used both a disconnect service order and a reconnect (add) service order to transfer end user service to a CLEC. Both orders were necessary based upon existing billing system requirements for disconnecting the existing account and rendering a final bill. BellSouth has devoted considerable resources and incurred substantial expense in developing new systems that obviate the need for a disconnect service order for many types of resale orders. Therefore, effective December 30, 1997, BellSouth began using the "C" order conversion process on simple resale orders with plans to begin processing complex orders by mid January, 1998.

MESSAGE
Subject: Nextlink orders
Creator: Donna G. Hartley / AL, BRHM03
PHONE-1=2059886650;

Dated: 04/25/97 at 12:54
Contents: 2

: 1

FROM: Donna G. Hartley / AL, BRHM03
PHONE-1=2059886650;

TO: William D. French / AL, BRHM03
PHONE-1=205-977-0535;
Tiffany D. Hill / AL, BRHM09
PHONE-1=205-321-4249;
William R. Morrison / AL, BRHM02
PHONE-1=205-977-9800;
Barbara G. Warren / AL, BRHM06
PHONE-1=770-451-0853;

CC: Fred P. Monacelli / AL, BRHM07

Part 2

Nextlink issued a SUP to cancel order numbern D9JMN28 & N95OQKD9 on 4/21/97. The SUP was not worked, the orders flowed through the system and RCMAC worked the orders on 4/24 which took the customer out of service.

May 7, 1997

Greg Breetz
Vice President
NEXTLINK
105 Molloy Street, Suite 300
Nashville, TN 37201

Greg,

BellSouth has investigated the outage that occurred on May 6 for Admiral Binder Corporation. Findings are based on discussions with the technicians in the Unbundled Network Element Center that worked on the trouble, the supervisor for the Sharondale central office, the Manager for the Service Center (where orders are processed) and system log notes. Significant findings are as follows:

May 6,

1. At 2:00 PM Chris and Doug at NextLink's switch called in a trouble on 615-843-6979. During the discussion Chris and Doug indicated they thought the NextLink switch was locked up. Based on this information BellSouth did not proactively pursue the problem at that time.
2. At 5:54 PM NextLink called and coordinated testing was performed. Test results indicated the line was open in the central office. A central office dispatch was requested and the trouble was loaded to a BellSouth central office technician that covers multiple central offices.
3. At 7:12 PM the technician to whom the trouble was loaded had not been able to get to the Sharondale office. A callout for another technician was made.
4. At 7:26 PM the called out technician called the Unbundled Network Element Center from the Sharondale central office with the technician indicating that the channel units had been backed out.
5. By 7:42 PM the T1 had been tested okay between BellSouth and NextLink. The channel units were replaced and service was restored.

Ultimately, it has been determined that the channel units in the central office were backed out because of a cancelled service order (TNS057079) being processed in the central office. This order was the original order placed by NextLink on April 15. The order was cancelled and reissued due to bad Carrier Facility Assignments on the Local Service Request. Once this information was corrected

a new order (TNS058650) was issued, worked and completed on Thursday, May 1. When the central office receives a cancelled order they pull the cards in the central office. After 24 hours the cards are returned to BellSouth's centralized inventory system for reuse. Cancelled orders are very low priority since the work is normally not service impacting. As a result these type orders are worked only when pending installation or maintenance work is complete. This created the time delay that resulted in the work being done after the new order had been worked.

The root cause of this outage is that the original order should not have been cancelled. Instead it should have been kept open, problems with NextLink resolved via the clarification process and released with a new due date once resolved. Work instructions will be reviewed, updated as necessary by Friday, May 9, and all service representatives covered by their supervisor.

The second problem is that even though NextLink's technicians were indicating a problem in their switch, BellSouth's Unbundled Network Element Center technician should have taken precautionary steps to check with BellSouth's impacted central office to see if they had any alarms on the carrier system. This would have resulted in an earlier identification and resolution of the problem. All center technicians will be covered on this issue by Friday, May 9 as well. In addition, due to the lack of adequate log notes, the technician that began working on the trouble at 5:54 PM was not initially aware that multiple lines were in trouble. The log notes listed only the main number.

Finally, the fact that NextLink's technicians were indicating a possible problem in NextLink's switch delayed the repair process. A BellSouth center technician spent approximately 2.5 hours on the phone with NextLink's technicians while they pursued problems they thought were in NextLink's network. The perception that the problem was in NextLink's network delayed BellSouth's repair efforts and normal escalation procedures from being implemented.

BellSouth regrets the problems that this outage has caused both for NextLink and your end user customer Admiral Binder Corporation. BellSouth will participate in a conference call with NextLink and your customer to explain the events that led to the outage. I can be reached at (205) 988-6260 if you have questions or need additional information.

Sincerely,

Frank Batusic
BellSouth

cc Bill Morrisson
Ann McMillon

MESSAGE Dated: 06/13/97 at 10:35
Subject: United Warehouse United Services Contents: 2
Creator: credwards / Internet, Mime
DDT1=RFC-822; DDV1=credwards@nextlink.net;

1

FROM: credwards / Internet, Mime
DDT1=RFC-822; DDV1=credwards@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

Part 2

The following is a summary of the events that have taken place with United Wareh ouse/United Services, in the past week. On Monday at 5:30 PM it was brought to my attention that there was a problem with the channel bank at United Warehouse/ United Services. I called the UNI center and canceled the stand alone number po rtability and rescheduled it for Thursday at 6pm. Steve said he would make note of the change and that I should still send in a sup to the LCSC. The following morning the customer called me at 7:45, the majority of his lines were out. I called the UNI center. The lines were restored by 10 am but they had no hunting on their lines. Everything was fixed by 11:30. At 3:30 the customer called m e again and told me that half of his lines were down again. I called Byron at U NI ctr and he helped work on them. They were restored by the following morning except for their modem lines. At one point Byron told us that there was nothing else that could be done to restore these lines because there were too many pend ing orders. We told him we wanted to escalate, that I had canceled the cut and these orders should never been worked. Byron replied that he had a problem with that since the cut was canceled 5 minutes prior. The situation was escalated t o Frank Battusic and resolved. On a Thursday I called Byron to see if he was wo rking the cut for United tonight and he told me that it was suppose to go Frida y I checked the sup we sent to the LCSC and it said 6/12/97, the FOC said 6/1 . I called you and you got a commitment from Bell that the order would be w orked 6/12/97 at 6pm. United Services cut with only one problem 742-3110 was po rted to 777-7748 instead of 777-4478. United Warehouse did not cut, Byron didn' t seem to know anything about that order. When he found it the order kept errin g out. When I called to get a status he told me he didn't think it was going to happen tonight. I told him that was not acceptable, this customer had been tak en out of service twice this week already, a third time would be too much for an y one to bear. Byron said that I couldn't be canceling orders at he last minute and not expect this to happen. I told him that I had canceled orders in the pa st and not had this problem. In short, I felt like he was saying that this was my fault and nothing could be done about it. I suggested a supervisor get invol ved and he said Ann Mcmillan and Rick Legrange were working on it. They paged m e at 7:30 and told me they didn't think they could fix the order until the follo wing day. That with the customer being down some much this week the order had a lot of errors on it. I reminded them that was not the customers fault that he was out of service this week and one more day would be too much. Rick LeGrang e finally said he could see if he could have their main number worked tonight an d all the other numbers could be done by tomorrow but not until 12pm. The cust omer insisted that he need his fax as well as he would be getting sales orders t omorrow. They said they would try but promised nothing. I honestly believe tha t Rick was looking for a solution. I do not believe that of Ann or Byron. I be lieve both of them were hoping I was just going to say ok we will work on this t omorrow. I also wonder if this hadn't been "escalated" with Lisa Dickinson if this order would have gotten the attention that it did. At 815 the main line a nd the fax line were ported.

July 17, 1997

Re: Service outage to end user Fred's, Inc. associated with CLEC Nextlink.

Service orders D9J04546, D9LRT918, D9KRK063, D9M2KP656, D9QKB569, D9XJB657, AND N9X98847, were issued to establish Nextlink as the Local Exchange Carrier for thirty (30) lines.

On 7/15/97 order D9QKB569 completed in error. This was one day before the desired due date for all of the orders. The completion of the order caused all thirty lines involved to go out of service for approximately three (3) hours.

An investigation revealed that the order which completed in error had mistakenly been given a due date of 7/14/97. When the order actually completed on 7/15/97, the service outage occurred.

At this point, the Atlanta LCSC issued order N9481DM3 to re-establish service to the end user with BellSouth. Order D9C8XJ23 was issued to again cut the service to Nextlink but with the correct due date of 7/16/97.

The investigation revealed the typographical error during the service order input process was the root cause of the outage. The Atlanta LCSC has taken the necessary steps to ensure accuracy in the order writing process.

If you have questions, I may be reached at 770-986-2690.

Hank Westbrook
Customer Support Manager
LCSC-Atlanta

MESSAGE Dated: 08/29/97 at 09:54
Subject: Unique Solutions Cut-Over Contents: 2
Sender: gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

1

FROM: gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

Its these kinds of problems that make me think we are making very little progres s with respect to the day to day events. We need to develop a weekly report car d we can give to each other to help us plot our progress and make the necessary improvements to make this work.

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 08/29/97 09:32 AM ----------

Tom Bailey
08/29/97 08:58 AM
To: Greg Breetz/NLLLC/NEXTLINK@NEXTLINK, Russ Land/NLLLC/NEXTLINK@NEXTLINK, Echo Sales/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Unique Solutions Cut-Over

---------- Forwarded by Tom Bailey/NLLLC/NEXTLINK on 08/29/97 08:53 AM ----------

a Trent
3/97 05:15 PM
To: Darrell Hickey/NEXTLINK@NEXTLINK, Linda Baggett/NLLLC/NEXTLINK@NEXTLINK, Tom Bailey/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Gayla A nderson/NLLLC/NEXTLINK@NEXTLINK, Brigid McDaniel/NEXTLINK@NEXTLINK, Shawna Hacke r/NEXTLINK@NEXTLINK, Amy Ward/NEXTLINK@NEXTLINK, Diane King/NLLLC/NEXTLINK@NEXTL INK, Bobby Dodds/NEXTLINK@NEXTLINK, Tony Mulrooney/NEXTLINK@NEXTLINK, Clay Roger s/NLLLC/NEXTLINK@NEXTLINK, Norman Maxwell/NLLLC/NEXTLINK@NEXTLINK, Sheila McAfee /NEXTLINK@NEXTLINK
cc: Subject: Unique Solutions Cut-Over

The cut-over scheduled for 4:00 pm today for Unique Solutions did not occur toda y. The FOC from Bell for the T-1 was 8/27/97, however Bell did not put the T-1 in until 4:40 pm yesterday. They did not call us to accept the T-1, instead the Bell tech told the customer that "the T did not work" and that he (the Bell tec h) would be back at 9:00 AM today. Per the customer, the Bell tech did not sho w today. Darrell got information from the switch techs this morning that Bell would not turn the T-1 up because of "facility problems", however our equipment showed the T-1 testing good at Bell. I called Hank Westbrook, the Customer Serv ice Manager for Nextlink at Bell South this morning to find out what happened wi th the T-1 and make sure that the T-1 was up for the cut to happen today at 4:00 pm. Shawna Hacker was also working with Bell South to get answers. At 3:00 pm Shawna got word from her contact that the cut was not going to happen today - B obby Dodds got information from Bell tech Jerry Drone that there are bridge taps on the T-1 because this has to go through residential property and Bell could n ot take them off to make the T-1 work until tomorrow. Meanwhile, Bell disconnec ted six of Unique Solutions numbers this morning also. I have been working with Steve Parker at the Bell UNECenter since this morning trying to get those disco nnects worked back - fortunately, the customer's two main lines have remained up . The rest of the RCF's have gone back in place and the customer's numbers are working.

Y, per the customer's request, the new due date for the cut-over is Tuesday , ptember 2 at 4:00 p.m.

BellSouth

NEXTLINK Tennessee, LLC
TRA Docket No. 97-00309
Direct Testimony of Lisa Dickinson
Exhibit 5
Page 6 of 17

MESSAGE Dated: 09/04/97 at 12:08
Subject: Unique Solutions Contents: 2
Sender: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

t 1

FROM: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: lbaggett / Internet, Mime
DDT1=RFC-822; DDV1=lbaggett@nextlink.net;
Dhickey / Internet, Mime
DDT1=RFC-822; DDV1=Dhickey@nextlink.net;
SHacker / Internet, Mime
DDT1=RFC-822; DDV1=SHacker@nextlink.net;
moverdeer / Internet, Mime
DDT1=RFC-822; DDV1=moverdeer@nextlink.net;
bmcdaniel / Internet, Mime
DDT1=RFC-822; DDV1=bmcdaniel@nextlink.net;

Part 2

FYI.....Please let me know what Hank's email address is so I can forward on to him in the future.

Thanks Donna!
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 09/04/97 12:08 PM ----------

Darla Trent
09/03/97 03:31 PM
· Linda Baggett/NLLLC/NEXTLINK@NEXTLINK, Darrell Hickey/NEXTLINK@NEXTLINK, Sha Hacker/NEXTLINK@NEXTLINK, Melissa Overdeer/NLLLC/NEXTLINK@NEXTLINK, Leslie S armer/NEXTLINK@NEXTLINK, Brigid McDaniel/NEXTLINK@NEXTLINK, Amy Ward/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Unique Solutions

This cut did not happen today - I had escalated this to Joe Montgomery at ACAC yesterday. It was escalated to second level yesterday - there are facility problems with the T-1. The T-1 was supposed to be in place on Wednesday, August 27 so that the cut-over & RCF could take place at 4:00 p.m on Thursday, August 28th. Bell South delivered the T-1 between 4:30 and 5:00 p.m. on Wednesday, but it was not ready to be turned up. However, I did not get word that the T-1 wasn't going to be ready until after 3:00 p.m. on Thursday - and RCMAC ran the RCF's on this customer early in the day Thursday. Steve Parker at the Bell UNECenter worked with RCMAC to get the RCF reversed - the customer still had his two main lines and was never completely out of service.
On Thursday, we were told the there were bridge taps on the T-1 that had to be removed. According to Joe Montgomery, the bridge taps were located on Friday and taken off yesterday. However, yesterday the T-1 was still not up . This was due to facility problems. I worked with Joe Montgomery most of the day to get answers on this, and he said that Bell would try to make it work so that we could hit the cut-over time. At 3:15 p.m., Joe told me the T-1 would NOT be ready. We supp'ed the order out to today, September 3. Today, I started calling Joe Montgomery and ACAC early - Joe said that the techs were dispatched to the customer site and that it was at 2nd level escalation. He was leaving for the day and turned it over to Tim White - Tim contacted me 1 hour later to tell me status. At this time I asked for third level escalation and spoke with another ACAC Supervisor, Linda Madison. Linda said that the eta was 3:00 for the cable pairs to be cleared (the facility problem). I then called Donna Hartley, who referred me to Linda's supervisor, Billy Crosby.
Per Billy Crosby, at 2:15 p.m. the cable repair crew referred the problem back to the Bell Outside Plant Engineer because a "doubler" has to be installed. Bill could not give me an accurate eta - but said this could take a week to be completed. Unique Solutions wants the new due date for the cut to be Wednesday, September 10th at 4:00 p.m. Melissa Overdeer sent in the sup for this date. She

also has Hank Westbrook,Bell Custo r Care Manager, working with Bil Crosby t.
o make this happen next week.
We clearly do not need to pay for any sups that have had to be sent to Bell. I
will speak to Hank Westbrook regarding this issue.

MESSAGE Dated: 09/09/97 at 14:21
Subject: Bell Issue Contents: 2
Sender: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

: 1

FROM: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

I think I forwarded this to you. What have you and Hank found out about this is sue?
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 09/09/97 01 :57 PM ----------

Greg Breetz
09/03/97 08:16 PM
To: Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Bell Issue

Have we forwarded this on to Donna and asked her to respond?

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 09/02/97 07:11 PM ----------

Stephanie Davis
09/02/97 01:47 PM
To: Greg Breetz/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Bell Issue

We had two customers report that they were completely down at approximately 12: 10pm today. Both of these customers were set to be moved from one T1 to another T1 at 8:00pm tonight. At first, Steve at the UNE Center told Melissa that they had not cut over to Nextlink yet and would not open a ticket. I also spoke wit h Glen at Bell and he confirmed that ABC Moving did cut on 8-26-97, and they wer e switching the T1 tonight at 8:00pm. Holland Medical is also scheduled to chan ge at 8:00pm tonight.. Shamron actually spoke with Bell and per Shamron, due to an error on the part of a relief supervisor, the cut was actually happening when the customers went down. The person that Shamron was speaking with said that th ey were working to get the problem corrected.

Thanks for all your help,
Stephanie

To: Dana Shaffer/NLLLC/NEXTLINK@NEXTLINK, Russell Gill/NEXTLINK@NEXTLINK
cc:
Subject: Noel & Sugarmon Cut-Over & City of Memphis Police Station BRI's

BellSouth Problems Folder

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 02:33 PM ----------

Linda Baggett
09/17/97 06:17 PM

To: Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Tom Bailey/NLLLC/NEXTLINK@NEXTLINK
cc:
Subject: Noel & Sugarmon Cut-Over & City of Memphis Police Station BRI's

This needs to be sent to Donna Hartley for her attention. This is an example of what we tried to explain to her on Tuesday, don't you think?

---------- Forwarded by Linda Baggett/NLLLC/NEXTLINK on 09/17/97 06:13 PM ----------

Darla Trent
09/17/97 03:16 PM

To: NEXTLINK MEMPHIS
cc: Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK, Dorothy Huffine/NEXTLINK@NEXTLINK
Subject: Noel & Sugarmon Cut-Over & City of Memphis Police Station BRI's

The City of Memphis Police Station at 201 Poplar received their 2 BRI's yesterday. Darrell's crew went out to test today and the BRI's tested good.

Noel & Sugarmon, an unbundled cut-over, was to happen at 3:00 PM today. Instead, Bell disconnected their service early - the customer called us at 10:30 AM to let us know that he had no dialtone. Since Bell had done the disconnect early, Mike Crumpler went out to the customer prem and I got Calvin with Bell's UNECenter on the phone and we went ahead and did the cut. Per Calvin, Bell ran the disconnects at 1:00 AM - even though our FOC was for 3:00 PM and the order should have been in "delayed" status - which means it is not touched until Nextlink tells Bell to let it go. The cut-over and RCF's were completed at 11:56 AM. Noel & Sugarmon are now Nextlink customers, a few hours earlier than we expected them to be!
You can read about this cut-over in Eastland in the remarks of order number I02476. Dottie, I feel that payment to Bell for this cut-over should be disputed.

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 02:33 PM ----------

Colleen R Edwards
09/19/97 08:28 AM

MESSAGE
Subject: United Warehouse
Creator: Donna G. Hartley /AL,BRHM03

Dated: 9/17/97 at 15:30
Contents: 3

Item 1

FROM: Donna G. Hartley /AL,BRHM03 (Undisplayable address parts)
TO: W H. Westbrook /AL,BRHM06

Item 2

Hank,

Where are we on refunding the end user? I provided the invoice from NEXTLINK showing the $1300.00 credit that NEXTLINK provided United Warehouse.

Please respond to Greg's message.

Item 3

MESSAGE
Subject: United Warehouse
Creator: gbreetz /Internet,Mime (gbreetz@nextlink.net)

Dated: 8/18/97 at 10:28
Contents: 2

Item 3.1

FROM: gbreetz /Internet,Mime (gbreetz@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03

Item 3.2

Donna, to whom would you like me to forward a note too. Seems like we do not want this guy at the TRA, but it is quickly getting out of our hands.

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 08/18/97 11:10 AM ----------

Colleen R Edwards
08/18/97 08:41 AM
To: Greg Breetz/NLLLC/NEXTLINK@NEXTLINK
cc: Paul Scarlett/NLLLC/NEXTLINK@NEXTLINK Subject: United Warehouse

We have a customer by the name of United Warehouse. Bell disconnected their lines on three separate occasions. The first was after we postponed the cut over due to our channel bank. The D orders were not held in the Bell system and ran in the middle of the night. The customer returned to work the following morning to find he had no service. The lines were restored by 11am. They were taken out of service again at 3pm the same afternoon. We cut them over to Nextlink 2 days later. The following week they were taken out of service again. Donna apologized to the customer and Hank wrote a post mortem explaining that with all the orders in the system the inventory control system thought the lines should be disconnected. Long story short the customer would like some compensation from Bell. We have already given them 1300 credit. The customer has tried to call Bell themselves and now we are trying to fight that battle on their behalf. The customer is very anxious and will pursue this with out us. Donna
recommended that you write a letter to a Bell Exec (the same one that is handling the SS7 outage), requesting a credit on the customers behalf. The customer estimates that he has last 10,000. Please let me know if you might be able to help.

I don't think you received this the first time....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 10/21/97 03:48 PM ----------

Lisa Dickinson
10/21/97 03:33 PM
To: donna.hartley@bridge.bst.bls.com@smtpmail
cc: Gayla Anderson/NLLLC/NEXTLINK@NEXTLINK, Harriet Burkhart/NEXTLINK@NEXTLINK, Dwight Warren/NEXTLINK@NEXTLINK, Tom Bailey/NLLLC/NEXTLINK@NEXTLINK, Linda Baggett/NLLLC/NEXTLINK@NEXTLINK, Greg Breetz/NLLLC/NEXTLINK@NEXTLINK Subject: Otto Electric

Donna,

This integrated slick is becoming a large problem. Please let me know why this cut early. We have to do some major damage control with this customer.

Thanks
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 10/21/97 03:35 PM ----------

Gayla Anderson
10/21/97 02:42 PM
To: Gayla's Information Group, Harriet Burkhart/NEXTLINK@NEXTLINK, Dwight Warren/NEXTLINK@NEXTLINK
cc: Subject: Otto Electric

This cut was scheduled to go tomorrow at 11a. However, Bell disconnected the customer this morning and the customer was without service until about 2:10 pm. This cut involved an integrated slick and it appeared that the work had been done at the cross box, but the translations hadn't been done. Through Bell's investigation, they still didn't reveal why the cut happened early, but they did go ahead with the translations. The numbers have been tested and the customer is up and running. This customer needs some special attention because they were extremely upset today.

The customer is now on Nextlink service.
Diane: Please move this down on the dial tone sheet.

Harriet: please call the customer today if possible just for follow-up and you will also need to determine what we are going to offer them for being down, even though it wasn't on our end.

MESSAGE Dated: 10/29/97 at 05:43
Subject: Coors Contents: 3
Sender: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

rt 1

FROM: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: loaks / internet, mime
DDT1=RFC-822; DDV1=loaks@nextlink.net;
ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

disconnects

Part 2

ARPA MESSAGE HEADER

Part 3

Donna, could you provide us with a better understanding of how this event occurred, and what BellSouth is doing to prevent it from occurring again. I would like to have something by Monday. Thanks.

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 10/29/97 05:28 AM ----------

Larry Oaks
10/28/97 04:08 PM
To: Greg Breetz/NLLLC/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NEXTLINK
cc: Linda Baggett/NLLLC/NEXTLINK@NEXTLINK, Tom Bailey/NLLLC/NEXTLINK@NEXTLINK Subject: Coors

Elina or Greg. Is it possible to get a letter from Bell? (if all the info that Rod is supplying is correct)
---------- Forwarded by Larry Oaks/NLLLC/NEXTLINK on 10/28/97 03:54 PM ----------

Rod Baine
10/28/97 04:04 PM
To: Larry Oaks/NLLLC/NEXTLINK@NEXTLINK
cc: Darla Trent/NEXTLINK@NEXTLINK Subject: Coors

Larry,

Coors was scheduled to cut over for our service Monday of this week. Last Thursday(it might have been earlier in the week) Bell pulled the jumpers on 8 of their outgoing lines. Obviously this was a couple of days before the actual cut, causing there service to go down. Then today they disconnect the 8 lines, and there service is down as I write this memo. Our crew is on the way out there to put the 8 lines on our service so there dial tone should be restored shortly.

I have spoken with Darla and have request that we try to get a letter from bell explaining what happened. I thought it might be easier for you to get Elina involved to ensure that we get a satisfactory explanation and perhaps a letter stating exactly what happened.

rb

ROOT CAUSE ANALYSIS/CORRECTIVE ACTION SUMMARY
SERVICE OUTAGE TO RADIO STATION WJXA

CHRONOLOGY

On October 30, 1997 service orders D9JGR976, D9V51521, D9HTP502, C9X8W561, C9PDW516, and N97KPYN6 were issued to establish NEXTLINK as the Local Exchange Carrier for radio station WJXA. The original due date to convert their service was November 3, 1997. It was determined by NEXTLINK that the due date needed to be moved out by thirty (30) days to December 3, 1997. This was done correctly by NEXTLINK in the form of a supplement being added to each order establishing the new due date. However, the supplemental information for the disconnect orders did not flow downstream as required and they completed in error on the original due date of November 3, 1997.

ROOT CAUSE ANALYSIS

The outage was caused when a BellSouth clerk was making an update to the disconnect orders. An incorrect entry was made to a field critical to the orders ability to flow downstream. This error prevented the supplemental information from getting to RCMAG and the orders completed in error on the original due date.

CORRECTIVE ACTION

This error was not the result of a process failure, but was caused by human error. Therefore there is no process improvement necessary. However, this outage does require that all clerical personnel involved be re-addressed on proper procedures for service order provisioning. This has been accomplished and should help prevent a re-occurrence.

MESSAGE 1 ed: 1/5/98 at 13:47
Subject: Great Lakes Chemical Orders - Cut-Over - Good News and B... Contents: 3
Creator: Roger S. McElroy /AL,BRHM03

Item 1

FROM: Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06 { Undisplayable address parts }

Item 2

Hank:

Here it is - Great Lakes Chemical!

Thanks,

Roger

Item 3

MESSAGE Dated: 1/5/98 at 13:47
Subject: Great Lakes Chemical Orders - Cut-Over - Good News and B... Contents: 3
Creator: Roger S. McElroy /AL,BRHM03

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
Roger S. McElroy /AL,BRHM03
CC: dtrent /internet,mime (dtrent@nextlink.net)
gbreetz /internet,mime (gbreetz@nextlink.net)
lbaggett /internet,mime (lbaggett@nextlink.net)
dhickey /internet,mime (dhickey@nextlink.net)
fmcknight /internet,mime (fmcknight@nextlink.net)
tbailey /internet,mime (tbailey@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

This is totally unacceptable. We need answers ASAP!!!
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/02/98 12:32 PM ----------

Darla Trent
01/02/98 12:09 PM
To: NEXTLINK MEMPHIS
cc: Subject: Great Lakes Chemical Orders - Cut-Over - Good News and Bad News

The cut-overs for Great Lakes Chemical did not go well on Wednesday night. There were several orders involved.
The 4 line unbundled loop order began cutting over to Nextlink at 5:00 p.m. - at 5:48 p.m. one of the four lines was dead and the Nextlink techs could not receive tones being sent from Bell techs on that line - at 6:00 p.m. Bell discovered a bad coil in their frame - they corrected the problem and at 6:03 we had good dialtone on all 4 lines - the RCF's were completed and tested good at 6:12 p.m. However, Bell took the RCF's off these four lines sometime during the day on Thursday, 1/1/98. I called the Bell UNECenter at 1:25 pm. when I discovered that the RCF's were down and a disconnect message was on - the UNECenter opened a trouble ticket and had the RCF's back up by 2:40 p.m.
The on-net cut of the 9 trunks and the 3 basic lines began at 6:16 p.m. at was complete, and good on NEXTLINK dialtone with the RCF's complete, by 7:15 p.m.

The RCF's of the 140 DID numbers did not go well at all. At 7:15 p.m., when Bell said the RCF's were complete, we had a problem. When the Nextlink number (all with the 844 prefix) was called you received a Bell South Disconnect Recording. When the Bell South number was called you received either a fast

busy or dead air. La Thomas was called in to help wit his - at 8:15 p.m. he had no answer as to why this was occurring - there was no tech at the Bell Chickasaw CO nor was there anyone in Bell's complex translations department to work the problem. The decision was made that the fastest way to get the DID's in service would be to put the DID's ONLY back on Bell South. Larry said that he would do a "call out" and that it could take 2 or more hours to fix the DID's - it was left with Larry that a call out needed to be done immediately and that the DID's must be working by 7:00 AM on Friday morning 1/2/98, when the customer's business hours resumed after the holiday.

At 10:00 p.m. I received a call from Clay Rogers - Wayne Parker of Great Lakes had called the Customer Care After Hours Line - he had 2 lines which were part of the DID's which were lines that were needed ASAP as they were used if chemical spill calls had to be called in to the supervisors. I called Wayne and explained the situation - and I paged Larry Thomas three times using "911". Larry returned my call at 12:30 - he said that the call out had been made for 8:00 am the next morning and that it would take 3 to 4 hours to put the DID's back on Bell.
At 11:20 am the next morning the DID's were still not working. I called Larry Thomas again - he said that the Bell Tech (in complex translations) had not arrived until 11:15 a.m. - the explanation was that it was "hard to someone in on New Year's)- the DID's were fixed at 1:25 p.m. Larry Thomas said that the complex translations tech who put the DID's back on Bell had called those numbers from various switches throughout Nashville and Memphis - they believe that the problem is not with the 844 prefix and the Chickasaw CO, but rather in Nextlink's switch. Clay and Sheila are working hard to determine if the problem is within the NL Switch or resides with Bell South. A third possible problem is the customer's PBX - the Install Techs are testing at the customer prem to determine if that is the case, as well.
The cut has been postponed until the problem has been determined. Wayne Parker of Great Lakes expects a call from me on Monday with some indication of the problem so that we can reschedule the RCF'ing of the DID's.

Thanks to everyone who worked over the New Year's holiday on this - Clay Rogers, Darrell Hickey, Clay Sisson, Morgan Jones, Richard Pierce, and Shiela McAffee - thanks for all your hard work!

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 03/23/98 05:30 PM ----------

Lisa Dickinson
03/08/98 03:41 PM

To: roger.s.mcelroy@bridge.bellsouth.com,
jim.whitson@bridge.bellsouth.com
cc:
Subject: Cut completed for Enterprise Technology's 4 lines - NEXTLINK WILL NOT PAY FOR CUT

More in Memphis.....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 03/08/98 03:55 PM ----------

Darla Trent
03/05/98 07:56 PM

To: NEXTLINK MEMPHIS
cc:
Subject: Cut completed for Enterprise Technology's 4 lines - NEXTLINK WILL NOT PAY FOR CUT

The 4 line cut for Enterprise Technology did not go well at all. Bell took the customer out of service yesterday - after having called to say that the cut would have to be delayed 1 day due to Bell engineering problems. The service was put back on Bell yesterday. Today, three of the customers lines were taken down early due to Bell Complex Translations group taking the lines out of service. This happened around 2:30 p.m. and Bell put them back in service a little after 3:00 p.m.

The cut was to begin at 5:00 p.m., but Nextlink had a bad card in the access node that had to be replaced. This delayed the cut for around 30 minutes. Then, Bell discovered that they had assigned a pair that was not even in the crossbox and they had to assign a new pair for the main line. The cut began at 6:10 p.m., but then Bell had no dialtone on lines 3 & 4. They again assigned new pairs and fixed this problem. The lines were cut over to NL at 7:06 p.m., and the one RCF was completed at 7:15 p.m. The 1-800 # was tested, Long Distance, Call Forwarding, and the hunt were tested and worked properly. THe customer does not yet have the proper equipment hooked up to make caller id work at the customer prem, so this feature was not tested.

Bell South did not put on an intercept message or a disconnect message on the 3 numbers that weren't being ported - Steve Parker at Bell's UNECenter will get this taken care of with the Bell LCSC in the morning.

Complete documentation can be read in Eastland order # i04056.

Date April 24, 1997

To John Irwin, Jr.

From Frank Batusic
Telephone Number 205 988-6260
Fax Number 205 988-6364

Subject Problems with NEXTLINK Orders in Tennessee

Per your request we have investigated the NEXTLINK orders that were due yesterday, April 23. As you mentioned, there were three orders that were not completed yesterday as scheduled. Listed below is a brief synopsis of those order and the reason they could not be worked.

Order: C9B8G4F8
Items on Order: 9
Date Order Rcv'd from NEXTLINK: 4/16/97
Good Order Issued: Late on 4/22/97
CPG Complete: 4/23/97
Order Dropped into WFA/C: 4/23/97 at 2:26 PM with a requested cut time of 5:00 PM

UNE Center attempted to work order on Due Date. When we called the CO to wire and equip order we were found out that the Carrier Facility Assignment (CFA) from NEXTLINK was bad (facilities were already in use). NEXTLINK reissued the Order without a change in the due date. Project Manager negotiated a new Due Date of 4/24/97 (instead of the normal 5 work day interval).

Order: C91HNBW1
Items on Order: 12
Date Order Rcv'd from NEXTLINK: 4/11/97
Good Order Issued: 4/23/97
CPG Complete: 4/23/97
Order Dropped into WFA/C: 4/23/97

UNE Center attempted to work order on Due Date. When we called the CO to wire and equip order we were informed that there were no PICS at the office to work the order. Due Date could not be met. Escalated to PICS and obtained commitment that PICS would be delivered by 10:30 AM on April 24.

Order: N92TDQR8
Items on Order: 6
Date Order Rcv'd from NEXTLINK: 4/16/97
Good Order Issued: 4/21/97
CPG Complete: 4/23/97
Order Dropped into WFA/C: 4/23/97

UNE Center attempted to work order on Due Date. When we called the CO to wire and equip order we were informed that there were no PICS at the office to work the order. Due Date could not be met. Escalated to PICS and obtained commitment that PICS would be delivered by 10:30 AM on April 24.

In addition, there was one other order for a ISDN line where BellSouth was ready but NEXTLINK was not,

waiting on new due date from NEXTLINK.

I can be reached at (205) 988-6260 if you have questions or need additional information.

Frank Batusic

cc Barry Gordon

MESSAGE Dated: 06/10/97 at 18:28
Subject: Re: Test Message Contents: 2
Creator: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

t 1

FROM: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;
esales / Internet, Mime
DDT1=RFC-822; DDV1=esales@nextlink.net;
lbaggett / Internet, Mime
DDT1=RFC-822; DDV1=lbaggett@nextlink.net;
dwise / Internet, Mime
DDT1=RFC-822; DDV1=dwise@nextlink.net;

Part 2

Donna, I wanted to let you know about some problems that we're experiencing that are causing some heartache. This morning we had two cuts scheduled for 6:00 a.m. and 7:00 a.m. out of the same CO for Nashville. The UNE center finally found a tech at 7:45 a.m. At this point we had to reschedule the cut because there was no way to do the cut in 15 minutes without affecting the customer's service. We had to pay our tech overtime for 2 hours not to mention that these were two hours that he could have been sleeping. This seems to be a big issue. I am on a cut right now where we have some reversed cable pairs and we're having to call someone back out to the CO. They went home at 6:00 before we have officially accepted the lines. Can you help with this? Does this need to go to Frank? Help.....

Donna G. Hartley <Donna.Hartley2 @ bridge.bst.bls.com> 05/16/97 12:30 PM
To: Lisa Dickinson
cc: Subject: Test Message

Please let me know if you received this test message!

------ Message Header Follows ------
Received: from mail.nextlink.net by nlllc.nextlink.net
(PostalUnion/SMTP(tm) v2.1.9f for Windows NT(tm))
id AA-1997May16.102622.1593.99928; Fri, 16 May 1997 10:26:23 -0700
Received: from bstfirewall.bst.bls.com (bstfirewall.bst.bls.com [198.79.10.99])
by mail.nextlink.net (8.7.3/8.7.3) with SMTP id KAA14351 for
<ldickinson@nextlink.net>; Fri, 16 May 1997 10:21:31 -0700 (PDT)
Received: from bridge.bst.bls.com by bstfirewall.bst.bls.com with smtp
(Smail3.1.28.1 #14) id m0w8QEI-000DkYC; Fri, 16 May 97 11:51 CDT
Received: by bridge.bellsouth.com
(1.37.109.20/16.2) id AA223711060; Fri, 16 May 1997 11:44:20 -0500
Received: by bridge.bst.bls.com
(1.0/1.0) id H000058b083144f1; Fri, 16 May 1997 11:44:13 -0600
Date: Fri, 16 May 1997 11:43:07 -0600
From: "Donna G. Hartley" <Donna.Hartley2@bridge.bst.bls.com>
Subject: Test Message
Message-Id: <H000058b083144f1>
To: Ldickinson <ldickinson@nextlink.net>

MESSAGE Dated: 06/27/97 at 08:03
Subject: Warren Paint Contents: 2
Creator: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

: 1

FROM: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 06/27/97 08
:01 AM ----------

Christi Bonovich
06/27/97 07:57 AM
To: Bell Issues
cc: Mike Strom/NEXTLINK, Jannell Els/NEXTLINK, Shawna Hacker/NEXTLINK, Melissa O
verdeer/NLLLC/NEXTLINK Subject: Warren Paint

The cut for the above listed customer did not take place as was scheduled on 6/2
6 5pm. The bridge was up at 4:55, it was only Larry Thomas and myself and we we
re about to start when Larry put me on hold I got knocked off the bridge. I cou
ld not get back into the conference call for 20 or more minutes. There I sat wa
iting as was the customer with no idea what was going on and no communication fr
om Bell. Kay from the UNE center came in to the bridge and let me know that th
ere was a problem and it had been expedited to a level 3, and I of course asked
what. She let me know that there was no one at the Sharrondale CO. She said th
at Larry was working on getting someone out there and had gotten the call list f
or that CO. Larry came back on at about 6pm and said that the person scheduled
was sick and no one was at the CO, but he found someone to get out there by 7pm.
told him it was unacceptable, but I would ask the customer. The customer s
that he would do it, but sent his vendor home and Carson was out there with
one call and in 5minutes to help. So, we stayed on the bridge and waited in cas
e on the other Sharrondale people could go faster. It was about 6:30 when the p
erson that was going out at 7pm called and said that her cut was going too long
and she would not be there at 7pm, but would call when her cut was over. She sa
id that she would go out to the CO after her cut, but being in Brentwood it woul
d take her a half of an hour to get to the CO. I called the customer who was w
illing to wait and told him honestly that it would be an hour at the least and I
am not sure at the most, and thus the cut was called off.

MESSAGE Dated: 08/08/97 at 16:22
Subject: Bell Issue Contents: 2
Creator: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

t 1

FROM: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

FYI....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 08/08/97 04
:26 PM ----------

Christi Bonovich
08/08/97 04:09 PM
To: Colleen R Edwards/NLLLC/NEXTLINK@NEXTLINK, Paul Scarlett/NLLLC/NEXTLINK@NEXT
LINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: David Wise/NLLLC/NEXTLINK@NEXTLINK, Beth Thurin/NLLLC/NEXTLINK@NEXTLINK Subj
ect: Bell Issue

Guess what everyone? Th following customers were scheduled for cuts today:
B & G Wholesalers -----14 lines
Blue Sky ----------4 line add
General Technology ---16 line move
Robinson Investment 1 line add

Okay, 35 lines less 18=17
B & G--- Bell said that they tested, but Herb went out and it was not ready, Sha
nnon said that they admitted that the existing lines were not tested (12), only
the new lines (2).
ıe Sky-Shawn took this call, they were over booked.
..neral Technology- well they were too busy and I said that is unacceptable and
they were moving-Russell worked his magic and they were there in 15 minutes
Robinson, Bell has nothing to do with.

Donna G. Hartley /AL,BRHM03 9/10/ 13:56 Page -

REPLY Dated: 08/24/97 at 08:58
Subject: Peerless Printing Contents: 2
Sender: Frank W. Batusic / AL, BRHM03
PHONE-1=205-988-6260;

t 1

TO: Donna G. Hartley / AL, BRHM03
PHONE-1=2059886650;

CC: Frank W. Batusic / AL, BRHM03
PHONE-1=205-988-6260;
W H. Westbrook / AL, BRHM06

Part 2

Donna,

As you know, Peerless Printing was caught up in the mess with getting engineering issued for the new physically collocated central offices. When the problem was discovered earlier in the week and you and Thad June talked to Echo and Elina notifying them that the orders had to converted to designed loops was there any mention made that this might impact our ability to meet due date? Do you think Echo and Elina shared what you discussed with the NEXTLINK folks in Memphis? Based on Linda Bagget's comments on Friday's conference call it seemed apparent that Linda was not aware of the change.

As far as I'm concerned, we (BellSouth) should be tied to a whipping post and given 30 lashes for the way we handled the conversion to physical collocate. While I knew NEXTLINK was in the process of establishing collocation in several offices, nothing was done to indicate how the new orders would look, apparently no one was watching the orders flow through the provisioning flow to ensure service could be provided. All the emphasis seemed to be on whether the LCSC could issue the orders and no one seemed to care is any of the following groups knew how to handle what was coming.

ınk

MESSAGE Dated: 08/26/97 at 00:10
Subject: Mid-South Travel Service Contents: 2
Sender: gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

Part 1

FROM: gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

I thought this was not supposed to be an issue?

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 08/24/97 11:03 PM ----------

Mid-South Travel Service
Darla Trent on 08/18 at 10:30 AM

This cut was originally scheduled to happen on Tuesday, August 12 at 4:00 pm, ho wever on that date and time the Bell CO was working on another NEXTLINK cut, Lif etime Therapy, and could not get to this cut - we were told by Calvin at the U ICenter around 4:30 p.m. that it could be an hour or so before our cut would sta rt - the customer found this unacceptable as he wanted to leave his offices no l ater than 6:00 p.m. The customer requested the cut-over to happen at 8:00 AM t he following morning - Calvin agreed to do the cut-over at 8:00 AM August 13th. I told Calvin that NEXTLINK had been told by Bell South that more than 1 cut c ould be done out of the same CO at the same time and that NEXTLINK has been succ essful in conducting more than 1 cut out of the same CO simultaneously in recent weeks.

e cut-over took place at 8:00 AM August 13 and was complete by 8:35 AM.

Time
cut
CO

MESSAGE Dated: 09/02, at 13:10
Subject: Re: Cuts Contents: 2
Creator: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

rt 1

FROM: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: dshaffer / Internet, Mime
DDT1=RFC-822; DDV1=dshaffer@nextlink.net;
rlangdon / Internet, Mime
DDT1=RFC-822; DDV1=rlangdon@nextlink.net;
jdunn / Internet, Mime
DDT1=RFC-822; DDV1=jdunn@nextlink.net;
gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;
dshaffer / Internet, Mime
DDT1=RFC-822; DDV1=dshaffer@nextlink.net;

Part 2

Thanks for the information Gayla. I am forwarding to Donna Hartley.

Gayla Anderson
08/29/97 11:07 AM
To: Gayla's Information Group, Dana Shaffer/NLLLC/NEXTLINK@NEXTLINK, Rachel Langdon/NLLLC/NEXTLINK@NEXTLINK, Jaime Dunn/NEXTLINK@NEXTLINK
cc: Subject: Cuts

are having problems with Bell on a lot of our cuts. What's happening is.....Bell finds out at the last minute that an integrated slick is involved in the cut and then they try to dispatch a tech. Well, the problem is.....you never know when the tech is going arrive or if he's going to arrive.

I had to cancel Cresent Cleaners (N. Germantown) yesterday for this purpose. Then Bell promised me they would have a tech at the customer site at 8:30 am this morning. The Bell tech didn't arrive until 9:23 am.

Today, Shears plus is supposed to cut at 11:00 am and I just received a call from Bell that they just found out that an integrated slick is involved and they just dispatched a tech.

I spoke with a Supervisor at Bell (Jim Ennis) about why they don't know about these things earlier. We are being informed at the last minute about these issues and it makes us look bad to our customers.

MESSAGE Dated: 09/09/97 at 16:08
Subject: Dyson, Transportation Specialist, Mark VII Contents: 2
Sender: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

: 1

FROM: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: Distribution.List / Internet, Mime
DDT1=RFC-822; DDV1=Distribution.List@nextlink.net;

Part 2

This is just another example of us receiving an FOC and it meaning nothing. We received an FOC earlier on this same order that we had to change the due date o n. We now have to give the LCSC another due date before the T-1 facilities a re even ready. Makes little sense to me. We were told that the T-1 would be i nstalled yesterday. It was not as ususal. I find this totally unacceptable and would like to know what BellSouth is going to do about this. We are going to l ose the entire account which totals 9 lines not including any future business th at we have lined up. It seems that these facility issues are more and more. Wh at are we doing to fix this for the future?
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 09/09/97 03 :20 PM ----------

Rachel Langdon
09/09/97 03:00 PM
To: Darrell Hickey/NEXTLINK@NEXTLINK, Linda Baggett/NLLLC/NEXTLINK@NEXTLINK, Mem phis Customer Care, Chuck Keeler/NEXTLINK@NEXTLINK, Larry Oaks/NLLLC/NEXTLINK@NE XTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Shamron Wilder/NLLLC/NEXTLINK@NE XTLINK, Kristen Hudson/NLLLC/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NE XTLINK
cc: Subject: Dyson, Transportation Specialist, Mark VII

This cut has been suped out until 9/11 @ 5pm.

The T1 was not installed because Bell was still working on facility problems. T omorrow Bell will do some more splicing and install some equipment in a man hole . The T1 should be ready tomorrow.

The UNE Center has been notified and the LCSC is working the new due date.

- RL

Overflow-Cc: rlangdon@nextlink.net (Rachel Langdon),
Dhickey@nextlink.net (Darrell Hickey),
lbaggett@nextlink.net (Linda Baggett),
ckeeler@nextlink.net (Chuck Keeler),
loaks@nextlink.net (Larry Oaks),
swilder@nextlink.net (Shamron Wilder),
khudson@nextlink.net (Kristen Hudson),
epadfield@nextlink.net (Elina Padfield),
gbreetz@nextlink.net (Greg Breetz),
dshaffer@nextlink.net (Dana Shaffer)

Facility

MESSAGE Dated: 09/09/97 at 10:28
Subject: Re: Music City Dodge DISCO Contents: 2
Sender: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

: 1

FROM: ldickinson / Internet, Mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: credwards / Internet, Mime
DDT1=RFC-822; DDV1=credwards@nextlink.net;

Part 2

Do you know anything about what Shamron is requesting? It's the first that I ha
ve heard.
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 09/09/97 10
:08 AM ----------

Colleen R Edwards
09/09/97 08:34 AM
To: Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Re: Music City Dodge DISCO

This doesn't make sense to me. Why do we need to coordinate anything with Bell
to switch a customer back. Why should it take 5 days to do something the busine
ss office says can be done in 2. I foward that question to Shamron. Do you kno
w anything about this disconnect policy?
---------- Forwarded by Colleen R Edwards/NLLLC/NEXTLINK on 09/10/97
05:24 AM ----------

ron Wilder
/9/97 07:39 AM
.o: Jannell Els/NEXTLINK@NEXTLINK
cc: Colleen R Edwards/NLLLC/NEXTLINK@NEXTLINK, Don Mitchell/NLLLC/NEXTLINK@NEXTL
INK, Tammy A Brown/NEXTLINK@NEXTLINK Subject: Re: Music City Dodge DISCO
All orders that involve an unbundled loop require 5 business days. If I get the
order to Bell today, the disconnect will occur next Tuesday, Sept. 16th. If yo
u have any questions concerning this, let me know.

Shamron

JANNELL ELS 09/08/97 06:16 PM

To: Shamron Wilder/NLLLC/NEXTLINK@NEXTLINK, Colleen R Edwards/NLLLC/NEXTLINK@NEX
TLINK, Don Mitchell/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Music City Dodge DISCO

I have updated the SOA and Hydrogen for the DISCO to take place on 9/11/97. I c
onfirmed this date with the Bell Business office and also spoke with Pat Hollaha
n a few times who was semi-nice. Shamron - please let me know if anything else
needs to be done.

thanks,
jce

DL

MESSAGE Dated: 09/10/97 at 19:00
Subject: brief recap of issues from Atlanta meeting Contents: 2
Sender: dshaffer / Internet, Mime
DDT1=RFC-822; DDV1=dshaffer@nextlink.net;

t 1

FROM: dshaffer / Internet, Mime
DDT1=RFC-822; DDV1=dshaffer@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: rland / Internet, Mime
DDT1=RFC-822; DDV1=rland@nextlink.net;
gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

Part 2

Pursuant to our telephone conversation Monday night, here's a brief recap of the seven "action items," or issues Ida and Mary Jo were going to follow up on, fro m the Atlanta meeting:

1. trunking -- Bell's unilateral decision to move non-Bell originated traffic to NEXTLINK's 2-way trunk group (and, via letter supplement, Bell's requireme nt that NEXTLINK deliver traffic to each tandem, while it sends all of its tra ffic ack through only one tandem -- certainly not "reciprocal" trunking). (als o, you and I discussed NL's desire to have end office connections, and you ind icated that we can). NEXTLINK believes that BellSouth should route all loca l traffic, including CLEC, wireless, and Independent on its internal faciliti es similar to the way it routes its own local traffic, otherwise the non-Bell traffic experiences higher percentages of blocking and failures. NEXTLINK is al so concerned that the routing process used to deliver NEXTLINK traffic is deny ing NEXTLINK fair and proper compensation for certain terminating Toll traffi c Changes to traffic routing are necessary to produce fair, adequate and prop delivery of traffic to NEXTLINK.
toll termination records for RCF'd (ported) calls, as required by our agree ment; Bell is, most likely, charging for these terminations, when instead NEXTLI NK should be getting records to enable us to bill, pursuant to our agreement 3 . RCF non-recurring charges under our agreement (billing doesn't match language and intent of agreement) (and, via follow-up letter to Ida, recurring charges; being charged for more paths than there are facilities-- we shouldn't be cha rged for a path when Bell doesn't even have enough facilities in place to prov ide all the paths it is asking us to pay for)
4. Dry Copper, moving it out of BFR process, and coordination between legal, w hich seems to be fighting us, and our interconnection folks, who have said that they will not oppose us -- why not provide cost-based pricing?
5. status of GA pricing docket
6. Inside Wiring -- interim solution, building-specific, until issue is resolv ed at FCC level
7. SME list for interconnection negotiation

In addition, you were going to follow-up on documenting the Remote Call Forward/ Foreign Central Office resolution you and I agreed on. As for general billing p roblems, Mary Jo said she would look into the possibility of resolving the billi ng problems, then reaching some settlement, kind of "wiping the slate clean" and starting anew....but only once the billing issues have been resolved, and we're on the right track going forward.

To: Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: Paul Scarlett/NLLLC/NEXTLINK@NEXTLINK, Greg Breetz/NLLLC/NEXTLINK@NEXTLINK
Subject: Datamark

FYI...

---------- Forwarded by Colleen R Edwards/NLLLC/NEXTLINK on 09/20/97 05:21 AM ----------

Shannon Norton 09/18/97 09:32 PM

To: Colleen R Edwards/NLLLC/NEXTLINK@NEXTLINK
cc:
Subject: Datamark

Colleen,

Datamark had two orders with Bell. One for 5 new lines and 4 existing. Another for 1 ISDN BRI. We were to cut the first order for 9 lines on the 15th at 5PM and the 2nd order for the BRI on the 16th at 5PM.

On the first order Bell did not get an outside tech to the customer prem until a few minutes after 5PM and he then realized that he did not have enough cable pair and could only wire 3 of the 5. They also had not yet wired the 4 existing lines even though it had been escalated to Hank Westbrook and to a 3rd level at the CO. (I could not get Bell to give me his name.) I was told at 5PM those 4 lines were being wired right then and now. Bell left me, our NL tech, the customer and his vendor hanging until 7PM before I could get someone to tell me they were, in fact, not wiring the lines nor would they be any time soon because the CO tech was working a trouble instead.

During this ordeal I was told by Barry Gordon/UNE Supervisor that he did not want to bother the CO techs by calling for a status on the wiring because they were working on it. This was almost 2 hours after they told me they were beginning to wire. I had to force the issue. When he did call for the status, we found out they were not going to get it wired. We could have let everyone involved go much earlier if we'd just had that status.

Another thing I would like to bring to your attention is that when this customer asked if we could go ahead and cut over the portion of the order that was ready I was told by Barry Gordon that we could do that but we would have to sup out the remainder of the order and it would be a week before they would complete it.

The cut was rescheduled for the following day and that morning when I found out the lines still were not wired Barry Gordon wanted to begin his escalation at 1st level. Seems to me that since we were at 3rd the night before he would be going to the 4th level. Barry explained that this is not how it works at Bell. I reminded him that the way it is going is not working and asked he call the 3rd level again.

These lines did not get wired on the second day until less than an hour prior to the cut.

I tried to page Donna Hartley and Frank Batusic during this ordeal and got no response from them. What good are those levels of escalation if when we need them they are not available. I realize they were in meetings in Memphis but where are we to turn in situations like this.

We have tried unsuccessfully now twice to cut over this customers ISDN BRI. Seems Bell has some signaling or card problems. I feel uncomfortable about asking this customer to spend hours at his office at the end of his day for a third time waiting for Bell to get this corrected. Herb has suggested we get Bell to put a new circuit out there so we can test it out all day if need be to make sure it's right before putting the

customer over on it. I will be making contacts tomorrow to see about getting this done. If you have any insight please let me know. If you have any questions please let me know.

Thanks,
Shannon

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 02:33 PM ----------

Melissa Overdeer
09/22/97 05:01 PM

To: Darla Trent/NEXTLINK@NEXTLINK
cc: Amy Ward/NEXTLINK@NEXTLINK, Echo Sales/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Deborah Conway/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK
Subject: Re: Resell orders

Darla - FYI. Bell now requires Directory Listings, even with resale orders. (I know, I know, it seems like it changes as quickly as the wind! - - I also think that it depends on the rep at Bell that gets the order.
Darla Trent

Darla Trent
09/22/97 08:40 AM

To: Amy Ward/NEXTLINK@NEXTLINK
cc: Echo Sales/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Deborah Conway/NEXTLINK@NEXTLINK, Melissa Overdeer/NLLLC/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NEXTLINK
Subject: Re: Resell orders

Amy,

As you and I discussed last week, I checked with Melissa Overdeer in Provisioning regarding resell paperwork when the NKC order came across my desk - my understanding is that an SOA needs to be completed with "Resell" marked, and that a Line Order Form needs to completed. Bell will be responsible for the directory and the 911, therefore my understanding is that Nextlink need not fill those items out. Elina, can you confirm that this is the correct way for Customer Care to handle the resell?

Amy, as far as the part on-net order and 4 resold circuits, these are considered two seperate orders. One order for on-net, with the SOA, Line Order, 911, Cap Form, and Directory completed. The resell paperwork, to my knowledge, should be completed as described above.
Amy Ward

Amy Ward
09/19/97 02:13 PM

To: Darla Trent/NEXTLINK@NEXTLINK, Echo Sales/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: Deborah Conway/NEXTLINK@NEXTLINK
Subject: Resell orders

NL#P.DOC

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 02:33 PM ----------

Terri Young
09/26/97 12:33 PM

To: Colleen R Edwards/NLLLC/NEXTLINK@NEXTLINK, Paul Scarlett/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Tammy A Brown/NEXTLINK@NEXTLINK
cc:
Subject: Management 21

The customer has now had to be scheduled 3x. The 2nd time, the cust was scheduled for 09-23-97 at 1:00 pm & the weather was bad & I believe that they told French McKnight the weather was too bad & they couldnt complete the order in a timely matter. So we sup'd it out to 9-26-97(3 days later) at 8 am. French got a call 092597 about 5:10 saying that the order had not dropped to Engineering & they would not be able to make the 1:00 cut.(Actually we had rescheduled it for 8 am not 1 pm again). I tried calling the customer & I got vm. So this morning he was there waiting on us! So when I spoke with him to reschedule the cut for next week, he mentioned that they were taken down by Bell & their lines were switched around(the fax was ringing in on line 2). So I called Byron at UNE Center & asked if I reschedule this AGAIN will it officially go & he said that would be fine, so I called the customer & he was irritated at Bell about it & said ok whatever we can do. So now, it is rescheduled for Monday the 29th at 7 am.
Quality Insulation has now been rescheduled to 10-06-97 at 12 pm. This is the 2nd or 3rd time to reschedule this also. This cut was scheduled for 092397 & had to be changed to today at 12 pm. & now we are being told that Bell was having problems with the T-1 & now we are having to sup it out AGAIN to 10-06-97 at 12pm.
I can not believe that on both occasions, bell had about 5 days then another 3 days & minutes before a cut, we are finding out that things arent going to happen. This is purely unacceptable! Is pre-testing being done?
Terri

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 02:33 PM ----------

Kristen Hudson on 09/29/97 10:38:45 AM

To: Echo Sales/NLLLC/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NEXTLINK, Greg Breetz/NLLLC/NEXTLINK@NEXTLINK
cc: Rachel Langdon/NLLLC/NEXTLINK@NEXTLINK, Beverly Harrison/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
Subject: Directory Assistance

It seems that the problems we have had with directory assistance have recurred. I have had conversations with Hank Westbrook of BellSouth who has told me that Bell will "complete" the order within 2-3 days of cutover, but apparently this is not happening in all cases.

Beverly received a call from a customer that we cut over on 9/23, Gulf Coast Development, who is still not in the directory assistance database. When I called the rep (Jennifer Jackson) at the LCSC, she said that

To: NEXTLINK MEMPHIS
cc:
Subject: Back up tapes in the Bell COs that interfere with our cuts

Bell owed us a answer yesterday on this problem that we addressed last week. I had to call Donna last night and remind her - Hank called me this AM to say that write up was in Donna's email this AM!!!! I still don't think the commitment nor the communication is there ---- but that's a whole 'nother subject.

Regarding the backups - this is what the letter is supposed to say according to Hank:

1. The COs and UNE center will do a better job of coordinating each others schedules. They will keep each other better informed.
2. Clint Mathis (CO Manager, Memphis) has commited to stop a back up in progress if it interferes with an RCF (I questionned this because we were told at first that back ups couldn't be stopped no matter what!!!).
3. Clint wrote the letter to his boss requesting premium time to do these back ups in --- he hasn't received an answer.

In my opinion, these answers are not really what we need but I think it's all we're going to get!!!!! So we will see.....Linda B.

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 02:33 PM ----------



Christi Bonovich
11/12/97 12:20 PM

To: Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc:
Subject: Re: BellSouth

Edison Engineering new ISDN was due with an FOC on the 5th and at this point there is still no word. The thing is though, the tech that was to do the install was out sick and did not give this job to anyone else. It took Bell about three days to figure out that the tech was sick, so they sent one on Friday night at 6pm, customer couldn't stay. The tech informed the customer he would be back at 8 am on Monday, he went on Vacation. So on Tuesday Bell sent another tech that told my customer he would be right back and that would be a day ago. The tech said that there was bad cable pair so it has been rewired and maybe done today, only 7 days late! (Just heard)
Lisa Dickinson

Lisa Dickinson
11/12/97 12:27 PM

To: Customer Care/Tennessee, Project Coordinators
cc:
Subject: BellSouth

Can I get a list of any open issue that each of you has with BellSouth. Examples would be if you are waiting on a letter, Hank is working on something for you, tickets open with UNE more than 2 days old, etc.....

Thanks for your cooperation.....

MESSAGE Dated: 09/19/97 at 08:45
Subject: Datamark Contents: 2
Sender: gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

t 1

FROM: gbreetz / Internet, Mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

How can these keep happening? Why would BellSouth personnel refuse to give thei r name to us? Why is Barry not willing to escalate on our behalf? When are the staffing needs going to be addressed at the CO's, so both troubles and conversi ons can happen simultaneously?

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 09/18/97 07:39 AM ----------

Colleen R Edwards
09/19/97 08:28 AM
To: Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: Paul Scarlett/NLLLC/NEXTLINK@NEXTLINK, Greg Breetz/NLLLC/NEXTLINK@NEXTLINK Subject: Datamark

FYI...
---------- Forwarded by Colleen R Edwards/NLLLC/NEXTLINK on 09/20/97 05:21 AM ----------
Shannon Norton 09/18/97 09:32 PM

To: Colleen R Edwards/NLLLC/NEXTLINK@NEXTLINK
Subject: Datamark

Colleen,

Datamark had two orders with Bell. One for 5 new lines and 4 existing. Another for 1 ISDN BRI. We were to cut the first order for 9 lines on the 15th at 5PM and the 2nd order for the BRI on the 16th at 5PM.
On the first order Bell did not get an outside tech to the customer prem until a few minutes after 5PM and he then realized that he did not have enough cable pa ir and could only wire 3 of the 5. They also had not yet wired the 4 existing l ines even though it had been escalated to Hank Westbrook and to a 3rd level at t he CO. (I could not get Bell to give me his name.) I was told at 5PM those 4 l ines were being wired right then and now. Bell left me, our NL tech, the custom er and his vendor hanging until 7PM before I could get someone to tell me they w ere, in fact, not wiring the lines nor would they be any time soon because the C O tech was working a trouble instead.
During this ordeal I was told by Barry Gordon/UNE Supervisor that he did not wan t to bother the CO techs by calling for a status on the wiring because they were working on it. This was almost 2 hours after they told me they were beginning to wire. I had to force the issue. When he did call for the status, we found o ut they were not going to get it wired. We could have let everyone involved go much earlier if we'd just had that status.

Another thing I would like to bring to your attention is that when this customer asked if we could go ahead and cut over the portion of the order that was ready I was told by Barry Gordon that we could do that but we would have to sup out t he remainder of the order and it would be a week before they would complete it.

The cut was rescheduled for the following day and that morning when I found out the lines still were not wired Barry Gordon wanted to begin his escalation at 1s t level. Seems to me that since we were at 3rd the night before he would be goi to the 4th level. Barry explained that this is not how it works at Bell. I reminded him that the way it is going is not working and asked he call the 3rd l evel again.

These lines did not get wired on the second day until less than an hour prior to the cut.

I tried to page Donna Hartley and Frank Batusic during this ordeal and got no response from them. What good are those levels of escalation if when we need them they are not available. I realize they were in meetings in Memphis but where are we to turn in situations like this.

We have tried unsuccessfully now twice to cut over this customers ISDN BRI. Seems Bell has some signaling or card problems. I feel uncomfortable about asking this customer to spend hours at his office at the end of his day for a third time waiting for Bell to get this corrected. Herb has suggested we get Bell to put a new circuit out there so we can test it out all day if need be to make sure it's right before putting the customer over on it. I will be making contacts tomorrow to see about getting this done. If you have any insight please let me know. If you have any questions please let me know.

Thanks,
Shannon

MESSAGE
Subject: Management 21
Creator: Donna G. Hartley /AL,BRHM03

D d: 9/26/97 at 13:34
Contents: 3

Item 1

FROM: Donna G. Hartley /AL,BRHM03 (Undisplayable address parts)
TO: Frank W. Batusic /AL,BRHM03 (Undisplayable address parts)
W H. Westbrook /AL,BRHM06

Item 2

Hank can you please get with the UNE center to investigate "why BellSouth had to reschedule 3x".

Item 3

MESSAGE
Subject: Management 21
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Dated: 9/26/97 at 11:46
Contents: 3

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
CC: credwards /internet,mime (credwards@nextlink.net)
pscarlett /internet,mime (pscarlett@nextlink.net)
Tammy!A!Brown /internet,mime (Tammy.A.Brown@nextlink.net)
dwise /internet,mime (dwise@nextlink.net)
fmcknight /internet,mime (fmcknight@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

What can we do about this? Can you forward to Hank?
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 09/26/97 12:49 PM ----------

Terri Young
09/26/97 12:33 PM
To: Colleen R Edwards/NLLLC/NEXTLINK@NEXTLINK, Paul Scarlett/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Tammy A Brown/NEXTLINK@NEXTLINK
cc: Subject: Management 21

The customer has now had to be scheduled 3x. The 2nd time, the cust was scheduled for 09-23-97 at 1:00 pm & the weather was bad & I believe that they told French McKnight the weather was too bad & they couldnt complete the order in a timely matter. So we sup'd it out to 9-26-97(3 days later) at 8 am. French got a call 092597 about 5:10 saying that the order had not dropped to Engineering & they would not be able to make the 1:00 cut.(Actually we had rescheduled it for 8 am not 1 pm again). I tried calling the customer & I got vm. So this morning he was there waiting on us! So when I spoke with him to reschedule the cut for next week, he mentioned that they were taken down by Bell & their lines were switched around(the fax was ringing in on line 2). So I called Byron at UNE Center & asked if I reschedule this AGAIN will it officially go & he said that would be fine, so I called the customer & he was irritated at Bell about it & said ok whatever we can do. So now, it is rescheduled for Monday the 29th at
7 am.
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I can not believe that on both occasions, bell had about 1 days then another 3 days & minutes before a cut, we are finding out that things arent going to happen. This is purely unacceptable! Is pre-testing being done?
Terri

Donna G. Hartley /AL,BRHM03 10/8/97 10:29

MESSAGE
Subject: Isaac Jalfon Cut-Overs
Sender: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

Dated: 09/29/97 at 10:11
Contents: 3

: 1

FROM: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

ARPA MESSAGE HEADER

Part 3

The problems at the CO's need to be addressed. Having a single tech working all the cuts is absurd.

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 09/28/97 08:53 AM ----------

Darla Trent
09/29/97 09:38 AM
To: NEXTLINK MEMPHIS, Dorothy Huffine/NEXTLINK@NEXTLINK
cc: Greg Breetz/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
Subject: Isaac Jalfon Cut-Overs

Three cut-overs for Isaac Jalfon, MD locations were completed on Friday, Septemb er 26th, but two of the three locations cuts did not go well. All of the cuts w ere to begin at 2:00 p.m. - the cut-over for the Park Avenue location was comple ted by 2:25 p.m and went really well.

ver, because both the Madison Avenue and the Jackson Avenue locations were o ut of the MAIN CO, and there were 9 orders that the MAIN CO techs were working a t that time, these two cuts went very badly. Bell allowed only 1 of their CO Te chs to work all the cut-overs - which meant that only 1 cut could be worked at a time. The cut for the Jackson location did not begin until 5:55 p.m. - and tha t was after I had escalated to Frank Batusic, Donna Harltey, and John Irwin. Th at cut was completed by 6:15 p.m. The cut for the Madison Avenue location did no t begin until 6:15 p.m. and was completed by 6:40 p.m. However, NEXTLINK will n ot pay for these two cuts - as it took 4 hours for the cuts to begin.
Throughout the cuts, the customer contact, John Flowers, was great. I did tell him that we would give him the month of October free for both the Park Avenue an d the Jackson Avenue locations.
If you would like to read documentation on all three cut-overs, you can do so in remarks within Eastland order numbers I02565 (Jackson location), I02564 (Madiso n location), I02566 (Park location).

Diane Martin, you can move these three cuts down on the dialtone sheet.

1 Tech
3 cuts in CO

MESSAGE
Subject: Cut-Over for Strategic Business Systems Dated: 10/14/97 at 13:24
Sender: ldickinson / internet, mime Contents: 3
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

1

FROM: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;
lsfarmer / internet, mime
DDT1=RFC-822; DDV1=lsfarmer@nextlink.net;
epadfield / internet, mime
DDT1=RFC-822; DDV1=epadfield@nextlink.net;
dhuffine / internet, mime
DDT1=RFC-822; DDV1=dhuffine@nextlink.net;

Part 2

ARPA MESSAGE HEADER

Part 3

Please research and let us know what's going on.

Thanks!
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 10/14/97 12:47 PM ----------

supp order
Eng. error

Darla Trent
10/14/97 10:32 AM
EXTLINK MEMPHIS
cc. Greg Breetz/NLLLC/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Dorothy Huffine/NEXTLINK@NEXTLINK Subject: Cut-Over for Strategic Business Systems

Well, folks, there's good news and bad news....I'll start with the bad....

The cut-over for 9 lines via unbundled loop for Strategic Business Systems has been supped due to a Bell South engineering error. We will do the cut-over at 6:00 p.m. tomorrow (10/15/97). NEXTLINK WILL NOT PAY FOR THIS CUT-OVER. Here's the scoop:

I called the Bell South UNECenter to go over the order with one of their representatives yesteday morning, and was told that the order had not yet been assigned. I called back at 3:15 p.m. and spoke with Byron, who also said that the order still had not been assigned and he couldn't go over the order. He did not indicate that there were any problems with the cut-over.
I left the office at approximately 6:35 p.m. yesterday, with the assurance that someone would be available to work the cut on 10/14 at 7:00 a.m. and that the cut-over would happen. When I arrived at work this morning there were two messages on my voice mail from Jim Ennis of Bell - one message left at around 6:50 am and the 2nd around 7;30 pm. The engineering had been done incorrectly at the LCSC, but Jim had not seen the order nor the engineering problem until late Monday. Bell has corrected the engineering, but per Calvin at the UNECenter, needed an extra day to make sure the order was wired correctly, had the correct jumpers, etc.
Now, for the good news.....

The cut-over for the 4 BRI's for this customer did occur this morning - it was to begin at 7:00 a.m., but do to all the problems with the other order and hashin - ough all that, the cut didn't really begin until 7:20 a.m. - Bell had wired the 4 BRI's incorrectly, but corrected the problems and the BRI's and RCF's tested good and I accepted the lines at 9:15 a.m.

no wed test

The customer contact is fine with the due date change of tomorrow evening.

I did speak with Jim Ennis about the problem that Gayla and I have experienced f
or the past two weeks when we call the UNECenter to go over the orders a day bef
the cut-over. A majority of the time the orders are still "unassigned" the
before the cut and Byron is unwilling to go over the orders with us since th
e, are "unassigned". Jim has said that he will address this issue, I think it
is definately something that needs to be changed since the agreement we have wi
th Bell is that all orders will be TESTED 48 hours in advance of the cut-over.

MESSAGE
Subject: CLEC Cut Delays
Creator: Frank W. Batusic /AL,BRHM03

Da : 10/20/97 at 11:50
Contents: 3

Item 1

FROM: Frank W. Batusic /AL,BRHM03 { Undisplayable address parts }
TO: Jamie Lucas /TN,NASH02 { Undisplayable address parts }
CC: Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
W H. Westbrook /AL,BRHM06 { Undisplayable address parts }

Item 2

Jamie,

FYI, see attached message from NEXTLINK.

There seems to be a recurring theme around 8:00 cuts. This seems to be the most difficult time to get coverage with an outside tech. In general they show up between 9:15 and 9:30. Having been a cable repair supervisor in the past it would seem they are taking their normal break before going to the site. Misses of this nature are documented by NEXTLINK and presented to the TRA on a regular basis as evidence that BellSouth is hampering their entrance into local service.

Any help is appreciated.

Frank

Item 3

MESSAGE
Subject: Sup for S.A.W. Textiles
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Dated: 10/17/97 at 16:09
Contents: 3

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
CC: gbreetz /internet,mime (gbreetz@nextlink.net)
dhuffine /internet,mime (dhuffine@nextlink.net)
epadfield /internet,mime (epadfield@nextlink.net)
lsfarmer /internet,mime (lsfarmer@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

Can you check into this? It seems that the majority of our problems with install techs not showing up happens in Memphis. Frank probably needs to see this as well.
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 10/17/97 05:12 PM ----------

Darla Trent
10/17/97 03:56 PM
To: NEXTLINK MEMPHIS
cc: Greg Breetz/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Dorothy Huffine/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK Subject: Sup for S.A.W. Textiles

This cut was to occur today, 10/17 at 8:00 p.m. A sup had to be sent in for this cut-over, however, and is now set for Monday 10/20 at 8:00 AM due to delays at Bell South. Steve Farmer sent in the sup today, and per Stephen Campbell with Bell's UNECenter, Nextlink will not be charged for the sup.

There were several delays this morning - Nextlink's Install Tech did not arrive at the customer prem until 8:25 a.m. However, because this end user's lines run off an integrated slick an Outside Tech from Bell had to be dispatched to

the customer prem, al. The Bell Tech was attending a s ial awards program breakfast this morning and did not arrive to the customer prem until 9:30 a.m. The Bell UNECenter Rep working this cut had paged both the Bell Outside Tech and the Bell Tech's supervisor to try to get a tech dispatched - he did his part to help us out. However, when the Outside Tech did get in place, the cut still didn't go. Bell's equipment that runs the RCF's went down. Bell could not ensure that they could get the Outside Tech back at the customer prem when the RCF equipment started working again. At 10:30 a.m., Bell asked us to delay the cut and Janis Menton of S.A.W. Textiles gave us the go ahead to postpone the cut until Monday at 8:00 A.M.
Stephen Campbell of Bell's UNECenter told me a few minutes ago that Bell is ready now for the cut and things should go smoothly Monday morning.
Dottie H., please make note that NEXTLINK will not be paying for Monday's cut.

Audrey H. James /TN,NASH02 3/12/98 10:50

MESSAGE
Subject: Sup for S.A.W. Textiles
Creator: Donna G. Hartley /AL,BRHM03

ed: 10/20/97 at 8:15
Contents: 2

Item 1

TO: Roger S. McElroy /AL,BRHM03 (Undisplayable address parts)
W H. Westbrook /AL,BRHM06
CC: Frank W. Batusic /AL,BRHM03 (Undisplayable address parts)

Item 2

MESSAGE
Subject: Sup for S.A.W. Textiles
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Dated: 10/17/97 at 16:09
Contents: 3

Item 2.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
CC: gbreetz /internet,mime (gbreetz@nextlink.net)
dhuffine /internet,mime (dhuffine@nextlink.net)
epadfield /internet,mime (epadfield@nextlink.net)
lsfarmer /internet,mime (lsfarmer@nextlink.net)

Item 2.2

ARPA MESSAGE HEADER

Item 2.3

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---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 10/17/97 05:12 PM ----------

Darla Trent
10/17/97 03:56 PM
To: NEXTLINK MEMPHIS
cc: Greg Breetz/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Dorothy Huffine/NEXTLINK@NEXTLINK, Elina Padfield/NLLLC/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK Subject: Sup for S.A.W. Textiles

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Stephen Campbell of Bell's UNECenter told me a few minutes ago that Bell is ready now for the cut and things should go smoothly Monday morning.
Dottie H., please make note that NEXTLINK will not be paying for Monday's cut.

MESSAGE
Subject: Nextlink Issues
Creator: W H. Westbrook /AL,BRHM06

Dat 10/23/97 at 12:25
Contents: 2

Item 1

FROM: W H. Westbrook /AL,BRHM06 { Undisplayable address parts }
TO: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
W H. Westbrook /AL,BRHM06

Item 2

Donna & Roger:

Here are a few of the items that we boarded and the action taken:

1. Supping Orders--If a DD can't be met and it is at the instance of BellSouth for ANY reason, Nextlink should not be required to provide a supplement. If this does occur, I should be notified so that corrective action can be taken.

2. Who notifies Nextlink of a PF condition--The roadblock desk in the LCSC will call them as soon as the order is received and verified as being in PF status.

3. LCSC not being flexible--I have had several conversations with Paula Murphy on this subject and believe that improvements have been made. However,it bears mentioning that the LCSC is required to follow all resale and facility based guidelines for all CLEC's to ensure parity.

Please call or E-Mail with any discussion or input.

Thanks gang!

Hank

MESSAGE
Subject: Ballin, Ballin & Fishman
Creator: Donna G. Hartley /AL,BRHM03

Dated: 10/27/97 at 17:10
Contents: 3

Item 1

TO: Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
W H. Westbrook /AL,BRHM06

Item 2

Another issue!

Item 3

MESSAGE
Subject: Ballin, Ballin & Fishman
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Dated: 10/27/97 at 10:48
Contents: 3

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
CC: gbreetz /internet,mime (gbreetz@nextlink.net)
tbailey /internet,mime (tbailey@nextlink.net)
pscarlett /internet,mime (pscarlett@nextlink.net)
lbaggett /internet,mime (lbaggett@nextlink.net)
dwise /internet,mime (dwise@nextlink.net)
epadfield /internet,mime (epadfield@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

Why would a move effect our customer's cutover. Were we informed of the move and the possibility that it could cause this problem? We need answers ASAP. We are in the middle of a major push to install lines and this will severely hamper these efforts.

Thanks for your help.
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 10/27/97 10:37 AM ----------

Gayla Anderson
10/27/97 10:19 AM
To: Gayla's Information Group, Dwight Warren/NEXTLINK@NEXTLINK, Harriet Burkhart/NEXTLINK@NEXTLINK
cc: Subject: Ballin, Ballin & Fishman

Kristen:

Please send in a supp for this order. The Bell UNE Center moved to a new location last Friday and were having some system problems this morning. The cut was scheduled to begin at 8:00 am and at 8:45, the cut still hadn't started. The customer decided to reschedule. The new due date is 11/4 at 5p.

Diane: This cut did not go this morning.

MESSAGE
Subject: Service Outages
Creator: W H. Westbrook /AL,BRHM06

Dat 10/29/97 at 14:48
Contents: 3

Item 1

FROM: W H. Westbrook /AL,BRHM06 { Undisplayable address parts }
TO: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }

Item 2

Okay gang, here's the root cause & corrective action for the outage on 10/28/97 to Apperson, Crump, Duzane, & Maxwell and Edgewater Apartments. Let me know of any changes/corrections/etc. you would recommend.

Thanks,

Hank

Item 3

ROOT CAUSE ANALYSIS/ CORRECTIVE ACTION SUMMARY

SERVICE OUTAGES TO APPERSON, CRUMP, DUZANE, & MAXWELL AND EDGEWATER APARTMENTS

CHRONOLOGY

On October 23, 1997 service orders D9YPQ422, N98C80T4, D9PY0073, N9B85PW5, D9Q4Y041, N9B9XVF5, D9WRF326, and N983RB45 were issued to establish NEXTLINK as the Local Exchange Carrier for Apperson, Crump, Duzane, and Maxwell. On October 22, 1997 service orders C9CDMXWZ, D9GW4281, N9L9Q646, C9F42905, D9XM4359, and C9B67BP5 were also issued to establish NEXTLINK as the Local Exchange Carrier for Edgewater Apartments. The due date to cut both of these end users was October 28, 1997. At 7:00a.m. the morning the cuts were to be completed the BellSouth Unbundled Network Element Center and NEXTLINK personnel started the cuts. Per standard practice, the central office work was completed in both the Germantown and Bartlett central offices . When the attempt was made to do the translations necessary to finish the cuts it was discovered that the Electronic Technician in both offices were running "Back Up Tapes". Since this procedure prohibits any translation activity during the tape run, the orders could not complete resulting in an out of service condition.

ROOT CAUSE ANALYSIS

This outage was caused by the conflict of scheduled work activities in the Germantown and Bartlett central offices. The cuts were partially completed when it was discovered that the back up tape run was in progress. The translations could not complete and a service outage occurred. The Electronic Technician doing the tape run was not involved in, nor was aware of, the scheduled cuts. NEXTLINK was not notified because the UNE Center was not aware of the back up tape run.

CORRECTIVE ACTION

As a result of this outage Frank Batusic, Operations Director of the Unbundled Network Element Center, contacted

Clint Mathis Manager of the Germantown and Bart tt Central Offices. It as determined that this type of co lict should not occur, and improvement must be made in the coordination of activities between the UNE Center and central offices. On a going forward basis, the central office manager will provide the UNE Center with a schedule of activities so that conflicts of this type can be avoided. Mr. Batusic will also contact the Manager of the central offices in Nashville to establish the same means of communication. This will prevent the type of scheduling conflict that resulted in this outage.

ROOT CAUSE ANALYSIS/ CORRECTIVE ACTION SUMMARY

SERVICE OUTAGES TO APPERSON, CRUMP, DUZANE, & MAXWELL AND EDGEWATER APARTMENTS

CHRONOLOGY

On October 23, 1997 service orders D9YPQ422, N98C80T4, D9PY0073, N9B85PW5, D9Q4Y041, N9B9XVF5, D9WRF326, and N983RB45 were issued to establish NEXTLINK as the Local Exchange Carrier for Apperson, Crump, Duzane, and Maxwell. On October 22, 1997 service orders C9CDMXWZ, D9GW4281, N9L9Q646, C9F42905, D9XM4359, and C9B67BP5 were also issued to establish NEXTLINK as the Local Exchange Carrier for Edgewater Apartments. The due date to cut both of these end users was October 28, 1997. At 7:00a.m. the morning the cuts were to be completed the BellSouth Unbundled Network Element Center and NEXTLINK personnel started the cuts. Per standard practice, the central office work was completed in both the Germantown and Bartlett central offices . When the attempt was made to do the translations necessary to finish the cuts it was discovered that the Electronic Technician in both offices were running "Back Up Tapes". Since this procedure prohibits any translation activity during the tape run, the orders could not complete resulting in an out of service condition.

ROOT CAUSE ANALYSIS

This outage was caused by the conflict of scheduled work activities in the Germantown and Bartlett central offices. The cuts were partially completed when it was discovered that the back up tape run was in progress. The translations could not complete and a service outage occurred. The Electronic Technician doing the tape run was not involved in, nor was aware of, the scheduled cuts. NEXTLINK was not notified because the UNE Center was not aware of the back up tape run.

CORRECTIVE ACTION

As a result of this outage Frank Batusic, Operations Director of the Unbundled Network Element Center, contacted Clint Mathis, Manager of the Germantown and Bartlett Central Offices. It was determined that this type of conflict should not occur, and improvement must be made in the coordination of activities between the UNE Center and central offices. On a going forward basis, the central office manager will provide the UNE Center with a schedule of activities so that conflicts of this type can be avoided. Mr. Batusic will also contact the Manager of the central offices in Nashville to establish the same means of communication. This will prevent the type of scheduling conflict that resulted in this outage.

MESSAGE Dated: 10/31/97 at 09:04
Subject: Ellendale Electric Contents: 3
Sender: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

1

FROM: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;
dwarren / internet, mime
DDT1=RFC-822; DDV1=dwarren@nextlink.net;
hburkhart / internet, mime
DDT1=RFC-822; DDV1=hburkhart@nextlink.net;

CO wiring re-scheduled

Part 2

ARPA MESSAGE HEADER

Part 3

Can you follow-up on this and get back with me by Monday. We need to have some answers for this customer.
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 10/31/97 09 :08 AM ----------

Gayla Anderson
10/31/97 08:27 AM
To: Gayla's Information Group, Dwight Warren/NEXTLINK@NEXTLINK, Harriet Burkhart /NEXTLINK@NEXTLINK
cc: Subject: Ellendale Electric

The cut was originally set to go on 10/28 but Bell had the wiring incorrect, so we planned to do the cut on 10/29 at 5p. After two hours into the cut, Bell realized that there was in integrated slick involved and they hadn't dispatched an outside tech. to be at the cross box. So at 7pm, we had to call the cut off. We did complete the cut on 10/30. This still wasn't a very good cut, Bell ran into a problem with 1 line and it took a while for them to get it fixed. Then, at the end of the cut, I tested the lines and one of the numbers had not been ported. Bell said it wasn't showing on their order that the number was to be ported, but my order showed that it was. I had to escalate to supervisor Jim Ennis to get the number ported. This also slowed the process down. The cut betgan at 5p and ended at 7:35 pm.

Dottie/Randy: Nextlink will not pay for this cut because it took longer than two hours and also because of the integrated slick problem.

Diane: please move this down on the dial tone sheet.

MESSAGE Dated: 11/03/97 at 07:52
Subject: WRVR - 1 line unbundled - Not cut today - will cut Monday Contents: 3
Sender: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

rt 1

FROM: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: lbaggett / internet, mime
DDT1=RFC-822; DDV1=lbaggett@nextlink.net;
tbailey / internet, mime
DDT1=RFC-822; DDV1=tbailey@nextlink.net;
jleath / internet, mime
DDT1=RFC-822; DDV1=jleath@nextlink.net;
gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

clarification - why reschedule

Part 2

ARPA MESSAGE HEADER

Part 3

Donna,
We have worked very closely to coordinate the WRVR cuts with BellSouth as well a s follow all instructions given. We would like to know by close of business tod ay why this order did not go on the appropriate day.

Thank you
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 11/03/97 07 :52 AM ----------

Carla Trent
10/31/97 05:03 PM
To: Cut-Over Team
cc: Linda Baggett/NLLLC/NEXTLINK@NEXTLINK, Tom Bailey/NLLLC/NEXTLINK@NEXTLINK, J oy Leath/NEXTLINK@NEXTLINK Subject: WRVR - 1 line unbundled - Not cut today - wi ll cut Monday

WRVR's unbundled loop order for 1 line at Raleigh Lagrange Parkway was due today at 9:00 AM. However, Bell put the order in clarification yesterday because the directory listing, even though it said "There is no directory listing for this number - NO EXISTING and NONE NEEDED) in the remarks section, did not have the NP code on it for Non-Published. Steve Farmer escalated this, but we were told that the cut would not happen at 9:00 today. We expressed that the cut-over nee ded to be done today, but Bell said that it had to be cut on Monday, 11-3-97, at 9:00 a.m. - no sooner. Barry Gordon from Bell's UNECenter told me today at aro und 2:00 p.m. that he simply didn't have a tech available to do the cut. Skip R eynolds, the end user contact, is fine with this. So we will cut this 1 line ov er on Monday at 9:00 AM.

ROOT CAUSE ANALYSIS/ CORRECTIVE ACTION SUMMARY

SERVICE OUTAGES TO APPERSON, CRUMP, DUZANE, & MAXWELL AND EDGEWATER APARTMENTS

CHRONOLOGY

On October 23, 1997 service orders D9YPQ422, N98C80T4, D9PY0073, N9B85PW5, D9Q4Y041, N9B9XVF5, D9WRF326, and N983RB45 were issued to establish NEXTLINK as the Local Exchange Carrier for Apperson, Crump, Duzane, and Maxwell. On October 22, 1997 service orders C9CDMXWZ, D9GW4281, N9L9Q646, C9F42905, D9XM4359, and C9B67BP5 were also issued to establish NEXTLINK as the Local Exchange Carrier for Edgewater Apartments. The due date to cut both of these end users was October 28, 1997. At 7:00a.m. the morning the cuts were to be completed the BellSouth Unbundled Network Element Center and NEXTLINK personnel started the cuts. Per standard practice, the central office work was completed in both the Germantown and Bartlett central offices . When the attempt was made to do the translations necessary to finish the cuts it was discovered that the Electronic Technician in both offices were running "Back Up Tapes". Since this procedure prohibits any translation activity during the tape run, the orders could not complete resulting in an out of service condition.

ROOT CAUSE ANALYSIS

This outage was caused by the conflict of scheduled work activities in the Germantown and Bartlett central offices. The cuts were partially completed when it was discovered that the back up tape run was in progress. The translations could not complete and a service outage occurred. The Electronic Technician doing the tape run was not involved in, nor was aware of, the scheduled cuts. NEXTLINK was not notified because the UNE Center was not aware of the back up tape run.

CORRECTIVE ACTION

As a result of this outage Frank Batusic, Operations Director of the Unbundled Network Element Center, contacted Clint Mathis, Manager of the Germantown and Bartlett Central Offices. It was determined that this type of conflict should not occur, and improvement must be made in the coordination of activities between the UNE Center and central offices. On a going forward basis, the central office manager will provide the UNE Center with a schedule of activities so that conflicts of this type can be avoided. Mr. Batusic will also contact the Manager of the central offices in Nashville to establish the same means of communication. This will prevent the type of scheduling conflict that resulted in this outage.

MESSAGE D d: 11/5/97 at 9:17
Subject: Daniel Erickson Law Firm Contents: 2
Creator: Donna G. Hartley /AL,BRHM03

Item 1

TO: W H. Westbrook /AL,BRHM06
CC: William D. French /AL,BRHM03 { Undisplayable address parts }
Karen Groves /FL,MIAM02 { Undisplayable address parts }
Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }

Item 2

MESSAGE Dated: 11/5/97 at 7:58
Subject: Daniel Erickson Law Firm Contents: 3
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Item 2.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
CC: hburkhart /internet,mime (hburkhart@nextlink.net)
lbaggett /internet,mime (lbaggett@nextlink.net)
gbreetz /internet,mime (gbreetz@nextlink.net)

Item 2.2

ARPA MESSAGE HEADER

Item 2.3

Here's another of our cuts that was delayed due to the back-up tapes.
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 11/05/97 07:59 AM ----------

Gayla Anderson
11/04/97 11:10 AM
To: Gayla's Information Group, Jennifer C West/NEXTLINK@NEXTLINK, Harriet Burkhart/NEXTLINK@NEXTLINK
cc: Subject: Daniel Erickson Law Firm

This was a very bad cut! This cut lasted 2 hours and 10 minutes due to Bell running back up tapes during our cut. We got Donna Hartley on the line and they finally got the back ups to stop. The cut began at 8a and ended at 10:10 am. Our customer was extremely upset.

Diane: please move this down on the dial tone sheet.

Harriet: Rachel has already called the customer once, but he was too upset to listen to her at the time. Please follow up with him. Please make sure we issue him a free month of local service.

MESSAGE
Subject: Cut-Over for John Michael Bailey
Sender: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;
Dated: 11/10/97 at 08:14
Contents: 3

1

FROM: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

ARPA MESSAGE HEADER

Part 3

I am having problems getting this to Hank. Can you forward? Also, please send me his email address so I can start sending him a copy as well as one to you.

Thanks
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 11/10/97 08 :19 AM ----------

Lisa Dickinson
11/10/97 07:21 AM
To: Donna.hartley2@bridge.bst.bls.com@smtpmail, hank.westbrook@bridge.bst.bls.com@smtpmail
cc: Dorothy Huffine/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK, Darla Trent/NEXTLINK@NEXTLINK, Greg Breetz/NLLLC/NEXTLINK@NEXTLINK Subject: Cut-Over for John Michael Bailey

Hank and Donna,

eed a postmortum by close of business today. I am also still waiting on responses for the outages last week of the radio station and Basic Communications. Also waiting on responses from 2 weeks ago as well. Please respond ASAP!!!!
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 11/10/97 07 :24 AM ----------

CO wiring problem

Darla Trent
11/07/97 06:01 PM
To: NEXTLINK MEMPHIS
cc: Dorothy Huffine/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK Subject : Cut-Over for John Michael Bailey

The cut-over for John Michael Bailey's 1 unbundled loop lines did not go well - it began at 2:00 p.m. and was not completed until 5:20 p.m. Four of the lines did not have dialtone from 2:44 p.m. until 5:20 p.m. due to a wiring error in Bell's CO. However, the problem was not worked on until Doug from Bell's UNECenter had escalated to 1st level, I had escalated to Jim Ennis, and Jim Ennis had escalated beyond that! The customer was very understanding, but I have asked Jim Ennis to have a letter explaining what happened sent to me. Per Jim, this letter must come from Hank Westbrook - our Account Manager from Bell South.

If you would like to read about this cut, you can do so in eastland remarks with in order # i02896.
Dottie, we will not pay for this cut-over!

Diane M., please move these down on the dialtone.

MESSAGE Dat 11/12/97 at 15:31
Subject: Delayed Cut du o Bell Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

TO: W H. Westbrook /AL,BRHM06
CC: Karen Groves /FL,MIAM02 (Undisplayable address parts)
Roger S. McElroy /AL,BRHM03 (Undisplayable address parts)

Item 2

Another issue!

Item 3

MESSAGE Dated: 11/12/97 at 14:08
Subject: Delayed Cut due to Bell Contents: 3
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

this did not go the first time, let's try again.....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 11/12/97 02:13 PM ----------

Lisa Dickinson
11/12/97 02:05 PM
To: donna.hartely2@bridge.bst.bls.com
cc: Subject: Delayed Cut due to Bell

Another instance where we have to wait.....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 11/12/97 02:10 PM ----------
Shannon Norton 11/12/97 12:53 PM

To: Colleen R Edwards/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Paul Scarlett/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Delayed Cut due to Bell

Just wanted to let you guys know that I had a cut scheduled for 12:00pm today for Don Dodd Allstate Insurance and the Bell CO Tech would not stay on site for the cut because he had to go to lunch. He would not wait 15 minutes. He said he would be back at 1:00pm. Our Install Tech/Billy is now having to wait on site for 1 hour so that we can do this cut. This is beyond ridiculous!! I believe the CO is Airport (main # 615-843) and the tech was the only one on duty.

Thanks,
Shannon

BellSouth Interconnection
Room South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

November 18, 1997

Greg Breetz
NEXTLINK
105 Molloy Street, Suite 300
Nashville, TN 37201

Dear Mr. Breetz:

This is in response to your request for an investigation and report of the details concerning the cutover failure on November 3, 1997 for NEXTLINK's Radio Station WJXA. Attached are the results of that investigation.

As your business partner, BellSouth is making every effort to improve delivery of services to end users.

I am available to discuss this with you at your convenience. Please call me at (205) 977-0087 or e-mail me at Donna.Hartley2@bridge.bellsouth.com. Thank you.

Sincerely,

Donna Hartley
Regional Account Manager

Attachment

cc: Amanda Grant, Marc Cathey, Elaine Lantz, Dana Shaffer

ROOT CAUSE ANALYSIS/CORRECTIVE ACTION SUMMARY
RADIO STATION WJXA

CHRONOLOGY

On October 30, 1997 service orders D9JGR976, D9V51521, D9HTP502, C9X8W561, C9PDW516, and N97KPYN6 were issued to establish NEXTLINK as the Local Exchange Carrier for radio station WJXA. The original due date to convert their service was November 3, 1997. It was determined by NEXTLINK that the due date needed to be moved out by thirty (30) days to December 3, 1997. This was done correctly by NEXTLINK in the form of a supplement being added to each order establishing the new due date. However, the supplemental information for the disconnect orders did not flow downstream as required and they completed in error on the original due date of November 3, 1997.

ROOT CAUSE ANALYSIS

An incorrect entry was made to a field critical to the orders ability to flow downstream. This error prevented the supplemental information from getting to RCMAG and the orders completed in error on the original due date.

CORRECTIVE ACTION

This error was not the result of a process failure, but was caused by human error. Therefore there is no process improvement necessary. However, this requires that all clerical personnel involved be re-addressed on proper procedures for service order provisioning. This has been accomplished and should help prevent a re-occurrence.

BELLSOUTH

BellSouth Interconnection
Room South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

November 18, 1997

Mr. Greg Breetz
NEXTLINK
105 Molloy Street, Suite 300
Nashville, TN 37201

Dear Mr. Breetz:

This is in response to your request for an investigation and report of the details concerning the service outage on October 28, 1997, for two NEXTLINK customers. Attached are the results of that investigation.

As your business partner, BellSouth is making every effort to improve delivery of services to end users.

I am available to discuss this with you at your convenience. Please call me at (205) 977-0087 or e-mail me at Donna.Hartley2@bridge.bellsouth.com.

Sincerely,

Donna Hartley
Regional Account Manager

Attachment

cc: Amanda Grant
Marc Cathey
Elaine Lantz
Dana Shaffer

ROOT CAUSE ANALYSIS/ CORRECTIVE ACTION SUMMARY
APPERSON, CRUMP, DUZANE, AND MAXWELL AND EDGEWATER APARTMENTS

CHRONOLOGY

On October 23, 1997 service orders D9YPQ422, N98C80T4, D9PY0073, N9B85PW5, D9Q4Y041, N9B9XVF5, D9WRF326, and N983RB45 were issued to establish NEXTLINK as the Local Exchange Carrier for Apperson, Crump, Duzane, and Maxwell. On October 22, 1997 service orders C9CDMXWZ, D9GW4281, N9L9Q646, C9F42905, D9XM4359, and C9B67BP5 were also issued to establish NEXTLINK as the Local Exchange Carrier for Edgewater Apartments. The due date was October 28, 1997. At 7:00a.m. on October 28 the BellSouth Unbundled Network Element Center (UNE Center) and NEXTLINK personnel began the cuts. In accordance with standard practice, the central office work was completed in the Germantown and Bartlett central offices . When the attempt was made to do the translations required to finish the cuts it was discovered that the Electronic Technicians in both offices were running "Back Up Tapes" [software which captures and retains all customer activity for a switch for the preceding week]. Since this procedure prohibits all translation activity during the tape run, the orders could not complete which resulted in an out-of-service condition. The tape run began at 8:30 AM and completed at approximately 10:10 AM.

ROOT CAUSE ANALYSIS

This cutover failure was caused by the conflict of scheduled work activities in the Germantown and Bartlett central offices. The cuts were partially completed when it was discovered that the back up tape run was in progress. The translations could not complete and a service outage occurred. The Electronic Technician performing the tape run was not involved in, nor was aware of, the scheduled cuts. NEXTLINK was not notified because the UNE Center was not aware of the back up tape run.

CORRECTIVE ACTION

As a result of this cutover failure, procedures have been implemented with the UNE Center and central office personnel to coordinate activities between the two locations. Should a scheduled cut be extended into the back up tape window, the tape back up process will be delayed until the in-progress cut is completed. This will prevent the type of scheduling conflict that resulted in this cutover failure.

ROOT CAUSE ANALYSIS/ CORRECTIVE ACTION SUMMARY

SERVICE OUTAGES TO APPERSON, CRUMP, DUZANE, & MAXWELL AND EDGEWATER APARTMENTS

CHRONOLOGY

On October 23, 1997 service orders D9YPQ422, N98C80T4, D9PY0073, N9B85PW5, D9Q4Y041, N9B9XVF5, D9WRF326, and N983RB45 were issued to establish NEXTLINK as the Local Exchange Carrier for Apperson, Crump, Duzane, and Maxwell. On October 22, 1997 service orders C9CDMXWZ, D9GW4281, N9L9Q646, C9F42905, D9XM4359, and C9B67BP5 were also issued to establish NEXTLINK as the Local Exchange Carrier for Edgewater Apartments. The due date to cut both of these end users was October 28, 1997. At 7:00a.m. the morning the cuts were to be completed the BellSouth Unbundled Network Element Center and NEXTLINK personnel started the cuts. Per standard practice, the central office work was completed in both the Germantown and Bartlett central offices . When the attempt was made to do the translations necessary to finish the cuts it was discovered that the Electronic Technician in both offices were running "Back Up Tapes". Since this procedure prohibits any translation activity during the tape run, the orders could not complete resulting in an out of service condition.

ROOT CAUSE ANALYSIS

This outage was caused by the conflict of scheduled work activities in the Germantown and Bartlett central offices. The cuts were partially completed when it was discovered that the back up tape run was in progress. The translations could not complete and a service outage occurred. The Electronic Technician doing the tape run was not involved in, nor was aware of, the scheduled cuts. NEXTLINK was not notified because the UNE Center was not aware of the back up tape run.

CORRECTIVE ACTION

As a result of this outage Frank Batusic, Operations Director of the Unbundled Network Element Center, contacted Clint Mathis, Manager of the Germantown and Bartlett Central Offices. It was determined that this type of conflict should not occur, and improvement must be made in the coordination of activities between the UNE Center and central offices. On a going forward basis, the central office manager will provide the UNE Center with a schedule of activities so that conflicts of this type can be avoided. Mr. Batusic will also contact the Manager of the central offices in Nashville to establish the same means of communication. This will prevent the type of scheduling conflict that resulted in this outage.

MESSAGE
Subject: ABRA - Shelby Drive - Cut Completed
Sender: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;
Dated: 11/20/97 at 18:19
Contents: 3

1

FROM: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

CC: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

Part 2

ARPA MESSAGE HEADER

Part 3

Another one to add to the list. This is two problems in Memphis is one day. Wh
at in the world is going to happen when we have more competitors in the marketpl
ace? ---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 11/20/97
06:03 PM ----------

Darla Trent
11/20/97 05:09 PM
To: NEXTLINK MEMPHIS
cc: Subject: ABRA - Shelby Drive - Cut Completed

The cut-over for ABRA's Shelby Drive is completed. It happened EARLY - it was s
cheduled to go at 6:00 p.m., but Bell's Outside Tech went to the integrated SLC
and cut-over ABRA's main line at 10:30 a.m. today. Since this occurred, we sent
Install Techs to the customer prem, and with the approval of the Manager at
Shelby Drive location, had Bell cut-over the remaining 5 lines.
Bell's LCSC rep had typed the order out incorrectly, resulting in 1 line being d
isconnected instead of RCF'd and 1 line being RCF'd to the wrong NEXTLINK number
. Doug Graham, Bell's UNECenter Rep working the cut, got RCMAC to correct this.

The cut and RCF were completed at 11:55 a.m. - the customer was not unhappy.

If you would like to read more about this cut, you can do so in the remarks of E
astland order # i02917.

Diane M., please move this location and these 6 lines down on the dialtone.
This is Brigid McDaniel's account.

1 Outside Tech
2 LCSC - typo on order

MESSAGE Dated: 11/21/97 at 07:25
Subject: ABRA CUTS - APPLING WAY & 5684 Mt. Moriah Contents: 3
Sender: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

t 1

FROM: gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03
Donna G. Hartley / AL, BRHM03

CC: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

Part 2

ARPA MESSAGE HEADER

Part 3

Problem number three for the day. Is BellSouth trying to find ways to make this not work? It seems hard to believe that these can be isolated instances.

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 11/21/97 07:09 AM ----------

Darla Trent
11/20/97 08:16 PM
To: NEXTLINK MEMPHIS
cc: Greg Breetz/NLLLC/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK, Kristen Hudson/NLLLC/NEXTLINK@NEXTLINK, Dorothy Huffine/NEXTLINK@NEXTLINK Subject: ABRA CUTS - APPLING WAY & 5684 Mt. Moriah

2 more ABRA cuts were scheduled for tonight at 6:00 pm and 1 one them did not go due to problems at Bell's integrate SLC. ABRA - Appling Way location has been rescheduled for Tuesday, November 25th at 5:00 pm - NEXTLINK WILL NOT PAY FOR THIS CUT. Here's the scoop..... at 6:30 p.m. the Bell Outside Tech found that there were no cards at the SLC - (sound familiar today, or what???) Russell at Bell's UNECenter dispatched for more cards and at 6:50 p.m. the cards were en route to the SLC - however, at 7:30 p.m. Russell said that Bell was without 3 pairs needed for the cut - our customer WOULD NOT stay past 8:00 p.m. and even though Russell was committed to getting the pairs tonight, our customer wanted the cut called. We do not need to send in a sup, per Russell. We'll try this all over again on Tuesday night. Remarks are in Eastland's order # i02913 - this was a 7 line cut.

Tom, Linda, Greg - , since we had a problem this morning with the Wimbleton cuts and no plugs at the SLC, and then this tonight, I believe this is an issue that needs to be revisited with Donna Hartley - wasn't this supposed to be corrected a few months back?????

The ABRA - 5684 Mt. Moriah location did cut tonight (11 lines). It went fairly well - it began at 6:00 p.m. and was completed at 7:35 p.m. However, we have opened two trouble tickets with Bell South because two lines were bad before the cut (static and loud humming) and remained that way after the cut. I requested Bell to dispatch on these two lines. You can read about this cut in Eastland # i02915. Diane M., move this order and the 11 cut lines down on the dialtone, please.

Outside Customer Care - this is Brigid McDaniel's account - there is voice mail as a feature at 5684 Mt. Moriah - they will need a visit.

MESSAGE Dated: 11/21/97 at 12:00
Subject: Resale Issues Contents: 3
Sender: khudson / internet, mime
DDT1=RFC-822; DDV1=khudson@nextlink.net;

rt 1

rROM: khudson / internet, mime
DDT1=RFC-822; DDV1=khudson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

ARPA MESSAGE HEADER

Part 3

Donna Hartley
BellSouth

Dear Donna:

I am sending you this letter to inform you of how one of our resale install orde rs was handled through BellSouth. NEXTLINK sent the order to LCSC, and in turn received an FOC with the new telephone numbers, with a due date of Nov. 20, 1997 .

We became aware of a potential facility problem when the end user's vendor advis ed us earlier this week that there was no cable in the conduit going into the bu ilding. I called the LCSC and asked Terry Dineen if there was any way we could find out about a potential facility problem. She called someone and called me b ack and said that an installer was scheduled to go out the day of the cut; she d id not know if there was a facility problem or not. This brings up a question f or NEXTLINK: Who should we contact when we know there is a potential facility p roblem on an install resale order to try and let BellSouth aware that some outsi plant work may need to be done before the cut date?

As we discussed yesterday, there is also some confusion regarding who NEXTLINK s hould call to find out the status of resale install orders. Before paging you y esterday, I tried to get ahold of the following people to see if they could help : Mel Porter, who was filling in for Hank Westbrook; and Larry Thomas, who I kn ow had been working the previous day on the order. I left messages and paged bo th of them. After waiting about 20 min, I paged you.

At your suggestion, I focused on working with Larry Thomas on the order. I tri ed to get ahold of Linda Gilley to see if she could help me get Larry Thomas inv olved, but was unable to reach her. Larry Thomas did call me back, and told me that I should contact the UNE center, since a tech needed to be dispatched on th e order. I called the UNE Center, and spoke with Joel,, who looked up the order, and then went to check with someone. He came back and told me that I should co ntact the Business Repair Center about the order. I called Business Repair and spoke with Heather, who wanted to help, but said she needed to send me to the Bu siness Office. I called the Business office and spoke with Charlene, who told m e that they did not handle NEXTLINK orders, and then transferred me back to the LCSC.

As you can see, I ended up going in a circle of BellSouth departments, wasting m y time as well as everyone I spoke with at BellSouth. All of the BellSouth peop le I spoke with were very friendly, but of little help. When you and I were fin ally able to get ahold of someone at the LCSC, Paula Murphy was extremely helpfu l, and very crucial in relaying information to me regarding the order. Paula ca lled and left me 4 messages regarding the order. I realize that Paula is not a "resale" supervisor, but unless we hear otherwise, I am going to contact Paula f rom now on when there is a problem.

T hope this helps, Donna, let me know if have any questions. I also want to THA YOU for all of your help with this yesterday.

Kristen Hudson

BellSouth Interconnection
Room South E4E1
3535 Colonnade Parkway
Birmingham, Alabama 35243

November 21, 1997

Greg Breetz
NEXTLINK
105 Molloy Street, Suite 300
Nashville, TN 37201

Dear Mr. Breetz:

This is in response to your request for an investigation and report of the details concerning the service outage on November 7, 1997 for NEXTLINK's customer, Michael Bailey. Attached are the results of that investigation.

As your business partner, BellSouth is making every effort to improve delivery of services to end users.

I am available to discuss this with you at your convenience. Please call me at (205) 977-0087 or e-mail me at Donna.Hartley2@bridge.bellsouth.com

Sincerely,

Donna Hartley
Regional Account Manager

Attachment

cc: Amanda Grant, Marc Cathey, Elaine Lantz, Dana Shaffer

ROOT CAUSE ANALYSIS/CORRECTIVE ACTION SUMMARY
JOHN MICHAEL BAILEY

CHRONOLOGY

The orders associated with this cut are C981NP36, D9T4H909, and N9XLQ112. The cut began as scheduled at 2:00 p.m. There were eleven lines involved and the first seven went as planned. However, after the last four were cut it was discovered that they were wired incorrectly and therefore no dialtone was coming from the Nextlink switch. Due to the workload in the central office, the four lines could not be re-wired immediately. This took approximately three hours. The four lines were restored at 5:15 p.m. and the cut was complete.

ROOT CAUSE ANALYSIS

The central office supervisor involved advised that while it was her people that were responsible for the re-wiring, they could not make the necessary corrections any sooner due to the workload.

CORRECTION ACTION

In the future, no cutovers will be attempted without prior tests to ensure that all lines are wired properly.

MESSAGE
Subject: Sonic Properties - BRI - Bell facility problems Dated: 11/25/97 at 18:00
Sender: dtrent / internet, mime Contents: 3
DDT1=RFC-822; DDV1=dtrent@nextlink.net;

1

FROM: dtrent / internet, mime
DDT1=RFC-822; DDV1=dtrent@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

ARPA MESSAGE HEADER

Part 3

More FYI.....Pon #17127
---------- Forwarded by Darla Trent/NEXTLINK on 11/25/97 05:43 PM --
----

Darla Trent
11/25/97 04:03 PM
To: Tom Bailey/NLLLC/NEXTLINK@NEXTLINK, Linda Baggett/NLLLC/NEXTLINK@NEXTLINK
cc: Darrell Hickey/NEXTLINK@NEXTLINK, Clay Sisson/NEXTLINK@NEXTLINK, Brigid McDa
niel/NEXTLINK@NEXTLINK, French McKnight/NLLLC/NEXTLINK@NEXTLINK Subject: Sonic P
roperties - BRI - Bell facility problems

Folks-

Just wanted to give a heads up on a problem with the installation of Sonic Prope
rties' BRI. The due date for Bell to deliver the BRI via unbundled loop was tod
ay, 11/25/97. At 3:15 p.m., the BRI had not yet been delivered. I called the B
UNECenter to find out status, and was told that the BRI is in pending status
to a facility problem. There is no cable from the Bell CO to the crossbox
- the eta on the construction crew to complete the job that would enable the ins
tallation of the BRI is 12/04/97.
This is NOT acceptable to the customer - per Stanley of A-Vision, the vendor tha
t represents Sonic. There are several Sonic executives flying in to Memphis on
12/01/97 to see a presentation of which this ISDN line is a vital part - the pla
ne tickets have already been purchased, etc.

I have left a message for Donna Hartley, who is out of reach today. Her voice m
ail says that she will return calls tomorrow in the a.m. Does anyone have any s
uggestions?

Donna G. Hartley /AL,BRHM03 11/26/97 9:33

MESSAGE
Subject: Wimbleton Orders - Cut Information
Sender: dtrent / internet, mime
DDT1=RFC-822; DDV1=dtrent@nextlink.net;
Dated: 11/25/97 at 18:00
Contents: 3

1

FROM: dtrent / internet, mime
DDT1=RFC-822; DDV1=dtrent@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

ARPA MESSAGE HEADER

Part 3

This might not have gotten to you the first time I sent it.....
---------- Forwarded by Darla Trent/NEXTLINK on 11/25/97 05:44 PM --
---

Darla Trent
11/25/97 05:40 PM
To: donna.hartley2@bridge.bellsouth.com
cc: Subject: Wimbleton Orders - Cut Information

Donna, the Pon Numbers on this orders are as follows:

Wimbleton Gymnastics - Pon # 16717
Wimbleton Pool School - Pon #16716
Wimbleton Sportsplex - Pon #16930

SLC

---------- Forwarded by Darla Trent/NEXTLINK on 11/25/97 05:31 PM --
---

Darla Trent
11/20/97 12:16 PM
To: NEXTLINK MEMPHIS
cc: Leslie S Farmer/NEXTLINK@NEXTLINK, Kristen Hudson/NLLLC/NEXTLINK@NEXTLINK, D
orothy Huffine/NEXTLINK@NEXTLINK Subject: Wimbleton Orders - Cut Information

The multiple cuts that were to occur for Wimbleton Sportsplex this morning did n
ot go very well. The cuts began well at 8:00 AM, and all the lines that were to
be cut in the Bell Central Office were cut at 8:35 a.m. However, the rest of t
he lines had to be cut at an integrated slick and during the cut-over (at 9:25 a
.m.) the Bell Outside Tech at the slick discovered that the plugs had to be repl
aced. However, Bell South did not have any plugs available - they have to be or
dered. Therefore, all the lines that were on an order with lines that were comi
ng through the integrated slick had to be cut back to Bell South. Doug Graham,
a Bell UNECenter Rep, will call me with an ETA on the plugs so that I can resche
dule the orders that didn't go.
These orders are: Wimbleton Pool School (1 Line), Wimbleton Gymnastics (2 Lines
), Kemmons Wilson Inc. C/O Wimbleton Racquet Club (14 Lines).

However, the order for Wimbleton Racquet Club (1 line) did cut-over - this line
was cut at the CO. Also, the order for Wimbleton - Courtside Grill (1 line) was
cut-over.

And finally, Blimpie's inside the Wimbleton Sportsplex (1 line) was cut-over as
well.

Diane M., please move these three lines down on the dialtone. The rest of the l
--- will have to be rescheduled due to Bell's lack of good plugs.

MESSAGE Dated: 12/01/97 at 14:23
Subject: Autorama (Poplar) Contents: 3
Sender: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

1

FROM: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03

Part 2

ARPA MESSAGE HEADER

Part 3

FYI.....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 12/01/97 02
:26 PM ----------

Gayla Anderson
12/01/97 09:11 AM
To: Cut Information Group, Chuck Keeler/NEXTLINK@NEXTLINK, Rachel Langdon/NLLLC/
NEXTLINK@NEXTLINK
cc: Leslie S Farmer/NEXTLINK@NEXTLINK Subject: Autorama (Poplar)

This cut didn't go this morning because Bell had the wrong cut time. They have it scheduled for 5p today. I called the LCSC and they said they sent the order in for 7a this morning just as we requested. I escalated to Frank Batusic and h e found out that Bell got their paperwork mixed up. He said that the wiring was n't done yet, so there was no way they could cut it this morining.
I called the customer and we are going to try again on 12/2 at 7a. Steve Farmer j going to send the supp in and Bell said it will be ready to cut at 7a.

MESSAGE
Subject: Cut Complete (CADD Solutions) Dated: 12/10/97 at 10:28
Sender: ldickinson / internet, mime Contents: 3
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

1

FROM: ldickinson / internet, mime
DDT1=RFC-822; DDV1=ldickinson@nextlink.net;

TO: Donna G. Hartley / AL, BRHM03
Roger S. McElroy / AL, BRHM03

CC: bmcdaniel / internet, mime
DDT1=RFC-822; DDV1=bmcdaniel@nextlink.net;
rlangdon / internet, mime
DDT1=RFC-822; DDV1=rlangdon@nextlink.net;
gbreetz / internet, mime
DDT1=RFC-822; DDV1=gbreetz@nextlink.net;
lbaggett / internet, mime
DDT1=RFC-822; DDV1=lbaggett@nextlink.net;
dhickey / internet, mime
DDT1=RFC-822; DDV1=dhickey@nextlink.net;

Part 2

ARPA MESSAGE HEADER

Part 3

This seems to be a recurring problem in Memphis. Is there any history as to Int egrated Slicks that have to be converted to Universal? Is there a list of them so we would know in advance? Would pre-testing have caught this? Let me know.
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 12/10/97 10:23 AM ----------

Kayla Anderson
12/10/97 09:55 AM
To: Cut Information Group, Brigid McDaniel/NEXTLINK@NEXTLINK, Rachel Langdon/NLL LC/NEXTLINK@NEXTLINK
cc: Subject: Cut Complete (CADD Solutions)

This cut lasted longer than it should have, because there was an integrated slic k involved and Bell arranged for an outside tech to be at the cross box this mor ning but the tech was running behind. The cut began promptly at 8a and the firs t three lines were cut and tested at 8:41, but the 4th line was on the slick. T he outside tech finally got there and the line was up and running at 9:20 am.

Rachel: This customer has our v-mail.

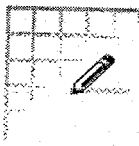
Diane: please move this down on the dial tone sheet and count as 4 lines instal led.

cc:
Subject: Due Date 1/9 (Industrial Chemical)

A due date has been confirmed with the customer. They have 4 new lines coming in on 1/5/98 and the RCF will take place on 1/9/98 at 2p.

Diane: please update the dial tone sheet (7 lines to provisioning).

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 04:37 PM ----------



Gayla Anderson
12/19/97 02:11 PM

To: Cut Information Group, Dwight Warren/NEXTLINK@NEXTLINK, Danita Wilkinson/NLINT/NEXTLINK@NEXTLINK
cc:
Subject: Due Date 1/7 (Air Sea Travel)

A due date has been confirmed with the customer. The T-1 is scheduled to be delivered on 1/5/98 and the RCFs are scheduled for 1/7/98 at 5p.

Diane: please update the dial tone sheet (17 lines to provisioning).

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 04:37 PM ----------



Gayla Anderson
12/19/97 04:02 PM

To: Cut Information Group, Joy Leath/NEXTLINK@NEXTLINK, Danita Wilkinson/NLINT/NEXTLINK@NEXTLINK
cc:
Subject: Due Date (Mckee & McFarland-Move)

A due date has been set for 1/2. The customer is actually moving on 1/6.

Diane: please update the dial tone sheet (we can't count these lines because it's a move).

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 04:38 PM ----------



Gayla Anderson
12/19/97 04:51 PM

To: Cut Information Group, Jennifer C West/NEXTLINK@NEXTLINK, Laurie Pennington/NEXTLINK@NEXTLINK
cc: French McKnight/NLLLC/NEXTLINK@NEXTLINK, Leslie S Farmer/NEXTLINK@NEXTLINK
Subject: Supp Due to Bell (Travel Designs)

This order has to be supped due to Bell facility issues. We currently do not know when the facility issue will be resolved. I have placed a future due date in Hydrogen for 1/5/98 at 7a.

Steve/Kristen: please make sure a supp has been sent to Bell to stop this cut on Monday morning. I have left a message for the customer that the cut is not going to go and I've asked her to give me a call.

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 04:38 PM ----------



Gayla Anderson
12/22/97 08:08 AM

To: Cut Information Group, Chuck Keeler/NEXTLINK@NEXTLINK, Rachel Langdon/NLLLC/NEXTLINK@NEXTLINK
cc:
Subject: Supped (Synapse)

Due to an error made in order fulfillment, this order had to be supped out to 1/7/98 at 9a. We ordered the 6 lines in a T-1 instead of unbundled. The customer has confirmed the new due date.

Kristen: Since Steve is out today, please make sure this order is supped for the new due date.

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 04:38 PM ----------



Gayla Anderson
12/22/97 02:37 PM

To: Cut Information Group, Chuck Keeler/NEXTLINK@NEXTLINK, Rachel Langdon/NLLLC/NEXTLINK@NEXTLINK
cc:
Subject: Cut Complete (National Hardwood Lumber)

This cut was supposed to begin at 8a, but didn't start until 10 am due to Bell facility problems. The customer was down for about an hour due to the cut. All the lines tested good, but Bell didn't have the BRI orders engineered. I spoke with the UNE Center Supervisor (Jim Ennis) and he is going to look into why this order was not enginerred. A new due date has not been determined yet.

Diane: please move this down on the dial tone sheet and count as 12 lines installed.

---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/10/98 04:38 PM ----------



Gayla Anderson
12/23/97 01:24 PM

To: Cut Information Group, Lori Shreck/NEXTLINK@NEXTLINK, Harriet Burkhart/NEXTLINK@NEXTLINK
cc:
Subject: Cut Complete (The Urology Group)

This cut is finally complete. It began at 6am and ended at 10am. Bell needed a frame person to complete the cut and they didn't arrive until 7:30, so that put us at a stand still. Then we weren't getting dial tone on some of the numbers, so that had to be worked out.

Diane: please update the dial tone sheet and count as 6 lines installed.

MESSAGE
Subject: Grant & Company Realtors and Montgomery Martin
Creator: Donna G. Hartley /AL,BRHM03
Dated: 12/19/97 at 15:39
Contents: 3

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
Jim Whitson /AL,BRHM03 { Undisplayable address parts }
CC: Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }

Item 2

SLC Problem

Item 3

MESSAGE
Subject: Grant & Company Realtors and Montgomery Martin
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)
Dated: 12/19/97 at 13:12
Contents: 3

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
Roger S. McElroy /AL,BRHM03
CC: fmcknight /internet,mime (fmcknight@nextlink.net)
gbreetz /internet,mime (gbreetz@nextlink.net)
lbaggett /internet,mime (lbaggett@nextlink.net)
dhickey /internet,mime (dhickey@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

FYI.....here is another SLC problem!
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 12/19/97 01:06 PM ----------

French McKnight
12/19/97 11:56 AM
To: NEXTLINK MEMPHIS
cc: Subject: Grant & Company Realtors and Montgomery Martin

Both of these customers had similar problems in attempting to cut over to our service. Each customer was on on a Bell Series 5 integrated SLC that has a DAX between it and the CO. Bell does this so that they can map the service, channel by channel, to a D4 channel bank rather to the switch--Bell calls this a side door arrangement. The service was engineered this way because they were out of facilities in the area. The reason it did not work is that they had the wrong card in the D4.
They requested an equipment center in New Orleans to overnight an FXO card that would arrive sometime today; however, there was no guarantee that this card would work. On a conference call with me and Jim Ennis, a UNE Center supervisor, the customer said that he needed service the next day from whomever because he is doing payroll. Bell figured out how to cut them back and did so last night. Restoring the service is about the only good thing that happened

I talked with Richard Grant this morning and he was happy to know that the service is working. We dispatched a tech at 8:55 to reinstall the hunting simulator that we originally deinstalled at his request. I got the impression that he still wants our service, but that the next time that we cut him it should be after hours and he should not be a guinea pig for Bell's FXO card, since Bell does not know if it will solve the problem.

Montgomery Martin is a back up, but it ran into the same problems as Grant, so the cut has been delayed as well.

MESSAGE Da : 12/31/97 at 15:54
Subject: Montgomery Martin - Lenox Park Blvd - CUT COMPLETED (FIN... Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
Jim Whitson /AL,BRHM03 { Undisplayable address parts }

Item 2

Trending sheet for 1998!

Are we running a circus now?

Item 3

MESSAGE Dated: 12/31/97 at 11:36
Subject: Montgomery Martin - Lenox Park Blvd - CUT COMPLETED (FIN... Contents: 3
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
Roger S. McElroy /AL,BRHM03
CC: dtrent /internet,mime (dtrent@nextlink.net)
dhuffine /internet,mime (dhuffine@nextlink.net)
gbreetz /internet,mime (gbreetz@nextlink.net)
lbaggett /internet,mime (lbaggett@nextlink.net)
dhickey /internet,mime (dhickey@nextlink.net)
fmcknight /internet,mime (fmcknight@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

What's this all about?
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 12/31/97 12:41 PM ----------

Darla Trent
12/31/97 12:15 PM
To: NEXTLINK MEMPHIS
cc: Dorothy Huffine/NEXTLINK@NEXTLINK Subject: Montgomery Martin - Lenox Park Blvd - CUT COMPLETED (FINALLY!)

The cut-over for Montgomery Martin's Lenox Park Blvd. is finally complete. This cut was scheduled for 12/19 @ 8:00 AM but did not go because Bell South said it had to be reengineered. The cut was to be done off a "discus" which is a newer model of integrated SLC that Bell is not used to working with - per Jim Ennis, the Outside Techs were telling the UNECenter that the CO had to do the cut and the CO Techs were telling the UNECenter that the Outside Techs had to do the cut - Jim was ANYONE to do the cut.

Yesterday, Nextlink received a trouble call from the customer - when the NL Techs went to the customer prem they discovered that Bell had cut-over 2 of the 3 lines to Nextlink, but had not run the RCF's yet. I called Bell South and Jim and Steve Townsend of the UNECenter checked and found the Bell Outside Tech had cut the 2 lines back on the 19th, but had not informed the UNECenter. Steve ran the RCF's on the two lines and dispatched a Bell Tech to cut the 3rd line over to NEXTLINK - the Bell Tech also corrected a static problem on the lines. This morning Steve ran the RCF on the 3rd line.

NEXTLINK WILL NOT PAY FOR THIS CUT!
Diane M., please count this as 3 lines installed on 12/31/97 (day it was completed) and move down on the dialtone.

MESSAGE Dated: 1/6/98 at 18:02
Subject: Facility Problems (Del-Nat Tires) Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
CC: Marcus B. Cathey /AL,BRHM06
Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
P T. Stinson /TN,NASH02
Jim Whitson /AL,BRHM03 { Undisplayable address parts }

Item 2

Hank will you please investigate this issue and add to the trending sheet.

This is a very strong message from Lisa.

Item 3

MESSAGE Dated: 1/5/98 at 16:33
Subject: Facility Problems (Del-Nat Tires) Contents: 3
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
Roger S. McElroy /AL,BRHM03
CC: dwarren /internet,mime (dwarren@nextlink.net)
gbreetz /internet,mime (gbreetz@nextlink.net)
lbaggett /internet,mime (lbaggett@nextlink.net)
dhickey /internet,mime (dhickey@nextlink.net)
fmcknight /internet,mime (fmcknight@nextlink.net)
tbailey /internet,mime (tbailey@nextlink.net)
khudson /internet,mime (khudson@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

Has Memphis done something to offend BellSouth. There have been nothing but problems with delays for the past three weeks. I think it is very suspect that BellSouth says the customer is not there and now there are no facilities. Please respond ASAP!!
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/05/98 04:35 PM ----------

Gayla Anderson
01/05/98 04:20 PM
To: Cut Information Group, Memphis Customer Care, Dwight Warren/NEXTLINK@NEXTLINK
cc: Subject: Facility Problems (Del-Nat Tires)

The T-1 for Del Nat has not been delivered yet. Bell says they are having facility problems (no cable pairs). Previously when Bell went out, they said the customer was not there, so we rescheduled for them to come out last wednesday and they didn't show, then they were supposed to go back on Friday and didn't show. Now all of a sudden they are having facility problems. Kristen is escalating with a supervisor at the ACAC. The customer has been notified and I am keeping him updated on the the status.

Kristen: Do we have to send in a supp for the RCFs?

MESSAGE ted: 1/6/98 at 15:15
Subject: NEXTLINK Directory Listing Issue Contents: 2
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: Paula Murphy /AL,BRHM06 { Undisplayable address parts }
CC: W H. Westbrook /AL,BRHM06

Item 2

Paula,

I left you a voice mail in reference to NEXTLINK PON number 1000591. Can you please pull the file to see what the customer requested, did the request go into clarification and did we question the directory listing portion of this order etc...

The story is: The customer does not have a Directory Listing and they are very hot! hot! hot!

Please let me know something pretty quick!
Thank you for your assistance.

MESSAGE :ed: 1/6/98 at 12:28
Subject: Metro Materials/Resale Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
CC: Marcus B. Cathey /AL,BRHM06
Karen Groves /FL,MIAM02 { Undisplayable address parts }
Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
Paula Murphy /AL,BRHM06 { Undisplayable address parts }
Jim Whitson /AL,BRHM03 { Undisplayable address parts }

Item 2

Hank please investigate this issue and add to the trending sheet.

Item 3

MESSAGE Dated: 1/6/98 at 10:13
Subject: Metro Materials/Resale Contents: 3
Creator: fmcknight /internet,mime (fmcknight@nextlink.net)

Item 3.1

FROM: fmcknight /internet,mime (fmcknight@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
Roger S. McElroy /AL,BRHM03
CC: tbailey /internet,mime (tbailey@nextlink.net)
ldickinson /internet,mime (ldickinson@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

This would not be a big issue if it was only a switch as is resale order, but this customer is also adding new lines to their service. This is not the first order that has been misplaced, not received because of the fax, or some other excuse that we have received out of the ordinary as of late. Please look into this because we need your help. Thanks
---------- Forwarded by French McKnight/NLLLC/NEXTLINK on 01/06/98 08:52 AM ----------

Gayla Anderson
01/06/98 09:11 AM
To: French McKnight/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Metro Materials/Resale

French: I thought you should see this. Steve said he is supposed to hear back from Bell today as to why they have set the due date so far out. Also, The 18th is on a Sunday. I'll let you know what I hear from Steve.
---------- Forwarded by Gayla Anderson/NLLLC/NEXTLINK on 01/06/98 08:59 AM ----------

Leslie S Farmer
01/06/98 09:01 AM
To: Gayla Anderson/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Metro Materials/Resale

I received a FOC from Bell this morning with new TN's 324-3037 & 324-3038. The due date is at 1/18/98 with a expedite by Bell, there order was misplaced and not worked. They will call me when they have a closer date.
Steve

MESSAGE ated: 1/9/98 at 16:16
Subject: Metro Materials/Resale Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: Paula Murphy /AL,BRHM06 { Undisplayable address parts }
W H. Westbrook /AL,BRHM06
CC: Jim Whitson /AL,BRHM03 { Undisplayable address parts }

Item 2

Hank please look at this for trending, is it the same service rep, how many orders have we really lost.

We need to provide Lisa something! Please call me so we can discuss.

Item 3

MESSAGE Dated: 1/9/98 at 12:52
Subject: Metro Materials/Resale Contents: 3
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
Roger S. McElroy /AL,BRHM03
CC: lsfarmer /internet,mime (lsfarmer@nextlink.net)
ckeeler /internet,mime (ckeeler@nextlink.net)
gbreetz /internet,mime (gbreetz@nextlink.net)
lbaggett /internet,mime (lbaggett@nextlink.net)
fmcknight /internet,mime (fmcknight@nextlink.net)
tbailey /internet,mime (tbailey@nextlink.net)
dhickey /internet,mime (dhickey@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

It seems that LCSC is having major problems. We have had several orders that we sent correctly and went through the system wrong. There have also been several that have been misplaced. It seems that Jim Whitson and his group should be looking real hard at the LCSC to find out what going on. I would be curious to know if this is the same rep. each time that is messing up on the paperwork details. Can either you or Roger find out for me?

Thanks!
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/09/98 01:47 PM ----------

Gayla Anderson
01/09/98 10:49 AM
To: Cut Information Group, Chuck Keeler/NEXTLINK@NEXTLINK, Memphis Customer Care
cc: Leslie S Farmer/NEXTLINK@NEXTLINK Subject: Metro Materials/Resale

I just received a call from Steve in provisioning that the earliest Bell can get this resale done is 1/14/98. ---------- Forwarded by Gayla Anderson/NLLLC/NEXTLINK on 01/09/98 10:37 AM ----------

Leslie S Farmer
01/06/98 09:01 AM
To: Gayla Anderson/NLLLC/NEXTLINK@NEXTLINK
cc: Subject: Metro Materials/Resale

I received a FOC from 11 this morning with new TN's 324 37 & 324-3038. The due date is at 1/18/98 with a expedite by Bell, there order was misplaced and not worked. They will call me when they have a closer date.
Steve

MESSAGE ted: 1/15/98 at 14:47
Subject: HARPETH COMPANY GREEN HILLS MALL AND HILLSBORO ROAD LOCATON Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
Jim Whitson /AL,BRHM03 { Undisplayable address parts }

Item 2

Help!

Item 3

MESSAGE Dated: 1/14/98 at 9:53
Subject: HARPETH COMPANY GREEN HILLS MALL AND HILLSBORO ROAD LOCATON Contents: 3
Creator: credwards /internet,mime (credwards@nextlink.net)

Item 3.1

FROM: credwards /internet,mime (credwards@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

FYI...we still have more than average problems coming out of this CO.
---------- Forwarded by Colleen R Edwards/NLLLC/NEXTLINK on 01/14/98 08:48 AM ----------

Jacky Kingsbury
01/14/98 08:55 AM
To: Dorothy Huffine/NEXTLINK@NEXTLINK, Colleen R Edwards/NLLLC/NEXTLINK@NEXTLINK, David Hall/NEXTLINK@NEXTLINK, Jeff Lovejoy/NLLLC/NEXTLINK@NEXTLINK, Christi Bonovich/NLLLC/NEXTLINK@NEXTLINK, Shawna Hacker/NEXTLINK@NEXTLINK
cc: Subject: HARPETH COMPANY GREEN HILLS MALL AND HILLSBORO ROAD LOCATON

This cut was supposed to start at 7 am but there was no one at the co. However, Steven Campbell at the UNE forgot to put an order in for someone to be there at 7 am. At 8:10 am there still was no one at the co. Steven was calling to get someone there. Also, the cut was almost called because they had one of the numbers being rcf'd to the wrong NL number. Steven said we sent in a typo but after we both researched we discovered it was an error on BS part. Steven corrected the error. At 8:38 am I called Steven again and he said that he had finally gotten someone at the co on the phone and they got snippy with him. He call their supervisor and he said we should have some movement in a few minutes. At 8:45 am Steven came on and said that there was only one person at the co and they were working outage tickets and could not do this cut. We rescheduled the 3 line cut at Green Hills Mall for later today. Steven will call back and give me a time and Dale said he would go back out. The 7 line cut we reschedu
led for 1/15 at 8:00 am. I wanted to give you these notes because I think this is an example of one we definitely don't need to pay for.

MESSAGE :ed: 1/16/98 at 12:58
Subject: Rcf disconnects Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
CC: Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
Jim Whitson /AL,BRHM03 { Undisplayable address parts }

Item 2

Hank,

You might want to investigate looks like a trend going here.

Item 3

MESSAGE Dated: 1/16/98 at 11:34
Subject: Rcf disconnects Contents: 3
Creator: credwards /internet,mime (credwards@nextlink.net)

Item 3.1

FROM: credwards /internet,mime (credwards@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
CC: ldickinson /internet,mime (ldickinson@nextlink.net)
pscarlett /internet,mime (pscarlett@nextlink.net)
gbreetz /internet,mime (gbreetz@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

Donna, we have had4 rcf's disconnected from our customers in the last 24 hours. I wanted to make you aware of it as it seems a little unusual. Right now if you were to call the Bell number you get a female voice saying the line has been disconnected or is no longer in service. Steve at the UNE has been assisting us on the matter.
Bryan Pendleton 665-5317 rcf'd to 345-8317. Bell fixed this yesturday it seems someone change the rcf'd number to 843-8317.
M group 251-0162 rcf'd to 843-2841, still waiting for resolution
APM 256-8145 to 777-0512, still waiting for resolution
Ajax Turner 244-2425 to 777-2440, still waiting for resolution

MESSAGE ed: 1/16/98 at 11:25
Subject: Cut Didn't Go (D Canale Food) Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
Jim Whitson /AL,BRHM03 { Undisplayable address parts }
CC: Paula Murphy /AL,BRHM06 { Undisplayable address parts }

Item 2

Hank we need to investigate this order. When did we get this order from the customer, was it in clarification, when did LCSC issue the order.

Thank you so much!

Item 3

MESSAGE Dated: 1/16/98 at 11:07
Subject: Cut Didn't Go (D Canale Food) Contents: 3
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
Roger S. McElroy /AL,BRHM03
CC: jleath /internet,mime (jleath@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

Please send this to Jim Whitson for his group to investigate. I would suggest that his group look strongly at Memphis. This is where the majority of the problems are occurring repeatedly.
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 01/16/98 11:14 AM ----------

Gayla Anderson
01/12/98 07:55 AM
To: Cut Information Group, Joy Leath/NEXTLINK@NEXTLINK, Memphis Customer Care
cc: Subject: Cut Didn't Go (D Canale Food)

The cut for D Canale Food didn't go on Friday night. When I called to coordinate the cut with Bell last Thursday, I was told that Russell was going to do the cut, then when we got on the bridge Friday night, I found out the D Canale Food order had not left Bell's business office yet and hadn't been engineered. We got Jim Ennis on the line and he said that there wasn't anything we could do at that time, but he was going to see if someone would be working on Saturday to get the order completed. I will follow up with him first thing this morning.

---------- Forwarded by Alaine Miller/NLLLC/NEXTLINK on 01/23/98 11:13 AM ----------

Greg Breetz
01/23/98 11:13 AM

To: Dana Shaffer/NLLLC/NEXTLINK@NEXTLINK, Russell Gill/NEXTLINK@NEXTLINK, Alaine Miller/NLLLC/NEXTLINK@NEXTLINK, Jason Williams/NLLLC/NEXTLINK@NEXTLINK
cc: Donna.Hartley2@bridge.bellsouth.com, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK, Tom Bailey/NLLLC/NEXTLINK@NEXTLINK
Subject: Montgomery Martin's International Drive location - CUT DID NOT GO - HAD TO BE CUT BACK TO BELL

Donna, please share this with Jim Whitson so he can begin to understand the magnitude of the daily problems we have with BellSouth, its people, its processes and its systems. This is an embarrassment to all of us, but mostly to us. Please pass this along to Marc and anyone else who ought to know about this.

What are the process improvement steps being made in the field to get the BellSouth people up to speed so they know how to do their jobs in this new competitive environment?

---------- Forwarded by Greg Breetz/NLLLC/NEXTLINK on 01/23/98 01:06 PM ----------

Darla Trent
01/23/98 12:57 PM

To: NEXTLINK MEMPHIS
cc:
Subject: Montgomery Martin's International Drive location - CUT DID NOT GO - HAD TO BE CUT BACK TO BELL

Here we go again, folks! Montgomery Martin's International Drive location was originally scheduled to be cut over to NL on 12/19/97. Bell could not do the cut because this was on a side door SLC and they did not have the right cards, etc. (Same situation as the notorious Grant & Co. cut). Anyway, Bell fought within it's own departments (Engineering & Outside Plant Group) to determine which group was responsible for this cut - I was told that side door SLC was one which many Bell techs weren't familiar with and this had caused confusion. This week Bell committed to being able to do the cut - they had sent an Outside Tech out to check the cards at the SLC to make sure they were correct, etc. We rescheduled the cut for this morning. At 8:00 a.m. the cut began and by 8:31 we had anaked NL dialtone. The RCF's started and were completed within a few minutes, BUT the phones that were ringing into the customer prem BEFORE the cut weren't ringing (you could not hear the phones ringing) AFTER the cut - Bell thought there was a Ring Voltage problem. After checking with the Bell CO, the Bell

UNECenter Rep came back to the phone and said that had the wrong cards at the SLC after all - and the customer would have to be cut back to Bell. Since this was the fastest way to get the customer's service up correctly Bell began the cut-back. A little after 9:00 the customer lost dialtone completely, but Bell could not cut the customer back to their dialtone because back in December Bell South had incorrectly closed out the D & N orders - even though the cut never took place. One Bell office was telling the UNECenter that new D & N orders had to be submitted before the customer could be cut back to Bell - Barry and Doug of the UNECenter told the other Bell offices that this had to be completed asap - another order was submitted. At 10:25 a.m. Doug told me that when Bell entered the new orders the OE assignments had been changed - RCMAC had been trying to reverse the RCF's with different OE assignments - at 10:35 Bell worked this problem out and dialtone was back up at the customer prem (Bell dialtone).

The customer was very upset - the folks at the UNECenter did speak with the customer and explained that it was a Bell problem that had taken his service down. The customer was just grateful that he did get service back. (Donna, this was not Peggy - it was a gentlemen at the customer prem named Bill).

NEXTLINK will not pay for this cut attempt! I will be checking with Bell to see when this cut can be attempted again.

FYI.....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 03/23/98 05:37 PM ----------

Lisa Dickinson
03/20/98 11:07 AM

To: donna.hartley2@bridge.bst.bls.com,
roger.s.mcelroy@bridge.bellsouth.com,
jim.whitson@bridge.bellsouth.com
cc: BellSouth Service Improvement Team, Russell Gill/NEXTLINK@NEXTLINK
Subject: Cut Completed - Number One Tire Store on Summer Avenue - NEXTLINK NOT TO PAY BELL FOR CUT

Roger,

Can we please find out what happened to cause the switch to go into lock out? Could you find out if it was back-up tapes running.....

Thanks!
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 03/20/98 11:20 AM ----------

Darla Trent
03/20/98 10:09 AM

To: NEXTLINK MEMPHIS, John Seaton/NEXTLINK@NEXTLINK, Dorothy Huffine/NEXTLINK@NEXTLINK
cc:
Subject: Cut Completed - Number One Tire Store on Summer Avenue - NEXTLINK NOT TO PAY BELL FOR CUT

The cut for Number One Tire Store on Summer Avenue was scheduled to cut this morning at 7:30 a.m. - the cut was done by 7:49 a.m., but the RCF's could not be completed because, per Stephen Campbell of Bell's UNECenter, the Bell CO went into lock-out status. At 8:30 a.m. with no eta from Bell when the lock-out would be over, Bell cut the lines back. We tentatively rescheduled the cut at 10:00 a.m. - depending on the status of the lock-out. At 9:15 a.m. Stephen called to say the lock-out was over, the cut could be done at 10:00 (Stephen said he couldn't do it any earlier). At 9:50 a.m. Stephen called to say the cut had already happened - it noticed this and ran the RCF's for us. Joe DiMotta - NL Install Tech - went back to the customer prem and tested the lines - they had NL dialtone. All the RCF's were in place.

NEXTLINK WILL NOT PAY BELL FOR THIS CUT, as it did go over the two hour completion time due to a Bell problem.

John, the eastland order # is I04296.

FYI.....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 03/23/98 05:29 PM ----------

Lisa Dickinson
03/08/98 03:39 PM

To: roger.s.mcelroy@bridge.bellsouth.com,
jim.whitson@bridge.bellsouth.com
cc:
Subject: Cut Completed - Parasol Awning & also Farmers Insurance/Pat Warren Agency - VOICE MAIL

More problems in Memphis....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 03/08/98 03:53 PM ----------

Darla Trent
03/05/98 06:39 PM

To: NEXTLINK MEMPHIS
cc:
Subject: Cut Completed - Parasol Awning & also Farmers Insurance/Pat Warren Agency - VOICE MAIL

The cut for Parasol Awnings has been completed - the cut was delayed in starting for 20 minutes because the Bell CO Tech in the Oakville CO was tied up working a trouble on another order and could not start our cut on time. The cut was completed at 5:36 p.m., including the RCF's and all testing (hunt group, LD, Permanent RCF of a Bell #).

Counts as 5 lines installed on 3/5/98.

The cut for Farmers Insurance - Pat Warren Agency did not go well for a 1 line order. The line was cut-over and tested good at 5:16 p.m. The RCF's were to begin at that time, however, there was no "OE" on Bell's paperwork (information that was to be put on the paperwork by BELL SOUTH). The RCF's were delayed until Bell could get an OE assigned. At 6:15 p.m. the RCF was completed - I called the customer and the line tested good. I tested all the features that I could remotely, (voice mail, RCF). A Nextlink Install Tech will go to the customer prem at 9:00 a.m. tomorrow to finish testing features - CUSTOMER CARE: there is voice mail on the main line of this account.

Counts as 1 line installed on 3/5/98.

Steele, Mary

From: ldickinson@nextlink.net
Sent: Monday, March 23, 1998 3:16 PM
To: Steele, Mary
Subject: Ray Baker's Heating & Plumbing - Cut Completed - NEXTLINK NOT TOPAY FOR CUT

FYI....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 03/23/98 05:30 PM ----------

Lisa Dickinson
03/08/98 03:51 PM

To: roger.s.mcelroy@bridge.bellsouth.com, jim.whitson@bridge.bellsouth.com
cc:
Subject: Ray Baker's Heating & Plumbing - Cut Completed - NEXTLINK NOT TO PAY FOR CUT

It's getting worse.....
---------- Forwarded by Lisa Dickinson/NLLLC/NEXTLINK on 03/08/98 04:05 PM ----------

Darla Trent
03/06/98 07:12 AM

To: NEXTLINK MEMPHIS
cc:
Subject: Ray Baker's Heating & Plumbing - Cut Completed - NEXTLINK NOT TO PAY FOR CUT

The cut for Ray Baker's Heating & Plumbing did not go well. NEXTLINK SHOULD NOT PAY FOR THIS CUT. It began at 4:30 p.m. and all the lines were on NL dialtone and RCF's completed by 5:27 p.m., HOWEVER, the main line had no ring voltage and no one could hear the phone ringing at the customer prem. This was caused by a tip & ring reversal at the Bell CO, which was not discovered until 7:15 p.m. and not corrected until 7:35 p.m.

Despite the lengthiness of the cut, Bell Techs were going out of their way to work the problem. An Outside Tech that was working with us on another cut that got done sooner volunteered to take a new card across town to the crossbox when the Bell crew thought a bad card might be the problem and several UNECenter Reps were pitching in to help "uncover" the cause of the problem.

This cut is documented in length in Eastland order # i04044.

NEXTLINK TENNESSEE
BellSouth Meeting
April 30, 1997

From the Horses Mouth

1. Conference Bridges - (Lisa Dickinson)
   - Were told we would have one, but are being required to have two
   - Were told BellSouth would provide 800# bridge

2. Coordinated Cuts - (Colleen Edwards)
   - Need project management on all cuts, including RCF
   - Need project managers on the call
   - RCF happening when not supposed to

3. BellSouth Appears to be Looking for Ways to Slow the Process - (Shamron Wilder)
   - If I's are not dotted or T's not crossed, off to clarification you go
   - Canceling of orde .s because not in our agreement

4. Provisioning Issues - (Echo Sales)
   - We do not receive a DLR
   - LCSC appears to be a black hole
   - Facility problems - always at the last minute
   - CFA Assignments
   - Process for trouble tickets on unbundled loops for repairs

5. Lack of BellSouth Resources - (Linda Baggett)
   - Donna Hartley is getting abused, almost all pages are 911 pages
   - Voice Mail is almost all we ever get, never talk to a live person
   - Voice Mail full at LCSC and can't zero out

6. Billing Issues - (Greg Breetz)
   - Usage Bills
   - RCF - no detail
   - Service charges for directory changes
   - Getting billed for everything
   - No one to handle the account

7. Central Office Issues - (Bob Bradley)
   - No pre-testing appears to be happening
   - Integrated versus universal SLC's
   - Start cutting and then problems happen
   - No spares in the BellSouth CO
   - BellSouth has some specifications that do not meet our needs

8. Finger Pointing - (Lisa Dickinson)
   - "We treat all customers this way"
   - "It's NEXTLINK's fault"
   - Making life difficult for our customers

Greg Breetz 07/07/97 05:07 PM

To: Paul Scarlett/NLLLC/NEXTLINK@NEXTLINK, Dana Shaffer/NLLLC/NEXTLINK@NEXTLINK, Echo Sales/NLLLC/NEXTLINK@NEXTLINK, Lisa Dickinson/NLLLC/NEXTLINK@NEXTLINK
cc: Russ Land/NLLLC/NEXTLINK@NEXTLINK, Linda Baggett/NLLLC/NEXTLINK@NEXTLINK, Tom Bailey/NLLLC/NEXTLINK@NEXTLINK, Don Hillenmeyer/NLLLC/NEXTLINK@NEXTLINK
Subject: Proposed Agenda

Here is a brief agenda for the meeting with BellSouth. Any comments from anyone?

1. Introductions

2. BellSouth Failures
   A. Routing Change of May 29th
   B. SS7 Change of June 29
      1. Complete lack of any written documentation from BellSouth despite repeated requests
      2. Preventative measures to be taken
      3. Commitment to provide documentation of all future problems

3. Maintenance Problems
   A. Bad T-1's
   B. Bad Channel Banks

4. LSR Automation - still manual process for Unbundled Loops

5. FOC - does not mean Firm Order Commitment

6. Central Office Support

7. BellSouth Order Flows

8. BellSouth Guidelines and Training

NEXTLINK/BellSouth Meeting
September 16, 1997

Agenda

I. Introductions

II. Statement/Discussion of Purpose or Objective for the meeting

A. Issues
B. Suggest solutions
C. What can NEXTLINK do to improve the process and to help the BellSouth account team
D. Continuous process improvement

1. Electronic bonding
2. Regular account team meetings

III. Issues

A. FOCs - PFs, Integrated SLCs, Timing
B. Directory listings
C. CSRs - training, LENS, ordering
D. Weekly schedule of cutovers that NEXTLINK sends
E. Trunking issues - reporting on engineering
F. Jack & demarc information

IV. Escalations

A. There are too many
B. Response

V. Staffing Issues

A. "It depends on what else NEXTLINK dumps on me."
B. Atlanta
C. Project Management

VI. Partnership

A. Levels of service
B. Review & Correction
C. What can NEXTLINK do?
D. What is BellSouth's commitment to NEXTLINK success? How is it measured & monitored?

MESSAGE ed: 10/1/97 at 7:11
Subject: Nextlink - Issues Contents: 3
Creator: Roger S. McElroy /AL,BRHM03

Item 1

FROM: Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06 { Undisplayable address parts }
CC: Sharon S. Denham /AL,BRHM02
Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }

Item 2

Hank & Donna:

Attached is a list of issues for Hank's attention from the Nextlink meeting in Memphis as best as I can decipher from mine and DJ's notes. I am providing the list for Hank as requested. The "Action Register" I am building to track all issues received is not complete. I would appreciate assistance from the entire team regarding the "Action Register" before it is presented to Lisa Dickenson for buy-in!

Thanks,

Roger

Item 3

Hank:

I'm sending you a list of Nextlink issues as requested. You may hav
e
already addressed some of them. The list is a little crude but I wi
ll
be incorporating them into an "Action Register" for tracking purpose
s
along with other issues presented to us for our attention.

Nashville - Long Distance calls re-directed to local trunks (9/15/97
)
for 2nd time (1st time 5/25/97)
Assured in meeting (Nsvl) this could never happen
again.
No notification.

Customer - Hardaway, Shienberg, Kosten & Kaplan (?) demarc from base
ment
to 14th floor.
Why didn't BST know prior to cut date?
Push order out.

Firm Order Confirmation - Not good enough.
Wants FOC to be "commitm
ent"
and not just "confirmation."

BIC - Hank to share new guidelines if not proprietary w/respect to Demarc/wiring, etc.

Disconnect in Error - Root cause on disconnects in error set up mtg
with
(w/Roger) appropriate Centers
and players.

UNEs - Wan ALL UNEs to be project managed.
Questions "how can these disconne continue happening
?

Customer Service Records - Why does the CLEC not receive ALL records
?
(associated CSRs not related to
main number). Causes ne
ed
to issue multiple orders, want to issue only one.

LCSC - Not flexible. (You may have already handled this !)

Vans to Go - BST to join on visit to customer and did not show or ca
ll!

Directory Listings - New procedures

Supp Orders - When BST pushes orders out (DD cannot be met) due to
facilities, Nextlink should not
have to issue Supp.

PONs - #13913, #14324 & #14325
These may be related to Disconnects in error? I'm not
sure
of Donna's notes!

Hank - There are several more issues assigned to Donna and me that w
ill
be included in the "Action
Register." These seem to be yours as best as I can deci
pher
from our notes. Enjoy whatever you're
about to do for the next few days! I'll talk to you nex
t
week.

Roger

MESSAGE
Subject: NEXTLINK Act Register
Creator: Roger S. McElroy /AL,BRHM03

Dated: 11/10/97 at 11:26
Contents: 3

Item 1

FROM: Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
TO: Sharon S. Denham /AL,BRHM02 { Undisplayable address parts }
Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
W H. Westbrook /AL,BRHM06 { Undisplayable address parts }

Item 2

Gang:

This is the rough draft of the NEXTLINK Action Register. I would appreciate any feedback as well as any suggestions you may have.

Please provide any input you can to the "action items" assigned to you.

I plan to send this to Lisa Dickinson this afternoon.

Thanks,

Roger

P.S. 1. I need the feedback before I need the "status". I can send it to Lisa without the status. We will provide an updated register with current status at our next "Process Improvement Meeting".

P.S. 2. Regarding the next meeting - Please provide me you available dates for the next several weeks (thru 12/12)

Item 3

This item is of type Microsoft Excel (all versions) and cannot be displayed as T
EXT

Issue	Action Item	Owner	Status	Start	Complete
1	NEXTLINK inability to contact the LCSC	Ann McMillon	800 number provided		5/21/97
2	Receipt of FOC within 3-day interval	Donna Hartley Echo Sales	Procedure developed for on-time delivery		6/3/97
3	Orders in Clarification	Donna Hartley	Conference Call and Tour of LCSC		C-5/21/97 T-6/11/97
4	Conference Bridge for cutovers	Frank Batusic	Bridge provided for cutovers with problems		7/1/97
5	NEXTLINK forecast thru 12/31/97	Greg Breetz	Forecast provided		6/6/97
6	BST contact list for after hours	Donna Hartley	UNEC is SPOC for after hours		4/30/97
7	BST centers flowchart	Ann McMillon	Flowchart provided		
8	Meeting to discuss pretesting process for cutovers	Frank Batusic David Wise	Mtg to be held prior to 6/20/97		
9	Receipt of DLRs for UNEs	Ann McMillon	Confirmed DLRs sent via US MAIL		
10	Standard design loss for loop facility	Frank Batusic	Standard loss level <=10dbm		
11	Coordination of stand-alone INP cuts	Donna Hartley Frank Batusic	Project Manager >=20 cuts UNE Center <=19 cuts		5/2/97
12	Project Manager responsibilities	Eddie Owens	Provided		
13	Initiator of UNE or INP cutovers	Frank Batusic	UNEC is initiator of cuts		
14	Scheduling of simultaneous cuts in same CO	Frank Batusic	BST is committed to support all provisioning requests as able		
15	Electronic Communications	Donna Hartley	No action to report on this issue		
16	Trouble Ticket generation	Ann McMillon	Provided necessary information		
17	Reactivation of disconnects in error (NXLK error)	Ann McMillon	New service order is required to reactivate disconnected number		
18	Create Provisioning SWAT Team	Donna Hartley Frank Batusic	Significant progress erased need		
19	UNEC/NXLK Technician crosstraining	Frank Batusic	BellSouth Tech. in joint testing meeting. NXLK Techs to UNEC		
20	Billing	Donna Hartley	Conf Call 6/5/97. Access billing meeting scheduled 6/24/97		
21	T1 regeneration at Cell sites	Donna Hartley	Policy stated in IC Letter 3/10/93		
22	PICS stocked in cities to avoid rescheduling conversions	Frank Batusic	PICS process sufficient with the improvements in ordering process		
23	Rhodes College directory listing	Donna Hartley	411 & 555-1212 directories corrected		5/22/97
24	NXLK ordering high percentage of orders as expedites	David Wise Linda Baggett		10/16/97	

25	NXLK ordering correct number of paths	Linda Baggett Donna Hartley		10/16/97	
26	Electronic Communications - Systems need to be more efficient / Streamlined	Donna Hartley Jimmy Patrick	Meeting 10/21 J Patrick	10/16/97	
27	Electronic Communications - Vendor requests credit card for payment - will not accept check or Pre-pay	Donna Hartley Jimmy Patrick		10/16/97	
28	PIC Changes - System does not allow 1-2 day DD - requires DD at least 3-days out or will default to "todays date" and run changes	Donna Hartley Echo Sales	D. Hartley provided correct procedures regarding PIC funtion - Electronic Communications User Guide: Section 13, Pages 3-17. Echo Sales to educate NXLK provisioners.	10/16/97	9/16/97
29	NXLK Building - DEMARC / Inside Wiring	Dana Shaffer Hank Westbrook Donna Hartley		10/16/97	
30	DEMARC / Jack - BST requires NXLK to provide information BST should already have due to service existing	Hank Westbrook Donna Hartley		10/16/97	
31	FOC - Firm Order Confirmation NEXTLINK requires more - wants FOC to be"Firm Committment"	Hank Westbrook Donna Hartley		10/16/97	
32	Service Inquiry - What is turn around time?	Hank Westbrook		10/16/97	
33	NXLK is required to supp order when Due Date is changed for BST reason	Hank Westbrook		10/16/97	
34	Printer installed for NXLK to receive DLRs directly from BST	Elina Padfield		10/16/97	
35	Directory Listings - NXLK customers without 411 listings for two weeks	Hank Westbrook	Procedures require population of a new field	10/16/97	
36	CSR Training for NSVL and MMPH - How to read CSR	Donna Hartley Lisa Dickinson	Nsvl training held 10/16/97. MMPH training scheduled 11/??/97	10/16/97	
37	NXLK would like to receive a single CSR instead of multiple CSRs for customers with multiple accounts	Hank Westbrook		10/16/97	
38	NXLK cut schedule to be discontinued but will provide information available from Hydrogen System	Lisa Dickinson Donna Hartley		10/16/97	

39	Operations meeting with Managers of NISC, Central Offices, UNE Center and others involved in "order flow"	Hank Westbrook Linad Baggett		10/16/97	
40	NXLK would like to have a Dedicated Account Team	Greg Breetz Donna Hartley		10/16/97	
41	NXLK would like to have a Customer Support Manager on NXLK site in NSVL, MMPH and Atlanta	Greg Breetz Donna Hartley		10/16/97	
42	NXLK expects corrective action plan for "disconnects in error"	Hank Westbrook		10/16/97	
43	NXLK would like Project Management on all UNE orders	Hank Westbrook		10/16/97	
44	Action Register developed to track issues	Roger McElroy Lisa Dickinson	Roger met with Lisa to present rough draft 10/22/97 in NSVL	10/16/97	
45	Regular Process Improvement meetings scheduled	Roger McElroy Lisa Dickinson		10/16/97	

NEXTLINK

December 2, 1997

FILE

VIA FASCIMILE & U.S. MAIL

Mr. Charles L. Howorth, Jr.
Regulatory Vice President
Suite 22A
333 Commerce Street
Nashville, TN 37201-3300

Dear Charlie,

I received your letter of October 28, 1997, regarding our August 15, 1997, conference and subsequent meetings. We at NEXTLINK were hopeful that, working together, BellSouth and NEXTLINK would accomplish more than was actually achieved. In many cases, NEXTLINK saw efforts on both sides, but no satisfactory solution was reached. We still find that on many of the issues the current situation does not present parity for CLECS. Because of decisions made by BellSouth, it is our opinion that CLECs (including NEXTLINK) are at a disadvantage in terms of network design, interconnection services, and quality of service.

Over the last two and a half months we certainly have found BellSouth willing to attend meetings. However, despite the willingness to meet with us, BellSouth has maintained a different opinion as to what are viable options. We hope that in the future BellSouth and NEXTLINK can resolve more of these issues in order to create equal opportunities for all customers, regardless of whether they choose NEXTLINK or BellSouth to provide their local service.

NEXTLINK still prefers the informal working relationship to a formal one. However, we have hoped for too much from these informal meetings and now need to engage a third party to help resolve these issues.

We would still like to work with BellSouth to reach a point where NEXTLINK can comment positively to the TRA that we feel these issues are resolved. Clearly, we are not there yet. Please call me to arrange a meeting in which we can clarify issues and designate an impartial third party so that both BellSouth and NEXTLINK can continue to work toward mutually satisfactory solutions.

Sincerely,

Don Hillenmeyer
President

Regional Office
Suite 300
105 Molloy Street
Nashville TN 37201-2315
615 777 8884
fax 615 777 7708

MESSAGE ed: 12/1/97 at 7:47
Subject: Follow-up and Communications Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
CC: William D. French /AL,BRHM03 { Undisplayable address parts }
Roger S. McElroy /AL,BRHM03 { Undisplayable address parts }
Jim Whitson /AL,BRHM03 { Undisplayable address parts }

Item 2

Hank,

Do you have anything for the outage BASIC Communication?

We need to discuss these issues and the time it takes to sent out the post mortems.

I will be in the office all week.

Item 3

MESSAGE Dated: 11/30/97 at 15:49
Subject: Follow-up and Communications Contents: 3
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
TO: Donna G. Hartley /AL,BRHM03
CC: gbreetz /internet,mime (gbreetz@nextlink.net)

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

I wanted to express to you a concern that I have regarding follow-up and our Account Team. We have had numerous problems over the past month which has caused our customers major heartburn. We have made numerous attempts to find our what happened and how to resolve. The responses that we have received have been slow if we receive response at all. These all result in me having to call you and follow-up constantly. I will give you examples below:

Back-up Tapes in the Central Office - This happened on Oct. 23rd and we received a letter dated Nov. 18th. How long does it take to investigate something and put a response on paper? The letter states that this was for Memphis. It has happened in Nashville as well. Has this been taken care of for Nashville as well?

WJXA - this customer was taken out of service twice in a two day period. This happened on Nov. 3rd. I received updates via voice mail from Hank Westbrook on the 3rd and 4th with no resolution. Until we received your letter dated Nov. 18th I received no other updates.

Basic Communications - this customer was taken out of service just as WJXA was on Nov. 3rd and 4th. I received no updates on this customer as to what happened and am still waiting. This customer is demanding to know what happened. Christi has been working with Hank Westbrook but we have had no answer.

TN Regional Safety Council - what happened with this customer? We were promised at 11:00 that if we could not fix in 15 minutes that the CO would swing them to the NXL Access Node without paperwork. We provided all of the necessary information immediately. The customer was fixed at 4:50 on Friday afternoon. When can we expect a write up on this customer?

PCS Nitrogen - we have had a billing dispute open for over a month with no

response. This does no nclude the fact that Rachel Langd had been working with Hank Westbrook to at least get the lines disconnected for about 3 months. The customer finally got this taken care of himself.

I realize that you depend on others within the team to make things happen, but I thought you should be aware of what kind of roadblocks we are experiencing. These are only a very few of the issues. Let's plan to discuss at the Service Improvement meeting on Dec. 11th and get some action plans on how to get quicker response times.

Please review the following information. BST and NEXTLINK has scheduled a meeting for Thursday, December 11, 1997. We plan to discuss the functions of the new NEXTLINK Task Force. If you have any comments about the following minutes or if you have any additional information /suggestions that might be helpful please let me know. I am not going to share the minutes with NEXTLINK but I plan to provide an outlining as part of a handout. The action items will be expressed as current investigations, not completed items at this time.

Another conference call is scheduled for Friday , Dec 12, 1:30 central/2:30 est
Call is for NEXTLINK task force members. We will discuss the NEXTLINK meeting and status of assigned

CONFERENCE CALL 12/2/97

Subject: Discuss problems NEXTLINK is having in Tennessee

Participants:

Jamie Lucas, Nashville SSI&M
Bob Taylor, Nashville
Frank Batusic, UNE Center
Mary Perrin, LCSC
Paul Stinson, Nashville Regulatory
Paula Murphy, Interconnect
Bob Daniels, Nashville
Hank Westbrook, Customer Service Manager
Roger McElory, NEXTLINK Account Team
Donna Hartley, NEXTLINK Account Team
Gennie Walker, Real Time Resolution Group
Jim Whitson, Real Time Resolution Group
Keith Milner, Regulatory

ISSUES

1. Identify team members that will investigate the major problems with provisioning of Unbounded Network Elements for NEXTLINK is having.

Jim Whitson, Real Time Resolution Group
Frank Batusic, UNE Center
Hank Westbrook, Customer Service Center
Roger McElory, NEXTLINK Account Team
Paul Stinson, Tennessee Regulatory
Larry Thomas, Interconnect
Bryan Blanchard,
Dan Stevinson,

PROBLEMS

1. Tape up-dates for 5ESS offices done by BST in Memphis area are scheduled each Tuesday morning from 8:30AM through 11:00PM, and in the Nashville area on Wednesday Morning 8:30AM through 11:00 AM. During this window no updates can be made to the translations. This creates problems when working orders and cuts.

ACTION ITEM - Frank Batusic
Even though the tape update is from 8:30 - 11:00, the actual length of time that recent changes can't be made is only 30 - 40 minutes. Frank will get with the central office staff person responsible for up-dating to verify this and if so, find out in which phase of the update does this take place.

BST will comply with the Unbounded Loop Agreement with NEXTLINK. BST will evaluate the cuts which might run into this time frame and either slide the update or change the cut. This is in compliance with UNBOUNDED LOOP AMENDMENT to NEXTLINK/BST contract signed May 1, 1996, page 2 , item 9. "Each cut-over will be accomplished, unless unusual circumstances justify otherwise, within one hour. The parties agree to coordinate the actual time for the cut-over, and BellSouth agrees to refund or waiver of the non-recurring charge for any cut-over delay that results in the installation interval exceeding two (2) hours, unless such delay(exceeding two (2) hours) is solely caused by NEXTLINK or its agents, in which case NEXTLINK shall pay BellSouth twice the normally applicable non-recurring charge. The parties acknowledge, however, that they may mutually agree to a longer or shorter interval any time during the term of their Interconnection Agreement."

Jim Whitson will talk with Ida Bouren for contract information.

2. Disconnects In Error: There are several things which can affect the order.

ACTION ITEM : Unassigned
- Whenever the order is canceled or rescheduled, the WMC and RCM respond appropriately. The central office doesn't get notification in a timely manor thus having a risk of completing the order.
- The delay between the time a technician is loaded for the day and order changes which occur that day.

3. Directory listing taking from 3 days to 2 weeks to be in the system.

ACTION ITEM: Hank Westbrook
There appears to be a way to improve the update by adjusting the sequence of orders.

4. LSI (summary sheet) on the Customer Service Record (CRD) was once provided. NEXTLINK believes that it is now being provided to BST customers through the Vender Service Center. NEXTLINK would like to have this summary. NEXTLINK feels if the VSC is able to provide the LSI for the administration of BST customers then because of parity BST must provide it to NEXTLINK.

ACTION ITEM: Paula Murphy

5. Re-scheduling orders

ACTION ITEM:
A. Engineering is a slow process when changes are required.

ACTION ITEM:
B. Scheduling multiple cuts at the same time. Problems typically occur, causing a delay on remaining cuts. Have to reschedule with customer.

ACTION ITEM: Jamie Lucus
BST failing to coordinate dispatch of tech on cut over involving SLCs.

ACTION ITEM: Jamie Lucus/ Glenn Miller
SLC issues - When BST works multiply orders which require SLC plug-ins, often the tech doesn't have enough plugs because plugs are missing in the remote location.

MESSAGE Dated: 12/29/97 at 16:07
Subject: Minutes from our meeting on 12/11/97 Contents: 3
Creator: Donna G. Hartley /AL,BRHM03

Item 1

FROM: Donna G. Hartley /AL,BRHM03 { Undisplayable address parts }
TO: W H. Westbrook /AL,BRHM06
Jim Whitson /AL,BRHM03 { Undisplayable address parts }

Item 2

Meeting minutes from Lisa Dickinson, NEXTLINK for 12/11/97.

Item 3

MESSAGE Dated: 12/29/97 at 15:04
Subject: Minutes from our meeting on 12/11/97 Contents: 3
Creator: ldickinson /internet,mime (ldickinson@nextlink.net)

Item 3.1

FROM: ldickinson /internet,mime (ldickinson@nextlink.net)
CC: Donna G. Hartley /AL,BRHM03
Roger S. McElroy /AL,BRHM03

Item 3.2

ARPA MESSAGE HEADER

Item 3.3

We began our meeting by going over the action register that Roger McElroy has recently created. Each bullet point represents an item on the action register.

FOC's getting a 3 day turnaround on Unbundled but not on T-1's.
Pretesting Process/We have a process but is not being utilized.
Linda Baggett, David Wise and Frank Batusic to get together monthly and schedule cross trg. between both groups.
We are still having problems with local level technicians and how they are rude due to misunderstanding.
There are many problems with SLC cards as opposed to PIC cards.
Darrell Hickey talked to Jamie Lucas in Memphis regarding our scheduled cuts. Jamie does not know many times until the time of the cut that there is one scheduled. French has committed to sending the cut schedule out of Hydrogen to Donna, Larry Thomas, Frank Batusic and the UNE center every week. This will go no later than Friday. Nashville is currently sending this report.
10% of orders are expedited per Kristen Hudson. Kristen will begin tracking and providing this information.
Donna says that sales people being informed may help with some mistakes down the line.
Can Sales pass the CSR to provisioning so they can work with the LCSC? Maybe the Project Coordinators need to check features before passing the orders on to provisioning.....
Kristen will check with Prov. to make sure on Unbundled orders we are not asking the LCSC what a customer has on their lines.
Item 29/NXT Building - DEMARC/Inside Wiring - BST is placing equipment in the middle of the room. Dana is to provide examples. Donna is waiting on information from Dana . Is this still a problem? Darrell Hickey gave 100 Peabody Place as an example...
BellSouth does not provide inside wiring on unbundled loops, they will provide on T-1's. If this happens then someone needs to communicated back to Sales, Sales Eng., Order Fulfillment. Prov. will not send paperwork to BellSouth requesting for extended wiring on an unbundled loop.
FOC's
POC - Pending Order confirmation - ckt. ID and Order # provided
FOC - Combined FOC - includes design and order confirmation. T-1's only...
Kristen says we are still not getting any information until the requested due date. Donna H. will get the turn around time on an FOC. Most pending facilities are at the customer prem., manhole or SLC.
According to Hank, Engineering has 3 days to turn around an order and provide

service delivery date.
Donna provided Elina and Kristen a package on turnaround time for complex services.
NXL has to send a supp. if they cannot provide the UNE center with a new due date on orders that are missed due to BellSouth. NXL will not be charged for the supp. If NXL gives the UNE a new due date then no supp. is required. The LCSC puts a special FID on the order to indicate BST problem and no charge.
BellSouth number is taking precedence over the NXL number in directory asst. In other words, if the customer has remaining numbers with BellSouth, the miscellaneous account number takes the remaining numbers and assigns a directory listing to that number (even if it is previously an unpublished number). Lisa to get the Mildred incident documented and to Donna. (It's been sitting on my desk and I just have not gotten to it.)
Yellow Pages and SIC listings vary from our Provisiong list and the list the LCSC has.
Flagship fee for all the problems we've experienced first to other carriers
If a number is published NXL canno change to non-published. (on BellSouth remaining numbers). The customer will have to work with the Business Office on these matters.
Multiple CSR's, we must request each CSR that we need for each account.
Hank has commitments from Clint Mathis and Bob Daniel, NIS and RCMAG to have a face to face meeting. We would like to include the BRC as well. Memphis should also have representation. Donna wants to do more partnering with the groups doing the work. David Wise, Linda Baggett and Hank to coordinate.
Should we include outside tech supervisors?
NXL is not BST's largest customer. Donna will have multiple accounts. They are adding more account managers to handle the load.
Item 41/No we will not have an on-site rep.
UNE techs can now change orders to prevent orders being worked in error. UNE is calling the CO tomake sure the CO techs are aware of the changes before working the orders.
Roger wants us to come to Birmingham for the next meeting. Everyone thinks this will be okay.
Has Tom Triplett sent the point codes to GTE yet? What's the technical difference for SS7 in Memphis and Nashville?
Technical folks should be scheduled to visit the ACAC.
Roger McElroy to add a column for Information Sent to the Action Register.
LSI not available anymore. LSI will not be available in LENS.

BellSouth has developed a special task force to target our top issues. It is a part of the Real Time Resolution Group. Our lead for that group is Jim Whitson. BSt did some trending based on the emails sent to them with problems. They came up with 5 Top Issues to be resolved. They are as follows:

1) Directory Listings
2) LSI's
3) Rescheduling Orders/No techs in CO, no facilities, SLC issues
4) Disconnects in Error
5) Pretesting

Jim has committed to get with Lisa Dickinson at least twice a week after the new year to give status of what's going on.

Jim will send a write up of who is on the Team once the full team is established.
We had a discussion regarding back-up tapes. Roger says that it really does not take down the cuts. Frank is doing testing this weekend to verify. If his test is clear he will get this information out to the central office techs.

BRI orders/BellSouth cannot complete per pending facilities and BST techs not having proper test equipment(i.e. testing a BRI with a buttset). This results in our techs having to go out to the customer prem. and help the BST tech install and trouble shoot. There are also several cases when the central office is not wired. These are good examples of how pretesting could work for both us in time saved.

David Hall is providing a list of missed cuts to the Team. (Roger McElroy)
We would like to develop some type of report card. Colleen will get with our Ohio affiliate and see what they are doing.
Elina expressed concern that BST does not have the headcount to handle the volume we are about to pump through.

When you call the ICSC, many times you are on-hold an average of 20 minutes.
Blockage between Midtown CO and the Tandem. Linda not seeing out of our switch.
Tom Triplett to notify Donna Hartley when we turn up ISP's and 2 or more T-1's
in a CO.

The following is the current status of the NEXTLINK - Advocate Team for CLEC problem Solving. I have not been able to get in touch with Lisa nor have I forwarded this to her..

1. ACTION ITEM: **Scheduling for 5ESS central office tape up dating.**

- If BST is working with NEXTLINK on a cut that will not complete before the scheduled update, the BST technician will contact the Switching Center to negotiate changing the start time of the software update.

- If NEXTLINK requires cut to be made during normally scheduled update window, NEXTLINK will negotiate with BST to correct conflict.

We are currently exploring the possibility of reducing the length of the window where recent changes cannot be made.

2. ACTION ITEM: Jamie Lucas: **When a customer changes their local service from BST to NEXTLINK, if a cut is required involving SLCs, the technician doesn't have the plug.**

-The number of plugs carried on the technician's truck for service order activities has been increased to allow for unknown SLC requirements.

3. ACTION ITEM: **The directory listing take from 3 days to two weeks to be in the Directory Assistance data base.**

4. Action Item: **NEXTLINK in Nashville request to continue getting the LSI along with the CSR.**

A BellSouth will provide CSR information to the requesting CLEC if the CLEC has a blanket letter of authorization on file with BellSouth. The blanket letter of authorization states that the CLEC has the authority on file from their end users authorizing the CLEC to obtain the CSR information. BellSouth will have the option to request copies of specific end user letters from the CLECs at any time. BST will provide the following data elements:

- Telephone number or other means of identification
- Listed Name and Address
- Directory Listing Number
- Directory Delivery Information
- Billing Name and Address
- Service Address
-Product and Service Information

BellSouth may provide CSR information by one of the following methods:

- US Mail
- Fax
-Telephone
-Electronic Interface.

B To ensure CSRs faxed to NEXTLINK contain all the descriptive information, the technicians have been instructed to make sure that all prints are in the landscape format not in the portrait format.

C LSI information is scheduled for LENS application 2qtr of 98.

5. Action Item: **When there is a problem with facilities, the orders are PF'ed the day the orders are due.**

Action Item: Frank Batusic
Having to reschedule because of multiple cuts not being completed.

6. Action Item: **Disconnects in error seemed to be caused by either timing or wiring error.**

The UNE Centers are now trained and have been given the necessary system permission to place an order in Missed Appointment status or change the due date to a future date. This capability allows the UNE Tester to immediately update the status of an order in SOCS when a coordinated cut (ILNP or UVL) must be delayed for any reason. By updating order status in SOCS this prevents a customer from being taken out of service due to the automatic completion process or by employees of other centers completing the order manually.

Daily Report
Sept97

30 missed by Bell
126
23%

Date	Customer	Scheduled	Complete	Type	Tech	Code	NOTES
9/2/97	American Mail	8	8	UL	Chad	X	
9/2/97	DAILY TOTAL	8	8				
9/3/97	Honest Entertainment	1	1	UL	Dale	X	Complete C 13971
9/3/97	A Action Ins.	3	3	UL	Chad	X	Complete C 13848
9/3/97	Brandy, VanCleave	10	10	UL	Brent	X	Complete C 13847
9/3/97	HAAS & Wilkerson Ins.	10	10	UL	Herb	X	Complete C 13959
9/3/97	DAILY TOTAL	24	24				
9/4/97	Telalink	2	2	ON NET	Herb	X	Immoti none
9/4/97	Paragon	4	4	UL	Herb	X	Add 14003
9/4/97	Icon Inc.	1	0	UL	Herb		Unknown Add 14018
9/4/97	Iron Mountain	1	1	UL	Brent	X	Add none
9/4/97	Burton Tally Agency	3	3	UL	Brent	X	13953/13955
9/4/97	Glass Doctor	6	6	UL	Chad	X	none
9/4/97	Travel Time	4	4	UL	Herb	X	13945
9/4/97	DAILY TOTAL	21	20				
9/5/97	Account Management	7	7	UL	Chad	X	14055
9/5/97	Potomac Group	2	2	UL	Brent	X	none
9/5/97	Skill Search	2	2	UL	Chad	X	none
9/5/97	Omni Art Supply	1	1	UL	Herb	X	none
9/5/97	Icon Inc.	2	2	UL	Herb	X	14018
9/5/97	DAILY TOTAL	14	14				
	WEEKLY TOTAL		66				
Date	Customer	Scheduled	Complete	Type	Tech	Code	NOTES
9/8/97	Focus Digital Services	9	9	UL	Chad	X	none
9/8/97	DAILY TOTAL	9	9				
9/9/97	Boyce & Associates	4	4	UL	Dale	X	13992
9/9/97	MIMS	16	16	UL	Herb	X	n/a
9/9/97	MIMS	11	11	UL	Herb	X	n/a
9/9/97	United Power Service	15	15	UL	Chad	X	14040 / 14043
9/9/97	Wright Choice Promo.	1	1	UL	Dale	X	13838
9/9/97	Jerry Maynard Law Office	3	3	UL	Dale	X	n/a
9/9/97	DAILY TOTAL	50	50				
9/10/97	Telalink	23	23	ON NET	Herb	X	Chesli N/A
9/10/97	Nashville Kats	16	16	UL	Chad	X	F 14178
9/10/97	Katcher Vaughn & Baily	2	2	UL	Dale	X	CB N/A
9/10/97	Centennial Tital Co.	4	0	UL	Billy		Unknown ~~Rejected~~ N/A
9/10/97	Nashville Escrow	9	9	UL	Dale	X	14191
9/10/97	Nashville Escrow	1	1	UL	Dale	X	13984

9/10/97	DAILY TOTAL	55	51				
9/11/97	CIC Systems	9	9	UL	Dale	X	14195/14196
9/11/97	DAILY TOTAL	9	9				
9/12/97	Neurosurgical Assoc.	3	3	UL	Herb	X	14214
9/12/97	Data Marketing	23	23	Type II	Herb	X	PRI 1000887
9/12/97	Optimum Solutions	13	13	UL	Brent	X	n/A
9/12/97	Bloom Electric	5	5	UL	Billy	300	Cust. not ready 14207
9/12/97	Nicholes Hi Fi	6	6	UL	Dale	X	14245 & 14246
9/12/97	DAILY TOTAL	50	50				
	WEEKLY TOTAL		169				
Date	Customer	Scheduled	Complete	Type	Tech	Code	NOTES
9/15/97	Background America	1	1	UL	Herb	X	T-1 n/a
9/15/97	Petra Capital	2	2	UL	Dale	X	14209
9/15/97	Shop At Home	2	2	UL	Herb	X	BRI n/a
9/15/97	Communication Asso.	3	0	UL	Chad	100	Bell South not built 14050
9/15/97	Bella Meade Travel	4	0	ON-NET	Chad	230	No Nextlink facilities n/a
9/15/97	Rochford Reality	8	0	UL	Billy	100	Bell South Not built 13252A
9/15/97	Bloom Electric	5	0	UL	Dale	240	Scheduled in error 14207
9/15/97	DataMark Inc.	9	0	UL	Chad	100	Bell South not built 14324
9/15/97	DAILY TOTAL	34	5				
9/16/97	Atkins, Muse & Assoc.	1	0	UL	Herb	110	Bell did not call on net
9/16/97	Shackhouse Ent.	5	5	UL	Dale	X	14321
9/16/97	Adecco	1	0	UL	Dale	110	Bell did not call on net
9/16/97	DataMark	9	9	UL	Chad	X	
9/16/97	DataMark	2	0	UL	Chad	100	Bell not ready (BRI) 14325
9/16/97	Edison Eng.	11	11	UL	Dale	X	13461
9/16/97	Industrial Power	8	8	UL	Billy	X	13462
9/16/97	Bentex	7	0	UL	Brent	320	Customer equipment would not work with our lines 13913
9/16/97	DAILY TOTAL	44	33				
9/17/97	Boyce & Associates	1	1	UL	Larry	X	13992
9/17/97	Chapter 13 Offices	2	0	UL		110	Bell South did not call 14768
9/17/97	Kraft Consulting	2	0	UL		110	Bell South did not call 14227
9/17/97	Cypress Real Estate	4	4	UL	Billy	X	1000945
9/17/97	Consolidated Catholic	11	11	UL	Dale	X	13825
9/17/97	Salus Ins.	1	1	UL	Dale	X	13832
9/17/97	Byrd, Proctor & Mills	8	0	UL	Brent	310	Customer equipment 14275
9/17/97	Control Systems	3	3	UL	Chad	X	13906
9/17/97	Control Systems	15	15	UL	Chad	X	13904
9/17/97	DAILY TOTAL	47	35				
9/18/97	DAILY TOTAL	0	0				

9/19/97	Robert J. Young		2	0	UL		110	Bell South did not call 14384
9/19/97	Mid South Graphics		9	9	UL	Larry	X	14341
9/19/97	Energy Savers		3	3	UL	Dale	X	14449
9/19/97	Physiopherapy Asso.		6	6	UL	Herb	X	14434
9/19/97	MIMS		2	2	UL	Herb	X	14600
9/19/97	DAILY TOTAL		22	20				
	WEEKLY TOTAL			93				
Date	**Customer**		**Scheduled**	**Complete**	**Type**	**Tech**	**Code**	**NOTES**
9/22/97	Caudill Porperties inc.	✓	7	0	UL	Herb	100	No Bell T-1 14406
9/22/97	Colonial Reality		7	7	UL	Chad	X	1000963
9/22/97	Bentex Services		7	7	UL	Chad	X	13913
9/22/97	Automatic Food Service		4	4	UL	Larry	X	14491
9/22/97	Specialized Assays	✓	16	0	Type III	Herb	200	Numbers were not as they were sold to the customer. Rescheduled 1000965, 14
9/22/97	Fire Sprinkler of Nashville	✓	6	0	UL	Billy	100	Bell South not ready no facilities 14488
9/22/97	DMW Transport		7	7	UL	Dale	X	
9/22/97	Communications Associates		3	0	UL	Dale	100	Bell not ready Last number not built 14050
9/22/97	DAILY TOTAL		57	25				
9/23/97	Volunter Financial		15		ON-NET	Anytime		N/A
9/23/97	Franklin's Printing		5	5	UL	Dale	X	14269
9/23/97	Industrial Data Systems	✓	5	0	UL	Larry	100	Rescheduled Bell UNI Center did not get order on time. 14550
9/23/97	Quality Insulation, Inc	✓	8	0	UL	Anytime	100	Rescheduled Bell not ready to cut
9/23/97	Management 21	✓	11	0	UL	Dale	100	Bell South not ready for cut 14545, 14546
9/23/97	TSSAA	✓	13	0	UL	Dale	100	Bell South T-1 not ready for cut 1000939, 940, 941
9/23/97	Rochford Reality		8	8	UL	Billy	X	13252A
9/23/97	DAILY TOTAL		65	13				
9/24/97	US Hospitality		10	0	UL	Anytime	~~120~~ 200	~~Bell South did not call Checked on 09/25/96 and not complete.~~ 14539
9/24/97	Bella Meade		2	0	UL	Herb	120	Bell South did not call 14620
9/24/97	Plastic Supply & Manufacturing		4	4	UL	Dale	X	14415
9/24/97	Progress Music		1	0	UL	Larry	120	Delayed, needs cable to customer from our equipment. 1000969
9/24/97	Creative Financial Concepts		4	4	UL	Chad	X	14547
9/24/97	Bloom Electric		5	5	UL	Herb	X	14207
9/24/97	Jackson Design	✓	9	0	UL	Larry	100	Bell not ready 14540, 14541
9/24/97	Info Works		5	0	UL	Billy	300	Customer not ready Rescheduled for 09/29/97 1000947, 949
9/24/97	Tangible Vision LLC		3	0	UL	Chad	100	Tried to cut and had to cut back due to Bell Problems 14566
9/24/97	NetSolutions	✓	8	4	UL	Dale	400	Two BRI's did not go one was due to Bell and one due to Nextlink problems 14610, 14627
9/24/97	Christie Cookie Co.	✓	4	0	Type III	Herb	100	Bell not ready 14399
9/24/97	Christie Cookie Co.	✓	24	0	Type III	Herb	100	Trunks Bell south PRI was not working 14617
9/24/97	DAILY TOTAL		79	17				
9/25/97	Caudill Properties Inc.		7	7	UL	Dale	X	14406
9/25/97	Progress Music		1	1	UL	Larry	X	1000969
9/25/97	Specialized Assys		16	16	ON-NET	Herb	X	1000965, 14423
9/25/97	Christie Cookie Co.	✓	4	0	Type III	Billy	300	Cust Equipment not working 14617

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9/25/97	Christie Cookie Co. ✓	24	0	Type III	Billy	300	Cust Equipment not working 14399
9/25/97	MIMS (Fax ETC.) (anytime)	2	0	UL	Herb	240	Nextlink scheduling problems, not scheduled correctly 14600
9/25/97	Industrial Data System	5	5	UL	Larry	X	14550
9/25/97	DAILY TOTAL	59	29				
9/26/97	Chapter 13 Office	2	2	UL	Anytime	X	14768
9/26/97	Belle Meade Travel	2	2	UL	Herb	X	BRI 14620
9/26/97	MIMS (Fax ETC.) (anytime)	2	2	UL	Herb	X	14600
9/24/97	Jackson Design	9	9	UL	Larry	X	14540, 14541
9/26/97	Proper Management	11	11	UL	Larry	X	14775
9/26/97	Management 21 ✓	11	0	UL	Dale	100	Bell not ready 14545 14546
9/26/97	Steve Wright Office	3	3	UL	Chad	X	14745
9/26/97	Quality Insulation ✓	8	0	UL		100	Rescheduled for 10/6
9/26/97	Emergency Physicians Billing	10	10	UL	Dale	X	1000954
9/26/97	Grissom & Hodges	4	4	UL	Herb	X	Trunks 14772
9/26/97	CCS Council of Community Ser	5	0	UL	Billy		Rescheduled 14777
9/26/97	Brandau Craig Dickerson	9	9	UL	Dale	X	14785
9/26/97	DAILY TOTAL	76	52				
	WEEKLY TOTAL		136				
Date	**Customer**	**Scheduled**	**Complete**	**Type**	**Tech**	**Code**	**NOTES**
9/29/97	DataMark	2	0	UL-BRI	Herb	100	14325 Bal Not ready
9/29/97	Homebuilders Asso.	5	0	MOVE		100 ~~300~~	Cust. not ready to cut 15106
9/29/97	Metropolitan Social Services	2	0	UL-BRI		110	Bell did not call 14875
9/29/97	Metropolitan Social Services	2	0	UL		110	Bell did not call 14878
9/29/97	Shephards Center East	1	0	UL		200	Nextlink Order has major problems 14872, 14874
9/29/97	CCS Councle of Comm Services	5	5	UL	Dale	X	14777
9/29/97	DAILY TOTAL	17	5				
Date	**Customer**	**Scheduled**	**Complete**	**Type**	**Tech**	**Code**	**NOTES**
9/30/97	Bongo Office	1	0	UL		100	Bell has put this off due to construction. No facilities 14897
9/30/97	Agenda Booking 7:00 AM	3	3	UL	Larry	X	
9/30/97	Potomac Group 8:00 AM	2	2	Type 1	Billy	X	NTA
9/30/97	Hayden Architects	1	1	UL	Herb	X	14935
9/30/97	Pirtle Insurance Agency 1:00 PM	4	4	UL	Larry	X	14934
9/30/97	TSSAA 3:00 PM	13	13	UL	Dale	X	1000939, 940, 941
9/30/97	Byrd, Proctor & Mills 5:00 PM	8	8	UL	Brent	X	14275
9/24/97	Christie Cookie Co.	23	23	Type III	Herb	X	14399
9/30/97	Fire Sprinkler of Nashville 6 :PM ✓	6	0	UL	Herb	120	Bell circuits could not meet specs. Resceduled Low milli AMPS 14488
9/30/97	DAILY TOTAL	61	54				
	WEEKLY TOTAL		59				
	SEPTEMBER TOTALS		523				
	SEPTEMBER TARGET		1365				
			-842				

	CODES						
		X = Complete					
		100 = Bell South not ready					
		110 = Bell South did not call					
		120 = Bell Circuits could not meet specifications					
		200 Nextlink Provisioning not ready					
		205 Nextlink switch not ready					
		210 Nextlink transport not ready					
		220 Nextlink installation not ready to install					
		230 Nextlink no facilities to cut over					
		240 Nextlink scheduled in error					
		300 Customer not ready to cut					
		310 Customer equipment problems					
		400 Partial cut see note					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
10/1/97	Data Marketing Network	5	5	Anytime	UL		X	Bell called at 5:40 PM lines not checked till 10-2 14979
10/1/97	Bryan Pendleton, Swats & McAllister	4	0	Anytime	Type II		110	Bell did not call
10/1/97	Autographic Publishing Co.	1	0	Anytime	UL		110	Bell did not call 14957
9/29/97	DataMark	2	0	Anytime	UL-BRI	Herb	100	Circuit taking errors turned back to bell 14325
10/1/97	American Home Design	10	10	6:00 AM	UL	Larry	X	14964
10/1/97	Fido	3	3	7:00 AM	UL	Dale	X	14907
10/1/97	Metropolitan Social Services	2	2	Anytime	UL	Herb	X	1001064
10/1/97	Metropolitan Social Services	1	1	Anytime	UL	Herb	X	1001149
10/1/97	Veracity, INC	5	5	7:00 AM	UL	Chad	X	14925
10/1/97	The Recover Store	2	2	10:00 AM	UL	Larry	X	
10/1/97	Upward Way Publications Inc.	4	4	5:00 PM		Billy	X	14887
10/1/97	Creative Data Inc.	6	6	5:00 PM		Billy	X	14882
10/1/97	NetSolutions	4	0	5:00 PM		Dale	300	Customer not ready to cut 14610, 14627
10/1/97	**DAILY TOTAL**	**49**	**38**					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
10/2/97	Tangible Vision	1	0	Anytime			110	Bell did not call 15008
10/2/97	Autographic Publishing Co.	1	0	Anytime	UL		110	Bell did not call [illegible]
10/2/97	Bryan Pendleton, Swats & McAllister	4	4	Anytime	Type II	Herb	X	
10/2/97	Bongo Java	1	1	7:00 AM		Dale	X	14917
10/2/97	Zaftig Boutique	1	1	9:00 AM		Larry	X	14940
10/2/97	APM Services	4	4	2:00 PM		Larry	X	1000977
10/2/97	Volunter Financial	15	15	5:PM	ON NET	Brent	X	14715, 1000971, 1000972
10/2/97	KURT Steckel Realty	2	2	5:PM	ON NET	Brent	X	1000972
10/2/97	EZ Systems	7	0.	4:00 PM		Billy	100	Bell has bad cards in CO. Rescheduled
10/2/97	**DAILY TOTAL**	**36**	**27**					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
10/2/97	DataMark	2	2	Anytime	UL-BRI	Herb	X	
10/3/97	Fire Sprinkler of Nashville 6 :PM	6	0	Anytime	UL	Herb	300	Cust. not ready to cut
10/3/97	Autographic Publishing	1	0	Anytime		Herb	200	Nextlink ordered wrong test circuit we need a POTS, reordered.
10/3/97	Paradigm Realty Service	7	7	4:00 PM		Dale	X	14992 - 14993
10/3/97	Campbell, McRae & Assoc.	5	5	5:00 PM		Billy	X	15043
10/3/97	Tennessee Die & Supply	11	11	5:00 PM		Chad	X	
10/3/97	MSSC	21	0	6:00 PM		Herb	200	Nextlink did not order RCF, Customer not happy
10/3/97	**DAILY TOTAL**	**53**	**25**					
	WEEKLY TOTAL		**90**					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
10/6/97	West End Synagogue	2	2	Anytime	UL-BRI	Larry	130	Bell has no facilities at this time
10/6/97	D.F. Chase	23	0	Anytime	???	Chad	100	Bell not constructed into building as of this time. moved to 10/9
10/6/97	Homebuilders Asso.	5	5	Anytime	UL	Herb		15100

10/6/97	Professional Adjustmentadd	3	3	Anytime	ON NET	Chad	X	Completed 10/3/97
10/6/97	Management 21	11	11	8:AM	UL&BRI	Larry	X	Combo. of lines and BRI 14545, 14546
10/6/97	Mail Ship Technolgy	6	6	5:PM	UL	Brent	X	15095
10/6/97	NetSolutions	4	4	5:PM	UL	Chad	X	14629
10/6/97	Intersys, Inc.	17	0	5:30 PM	Type III	Chad	200	Nextlink did not order RCF
10/6/97	Fire Sprinkler of Nashville 6 :PM	6	6	6:PM	UL	Herb	X	Levels were the same as the Bell circuits. (Access Node) 14488
10/6/97	Adex Corporation (5 Points-s. 11th st	8	6	6:PM	UL	Larry	130	Six lines cut, Bell says they have no facilities for the BRI
10/6/97	Adex Corporation (Berry Hill)	9	0	6:PM	UL	Billy	100	Bell tech. did not show for this cut. 3 techs @ 2.5 hrs
10/6/97	**DAILY TOTAL**	**94**	**43**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/7/97	Veracity	4	0	Anytime	UL	Chad	100	Bell not ready (engineering not completed)
10/7/97	Lee Insurance Agency	5	0	7:AM	Type I	Herb		Rescheduled
10/7/97	Communications Associates Marketing	3	3	8:AM	UL	Billy	X	14050
10/7/97	Superior Play Systems	3	3	9:AM	UL	Larry	X	15133
10/7/97	X-Ray Medical Electronics (Sidco Dr.)	7	7	5:PM	UL	Brent	X	15042
10/7/97	X-Ray Medical Electronics (Winford Ave)	1	1	5:PM	UL	Larry	X	14988
10/7/97	Christie Cookie Co.	0	0	6:PM	Type III	Herb	X	Already turned on this is cutover only 14399
10/7/97	Amazing Movers	4	0	6:PM	UL	Billy	300	Rescheduled due to customer caused problems
10/7/97	Christie Cookie Co.	4	4	6:PM	UL	Herb	X	14617
10/6/97	Adex Corporation (Berry Hill)	9	9	6:PM	UL	Billy	X	
10/7/97	Advanced Organics	10	0	6:PM	Type I	Chad	200	Needs site survey Lines not provisioned correctly at time of cut
10/7/97	**DAILY TOTAL**	**50**	**27**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/8/97	Tractor Supply Co.	2	0	Anytime	AN	Dale		BRI Bell did not call, tech checked 10/9 and circuit is not in
10/8/97	Belle Meade Travel	1	1	Anytime	UL	Herb	X	15189
10/8/97	McSpadden Smith Music	2	2	Anytime	UL	Chad	X	
10/8/97	Harvey Washbanger Store	4	4	7:AM	UL	Larry	X	2 lines 1 BRI BRI did not cut due to order problems comp 10/9 15151-15152
10/8/97	Harvey Washbanger Office	2	2	7:AM	UL	Chad	X	15151 - 1001018
10/8/97	Counter Revolution, Inc.	2	2	5:PM	UL	Billy	X	15158
10/8/97	Wright Studios	10	0	5:PM	UL	Brent	100	Bell not ready, new lines were not installed
10/8/97	**DAILY TOTAL**	**23**	**11**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/9/97	D. F. Chase	23	0	Anytime	COMBO	Chad	100	Bell did not deliver the T-1 15118-15122-15129
10/9/97	Corim Tennessee INC.	1	1	Anytime	UL	Dale	X	Bell give to us at 4:10 15108
10/9/97	Map America Corp.	1	1	Anytime	UL	Dale	X	Give to Dale @ 12:15 15212
10/9/97	J. Fred Pilkerton	2	0	Anytime	UL	Larry		1 BRI 15226
10/9/97	Shippers Transport (Murfreesboro PKY)	2	2	9:AM	UL	Larry	X	15238
10/9/97	Adtec	11	11	4:PM	UL	Dale	X	Bell cut this order early, completed at 1430 hrs 15241
10/9/97	J. Fred Pilkerton Real Estate	12	12	5:PM	UL	Brent	X	15224
10/9/97	Tangible Vision LLC	3	3	5:PM	UL	Chad	X	14506
10/9/97	Dail Pro of T	12	12	Anytime	Type III	Herb	X	Needs site survey 15195
10/9/97	Wright Studios	10	10	5:PM	UL	Billy	X	15231

10/9/97	Cornerstone Employment Service	2	2	5:PM	UL	Dale	X	15209
10/9/97	**DAILY TOTAL**	**79**	**54**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/10/97	D. F. Chase	24	24	Anytime	COMBO	Chad	X	Super job by Chad and Billy
10/10/97	CIS INC	2	2	Anytime	UL	Larry	X	15266, 1001033, 1001034, 1001035
10/10/97	Autographic Publishing	1	0	Anytime	UL	Herb	100	Bell did not call 15052
10/10/97	Volunter Financial	3	3	Anytime	ON NET	Herb	X	1001058
10/10/97	Intersys, Inc.	17	17	5:30 PM	Type III	Chad	X	Not cut over until 10/12/97 due to Bell order problems 15101
10/10/97	**DAILY TOTAL**	**47**	**46**					
	WEEKLY TOTAL		**181**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/13/97	Eagle Utilities	3	0	8:AM	UL	Dale	100	Bell lines not ready
10/13/97	U-DO-IT Concrete	1	0	8:AM	UL	Billy	100	Bell lines not ready
10/13/97	Performance Leasing & Sales Estate	5	5	5:PM	UL	Dale	X	15317
10/13/97	Amazing Movers	4	4	6:PM	UL	Billy	X	15130
10/13/97	Southern Hospitality Corp.	10	10	6:PM	UL	Brent	X	15333, 1001042, 1001043
10/13/97	**DAILY TOTAL**	**23**	**19**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/14/97	Point of View Service Inc.	0		Anytime	Type II	Dale		
10/14/97	Urology Healthcare Group	5	0	Anytime	TypeIII	Chad	200	Bell delivered T-1, Nextlinks order process was never completed 15679
10/14/97	Lee Insurance Agency	5	0	7:AM	Type I	Brent	200	Nextlink did not send paperwork to Bell
10/14/97	Strickland Produce Shop	1	1	4:PM	UL	Brent	X	15379
10/14/97	Strickland Produce	7	7	4:PM	UL	Brent	X	Nextlink only ordered 3 RCF's, French did good job fixing this 15360
10/14/97	Office Furniture & Related Services	8	8	5:PM	UL	Billy	X	15349, 1001045
10/14/97	**DAILY TOTAL**	**26**	**16**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/15/97	Adex Corporation (Berry Hill)	2	0	Anytime	UL	Billy	100	BRI Bell says they have no facilities 14977, 14978 - 1001049
10/15/97	Adex Corporation (5 Points-s. 11th st)	2	0	Anytime	UL	Billy	110	BRI Bell did not call 14972, 14974, 1001048
10/15/97	Veracity	4	0	Anytime	UL		110	Bell did not call
10/15/97	Geotech Engineering	7	7	5:PM	UL	Brent	X	15356
10/15/97	Zeitlin Custom Builders	3	3	5:PM	Type I	Chad	X	1001054
10/14/97	Urology Healthcare Group	5	5	6:PM	TypeIII	Larry	X	Not in hydrogen 10/15 11:45 AM ????? 15679
10/15/97	Advanced Organics	10	10	6:PM	Type I	Billy	X	15077
10/15/97	Shippers Transport (Foster Ave.)	18	0	6:30PM	Type III	Dale	200	Nextlink did not order RCF's
10/15/97	**DAILY TOTAL**	**51**	**25**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/16/97	Quality Medical Transcriptions	5	5	8:AM	TypeIII	Chad	X	
10/15/97	Adex Corporation (5 Points-s. 11th st)	2	0	Anytime	UL	Billy		BRI Bell line not in at this time 14972, 14974 - 1001048
10/16/97	Engine Components International, LLC	6	6	Anytime	UL	Billy	X	New Facilities 1[illegible]

10/16/97	Quality Medical Transcriptions	2	2	8:AM	TypeIII	Chad	X	N/A
10/16/97	System Engineering & Construction	10	10	5:PM	UL	Brent	X	15528
10/16/97	Everpure Water Systems	4	0	5:PM	UL	Dale	100	Bell said they did not get the order 15489
10/16/97	Ace Machine & Metal Fab Co.	8	0	5:PM	UL	Dale	100	Cust. requested this be done at the same time as above 15498
10/16/97	**DAILY TOTAL**	**37**	**23**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/17/97	Inudstrial Force & Power	2	0	Anytime	UL	Dale		BRI N/A
10/17/97	SECUREONE	32	0	Anytime	TypeIII	Herb		T-1's 15520
10/14/97	Lee Insurance Agency	5	5	7:AM	Type I	Brent	X	N/A
10/17/97	Eric Shellnut Agency	2	2	8:AM	UL	Chad	X	15407
10/17/97	MSSC	21	21	5:PM	TypeIII	Brent	X	14464
10/17/97	**DAILY TOTAL**	**62**	**28**					
	WEEKLY TOTAL		**111**					

Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/20/97	Standard Candy Company	0	0	Anytime	UL	Chad		Point to point t-1 N/A
10/20/97	SECUREONE	32	32	Anytime	TypeIII	Herb	X	T-1's Having trouble with second T-1 but lines are in 15520
10/20/97	Everpure Water Systems	4	4	5:PM	UL	Dale	X	15489
10/20/97	Ace Machine & Metal Fab Co.	8	8	5:PM	UL	Dale	X	15498
10/20/97	**DAILY TOTAL**	**44**	**44**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/21/97	Broadway Dinner Train	4	0	7:30AM	UL	Chad	100	Bell says that the Nextlink paper work was not correct # of lines 100219
10/21/97	Adex Corporation (5 Points-s. 11th st)	2	2	Anytime	UL	Chad	X	14972, 14974 (issued to Bell as 100 1018)
10/21/97	The CAD Group	3	3	8:AM	UL	Dale	X	15651
10/21/97	American Mail Well	0	0	5:PM	UL	Chad	100	Bell sent foc for 10/24/96 this was nort detected until late 10 21 15678, 15882
10/21/97	Shippers Transport	6	6	6:30PM	UL	Billy	X	N/A
10/21/97	Shippers Transport (Foster Ave.)	18	18	6:30PM	Type III	Brent	X	N/A
10/21/97	**DAILY TOTAL**	**33**	**29**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/22/97	American National Insurance	1	1	Anytime	UL	Herb	X	new line N/A
10/22/97	American National Insurance	1	1	8:AM	UL	Brent	X	one line RCF 15731
10/22/97	Adex Corporation (Berry Hill)	2	2	Anytime	UL	Brent	X	14977, 14978 (issued to bell as 100 1019)
10/22/97	Henkel Chemical (Vantage Way)	1	1	Anytime	UL	Dale	X	15651
10/22/97	Shephards Center East	1	1	8:AM	UL	Chad	X	Not in Hydrogen for this date N/A
10/22/97	**DAILY TOTAL**	**6**	**6**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/23/97	Jack, Lyons, & Jones P.N.	2	2	Anytime	UL	Billy	X	15506
10/23/97	WJXA / WRMX	2	0	Anytime	UL	Brent	100	BRI Bell did not install 15929
10/23/97	Performance Leasing & Sales	1	1	Anytime	UL	Billy	X	15557
10/23/97	Guardco Security	3	3	Anytime	UL	Herb	X	15932

10/23/97	20/20 Research	8	8	Anytime	UL	Brent	X	N/A
10/23/97	Satellites Unlimited	15	0	6:PM	UL	Chad	100	Bell did not install RJ21X 15813
10/23/97	**DAILY TOTAL**	**31**	**14**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/24/97	US Hospitality	10	0	Anytime	UL	Chad	110	Bell did not call 15539 (Set-Up Bell as 1000993)
10/24/97	Holland Medical Equipment	1	0	Anytime	UL	Chad	110	Bell did not call 15953
10/24/97	ATC, Inc	2	0	Anytime	UL	Herb	110	BRI Bell did not call 15916
10/24/97	Telalink PRI 13	23	0	Anytime	Type III	Herb	200	Not built in our switch N/A
10/24/97	WJXA / WRMX	2	2	Anytime	UL	Brent	X	BRI 15929
10/24/97	Satellites Unlimited	15	15	7:AM	UL	Chad	X	15812
10/24/97	Basic Communications	3	0	4:PM	UL	Herb	100	50 DID'S Bell Circuit problems, wrong circuit, ID's Bell tech went home N/A
10/24/97	Cardservice	5	5	4:PM	UL	Brent	X	15950
10/24/97	American Mail Well	0	0	5:PM	UL	Chad	100	Bell was not ready even though we had an FOC for this date & time 15278, 80
10/24/97	Kraft Consulting	2	2	Anytime	UL		X	put in on 9/1 N/A
10/24/97	Econ & Smith	2	2	Anytime	UL	Billy	X	These two lines built in two hour period N/A
10/24/97	**DAILY TOTAL**	**65**	**26**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/25/97	Howard Baer, Inc.	14	14	2:PM	UL	Billy	X	15583
10/25/97		**14**	**14**					
	WEEKLY TOTAL		**133**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/27/97	US Hospitality	10	10	Anytime	UL	Billy	X	15991 (Still Build to Loc 0073)
10/27/97	Telalink PRI 13	23	23	Anytime	Type III	Herb	X	N/A
10/27/97	Luety & Health	4	4	7:AM	UL	Brent	X	N/A
10/27/97	Music City Sounds	1	0	8:AM	UL	Herb	100	Bell did not get the circuit in 15983
10/27/97	Wendy's (2601 West End Ave)	1	0	9:AM	UL	Billy	100	Bell did not have jumpers run at co-locate. 16017
10/27/97	Wendy's (206 21st. Ave S.)	1	1	2:PM	UL	Carson	X	16023
10/27/97	Wendy's 3021 (Gallitin Pke.)	1	1	3:PM	UL	Billy		16030
10/27/97	Sheer Genious	2	0	6:PM	UL	Brent		BRI 15993 (Still to Bell Switch as 1001415)
10/27/97	**DAILY TOTAL**	**43**	**39**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/28/97	Emerald Sound Studios	1	0	Anytime	UL	Herb	110	Bell did not call 16100
10/28/97	US Internet	0	0	Anytime	TypeII	Carson		Two T-1's No access at end location 16101
10/28/97	Advantage & Hospitality Personnel	6	6	7:AM	UL	Brent	X	16105
10/28/97	American National Home Equity, Inc	9	0	7:AM	TypeI	Billy	200	Nextlink facilities not ready 1001118 (RCFS)
10/28/97	Wendy's (741 Thompson Ln.)	1	1	7:AM	UL	Herb	X	16017
10/21/97	Broadway Dinner Train	4	0	7:30AM	UL	Carson	200	Rescheduled for unknown reason, we were not told of change. 1001211, 1001414 (RCFS)
10/28/97	Media Work International	4	4	8:AM	TypeI	Larry	X	1001123 (RCFS)
10/28/97	Wendy's (4104 Hillsboro Cir.)	1	1	8:AM	UL	Billy	X	16079
10/28/97	Metropolitan Social Services	0	0	8:AM	UL	XXXX		RCF only 1001115

10/28/97	Wendy's (3131 Dickerson Pke.)	1	1	9:AM	UL	Brent	X	160178
10/28/97	Hal Hooper Agency	3	3	9:AM	TypeI	Billy	X	1001189
10/28/97	Wendy's (4843 Nolensville Rd.)	1	1	10:AM	UL	Herb	X	160178
10/29/97	Wendy's (551 Donelson PKY)	1	1	2:PM	UL	Brent	X	160170
10/28/97	Wendy's (806 Elm Hill Pke.)	1	1	3:PM	UL	Brent	X	160176
10/28/97	TSSAA	7	7	3:30PM	TypeIII	Billy	X	1001147, 1001148
10/28/97	Netaware	0	0	4:30PM	Type I	Brent	X	N/A
10/28/97	Netaware PRI Change order	0	0	4:30PM	Type I	Brent	X	N/A
10/28/97	**DAILY TOTAL**	**40**	**26**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/29/97	Communications Leasing	6	0	Anytime	UL	Herb		MOVE install dummy numbers at new location 160175
10/29/97	Wendy's (1188 Murfreesboro Pke)	1	1	7:AM	UL	Herb	X	161-12,a
10/29/97	Higgins Advertising	8	8	7:AM	UL	Brent	X	161419
10/27/97	Wendy's (2601 West End Ave)	1	1	8:AM	UL	Billy	X	160179
10/29/97	Wendy's (2600 Murfreesboro Pke.)	1	1	9:AM	UL	Carson	X	160171
10/29/97	Wendy's (3421 Labanon Pike)	1	1	10:AM	UL	Billy	X	161 37
10/29/97	Wendy's (1045 28th Av. N.)	1	1	3:PM	UL	Brent	X	161423
10/29/97	Wendy's (330 Harding Place)	1	1	4:PM	UL	Carson	X	161 36
10/29/97	AGAPE Adoptions Service	7	7	4:30PM	UL	Brent	X	161 43
10/27/97	Sheer Genious	2	0	5:PM	UL	Larry	300	BRI No customer 16993 (sent to Bell as 1001415)
10/29/97	**DAILY TOTAL**	**29**	**21**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/29/97	Communications Leasing	6	6	Anytime	UL	Herb	X	MOVE install dummy numbers at new location 160175
10/30/97	Bongo Office	1		Anytime	UL	Dale		148517
10/30/97	Bongo Java	4		Anytime	UL	Dale		149 17
10/30/97	Performance Leasing and Sales	1	0	Anytime	UL	Billy	110	Bell did not call 138857
10/30/97	US Internet	46	0	Anytime	TypeII	Dale		Two T-1's T-1's not installed N/A
10/30/97	Telalink	0		Anytime	UL	Herb		Two UL lines for testing see Bryan for details N/A
10/30/97	AAA American Title Lenders	3	3	Anytime	UL	Brent	X	Disp. to Brent 1320hrs. 162 23
10/30/97	Jerry Maynard Law Offices	2		Anytime	UL	Dale		MOVE Bell called and stated lins are in, give to Dale @ 12:45 162 03
10/30/97	Aegis Analytical Labs	2		Anytime	UL	Billy		BRI 161914
10/30/97	Investigate LLC	4		Anytime	UL	Carson		161918
10/30/97	Katy's Hallmark	3	0	8:AM	UL	Dale	100	Changing from resale to UL Rescheduled N/A
10/30/97	ConiClean Building Service	1	1	9:AM	UL	Brent	X	16191
10/30/97	Wendy's (113 2nd. Av. N.)	1	0	9:AM	UL	Carson	100	Bell not ready 161833
10/30/97	Lisa Adams Agency	2	2	Anytime	UL	Dale	X	161859
10/30/97	Renal Care Group	20	20	5:PM	TypeIII	Dale	X	162446(1-1) 162426(D1) 1001155, 1001156 (12's)
10/30/97	Brandon Door	0		5:PM	UL	Brent		Move 6 lines to access node to 162200-0, 162200-F
10/30/97	**DAILY TOTAL**	**96**	**32**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
10/31/97	Transcender Corporation	1		Anytime	UL	Billy	110	Bell did not call 162770
10/31/97	Transcender Corporation	2		Anytime	UL	Billy	110	BRI Bell did not call 162771

10/31/97	Mat-Co Business Forms, Inc.	2		Anytime	UL	Brent	110	Bell did not call 16295
10/31/97	Walter Slaughter & Associates	0		Anytime	Type III	Herb	100	T1 service Bell not ready, stated they have a facility problem 16359
10/31/97	Cybercast Internet Service 1 of 2	90	90	Anytime	Type I	Herb	X	N/A
10/31/97	Cybercast Internet Service 2 of 2	4	4	Anytime	Type I	Herb	X	2 BRIs N/A
10/31/97	Sprint PCS	3	3	Anytime	Type III	Carson	X	N/A
10/31/97	Sellers Financial	4	4	Anytime	UL	Carson	X	16281
10/31/97	OIC	2	2	Anytime	UL	Carson	X	16352
10/31/97	Water Systems	2	0	6:30 AM	UL	Dale		BRI 16276
10/31/97	Water Systems	13	0	6:30 AM	UL	Dale		16269, 16273, 16276
10/31/97	Emerald Sound Studios	12	12	7:AM	UL	Herb	X	16097
10/31/97	Radiological Physics Assoc	3	3	8:AM	UL	Billy	X	16209
10/31/97	MRIS, INC dba Delcon Technolgies	0		6:PM	Type III	Brent	300	Cust. rescheduled N/A
10/31/97	**DAILY TOTAL**	**138**	**118**					
	WEEKLY TOTAL		**236**					

	OCTOBER TOTALS		**751**					
	OCTOBER TARGET		**1495**					
			-744					
		CODES						
		X = Complete						
		100 = Bell South not ready						
		110 = Bell South did not call						
		120 = Bell circuits did not meet specs.						
		130 = Bell has no facilities at this time						
		200 Nextlink Provisioning not ready						
		205 Nextlink switch not ready						
		210 Nextlink transport not ready						
		220 Nextlink instalation not ready to install						
		230 Nextlink no facilities to cut over						
		240 Nextlink scheduled in error						
		300 Customer not ready to cut						
		310 Customer equipment problems						
		400 Partial cut see note						

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
11/3/97	Jerry Maynard Law Office	2	0	Anytime	UL			N/A
11/3/97	Secure One	16	16	Anytime	Type III	Billy	X	N/A
11/3/97	Performance Leasing and Sales	1	1	Anytime	UL	Billy	X	15887
10/30/97	Bongo Office	1	1	Anytime	UL	Dale	X	14849
10/30/97	Bongo Java	1	1	Anytime	UL	Dale	X	14917
11/3/97	Wendy's(113 2nd Av N.)	1	1	9:AM	UL	Carson	X	16188
11/3/97	Diabetic Foot Center	6	6	5:PM	UL	Dale	X	16320
11/3/97	WJXA / WRMX	37	0	7:PM	Type III	Dale	200	No Nextlink facilities 100120 5thur 1210, 16327, 16328
11/3/97	DAILY TOTAL	65	26					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
11/4/97	Hillis & Assoc.	1	1	Anytime	UL	Carson	X	16350
11/4/97	Goodrich Engineering & Testing	6	6	Anytime	UL	Billy	X	16375 (loops) 100227 (RCFs)
11/4/97	Robert M Frye	2	2	Anytime	UL	Carson	X	16377
11/4/97	American National Home Equity, Inc	9	9	7:AM	TypeI	Billy	X	100118 (RCFs)
11/4/97	DAILY TOTAL	18	18					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
11/5/97	Edison Engineering	2		Anytime	UL	Dale		BRI 16401
11/5/97	OIC	2	2	Anytime	UL	Brent	X	BRI 16411
11/5/97	Shirly Zietlin & Co. Realtors	3	3	Anytime	Type 1	Billy	X	N/A
11/5/97	Walter Slaughter & Associates	16	16	Anytime	Type III	Herb	100	T1 service Bell not ready, stated they have a facility problem 100120
11/5/97	Mat-Co Business Forms, Inc.	2	2	Anytime	UL	Brent	X	16275
11/5/97	Broadway Dinner Train	4	0	7:30AM	UL	Carson	300	cust. did not show rescheduled for 11/6 at 7:30 am 100120, 100
11/5/97	Water Systems	2	0	6:30 AM	UL	Dale	200	BRI 16276
11/5/97	Water Systems	13	0	6:30 AM	UL	Dale	200	Hunting simulator in line, needed site survey that was not done 16261, 16273
11/5/97	Graffiti Indoor Advertising	5	0	5:PM	Type I	Billy	200	Must be UL 10124
11/5/97	DAILY TOTAL	49	23					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
11/6/97	JDK Enterprises DBA Secure Data	3	0	Anytime	UL	Carson	300	Cust. gave wrong address N/A
11/6/97	Paulus & Dolan	1	1	Anytime	UL	Brent	X	16479
11/6/97	JDK Enterprises DBA Secure Data	2	0	Anytime	UL	Carson	300	BRI Cust gave wrong address N/A
11/6/97	Tuned in Broadcasting	0	0	Anytime	Type III	Dale	100	T-1 only Bell did not call 16452
11/6/97	Broadway Dinner Train	4	4	7:30AM	UL	Carson	X	100120, 100107 (RCFs)
11/6/97	EZ Systems	7	0	9:AM	UL	Billy	100	Bell engineering is incorrect, no ETR N/A
11/6/97	Environmental Services	8	8	5:PM	UL	Billy	X	16313
11/6/97	The Oaks Agency	15	15	5:PM	UL	Brent	X	Per Colleen this is UL 16311
11/6/97	MIRS, Inc. Dalcon Technologies	0	0	5:PM	Type I	Dale	200	Problems with the T-1 N/A
11/6/97	DAILY TOTAL	40	28					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
11/7/97	Zeitlin Custom Builders	1	1	Anytime	Type I	Billy	X	N/A
11/6/97	Tuned in Broadcasting	0	0	Anytime	Type III	Dale	X	T-1 only bell completed T-1 16152
11/7/97	Integrated Copyright Group, Inc.	5	5	7:AM	UL	Brent	X	N/A
11/7/97	Citation Support	4	4	7:AM	UL	Carson	X	16509, 16509
11/7/97	Netaware (POTS)	3	3	8:AM	Type I	Billy	X	1001269
11/7/97	Hermitage Hills Baptist Church	2	0	4:PM	UL	Carson	200	BRI Problems with order to bell 16427 (Sent to bell on 1001306)
11/7/97	Hermitage Hills Baptist Church	7	0	4:PM	UL	Carson		16126/16128
11/7/97	Century II Staffing	8	8	4:PM	UL	Dale	X	16316, 16359, 16355
11/7/97	McCann Steel	5	0	5:PM	UL	Brent	100	Bell not ready 16152
11/7/97	Tuned in Broadcasting	16	0	6:PM	Type III	Dale	100	Bell not ready 1001247, 1001248
11/7/97	Tuned in Broadcasting	10	0	6:PM	UL	Dale	100	5 BRI's 16456, 16411, 16412
11/7/97	DAILY TOTAL	61	21					
	WEEKLY TOTAL		116					
TROUBLE TICKETS WORKED THIS WEEK		24						

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
11/10/97	Veracity	1	0	Anytime	UL	Brent	110	Bell did not call 1001024
11/10/97	Bill Hudson	1	1	Anytime	Type I	Herb	X	N/A
11/10/97	Metropage	3	3	2:PM	Type I	Billy	X	1001246
11/10/97	Sanctuary Distribtion	11	11	5:PM	UL	Carson	X	16HFR
11/10/97	Ameritex Residential	2	2	6:PM	Type I	Herb	X	1001268
11/10/97	Tuned in Broadcasting	16	16	6:PM	Type III	Dale	X	1001247, 1001248
11/10/97	DAILY TOTAL	34	33					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
11/11/97	JDK Enterprises DBA Secure Data	3	0	Anytime	UL	Carson	100	Bell not ready Bell FOC 11/10/97 N/A
11/11/97	JDK Enterprises DBA Secure Data	2	0	Anytime	UL	Carson	100	N/A
11/11/97	Paragon add pots	2		Anytime	UL	Dale		N/A
11/11/97	Aegis Analytical Labs	2	2	Anytime	UL	Billy	X	BRI 16194
11/10/97	Veracity	1	1	Anytime	UL	Brent	X	1001024
11/11/97	Hunter Enterprises	2	0	7:30AM	UL	Brent	100	Bell not ready Bell FOC 11/10/97 N/A
11/11/97	MIRS, Inc. Dalcon Technologies	0	0	5:PM	Type I	Dale	200	Switch problems N/A
11/11/97	DAILY TOTAL	12	3					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
11/12/97	Square D	69	69	Anytime	Type I	Brent		N/A
11/12/97	JDK Enterprises DBA Secure Data	3	3	Anytime	UL	Carson	X	N/A
11/12/97	JDK Enterprises DBA Secure Data	2	2	Anytime	UL	Carson	X	N/A
11/12/97	Scene Three	23	23	Anytime	Type II	Herb	X	DID's & trunk group 16833
11/12/97	Square D	2	0	Anytime	UL	Dale	110	Bell did not call 16577

11/12/97	Corim Property Services, Ltd.	1	1	Anytime	UL	Carson	X	N/A
11/12/97	S.B. International	3	0	Anytime	UL	Brent	100	Bell called but only one line is working 166612
11/12/97	Sunbelt Remodeling	2	2	Anytime	UL	Billy	X	166710, 166711
11/12/97	Don Dodd Allstate Ins.	3	3 -	12PM	UL	Billy	X	166665
11/12/97	MagicBox / Nolte Sheenan & Assoc.	23	23	3:PM	Type I	Herb	X	N/A
11/12/97	MagicBox / Nolte Sheenan & Assoc.	0	0	3:PM	Type I	Herb	X	Memphis T-1 N/A
11/12/97	Ivey Mechanical Company	12	0	5PM	UL	Billy	300	Rescheduled by cust. 165665
11/12/97	**DAILY TOTAL**	**143**	**126**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/13/97	Corporate Development	1	0	Anytime	Type III	Carson	110	Bell did not call N/A
11/13/97	Wright Studios	1	1	Anytime	UL	Billy	X	166727
11/13/97	Datamark	1	1	Anytime	UL	Dale	X	166735
11/13/97	Boyce & Associates	1	1	Anytime	UL	Billy	X	165816
11/13/97	Sellers Financial Group, Inc	4	4	Anytime	UL	Dale	X	166795
11/13/97	Hermitage Suite Hotels	0	0	Anytime	UL	Dale	110	T-1 Only Bell did not call 166727
11/13/97	Absolute Business Services, Inc	4	4	7:AM	UL	Carson	X	167144, 167218
11/13/97	Hunter Enterprises	2	0	7:30AM	UL	Brent	300	Cust. canceled the order N/A
11/13/97	Hermitage Hills Baptist Church	2	0	4:PM	UL	Carson	100	BRI bell has facilities problem N/A
11/13/97	**DAILY TOTAL**	**16**	**11**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/14/97	Incon Care Group	0		Anytime	UL	Herb		Cust Move 168666
11/14/97	Background America	2	2	Anytime	Type I	Herb	x	N/A
11/14/97	Medic One, Inc	20	20	Anytime	Type III	Carson	X	166609
11/14/97	Walls Incorprated	3		Anytime	UL	Billy		Cust Move 168724
11/14/97	Tuned in Broadcasting	2		Anytime	UL	Carson		BRI 166856, 166902 rejssued/recabi under 1001375
11/14/97	Stage Post	8	0	6:AM	UL	Herb	100	Tech in CO said he was only one there and did not have time to work 166820
11/14/97	Music City Merchandise	5		3:PM	UL	Carson		166730
11/12/97	Ivey Mechanical Company	12	12	5PM	UL	Billy	X	165665
11/14/97	Scene Three	0		5:PM	UL			RCF 3 lines 1001252
11/14/97	EZSystems	2		5:PM	UL	Carson		BRI N/A
11/14/97	Duke & Associates	4	4	5:PM	Type I	Billy	X	1001266
11/14/97	**DAILY TOTAL**	**58**	**38**					
	WEEKLY TOTAL		**211**					
TROUBLE TICKETS WORKED THIS WEEK		**32**						

Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/17/97	Industrial Force & Power	2		Anytime	UL	Brent		BRI N/A
11/17/97	USA Mobil--Arch Comm	3	3	Anytime	UL	Billy	X	166724

11/17/97	Purity Dairies	2	2	Anytime	UL	Brent		BRI 16928
11/17/97	Medic One	0	0	6:AM	UL	Larry	X	RCF Only 1001276, 79, 85, 86
11/17/97	Purity Dairies	1	0	11:30 AM	UL	Larry		16935
11/17/97	JJ Morley	3	3	12PM	UL	Brent	X	16918
11/17/97	Edward Zeagler Insurance	1		3:PM	UL	Billy		16935
11/17/97	MCCann Steel	5		5:PM	UL	Brent		16518
11/17/97	Ingram Group	16	16	5:30PM	UL	Larry	X	16407
11/17/97	Superb Motors	2	2	6:PM	UL	Billy	X	Same location as below 16989
11/17/97	Madison Smith Naturally	4	4	6:PM	UL	Billy	X	Same location as above 16927
11/17/97	**DAILY TOTAL**	**39**	**30**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/18/97	US Hospitality	1	1	Anytime	UL	Billy	X	16942
11/18/97	Sanctuary Distributions	3	0	Anytime	UL	Brent	110	Bell did not call 16962
11/18/97	Maddox Companies	4	4	Anytime	UL	Brent	X	16957
11/18/97	Chanello's Pizza Store	8	0	8:AM	UL	Billy	100	Bell not ready 16963
11/18/97	Anderson Appriasal	6	6	4:PM	UL	Billy	X	Customer postponed
11/18/97	Sunbelt Remodeling	10	10	6:AM	UL	Brent	X	2 New already installed 16670, 16671
11/18/97	**DAILY TOTAL**	**31**	**21**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/19/97	Cumberland House	3	0	Anytime	UL	Dale	110	Bell did not call 17005
11/19/97	Music City Sounds	0	0	Anytime	UL	Billy	110	Move to Access node (Bell did not call) 17047
11/19/97	Scene Three	8	0	Anytime	UL	Herb	200	Paper work to bell not in in time. 17019
11/19/97	StagePost	8	8	6:AM	UL	Brent	X	16680
11/19/97	Tractor Supply	0	0	9:AM	UL		300	Cust. rescheduled N/A
11/19/97	TN Pacific	5	5	10:AM	UL	Billy	X	N/A
11/19/97	Medsource, INC.	4	4	4:30PM	UL	Dale	X	16985
11/19/97	Graffiti Indoor Advertising	5	5	5:PM	UL	Billy	X	17024
11/19/97	**DAILY TOTAL**	**33**	**22**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/20/97	Shepards Center East	2		Anytime	UL	Dale		14872, 14874
11/20/97	Global Education Ctr.	2	0	Anytime	UL	Billy	100	BRI Bell stated that this may go 11/21 that it is engineered wrong 17070
11/18/97	Sanctuary Distributions	3	3	Anytime	UL	Brent	X	Bell called after 5PM 11/19/97 16962
11/19/97	Cumberland House	3	3	Anytime	UL	Billy	X	Bell called and said this is ready was due 11/19 17005
11/20/97	Trailer Sales of Tennessee	7	7	6:30AM	UL	Brent	X	16980, 16990-01, 16990-02
11/20/97	Farmers Insurance Group	2	2	7:AM	UL	Billy	X	17082
11/20/97	Harlan Howard Songs	6	0	8:AM	UL	Dale	200	Paper work to bell not correct 17083
11/20/97	Stanley Jones Corp	10	10	4:PM	UL	Dale	X	16943
11/20/97	Tennessee Die Supply	1	0	Anytime	UL	Herb	110	Bell did not call 17087 & 17094
11/20/97	American Mail Well	0	0	5:PM	UL	Larry	X	Cut to Access node 15828 15885

11/20/97	McCann Steel	5	0	5:PM	UL	Brent	100	Bell was not ready to cut 16518
11/20/97	Tennessee Trucking Association	6	6	5:PM	UL	Billy	X	16932
11/20/97	**DAILY TOTAL**	**47**	**31**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/21/97	BDM International, INC.	1	0	Anytime	UL	Brent	110	Bell did not call 17720
11/21/97	American National Ins. Tom Murphy	0	0	Anytime	UL	Billy		Line install order N/A
11/21/97	Eddie Warner Inc.	2	0	Anytime	UL	Brent	110	BRI Bell did not call 17307
11/21/97	Retirement Plaanning Company	4	0	Anytime	UL	Carson	110	Bell did not call 17382
11/21/97	Tuned in Broadcasting	1	1	Anytime	Type III	Dale	X	N/A
11/12/97	S.B. International	3	3	Anytime	UL	Brent	100	Bell called but only one line is working 16692
11/21/97	Hillsboro Animal Hospital	7	7	6:AM	UL	Dale	X	17012
11/21/97	A-L Compressed Gases, INC	5	0	7:AM	UL	Brent	100	Bell not engineered 17160
11/21/97	American National Ins. Tom Murphy	4	4	9:AM	UL	Billy	X	17102
11/21/97	Tractor Supply	17	0	1:PM	Type III	Billy		Bell did not install the t-1 ~~t-1~~ 17072
11/21/97	Reddy Brand Packers	5	0	3:PM	UL	Herb	300	Cust. not ready to cut 17129
11/12/97	Square D	0	0	4:PM	Type I	Dale		N/A
11/21/97	Hermitage Hills Baptist Church	2	0	4:PM	UL	Billy	100	BRI Bell not ready line needs load coils removed. 16427 (1001306)
11/21/97	US Hospitality	0	0	5:PM	UL	Herb		RCF Only N/A
11/21/97	Purity Dairies	2	0	5:PM	UL	Larry	100	BRI Bell not ready 16928
11/21/97	US Hospitality	0	0	5:PM	???	Herb	X	T-1 N/A
11/21/97	Purity Dairies	1	1	5PM	UL	Larry	X	
11/21/97	Scene Three	0	0	6:PM	???	Carson	X	T-1 N/A
11/21/97	**DAILY TOTAL**	**54**	**16**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/22/97	BDM International, INC.	12	12	9:AM	UL	Brent	X	17014
11/22/97	**DAILY TOTAL**	**12**	**12**					
	WEEKLY TOTAL		**132**					
TROUBLE TICKETS WORKED THIS WEEK		**37**						

Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/24/97	Hermitage Suite Hotels	18	0	Anytime	TypeIII	Dale	200	Nextlink did not have all the info needed to cut. 1001292-96
11/24/97	Bloom Electric Supply	1	1	Anytime	UL	Brent	X	Calvin uni center called 12:45 circuit is ready to test. 17189 11/20/97
11/24/97	Quality Medical Transcriptions	4	0	Anytime	UL	Carson	110	Bell did not call 17306
11/24/97	Medic One Inc.	1	1	Anytime	UL	Jeff	X	17380
11/24/97	Retirement Planning Company	4	4	Anytime	UL	Carson	X	Cust. request meet at 3PM at 214 19th Ave. N 17322
11/24/97	Hermitage Suite Hotels	6	0	Anytime	TypeIII	Dale	200	Nextlink did not have all the info needed to cut.
11/24/97	Tennessee Die Supply	1	0	Anytime	UL	Herb	110	Bell did not call N/A
11/24/97	Parkway Financial	2	2	Anytime	Type I	Herb	X	N/A
11/22/97	BDM International, INC.	1	1	Anytime	UL	Brent	X	This was due 11/21/97 turned up 11/24/97 17720

11/21/97	Eddie Warner Inc.	2	2	Anytime	UL	Brent	X	17307
11/24/97	Uni-Matrix	9	9	7:AM	UL	Billy/Brent	X	17076
11/24/97	Uni-Matrix	12	12	7:AM	UL	Billy/Brent	X	6 BRIs' 17079, 17089 (17678) 17093, 17095, 17098
11/24/97	Sub Depot (Donelson Pke)	2	2	8:30AM	UL	Dale	X	17160
11/24/97	Econo Lodge	4	0	11:AM	UL	Herb	100	Trks Bell said they have no engineering on this circuit. 17442
11/24/97	Tractor Supply	17	17	1:PM	Type III	Billy	X	17072
11/24/97	Office Ware Inc.	7	7	5:30PM	UL	Carson	X	17061
11/24/97	**DAILY TOTAL**	**91**	**58**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/25/97	Global Education Ctr.	2	2	Anytime	UL	Billy	X	17070
11/25/97	Quality Medical Transcriptions	4	4	Anytime	UL	Brent	X	Due on 11/24/97 called as complete on 11/25/97 17306
11/25/97	Cumberland Pediatrics Foundation	5	5	7:AM	UL	Brent	X	17375
11/25/97	Sub Depot (Harding Mall Dr.)	2	2	8:30AM	UL	Dale	X	17171
11/25/97	Reddy Brand Packers	5	0	3:PM	UL	Herb	100	Bell says they are not ready, we have an foc for this date. 17129
11/25/97	Purity Dairies	2	2	5:PM	UL	Larry	X	16926
11/25/97	Sun Belt Remodeling	12	12	6:PM	UL	Brent	X	16071
11/25/97	**DAILY TOTAL**	**32**	**27**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
11/24/97	Hermitage Suite Hotels	18	18	Anytime	TypeIII	Dale	200	Nextlink did not have all the info needed to cut. 100 12922 12916
11/24/97	Hermitage Suite Hotels	6	6	Anytime	TypeIII	Dale	200	Nextlink did not have all the info needed to cut.
11/26/97	Paragon Rehabilitation	1	0	Anytime	UL	Herb	110	Bell did not call
11/26/97	Kimmerly Wallcoverings	1	0	Anytime	UL	Dale	110	Bell did not call 17413
11/26/97	Falls, Ramsey & Veach, PLC	11	0	6:AM	UL	Brent	100	Bell not ready 17122
11/26/97	Chanello's Pizza Office	10	10	8:AM	UL	Carson	X	16996
11/26/97	**DAILY TOTAL**	**47**	**34**					
	WEEKLY TOTAL		**119**					
TROUBLE TICKETS WORKED THIS WEEK		**33**						
	November TOTALS		**578**					
	November TARGET		**1170**					
			-592					
TROUBLE TICKETS WORKED IN NOVEMBER		**126**						
		CODES						
		X = Complete						
		100 = Bell South not ready						
		110 = Bell South did not call						

		120 = Bell circuits did not meet specs.			
		130 = Bell has no facilities at this time			
		200 Nextlink Provisioning not ready			
		205 Nextlink switch not ready			
		210 Nextlink transport not ready			
		220 Nextlink instalation not ready to install			
		230 Nextlink no facilities to cut over			
		240 Nextlink scheduled in error			
		300 Customer not ready to cut			
		310 Customer equipment problems			
		400 Partial cut see note			

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/1/97	Parris Printing	2	2	Anytime	UL	Billy	X	Calvin called and said this is ready 12:40 gave to Billy
12/1/97	Eddie Warner Inc.	2	0	Anytime	UL	Brent		
11/19/97	Scene Three	8	8	Anytime	UL	Billy	X	
11/20/97	Global Education Ctr.	2	2	Anytime	UL	Billy	X	Cust not avalible to verify
11/14/97	Walls Incorprated	3	3	Anytime	UL	Carson	X	
12/1/97	A-L Compressed Gases, Inc.	5	5	7:AM	UL	Brent	X	
12/1/97	Chanello's Pizza Store	8	0	9:AM	UL	Billy	300	Customer did not show
12/1/97	J A Smith & Associates	3	3	9:AM	UL	Dale	X	
12/1/97	Econ Lodge	4	4	11:AM	UL	Herb	X	Trunks
12/1/97	Power Management Corp.	3	3	12:PM	UL	Brent	X	
12/1/97	Reddy Brand Packers	5	5	3:PM	UL	Herb	X	
12/1/97	Large & Associates	5	5	4:PM	UL	Dale	X	
12/1/97	**DAILY TOTAL**	**50**	**40**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/2/97	Holland Medical Equipment	1	1	Anytime	UL	Dale	X	Bell did not call until 8:15PM will check 12/3/97
12/2/97	Gaines & McCormick	2	0	Anytime	UL	Carson	110	Bell did not call
12/2/97	Falls, Ramsey & Veach, PLC	11	11	6:AM	UL	Brent	X	From 11/26
12/2/97	Cumberland Architectural	5	5	7:AM	UL	Billy	X	
12/1/97	Chanello's Pizza Store	8	8	9:AM	UL	Billy	X	
12/2/97	The Horton Group	2	0	12:PM	UL	Brent	300	BRI Cust needs help with ISDN modem
12/2/97	McCann Steel	5	5	5:PM	UL	Brent	X	
12/2/97	**DAILY TOTAL**	**34**	**30**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/3/97	WJXA / WRMX	34	0	Anytime	Type III	Dale	X	
12/3/97	Paragon Rehabilitation	20	20	Anytime	Type III	Carson	X	
12/3/97	Mercatus Communication	2	2	Anytime	UL	Herb	X	
12/3/97	Heritage Professional Publishing	2	2	Anytime	UL	Billy	X	BRI
12/3/97	Incon Care Group	1	1	Anytime	UL	Carson	X	
12/2/97	Gaines & McCormick	2	2	Anytime	UL	Carson		
12/2/97	The Horton Group	2	2	12:PM	UL	Brent	X	Bellcalled and stated this is ready to test
12/3/97	Lyk-Nu Collision	4	4	7:AM	UL	Brent	X	
12/3/97	Overhead Crane & Conveyer	4	4	7:AM	UL	Carson	X	
12/3/97	Member Plans, Inc.	3	3	9:AM	UL	Billy	X	
12/3/97	Programming Resources	10	10	3:PM	UL	Dale	X	
12/3/97	Art Growden Creative	1	1	5:PM	UL	Billy		
12/3/97	**DAILY TOTAL**	**85**	**51**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/4/97	Harlan Howard Songs	6	0	7:30AM	UL	Dale	200	Nextlink equipment trouble

12/4/97	Directions	4	4	8:AM	UL	Billy	X	
12/4/97	Dalcon	24	0	6:PM	Type I	Herb	300	Cust cancled
12/4/97	DAILY TOTAL	34	4					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/5/97	First Travel Corporation	17	17	Anytime	TypeIII	Billy		T-1 Needs Channel Bank
12/5/97	Nashville Computer Liquidators	0	0	Anytime	TypeIII	Brent		T-1 Needs Channel Bank
12/5/97	Background America	3	3	Anytime	TypeI	Brent		
12/5/97	Traveltime Services	1	0	8:AM	UL	Brent	110	Bell did not call
12/5/97	PLA Media	6	6	8:30AM	UL	Dale	.	
12/5/97	Dove Travel	4	4	5:PM	UL	Dale	.	
12/5/97	DAILY TOTAL	31	30					
	WEEKLY TOTAL		155					
	TROUBLE TICKETS WORKED THIS WEEK	36						
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/8/97	BDM International	2	2	Anytime	UL	Brent	X	
12/8/97	EZ Systems	4	0	Anytime	UL	Billy	100	2 BRIs Joel at BS called and said lines are good.(only one is up)
12/8/97	Kimmerly Wallcoverings	1	1	Anytime	UL	Dale	X	
12/5/97	Traveltime Services	1	1	8:AM	UL	Brent	X	Line is installed cut is for 12/10/97 Turned up on 12/8/97 due 12/5/97
12/8/97	Alliance Commercial Real Estate	9	9	7:AM	UL	Dale	X	
12/8/97	Hertiage Professional Publishing	7	7	2:PM	UL	Carson	X	
12/8/97	Edward Zeagler Insurance	1	1	3:PM	UL	Dale	X	
12/8/97	Tech Industry	5	0	3:30PM	UL	Billy	300	Cust canceled last week but this info was not passed down
12/8/97	Sheer Genious	2	0	5:PM	UL	Brent	200	BRI Nextlink did not order this right from BS
12/8/97	DAILY TOTAL	32	21					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/8/97	Hertiage Professional Publishing	2	2	Anytime	UL	Billy	X	BRI BS did not call
12/9/97	Innovative Accounts Management	2	0	Anytime	UL	Carson	110	Bell did not call
12/9/97	Petra Capital	2	0	Anytime	UL	Dale	110	Bell did not call
12/9/97	Alvins Auto Equipment	1	0	Anytime	UL	Brent	110	Bell did not call Facility delay
12/9/97	Craters & Freighters	2	0	Anytime	UL	Billy	110	Advised by BS tech that they have cable trouble
12/9/97	E. Iris Recording Studios	2	0	Anytime	UL	Brent	110	Steven @ BS said this BRI is ready. to Brent @11:15 12/10
12/9/97	Bankers Title	1	1	Anytime	TypeI	Brent	X	
12/8/97	EZ Systems	4	4	Anytime	UL	Billy	X	Was due on 12/08/97
12/9/97	The Horton Group	4	0	12:PM	UL	Dale	300	Cust not ready
12/9/97	The Foundation Group	2	0	5:PM		Billy	100	No BS Tech to work the cut.
12/9/97	Dalcon	24	24	5:PM		Dale	X	
12/9/97	DAILY TOTAL	46	31					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/10/97	Quality Medical Transcription	12	0	Anytime	UL	Dale	100	BS called 12/9 and stated that there is facility problems on this order
12/10/97	Associated Radiologists	1	0	Anytime	UL	Billy		
12/10/97	Tennessean Nashville Banner	1	0	Anytime	UL	Brent	110	
12/10/97	Quality Medical Transcription	1	1	Anytime	UL	Dale	X	
12/10/97	Chrisite Cookie	2	2	Anytime	UL	Brent	X	New location 1506 BS Doug called. To Brent 12/11
12/9/97	E. Iris Recording Studios	2	0	Anytime	UL	Brent	100	Billy tested and we are good at the access node, bad at cust location
12/10/97	State of the Art	6	6	8:AM	UL	Dale	X	
12/10/97	Nashville Computer Liquidators	24	0	Anytime	TypeIII	Billy	300	Cust. did not allow BS to install the T-1
12/10/97	**DAILY TOTAL**	**49**	**9**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/11/97	Summit Financial	0	0	Anytime	UL	Carson	300	Building owner would not allow Nextlink to install lines in this building
12/11/97	Gordian Health Solutions	24	0	Anytime	Type I	Billy	300	Cust not ready.
12/11/97	Professional Reprographics LLC	1	1	Anytime	UL	Brent	X	Dispatched to Brent 17:00 hrs
12/11/97	Associated Radiologist	1	1	Anytime	UL	Billy	X	Calvin called, gave to Brent 13:45
12/11/97	Ferguson Smith Architects	2	2	Anytime	UL	Billy	X	Doug called Disp to Billy 11:45
12/11/97	Programming Resources	1	1	Anytime	UL	Dale	X	Joel Called 12/10 this is ready to test. to dale 12/11
12/11/97	Hermitage Suite Hotel	1	1	Anytime	UL	Dale	X	Dispatched to Dale at 17:30 hrs.
12/11/97	JDK Enterprises	1	0	Anytime	UL	Carson	110	BS did not call
12/9/97	Craters & Freighters	2	2	Anytime	UL	Billy	X	
12/1/97	Eddie Warner Inc.	2	2	Anytime	UL	Brent	X	
12/11/97	Harlan Howard Songs	6	6	7:30AM	UL	Dale	X	
12/11/97	Nelson Capital	2	2	8:15AM	UL	Billy	X	BRI
12/11/97	Peterson Machinery & Co.	8	8	5:PM	UL	Dale	X	
12/11/97	Delta Data Systems	0	0	5:15PM	UL	Jeff	X	Move to access node on trouble ticket.
12/11/97	Water Systems	13	0	5:PM	UL	Brent	100	BS tech was unable to do this cut. Couldn't find circuits.
12/11/97	Water Systems	2	0	5:PM	UL	Brent	100	BRI
12/11/97	Concept Marketing	5	5	5:30PM	UL	Jeff	X	
12/11/97	Summit Financial	10	0	5:30PM	UL	Carson	300	Building owner would not allow Nextlink to install lines in this building
12/11/97	Sir Speedy Printing	5	5	6:PM	UL	Billy	X	
12/11/97	**DAILY TOTAL**	**86**	**36**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/12/97	Hermitage Hills Baptist Church	2	2	Anytime	UL	Carson	X	BRI Calvin called, to Carson at 1439
12/12/97	Everest Technologies	10	0	Anytime	UL	Billy	200	Nextlink paperwork incorrect on cut time.
12/12/97	Gordian Health Solutions	2	2	Anytime	Type I	Billy	X	BRI
12/12/97	Shirley Zeitlin	2	0	Anytime	UL	Brent	100	Not installed by BS. Calvin called and advised at 1750 hrs.
12/12/97	Computer Rentals	2	0	Anytime	UL	Billy	110	BS did not call
12/11/97	JDK Enterprises	1	1	Anytime	UL	Carson	X	Calvin stated this is in at 1900 hrs. to Carson @ 8AM 12/15
12/12/97	Pasta Shoppe	5	5	6:30AM	UL	Brent	X	
12/12/97	McCampbell & Associates	2	2	7:30AM	UL	Carson	X	

12/12/97	DAILY TOTAL	26	12					
	WEEKLY TOTAL		109					
TROUBLE TICKETS WORKED THIS WEEK		33						
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/15/97	Nashville Computer Liquidators	0	0	Anytime	TypeIII	Billy	X	Install T-1
12/15/97	Non Profit Services Inc.	0	0	Anytime	Type III	Billy		
12/15/97	Realty Executive	0	0	Anytime	Type II	Carson		Point to point T-1
12/15/97	Image III Inc	0	0	Anytime	UL	Dale	X	Joel/BS called, to Dale 16:15 This is ready for cut on 12/17
12/12/97	Computer Rentals	2	2	Anytime	UL	Billy	X	Doug/BS called 2 lines ready, to Billy 12:17
12/15/97	Computer Rentals	6	6	7:AM	UL	Billy	X	
12/15/97	Professional Reprographics, LLC	6	6	7:30AM	UL	Brent	X	
12/15/97	DAILY TOTAL	14	14					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/16/97	Commercial Parts & services	3	0	Anytime	UL	Brent		Doug@BS called and said this will not be in until 12/17(facilities)
12/16/97	Renal Care Group	0	0	Anytime	Type II	Carson		Pt to Pt T-1
12/16/97	Turnkey Business Systems	1	1	Anytime	Type III	Dale	X	Add one line for modem
12/9/97	Petra Capital	2	2	Anytime	UL	Brent	X	Calvin /BS called at 18:13
12/12/97	Shirley Zeitlin	2	2	Anytime	UL	Brent	X	Calvin/BS Called. To Brent 12:45
12/9/97	E. Iris Recording Studios	2	2	Anytime	UL	Brent	X	Steven @ BS said this BRI is ready. to Brent @16:20 12/16
12/16/97	Access Control Tech.	6	6	7:AM	UL	Brent	X	
12/16/97	Nelson Capital	8	8	7:AM	TypeI	Billy	X	Needs site Survey
12/16/97	In Review-Lyle Media Inc.	7	7	4:PM	UL	Carson	X	
12/16/97	The Foundation Group	2	2	5:PM	UL	Dave	X	
12/16/97	JACK morris Auto Glass	6	6	5:PM	UL	Dale	X	
12/16/97	Nashville Computer Liquidators	24	24	6:PM	TypeIII	Billy	X	
12/16/97	DAILY TOTAL	63	60					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/17/97	Telalink	23	23	Anytime	TypeI	Dave	X	PRI
12/17/97	Tom Barrow	0	0	Anytime	UL	Billy		4 new lines for later cut Per BS Facility delay
12/10/97	Tennessean Nashville Banner	1	1	Anytime	UL	Brent	X	Doug/BS called at 17:30 12/16 to Brent this AM
12/17/97	Medic One	1	1	Anytime	UL	Brent	X	Add one line for modem
12/17/97	Happy Times Travel	7	7	7:AM	UL	Brent	X	
12/17/97	Image III Inc.	11	11	7:AM	UL	Dale	X	
12/17/97	The College Crib	7	0	8:AM	UL	Billy	300	No customer
12/16/97	Abby Insurance Service	3	3	8:AM	UL	David M.	X	
12/17/97	Gary L Waltemath DDs	4	4	11:30AM	TypeI	Carson	X	
12/17/97	Morgage Investors Group	10	10	1:PM	TypeI	Billy	X	

12/17/97	Dixie Line Credit Union	5	5	4:PM	UL	Chad	X	
12/17/97	Nashville Office Interiors	3	0	5:PM	UL	Billy	300	Cust. requested reschdule/ customer did not know about the cut
12/17/97	Nashville Office Interiors (Cowan)	14	0	5:PM	UL	Billy	300	Cust. requested reschdule/ customer did not know about the cut
12/17/97	Burton Tally	0	0	5:PM	UL	Jeff	100	Move to access node. Second time Bell was not ready to cut
12/17/97	Sheer Genious	2	0	6:PM	UL	Brent	300	Cust did not show, Bell was scheduled for 5:PM ?????
12/17/97	**DAILY TOTAL**	**91**	**65**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/18/97	McGuigan & Associates	2	2	Anytime	UL	Billy	X	Joel/BS called, to Billy 16:09
12/18/97	Kruse & Assoc.	2	2	Anytime	UL	Brent	X	Russell/BS called. To Brent 15:15
12/18/97	American Independent Insurance	1	1	Anytime	TypeI	Brent	X	
12/16/97	Commercial Parts & services	3	3	Anytime	UL	Brent	X	Doug@BS called, to Brent
12/18/97	The Realty Center-18 Av S.	2	0	7:AM	UL	Brent	200	Nextlink problem with the way the BRI order. BS got it as 2 lines
12/18/97	The Realty Center-18 Av S.	9	0	7:AM	UL	Brent	200	Nextlink problem with the way the disc. order was placed
12/18/97	The Consulting Group	5	5	8:AM	UL	David M	X	
12/18/97	Medic One	2	2	Anytime	UL	David M	X	Joel/BS called to David M at 16:30
12/18/97	Dr James Dedmon	2	2	9:AM	UL	Carson	X	
12/18/97	Interlogics Inc.	7	7	1:30PM	UL	Billy	X	
12/18/97	Consumer Credit Counseling	11	11	4:30PM	UL	Chad	X	
12/18/97	C&C Mechanical, Inc	2	2	4:30PM	UL	Billy	X	BRI
12/18/97	C&C Mechanical, Inc	15	15	4:30PM	UL	Billy	X	
12/18/97	Nashville Office-Furn & Whse (Church)	17	0	5:PM	TypeIII	Carson	300	Channel Bank
12/18/97	Nashville Office-Furn & Whse (Church)	2	0	5:PM	UL	Carson	300	Same address as above. These are for alarms
12/18/97	Ferguson Smith Architects	5	5	5:PM	UL	Jeff	X	
12/18/97	Commercial Parts & Service	8	8	5:PM	UL	Brent	X	
12/17/97	Worthington Mortgage Group	4	4	5:PM	UL	David M	X	
12/18/97	**DAILY TOTAL**	**99**	**69**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/19/97	Insurevest	0	0	Anytime	TypeIII	Dale	X	
12/19/97	Gordian Health Solutions	24	0	Anytime	Type I	Billy	300	Customer not ready
12/19/97	Non Profit Services, Inc.	8	0	Anytime	TypeIII	Billy	100	BS has major facilities problems ETR 2/5/98
12/19/97	Harpeth Company Realtors	2	0	Anytime	UL	Brent	110	BS did not call
12/19/97	AAA Rentals	0	0	Anytime	UL	Billy	100	New line for cut Calvin called 17:21 To Billy @10:05 12/22 Not ready
12/19/97	Tom Barrow Company	9	9	6:30AM	UL	David M	X	
12/19/97	Package Products Co.	9	0	6:30AM	UL	Brent		
12/17/97	The College Crib	7	7	8:AM	UL	Billy	X	
12/19/97	Brian E. Devine, DDS	3	3	1:PM	UL	Billy	X	
12/19/97	TN Tribune	5	5	5:PM	UL	Dale	X	
12/19/97	Anthony J Cebrun Journalism Ctr	1	1	5:PM	UL	Brent	X	
12/19/97	Woodbury Corporation	6	6	6:PM	UL	David M	X	
12/19/97	**DAILY TOTAL**	**74**	**31**					

	WEEKLY TOTAL		239					
TROUBLE TICKETS WORKED THIS WEEK		34						
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/22/97	Harrison Brothers Insurance	0	0	Anytime	Type II	Carson		Pt to PT T-1
12/22/97	Peerman-Davis, Inc	6	6	Anytime	UL	Dale	X	Joel/BS called to Dale @ 14:00
12/22/97	Village Real Estate Services	2	2	Anytime	UL	Billy	X	Steven/BS called 12/19@1630 to Billy 12/22@745
12/22/97	Exhibit Success	1	1	Anytime	UL	Brent	X	Doug/BS called to Brent @12:45
12/22/97	Jones & Jones Construction	2	2	Anytime	UL	David M	X	Doug/BS called to David M @ 14:00
12/22/97	Optimum Solutions	2	2	Anytime	Type	Billy	X	
12/19/97	Harpeth Company Realtors	2	2	Anytime	UL	Brent	X	Steven/BS called, To Brent 10:00
12/10/97	Quality Medical Transcription	12	12	Anytime	UL	Dale	X	I called BS to get update they said this was comp. as of 12/19
12/22/97	Miles, Bell Inc.	6	6	7:30AM	UL	Dale	X	
12/22/97	Couriers Financial Responsibility	1	1	3:PM	UL	Carson	X	
12/19/97	King & Associates Insurance	3	3	3:PM	UL	Carson	X	Same Location
12/22/97	Kruse & Associates	2	0	9:AM	UL	Billy	100	BRI BS not engineered correctly.
12/22/97	Kruse & Associates	2	0	9:AM	UL	Billy	200	Same location as above Nextlink order to BS not correct.
12/22/97	Mayer International Marketing	3	0	9:AM	UL	David M	300	Cust did not show.
12/22/97	United_Service	1	0	4:30PM	UL	David M	100	Bell has not delivered the circuit
12/22/97	Aegis Analytical Labs	11	11	5:PM	UL	Brent	X	
12/22/97	Aegis Analytical 336 Hill Ave	1	1	5:PM	UL	Billy	X	
12/22/97	DAILY TOTAL	57	49					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/23/97	Pay Systems of America, Inc	2	0	Anytime	UL	Billy	110	BS did not call
12/23/97	Morgan Estates	2	0	Anytime	UL	Dale	110	BS did not call
12/23/97	Neely Coble Company	0	0	Anytime	TypeII	Carson		Pt to Pt T-1
12/23/97	RPM Managment	2	2	Anytime	TypeI	Billy	X	
12/23/97	O'Charley's	0	0	Anytime	TypeII	Carson		Pt to Pt T-1
12/23/97	First Choice Tours	0	0	Anytime	Type I	Brent		Move
12/23/97	AAA Rentals	5	5	3:PM	UL	Dale	X	
12/23/97	Fox Equipment	1	1	10:AM	UL	Brent	X	
12/23/97	Maddox Companies	8	8	4:PM	UL	David M	X	
12/23/97	Nashville Office Interiors	3	3	5:PM	UL	Billy	X	
12/23/97	Nashville Office Interiors (Cowan)	14	14	5:PM	UL	Billy	X	
12/23/97	Hughes Supply Inc.	17	17	5:30PM	UL	Brent	X	
12/23/97	DAILY TOTAL	54	50					
Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/24/97	Greg Rhodes	2	2	Anytime	UL	Brent	X	Calvin/BS called, to Brent 12/26 @ 0800
12/23/97	Morgan Estates	2	2	Anytime	UL	Brent	X	

12/24/97	Exhibit Success	4	4	8:AM	UL	Billy	X	
12/24/97	Morgan Estates	3	3	8:AM	UL	Brent	X	
12/24/97	Randall Dover	0	0	9:AM	UL	David M	X	Cut to access node on trouble ticket
12/24/97	Vision II Design	2	2	11:AM	UL	Billy	X	
12/24/97	**DAILY TOTAL**	**13**	**13**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/25/97								
12/25/97	**DAILY TOTAL**	**0**	**0**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/26/97	Behavioral Healthcare Corp.	6	6	Anytime	TypeIII	Brent	X	Trunks
12/26/97	Catalogue Music Corp.	5	5	Anytime	UL	Billy	100	Joel/BS called @ 16:35 to Billy,only one line is in called Joel
12/26/97	Behavioral Healthcare Corp.	6	6	Anytime	TypeIII	Brent	X	
12/26/97	Autographic Publishing	0	0	Anytime	UL	Brent		Move to access node
12/26/97	Behavioral Healthcare Corp.	0	0	Anytime	TypeIII	Brent	X	Move of existing lines
12/9/97	Innovative Accounts Management	2	2	Anytime	UL	Billy	X	
12/26/97	Pay Systems	13	13	8:AM	UL	David M	X	
12/26/97	Nashville Pride	6	6	8:AM	UL	Billy	X	
12/26/97	Peerman Davis Inc.	0	0	3:PM	UL	Brent	X	RCF Only
12/26/97	Holtkamp Greenhouses	11	11	5:PM	UL	Brent	X	Needs card 2-49 changed in access node
12/26/97	**DAILY TOTAL**	**49**	**49**					
	WEEKLY TOTAL		**161**					
TROUBLE TICKETS WORKED THIS WEEK		**25**						
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/29/97	A Action Insurance	2	2	Anytime	UL	Brent	X	BS did not call to Brent @ 0845
12/29/97	Renal Care Group 2100 West End	2	2	Anytime	UL	David M		Calvin/BS called to David @ 11:30
12/29/97	Grainger, Tucker & Tucker	2	2	Anytime	UL	Billy	X	Steve/BS called to Billy@11:30 no good to cust back to BS@1330
12/29/97	St. Cloud Medical	3	3	Anytime	UL	David M	X	Calvin/BS called to David @ 1530
12/29/97	Feldkircher Wire Fabrication	2	2	Anytime	UL	David M	X	BS did not call Turned up 12/30
12/19/97	AAA Rentals	1	1	Anytime	UL	David M	X	Calvin/BS called to David @ 1530
12/29/97	Monroe Harding Children's Home	10	0	6:AM	UL	David M	300	Cust did not show due to weather related problems
12/29/97	Package Products Co.	9	9	6:30AM	UL	Jeff	X	
12/29/97	Day Communications	6	6	8:AM	UL	Billy	X	
12/29/97	Andrew Interiors-Office	2	2	10:AM	UL	David M	X	
12/29/97	Quality Inn	11	11	1:PM	UL	Billy	X	
12/29/97	Bill Page	1	1	5:PM	UL	David M	X	
12/29/97	Rebel Hill Florist	6	6	5:30PM	UL	Brent	X	
12/29/97	**DAILY TOTAL**	**57**	**47**					

Date	Customer	Scheduled	Complete	Time	Type	Tech	Code	NOTES
12/30/97	21st Century Bookstore	1	0	Anytime	UL		110	BS did not call
12/30/97	Cary Limousine-1 Terminal Dr	2	0	Anytime	UL	David M	110	BS did not call
12/30/97	Nashville Cares	0		Anytime	Typel			This order is for dial tone only????????
12/30/97	Nashville Cares	0		Anytime	Typel			This order is for dial tone only????????
12/30/97	Nashville Cares	2	0	Anytime	Typel			BRI unable to build BRI out of slick at this time
12/30/97	Display Arts	7	7	7:30AM	UL	Billy	X	
12/30/97	Display Arts	2	2	7:30AM	UL	Billy	X	BRI
12/30/97	Nashville Cares	19	19	8:AM	Typel	Brent	X	
12/30/97	Everest Technologies	10	10	5:PM	UL	Billy	X	
12/30/97	A-Plus Reprographics	0	0	5:PM	UL	Jeff	300	Move to Access Node Cust. canceled due to weather
12/30/97	Feldkircher Wire Fabrication	9	9	6:PM	UL	David M	X	
12/30/97	Pro Systems	2	2	6:PM	UL	Brent	X	BRI
12/30/97	Pro Systems	7	7	6:PM	UL	Brent	X	
12/30/97	**DAILY TOTAL**	**61**	**56**					
Date	**Customer**	**Scheduled**	**Complete**	**Time**	**Type**	**Tech**	**Code**	**NOTES**
12/31/97	Brown's Investigation	2		Anytime	UL	Dale		
12/31/97	Byrd, Proctor, & Mills	1	0	Anytime	UL	David M	110	B/S did not call
12/31/97	21st Century Bookstore	1	1	Anytime	UL		X	
12/31/97	Remax-BCA Partners Kenner Av.	20	20	6:AM	UL	Chad	X	Changed first line of grn strt toloop
12/31/97	Lamar Advertising	13	13	7:AM	UL	Dale	X	NO BS/CO tech for this cut
12/31/97	Electric Technologies Inc.	5	0	7:AM	UL	Jeff	200	Cust told tech he did not know we were coming and could not ok the cut
12/31/97	Carey Limousine- Murfreesboro Pke	7	7	7:AM	UL	Billy	X	NO BS/CO tech for this cut. BS tech on site at 0810 HRS
12/31/97	Body Panels of Nashville	4	0	7:AM	UL	Brent	300	Cust did not show for cut.
12/31/97	Gen Hunter Corporation	4	4	8:AM	UL	David M	X	
12/31/97	Prop R Fit Shoes	3	3	8:AM	UL	Larry	X	
12/31/97	New Avenue Futon Shop-2628 Old Leb	1	1	9:AM	UL	Brent	X	
12/31/97	Adventureworks	2	0	10:AM	UL	Dale	100	Bell not ready
12/31/97	New Avenue Futon Shop-2710 Old Leb	1	1	11:AM	UL	Brent	X	
12/31/97	Grainger Tucker & Tucker	6	6	12:PM	UL	Billy	X	
12/29/97	Page Update Inc	10	10	6:PM	UL	Billy	X	
12/31/97	**DAILY TOTAL**	**80**	**66**					
	WEEKLY TOTAL		**169**					
TROUBLE TICKETS WORKED THIS WEEK								
	December TOTALS		**833**					
	December TARGET		**900**					
			-67					
TROUBLE TICKETS WORKED THIS MONTH		**208**						

231 Orders

CODES		
X = Complete		
100 = Bell South not ready		30
110 = Bell South did not call		
120 = Bell circuits did not meet specs.		
130 = Bell has no facilities at this time		
200 Nextlink Provisioning not ready		7
205 Nextlink switch not ready		
210 Nextlink transport not ready		
220 Nextlink installation not ready to install		
230 Nextlink no facilities to cut over		
240 Nextlink scheduled in error		
300 Customer not ready to cut		20
310 Customer equipment problems		
400 Partial cut see note		

January

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/2/98	The Horton Group	2	0	Anytime	UL	i01877	17140		1	BS did not call
1/2/98	Kruse & Associates	0	0	Anytime	TypeIII	A02319	18891	Dale	X	
1/2/98	Intercon Systems Inc.	3	3	Anytime	UL	i02350	19004	Billy	X	
1/2/98	ITSI	1	1	Anytime	UL	i02362	19035	David M	X	
1/2/98	All-Secure, Inc.	5	5	Anytime	UL	I02379	19066	Dale	X	
12/30/97	21st Century Bookstore	1	1	Anytime	UL	i02326	18920	Billy	X	
1/2/98	Catalogue Music Corp.	7	7	6:AM	UL	i02294	18764	Jeff	X	
1/2/98	Digitec	3	3	7:AM	UL	i02345	18985	David M	X	
1/2/98	Sheer Genious	2	2	12:PM	UL	I01560	15993	Dale	X	
1/2/98	Imprint Records, Inc.	13	13	2:PM	TypeI	i02429	1001529	Billy	X	
1/2/98	**DAILY TOTAL**	**37**	**35**							
	LINES TO CUT TOTAL FOR THIS WEEK	**37**								
	WEEKLY TOTALOF LINES TURNED UP		**35**							
	TROUBLE TICKETS WORKED THIS WEEK	7								

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/5/98	The Realty Center - 18 Av. S	2	2	Anytime	UL	I02181	18276	Brent	X	
1/5/98	United Service	1	0	Anytime	UL	I02296	18793	David M	1	Bad cable pr. we have been out two times on this.
1/5/98	G.S. Express	2	2	Anytime	UL	I02373	19055	Brent	X	
1/5/98	Intercon Systems Inc.	4	4	6:AM	UL	i02352	????	David M	X	Cust did not show
1/5/98	ITSI	6	6	6:AM	UL	i02362	19035	Dale	X	
1/5/98	Mark E Watson & Assoc.	2	2	7:AM	UL	I02358	19029	Brent	X	
1/5/98	Fraight Management	3	3	7:AM	UL	I02390	19102	Billy	X	
1/5/98	Cardilology Partners of America	2	0	Anytime	UL	I02359	19032	Herb	1	BRI--- BS did not call
1/5/98	Anderson Appriasal	6	6	4:PM	UL	I01681	16497	Dale	X	
1/5/98	Can-Do	7	7	5:PM	TypeIII	i02447	1001556	Carson	X	
1/5/98	Body Panels of Nashville	0	0	5:30PM	UL	i02374	19060	Brent	X	RCF only
1/5/98	**DAILY TOTAL**	**35**	**32**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/6/98	Renal Care Group 762 Melrose	2		Anytime	UL	i02324	18912	Dale	1	Steve/BS called To Dale @ 10:40
1/6/98	Starstruck	0		Anytime	TypeII	i02405	19130	Carson		T-1 for PRI
1/6/98	Retirement Planning Co-Jackson Assoc.	1	1	Anytime	UL	i02402	19125	Brent	X	
1/6/98	The Realty Planning Center 4311 Galatin	2		Anytime	UL	i02391	19104.	Herb	1	BS did not call
1/6/98	20-20 Research-Burton Hills	2	2	Anytime	TypeI	i02418/9		Dale	X	
1/6/98	Sanders Manufacturing	0		Anytime	UL	i02387	19082	Billy	1	BS did not call

1/6/98	Maddux Builders, Inc.	4	4	12:PM		i02406	19132	Billy	X	
1/6/98	James R. Pace	3	3	1:PM	Type I	i00025	1001516	Herb	X	
1/6/98	Digital Mix	3	3	5:PM	UL	i02381	19070	Carson	X	
1/6/98	Nextlink Regional Office	0	0	5:PM	XXX			Dale	X	
1/6/98	Champion Window & Enclosure	6	6	5:30PM	UL	i02383	19072	Herb	X	
1/6/98	The News Beacon	3	3	6:PM	UL	i02396	19118	Billy	X	Same location
1/6/98	The News Herald	3	3	6:PM	UL	i02398	19121	Billy	X	Same location
1/6/98	**DAILY TOTAL**	**29**	**25**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/7/98	Gordian Health Solutions	24	24	Anytime	Type I	A02095	1001418	Billy	X	
1/7/98	The Realty Center 4311 Gallatin Rd	6	0	Anytime	UL	i02392	19106	Herb	16	Cust not ready
1/7/98	World Wide	3	3	8:AM	UL	i02410	19137	Dale	X	
1/7/98	Kruse & Associates	2	2	3:PM	UL	i02239	18528	Billy	X	
1/7/98	Kruse & Associates	2	2	3:PM	UL	i02250	18613	Billy	X	
1/7/98	Andrew W Byrd & CO LLC	5	5	4:30PM	UL	i02254	18650	Herb	X	
1/7/98	Nashville Office Furnatur & Whse (Church)	17	17	5:PM	TypeIII	i01972	17576	Carson	X	
1/7/98	Nashville Office Supply (Church)	2	2	5:PM	TypeIII	i01982	17576	Carson	X	
1/7/98	Express Personnel Service	9	9	5:PM	UL	i02394	19111	Dale	X	
1/7/98	Circle Delivery	11	11	9:PM	UL	i02369-72	19050-3	Brent	X	
1/7/98	**DAILY TOTAL**	**81**	**75**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/8/98	Adventureworks	2	2	Anytime	UL	i02360	19033	Dale	X	Joel/bs 1745 called. To Dale 1/9 AM
1/8/98	Starstruck Entertainment	23	23	Anytime	TypeII	i02407		Carson	X	PRI
1/8/98	Gordian Health Solutions	2	2	Anytime	TypeI	i02109	18046	Billy	X	
1/8/98	Belle Meade	1	0	Anytime	UL	i02328	19168	Herb	1	BS did not call
1/5/98	Cardilology Partners of America	2x	2	Anytime	UL	I02359	19032	Herb	X	BRI--- BS did not call on due date, completed this date. Gave to JIM
1/8/98	Monroe Harding Children's Home	10	10	7:AM	UL	i02278	18709	David M	X	
1/8/98	Bean Central West End	2	0	10:AM	UL	i02438	19201	Billy	10	BRI Cust was not told any details of what was involved on the cut
1/8/98	Bean Central West End	2	0	10:AM	UL	i02442	19205	Billy	10	Cust was not told any details of what was involved on the cut
1/8/98	Crimson Productions	3	3	10:AM	UL	i02430	19172	Brent	X	
1/8/98	Singers Haven	2	2	12:PM	UL	i02450	19218	Herb	X	
1/8/98	Bean Central Hillsboro PKE	1	0	1:PM	UL	i02444	19211	Carson	5	Bell not engineered
1/8/98	Bean Central Hillsboro PKE	2	2	1:PM	UL	i02446	19212	Carson	X	BRI
1/8/98	McGarr & Associates	3	3	4:PM	UL	i02411	19138	Dale	X	
1/8/98	A-Plus Reprographics	0	0	5:PM	UL	c02347	18991	Brent	X	Move Cust to access node
1/8/98	**DAILY TOTAL**	**53**	**49**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/9/97	All Secure, Inc.		11	11	Anytime	UL	i02382	19075	Herb	X	Doug/BS called. To Herb @ 1145.
1/9/98	AJAX Tuner		3	3	Anytime	UL	i02435	19189	Carson	X	
1/9/98	Dalcon Technologies		0	0	Anytime	Typel	A02437	19199	Dale	X	Order for T-1
1/9/98	Display Arts		2	2	7:30AM	UL	i02315	18862	Billy	X	
1/9/98	Morrison & Dyer		4	4	10:AM	UL	i02412	19139	Brent	X	
1/8/98	Bean Central West End		2x	2	11:AM	UL	i02438	19201	Billy	X	BRI Cust was not told any details of what was involved on the cut
1/8/98	Bean Central West End		2x	2	11:AM	UL	i02442	19205	Billy	X	Cust was not told any details of what was involved on the cut
1/8/98	Bean Central Hillsboro PKE		1x	1	1:PM	UL	i02444	19211	Carson	X	
1/9/98	Zebra Productions		1	1	12:PM	UL	i02432	19180	Carson	X	
1/9/98		**DAILY TOTAL**	**21**	**26**							
		LINES TO CUT TOTAL FOR THIS WEEK	**219**								
		WEEKLY TOTALOF LINES TURNED UP		**207**							
		TROUBLE TICKETS WORKED THIS WEEK	41								

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/12/98	Can Do	ADD	1	0	Anytime	UL	i02470	19292	Carson	1	BS did not call
1/12/98	South & Western Hosiery, Inc.		2	0	Anytime	UL	i02455	19241	Brent	1	BS did not call
1/12/98	Allmedia Design		2	0	Anytime	UL	i02460	19257	Billy	9	Nextlink CO equip has bad LEN
1/12/98	Southeastern Mortgage of TN		5	0	Anytime	UL	i02472	19296	Herb	1	BS did not call
12/31/97	Byrd, Proctor, & Mills		1x	1	Anytime	UL			David M	X	To David M @ 12:50
1/12/98	Autographic Publishing		0	0	8:AM	UL	c02327	18924-i	Herb	10	Move cust. to access node Nextlink did not schedule with B/S
1/12/98	Mayer, International Marketing		3	3	8:30AM	UL	i02252	18635	Dale	X	
1/12/98	Allmedia Design		2	2	10:AM	UL	i02459	19254	Carson	X	
1/12/98	McGuigan and Associates		5	5	1:PM	UL	i02454	19238	Herb	X	
1/12/98	Circle Delivery		1	1	1:PM	UL	i02369-72	19050-3	Brent	X	
1/12/98	The Horton Group		4	4	5:PM	UL	i01876	17135	Dale	X	
1/12/98	AJAX Tuner		14	14	5:PM	UL	i02436	19191	Carson	X	
1/12/98	Gordian Health Systems		0	0	5:PM	Typel		1001418	Billy	X	RCF's only
1/12/98	The Horton Group		6	6	5:PM	UL	i01876	1001319	Dale	X	
1/12/98		**DAILY TOTAL**	**45**	**36**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/13/98	Group Source Travel	ADD	2		Anytime	UL	i02488	19343	Dale	1	BS did not call
1/13/98	Career Resources		3		Anytime	UL			Carson	1	BS did not call
1/13/98	Maureen H. Smith		1	1	Anytime	UL	i02486	19339	Billy	X	

1/13/98	The Realty Center 18 Av. S	9	0	7:AM	UL	i02182	18279	Dale	1	BRI has not been installed by BS
1/12/98	Autographic Publishing	0	0	8:AM	UL	c02327	18924-i	Larry	X	Move cust. to access node Nextlink did not schedule with B/S
1/13/98	Preferred Planning	1	1	8:AM	UL	i02473	19298	Carson	X	
1/13/98	Group Benefit Systems	3	0	9:AM	UL	i02476	19305	Billy	1	BS not wired
1/13/98	Boone Brandon Johnston & Evans	6	0	9:AM	UL	i02457	19243	Billy	1	BS not wired
1/13/98	Joe Carpenter	1	0	9:AM	UL	i02477	19309	Billy	1	BS not wired
1/13/98	Shirly Zeitlin Hillsboro Pke	22	0	9:AM	TypeI			Herb	13	Fibers that we were told were good are in use already
1/13/98	Preferred Planning	5	2	10:AM	UL	i02465	19281	Dale	X	
1/13/98	**DAILY TOTAL**	**53**	**4**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/14/98	The Realty Center 4311 Gallatin Rd		6x		Anytime	UL	i02392	19106	Herb	1	Cust not ready
1/14/98	The Realty Planning Center 4311 Galatin		2x		Anytime	UL	i02391	19104,	Herb	1	BS did not call
1/14/98	Sanders Manufacturing		0		Anytime	UL	i02387	19082	Dale	1	BS did not call
1/14/98	New Beginning		0		Anytime	Type II	i02508	19385	Carson		Point to Point T-1
1/14/98	Country Song		0		Anytime	TypeII			Carson		Point to Point T-1
1/12/98	South & Western Hosiery, Inc.		2x	2	Anytime	UL	i02455	19241	Dale	X	
12/17/97	Tom Barrow		4x	3x	Anytime	UL			Billy	1	3 of the four lines are in waiting on the fourth
1/8/98	Belle Meade		1x	1	Anytime	UL	i02328	19168	Herb	X	
1/14/98	Harpeth Company Realtors-Hillsboro		7	0	7:AM	UL	i02456	19242	Dale	1	No switch tech scheduled for CO
1/14/98	Dale Rosenburg & Kleinfelter		6	6	7:15AM	UL	i02464	19273	Billy	X	
1/14/98	American Home Design		3	0	8:AM	UL	i02507	19382	Herb	16	Customer did not show for cut
1/14/98	Harpeth Company Realtors-Greenhills Mall		3	3	9:AM	UL	i02466	19282	Dale	X	
1/12/98	Can Do	ADD	1x	0	12:PM	UL	i02470	19292	Carson	9	No Rcfs ordered
1/14/98	Sanders Manufacturing		13	0	4:30PM	UL	i02387	19082	Dale	10	1 new line for cut missing
1/14/98	Cooper Love & Jackson		30	0	4:30PM	UL	i02426	19159	Billy	10	Cust did not know that we were coming to do this cut
1/14/98	Southeastern Mortgage of TN		14	14	5:PM	UL	i02474	19302		X	Cut went to 10:30PM, BS problems, cust Vender did not show for cut
1/14/98	BLT Managment Inc.		5	5	5:PM	UL	i02500	19367	Carson	X	
1/14/98	**DAILY TOTAL**		**81**	**31**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/15/98	Mapco Petroleum		0	0	Anytime	TypeII	i02408	19135	Herb		
1/15/98	Non Profit Services, Inc	ADD	8	8	Anytime	TypeIII		1001554	Dale		
1/15/98	Computerbiz, Inc.		4	0	Anytime	UL	i02525	19449	Carson		BS called. to carson he checked 3 good 1 bad
1/15/98	Computerbiz, Inc.		4	4	Anytime	UL	i02525	19449	Carson		
1/15/98	United Warehouse		0	0	Anytime	Type II	i02517	19430	Herb		
12/17/97	Tom Barrow		4x	4	Anytime	UL			Billy		3 of the four lines are in waiting on the fourth
1/15/98	Tennessee Vally Paytel		1	1	7:AM	UL	i02531	19467	Brent	X	Same address diff. locations

1/15/98	Tennessee Vally Paytel		1	1	7:AM	UL	i02532	19468	Brent	X	Same address diff. locations
1/15/98	Tennessee Vally Paytel		1	1	7:AM	UL	i02530	19466	Brent	X	Same address diff. locations
1/14/98	Harpeth Company Realtors-Hillsboro		7x	7	8:AM	UL	i02456	19242	Dale	X	
1/15/98	Creative Display Inc.		5	5	11:AM	UL	i02503*	19369*	Brent	X	
1/12/98	Can Do	ADD	1x	1	12:PM	UL	i02470	19292	Carson	X	
1/15/98	M.R Dillard Constructions		5	5	12:PM	UL	i02498	19360	Dale	X	
1/15/98	M.R Dillard Paving-Mechanical		4	4	2:PM	UL	i02505	19379	David M	X	
1/15/98	PFI		0	0	4:PM	UL	c02512	19419	Brent	X	Remove MSDT and change to UL
1/15/98	Corporate Developement		0	0	4:PM	UL	c02534*	19482*	Brent	X	Moving cust off MSDT to UL, and removing the MSDT
1/15/98	Career Resources		4	4	5:PM	Type III	i02502	1001562	Dale	X	
1/15/98		**DAILY TOTAL**	**37**	**45**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/16/98	Creative Designs		1		Anytime		i02565	19545	Brent		
1/16/98	Apt. Finders of Nashville		1	1	Anytime	UL	i02562	19543	Brent		Doug/BS called for to Brent @ 1300 1/19
1/16/98	Dalcon Technologies		2	0	Anytime				Dale	16	Cust. wants this on hold
1/16/98	Dalcon Technologies		24	0	Anytime	Type I			Dale	16	Cust. wants this on hold
1/19/98	Radar Business	ADD	1	1	Anytime	UL	i02573	19625	Carson		Steven/BS called. To Dale @ 10:21
1/15/98	Computerbiz, Inc.		4x	4	Anytime	UL	i02525	19449	Carson	X	
1/16/98	Arcade Company Inc.		2	2	7:AM	UL	i02550	19522	Dale	X	
1/16/98	Tennessee Vally Paytel		1	1	7:AM	UL	i02538	19509	Brent	X	Same address
1/16/98	American Home Design		3x	3	8:AM	UL	i02507	19382	Herb	X	
1/16/98	Sanders Manufacturing		13x	0	1:30PM	UL	i02387	19082	Dale	16	Cust wants vender present for cut
1/16/98	EMC Structural		6	6	3PM	UL	i02509	19394	Billy	X	
1/16/98	Associated Benefit Concepts		4	4	5:PM	UL	i02555	19526	Dale	X	
1/16/98	Apartment Selector		9	9	5:PM	UL	i02510*	19403*	Carson	X	
1/16/98	Tennessee Career College		0	0	5:PM	UL	c02520	19434	Herb	X	Move all circuits to the Donelson Access node
1/16/98	Kruse & Associates		23	23	6:PM	TypeII	i02403	1001525	Brent	X	
1/16/98		**DAILY TOTAL**	**74**	**54**							
		LINES TO CUT TOTAL FOR THIS WEEK	**290**								
		WEEKLY TOTALOF LINES TURNED UP		**170**							
		TROUBLE TICKETS WORKED THIS WEEK	35								

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/19/98	Computerbiz	22	0	Anytime	UL	i02524	19450	Herb	16	Calvin/BS Building not ready. Notified Cristi B. of problem
1/19/98	Little John Engineering	2	2	Anytime	UL	i02554	19525	Brent	1	Doug/BS call
1/19/98	FormService	0	0	Anytime	UL	i02448	19463	Billy	1	BS did not call

1/16/98	Incon Care	2	0	Anytime	UL	i02575	19632	Carson	1	BS did not call / Move all circuits to the Donelson Access node
1/19/98	Document Systems & Solutions, LLC	1	0	Anytime	UL	i02577	19639	Dale	1	BS did not call
1/19/98	Behavioral Health Care	3	3	Anytime	Typel	i02637		Brent	X	
1/19/98	Singers Haven	1	0	Anytime	UL	i02622	19796	Billy	1	BS did not call
1/6/98	Renal Care Group 762 Melrose	2x	2	Anytime	UL	i02324	18912	Dale	X	Steve/BS called To Dale @ 10:40
1/19/98	Tennessee Vally Paytel	1	1	7:AM	UL	i02537	19487	Brent	X	
1/16/98	Tennessee Vally Paytel	1	1	7:AM	UL	i02540	19491	Brent	X	Same address
1/19/98	Landmark Realty	11	11	7:30AM	UL	i02487*	19342*	Herb	X	
1/19/98	Creative Design	2	2	8:AM	UL	i02565	1001583	Carson	X	
1/19/98	F. Scotts	6	0	8:AM	UL	i02481	19433	Dale	16	Cust. did not show for cut
1/19/98	Rock solid Security	6	6	10:AM	UL	i02558	19531*	Brent	X	
1/19/98	Delta Imaging Systems INC Nashville	2	2	2:PM	UL	i02527	19456	Carson	X	BRI
1/19/98	Delta Imaging Systems INC Nashville	6	6	2:PM	UL	i02526	19455	Carson	X	Same Location
1/16/98	Sanders Manufacturing	13x	0	4:30PM	UL	i02387*	19082*	Dale	11	Hunt groups not ordered correctly
1/19/98	Shepherd Financial Group	12	0	5:PM	UL	i02529	19465*	Herb	1	BS says they did not recieve the order
1/19/98	Mechanical Pipe Supply	10	10	6:PM	UL	i02521	19441	Brent	X	
1/19/98	**DAILY TOTAL**	**88**	**46**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/20/98	Great Southern Homes	ADD	2	2	Anytime	UL	i02589	19674	Herb		Calvin/BS Called To Herb @ 0900 hrs.
1/20/98	The Realty Center 18 Av S		2	0	7:AM	UL	i02181	18276	Brent	16	Cust did not show for cut
1/20/98	The Realty Center 18 Av S		9x	0	7:AM	UL	i02182	18279	Brent	16	Cust did not show for cut
1/13/98	Shirly Zeitlin Hillsboro Pke		22x	22	9:AM		i02571	1001587*	Herb	X	
1/20/98	Tennessee Vally Paytel		1	0	7:AM	UL	i02541	19493	Billy	1	BS is unable to get a Tech, to work this order
1/20/98	Nashville Communications Center		0	0	8:30AM	UL	c02586	19660	Larry	X	Move all lines to access node
1/20/98	Associated Talent Inc.		11	11	8:30AM	UL	i02547	19513	Dale	X	
1/20/98	RemindAmerica		4	4	9:AM	UL	i02580	19650	Billy	X	
1/20/98	Adagio		1	1	9:AM	UL	i02588	19666	Herb	X	
1/20/98	Mid South Cleaning		9	9	10:AM	UL	i02535	19486	Brent	X	
1/20/98	Document Systems & Solutions,LLC		5	5	5:PM	UL	i02576	19636	Dale	X	
1/20/98	**DAILY TOTAL**		**35**	**54**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/21/98	American Home Design	2	2	Anytime	UL	i02579	19643	Billy	x	BRI BS did not call
1/21/98	Little John Engineering	2	2	6:30AM	UL	i02551	19523	Brent	X	
1/21/98	Little John Engineering	9	9	6:30AM	UL	i02548	19520	Brent	X	
1/21/98	Telalink PBX	11	0	7:AM	Typel	i02572	1001595	Herb	12	
1/21/98	Skip Stevens Promotions	5	5	7:AM	UL	i02578	19642	Larry	X	

1/21/98	Delta Imaging Systems, INC		1	1	8:AM	UL		19457	Laural	X	
1/19/98	F. Scotts		6x	6	9:AM	UL	i02481	19433	Dale	X	
1/21/98	Non Profit Service, Inc.		9	9	1:PM	TypeIII	i02280	19514	Brent	X	
1/21/98	Clara Womack--Nashville Nepghrology		5	5	1:30PM	UL	i02599	19703	Billy	X	
1/21/98	RPM Management	ADD	8	8	4:30PM	TypeI	i02602	1001605	Billy	X	209 10th Ave. S. , suite 229 (cummins station)
1/21/98		**DAILY TOTAL**	**52**	**47**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/22/98	Allmedia Design		2x		Anytime	UL	i02460	19257	Billy		
1/13/98	Group Source Travel	ADD	2x	2	Anytime	UL	i02488	19343	Billy	X	
1/22/98	Medic One		1	1	Anytime	UL	i02628	19830	Carson	X	Mitch/BS called To Brent @945 hrs 1/21
1/19/98	Doubletree Guest Suites		9	9	4:30AM	UL	i02561*	19538*	Billy	X	Same Location
1/19/98	Doubletree Guest Suites		20	20	4:30AM	UL	i02481	19317	Billy	X	Same Location
1/19/98	Doubletree Guest Suites		2	2	4:30AM	UL	i02560	19536	Billy	X	Same Location
1/22/98	Country club Enterprises		10	0	7:AM	UL	i02587	19662	Brent	16	Cust did not show
1/22/98	Tennessee Trucking Association	MOVE	0	0	7:AM	UL	c02593	19688	Herb	X	
1/22/98	WJXA		11	11	9:AM	UL		1001629	Herb	X	
1/22/98	WJXA		24	0	6:PM	UL	i01630*	1001626	Billy	15	Channel bank defective
1/22/98		**DAILY TOTAL**	**77**	**45**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/23/98	United Warehouse	MOVE	0	0	Anytime				Herb	X	
1/23/98	United Service	MOVE	0	0	Anytime				Herb	X	
1/23/98	Wyer Creative		8		Anytime	UL	i02606	19752	Billy	1	BS did not call
1/23/98	Wyer Creative-Sub-let		8		Anytime		i02605	19753	Billy	1	BS did not call
1/23/98	Agape Adoption	ADD	2	2	Anytime	UL	i02638	19884	Brent	X	Glen/BS To Brent @ 930 hrs
1/23/98	The Ingram Group		0	0	Anytime	TypeII	i02636	19879	Carson	X	Cust. moving
1/23/98	The Ingram Group		0	0	Anytime	UL	i02636	19879	Carson	X	Steve/BS Called To Carson @ 1010 hrs
1/23/98	City Wraps Cafe		3		Anytime	UL	i02639	19887	Brent	1	Steve/BS called this is in jepordy for today tech too busy to get to
1/23/98	Basic Communications		3	3	Anytime	UL	i02652*	19955*	Brent	X	3 lines
1/23/98	Basic Communications		4		Anytime	UL	i02652*	19955*	Brent	1	BS did not call
1/22/98	Country club Enterprises		10x	10	8:AM	UL	i02587	19662	Brent	X	
1/23/98	Progressive Productions		2	2	11:AM	TypeI	i02646	1001624	Carson	X	
1/23/98	Continental Vinal		47	47	2:PM	UL	i02393*	19115*	Billy	X	
1/23/98	Holland, Beam, Warden & Mitteldorf		6	6	5:PM	UL	i02581	19654	Carson	X	
1/23/98		**DAILY TOTAL**	**83**	**70**							
	LINES TO CUT TOTAL FOR THIS WEEK		**335**								
	WEEKLY TOTALOF LINES TURNED UP			**262**							

TROUBLE TICKETS WORKED THIS WEEK 41

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/26/98	Celluar One	0	0	Anytime		i02601	19733	Brent		3 new T-1s
1/26/98	Wyer Creative sublet II	2	0	Anytime	UL	i02668	20026	Billy	1	BS did not call
1/26/98	Southeastern Mortgage	2		Anytime	UL	i02659	19995	Herb		to Herb @ 15:12 1600 lines not there back to BS
1/26/98	Continental Vinal	4	4	Anytime	UL	i02669	20029	Billy	X	Calvin /BS called To Billy @ 11:45 AM Checked one line bad B-To-BS
1/26/98	Infrastructure Corp. of America	5		Anytime	UL	i02670	20030	Carson	1	BS did not call
1/26/98	Computerbiz	0	0	Anytime	UL			XXX		Pt to Pt T-1
1/26/98	Davenport & Associates	6	6	7:AM	UL	i02621*	19800*	Billy	X	
1/26/98	WJXA	2	2	9:AM	UL	i01637	1001627	Herb	X	
1/26/98	Stone Container	12	12	5:PM	UL	i02623*	19804*	Dave M	X	
1/26/98	**DAILY TOTAL**	**33**	**24**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/27/98	Genesis Learning Ctr-Emory Dr	2	2	Anytime	UL	i02681	20053	Billy	X	BRI
1/27/98	Genesis Learning Ctr-Allied Dr	2	2	Anytime	UL	i02684	20059	Carson	X	BRI Doug/BS called. to Carson @ 1345
1/27/98	Legal Aid Society	0	0	Anytime	TypeII			XXX	X	Pt to Pt T-1
1/27/98	Associated Radiologist	1	1	Anytime	UL			Herb	X	
1/26/98	Wyer Creative sublet II	2x	2	Anytime	UL	i02668	20026	Billy	X	
1/26/98	Infrastructure Corp. of America	5x	5	Anytime	UL	i02670	20030	Carson	X	Doug?BS Called. To Carson @ 1315 hrs
1/27/98	Richards and Richards	1	1	8:AM	UL			Brent	X	
1/27/98	Richards and Richards	1	1	8:AM	UL			Mike	X	
1/27/98	Richards and Richards	5	5	8:AM	UL			Dale	X	
1/27/98	Alexander Metal Inc	11	11	5:PM	UL	i02629*	19840*	Herb	X	
1/27/98	Oak Tree Communications	5	5	5:PM	UL			Billy	X	
1/27/98	**DAILY TOTAL**	**28**	**35**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/28/98	Tn Tribune ADD	1	0	Anytime	UL			Brent	1	BS did not call
1/28/98	Cox, Levan, Sprader & Patton	11	11	Anytime	UL	i02688	20080	Herb	X	
1/28/98	Fuller_Insurance_Agency ADD	1		Anytime	UL	i02686	20068	Dave M	1	BS did not call
1/28/98	Halo Technologies(formerly Voice Alert)	0	0	Anytime	UL			Herb	1	BS did not call
1/23/98	Wyer Creative	8x	8	Anytime	UL	i02606	19752	Billy	X	Steve/BS called To Billy @ 715 hrs
1/23/98	Wyer Creative-Sub-let	8x	8	Anytime		i02605	19753	Billy	X	Steve/BS called To Billy @ 715 hrs
1/23/98	City Wraps Cafe	2x	2	Anytime	UL	i02639	19887	Billy	X	
1/20/98	Tennessee Vally Paytel	1x	1	7:AM	UL	i02541	19493	Brent	X	BS is unable to get a Tech, to work this order

1/28/98	Acelink Communications		2	2	8:AM	UL	i02695	20089	Carson	X	BRI
1/28/98	Acelink Communications		2	2	8:AM	UL	i02693	20087	Carson	X	
1/28/98	Genesis Learning Ctr-Emory Dr		2	2	9:AM	UL	i02682	20055	Billy	X	
1/28/98	Chanell's Pizza		6	6	10:AM	UL	i02661	20010	Herb	X	
1/28/98	Chanell's Pizza		6	6	2:PM	UL			Herb	X	
1/28/98	Frito Lay, Inc.		9	9	3:PM	UL	i02663*	20018*	Dave M	X	
1/28/98	Genesis Learning Ctr-Allied Dr		5	5	3:30PM	UL	i02685	20062	Carson	X	
1/28/98	Shepherd Financial Group		12x	12	5:PM	UL	i02529	19465*	Brent	X	
1/28/98	Burton Tally		0	0	5:PM	UL	c02057	17863*	Dave M	X	
1/28/98	International Diverse Foods		15	15	5:PM	UL	i02516	19427	Dale	X	TRKS + 200 dids
1/28/98	Laser Plus		7	7	5:30PM	UL	i02666	20023	Mike	X	
1/28/98	Laser Plus		1	1	5:30PM	UL	i02710	20131	Mike	X	
1/28/98	Century Mortgage Corp		13	0	6:PM	UL	i02651	19946	Carson	1	BS not ready to cut. CO was not wired
1/28/98		**DAILY TOTAL**	**81**	**97**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/29/98	Mapco Petroleum		0		Anytime	TypeIII	i02409*	19142*	Billy		12 trks on PRI
1/29/98	Saber Industries		2		Anytime	UL	i02703	20110	Dave M		BRI
1/29/98	Day Communications		2	2	Anytime	UL			Carson	X	4810/BS called To Carson @ 1340 hrs
1/29/98	Gambro Healthcare		23	23	Anytime	TypeI			Dale	X	
1/28/98	Fuller Insurance Agency	ADD	1x	1	Anytime	UL	i02686	20068	Dave M	X	4813/BS Called. to David M @ 1255 hrs
1/29/98	Cooper Love & Jackson		30x	30	4:30PM	UL	i02426	19159	Billy	X	
1/29/98	Rogers Manufacturing		9	9	4:30PM	UL			Mike	X	
1/26/98	WJXA		24x	24	6:PM	UL	i01637	1001627	Dale	X	
1/29/98	Psychiatric Solutions Inc.		7	7	6:PM	UL			Brent	X	
1/29/98		**DAILY TOTAL**	**43**	**96**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
1/26/98	Celluar One	0x	0	Anytime		i02601	19733	Brent		3 new T-1s
1/30/97	Remax 1st Advantage	10	0	Anytime	UL			Carson	1	4501/BS stated this is on hold for facilities and is due 2/21/98
1/30/97	Avalon Entertainment	2	2	Anytime	UL	I02739	22385	Herb	X	4810/BS called to Herb 1430 1/29
1/30/97	King & Ballow	0	0	Anytime	UL			XXX		PT to PT T-1
1/30/97	Gordian Health Solutions	4	4	Anytime	TypeI			Brent	X	
1/23/98	Basic Communications	4x	4	Anytime	UL	i02652*	19955*	Brent	X	4514/BS called To Brent @ 1615 hrs 1/29
1/21/98	Telalink PBX	11x	11	7:AM	TypeI	i02572	1001595	Billy	X	
1/30/97	David Preston Allard Architect	3	3	7:AM	TypeI			Dave M	X	
1/30/97	Caldwell Banker Andrews & Assoc	20	0	7:AM	UL			Herb	9	Sent wrong info to BS and the cut would have resulted in lossof lines
1/30/97	FS of TN-DBA Fantastic Sams	4	4	8:15AM	UL			Brent	X	

1/30/97	Rogers & Thomas an Entertainment Co.	2	2	9:30AM	UL			Dale	X	
1/30/97	Scott Sales	11	0	5:PM	UL	i02691*	20099*	Brent		
1/30/97	**DAILY TOTAL**	**56**	**30**							
Date	**Customer**	**Sch**	**Com**	**Time**	**Type**	**Eastland**	**PON**	**Tech**	**Code**	**NOTES**
1/31/97	Basic Communications	0		9:AM	UL			Brent		RCFs Only
1/31/97	**DAILY TOTAL**	**0**	**0**							
	LINES TO CUT TOTAL FOR THIS WEEK	**241**								
	WEEKLY TOTALOF LINES TURNED UP		**282**							
	TROUBLE TICKETS WORKED THIS WEEK	42								
	JANUARY TOTAL LINES TURNED UP		**956**							
	JANUARY LINE TARGET		**952**							
			4							
	JANUARY TOTAL LINES SCHEDULED	**1122**								
	JANUARY LINE TARGET	**952**								
		170								
	TROUBLE TICKETS WORKED IN JANUARY	166								
	Total Orders sent to BellSouth	268								
	Total Orders Missed by BellSouth	39	**14.50%**							
	Total Orders Missed by NEXTLINK	12	**4%**							
	Total Order Missed by Customers	10	**3%**							
	Supp-ed Reason Codes									
	RBOC Facilities PF-	- 01	38							
	Disconnect in Error	- 02								
	Integrated SLC No Dispatch	- 03								
	Order Worked Early	- 04								
	RBOC No Engineering	- 05	1							
	RBOC No CO Tech	-06								
	RBOC No Outside Tech	-07								
	RBOC Complex Translations	-08								
	Nextlink Provisioning	-09	3							
	Nextlink Order Fulfillment	-10	5							

Nextlink Sales Engineer (ordered wrong)	- 11	1
Nextlink Transport	- 12	1
Nextlink Engineering	- 13	1
Nextlink CO	- 14	
Nextlink Install	- 15	1
Customer	- 16	10
400 Partial cut see note		

Febuary

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/2/98	Nashville Auto Diesel College	0	0	Anytime	typeII			Herb	X	T-1 for PRI
2/2/98	Jennifer Deal	2	2	Anytime		i02749	22465	Dale	X	4814 called to Dale @ 16:30 hrs
2/2/98	Therapeutic Antibodies Inc	2	2	Anytime	UL	i02716	20185	Billy	X	Good at the access node, bad to the demark
2/2/98	Digitec	2	0	Anytime	UL	i02756	22479	Brent	1	4514 called this order is in jepordy due to a bad cable pair
2/2/98	Lan Connects, Inc.	0	0	Anytime	TypeII			XXX	X	PT to PT T-1
2/2/98	Robinson & Williams	10	10	Anytime	TypeI			Brent	X	
2/2/98	Halo Technologies (formerly Voice Alert)	4	4	Anytime	UL	i02755	22478	Herb	X	4506 Called to Herb @ 1315 hrs.
1/29/98	Saber Industries	2x	2	Anytime	UL	i02703	20110	Dave M	X	BRI to David this AM
1/28/98	Tn Tribune ADD	1x	1	Anytime	UL			Brent	X	
2/5/98	Allmedia Design	2	2	Anytime	UL	i02460	19257	Billy	x	4813 called to Billy @ 1430 hrs
2/2/98	Liberty Inn	5	5	1:PM	UL	i02572*	22470*	Carson	X	
2/2/98	**DAILY TOTAL**	**27**	**28**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/3/98	Hot Hits	2	2	Anytime		i02778	22549	Herb	X	4813 called to Herb @ 1200 hrs
2/3/98	M.R. Dillard Mechanical	3	3	Anytime		i02785	22569	Carson	X	4804 Called To Carson @ 1245 hrs
2/3/98	Max Paton Realty Service	4	0	Anytime		i02776	22547	Dale	12	Bad LEN at Donelson Access Node Sup this order
1/30/97	Remax 1st Advantage	10x	10	Anytime	UL			Carson	X	4514 called to Carson @ 1640 hrs
2/3/98	Turrentine Salvage	4	4	7:AM	UL	i02781	22551	Brent	X	
2/3/98	Get It Guru, Inc	3	3	9:AM	UL	i02760	22508	David M	X	
2/3/98	Parthenon Properties	7	7	11:AM	UL	i02654*	19964*	Carson	X	
2/3/98	Techtronics	4	4	11:AM	UL	i02768	22531	Herb	X	
2/3/98	M & A Supply Company	12	12	3:30PM	UL	i02733	22350	Dale	X	
2/3/98	**DAILY TOTAL**	**39**	**45**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/4/98	Holly & Harmon Public Relations	2		Anytime	UL	i02808	22636	Dale	x	
2/4/98	LT Smith-The Broker's Edge	1	1	Anytime	TypeI	i02773		Billy	X	
2/4/98	King & Ballow	0		Anytime	UL	i02845*	22632	XXX	n/a	PT to PT T-1
2/5/98	Kris Schachtschneider	2	2	Anytime	UL	i02825	22692	Dale	X	
2/4/98	David T. Evans	5	5	9:30AM	TypeI	i02791	1001691	Billy	X	
2/4/98	Bytes of Knowledge	4	4	11:30AM	UL	i02800	22618	Brent	x	This should have been 2 orders!!!!
2/4/98	State Farm - Scott Galpin	2	2	1:PM	UL	i02813	22653	Herb	X	
2/4/98	Maven Capital Corp	4	4	3:PM	UL	i02793*	22585*	Brent	x	
2/4/98	Majestic Laundry & Dry Cleaning	3	3	3:PM	UL	i02794	22589	Billy	X	
2/4/98	State Farm Insurance-Jeff Summers	4	4	3:PM	UL	i02810	22654	Carson	X	
2/4/98	Bank of Green Hills	2		4:PM	UL	i02730	22338	Herb	16	Customer needs vendor to reprogram spids

2/4/98	Bank of Green Hills		9	9	4:PM	UL	i02731	22339	Herb	X	
2/4/98	Young Olsen & Associates		2	2	6:30PM	UL	i02790	22582	Brent	X	
2/4/98	Young Olsen & Associates		7	7	6:30PM	UL	i02748	22466	Brent	X	
2/4/98		**DAILY TOTAL**	**47**	**43**							
Date	**Customer**		**Sch**	**Com**	**Time**	**Type**	**Eastland**	**PON**	**Tech**	**Code**	**NOTES**
2/5/98	20/20 Research	ADD	2	2	Anytime		i02834		Brent	X	
2/5/98	Telalink Access		23	23	Anytime	TypeI	i02837*		XXX	X	
2/5/98	Paine Pomeroy		5	5	7:AM		i02783	1001687	Billy	X	
2/4/98	Southern Hills Eye Center		4	4	7:15AM	UL	i02792	22584	Carson	X	
2/5/98	Nashville's Table		4	4	8:30AM	UL	i02797	22599	Mike	X	
2/5/98		**DAILY TOTAL**	**38**	**38**							
Date	**Customer**		**Sch**	**Com**	**Time**	**Type**	**Eastland**	**PON**	**Tech**	**Code**	**NOTES**
2/6/98	Nashville Auto Diesel College		3	3	Anytime	ubl	i02830*	22711*	Herb	X	
2/6/98	Sherrard & Roe		0	0	Anytime	TypeII	i02847	22747	XXX	X	T-1 for PRI
2/6/98	GSC Design-Build, LLC		6	6	Anytime	TypeI	i02854		Billy	X	Pt to Pt T-1
2/6/98	D.F. Chase Inc		1	1	Anytime	UL	i02848	22759	Carson	x	4810 called to Carson @ 1630 hrs
2/6/98	Universe One		4	4	Anytime	UL	i02836	22720	Billy	X	
2/10/98	Computer Rentals Inc		2	2	Anytime	UL	i02887	22963	Billy	X	4514 called to Billy @ 1500 hrs
2/6/98	Days Inn Vanderbilt		13	13	6:AM	UL	i02816*	22658*	Brent	X	
2/6/98	Realty Center-18th Ave		2	2	7:AM	UL	i02828	22707	Carson	X	
2/6/98	Realty Center-18th Ave		9	9	7:AM	UL			Carson	x	
2/6/98	Wallace Enterprises		9	9	9:AM	UL	i02804*	22623*	Dave M	X	
2/6/98	Stephen P. Nestor, CPA, PC		3	3	8:30AM	TypeI			Mike	X	
2/6/98	BIG Office Venture		1	1	8:30AM	TypeI			Mike	X	
2/6/98	Rogers Manufacturing		1	1	12:PM	UL	i02692	20086	Dave/Mike	X	
2/6/98	Mama Taori's		22	22	4:PM	UL	i02632	19858	Dave/Mike	X	
2/6/98	Rainbow Funding		3	3	4:PM	UL	i02851	22788	Dale	X	
2/6/98	Mapco Petroleum		12	12	5:30PM	TypeIII	i02409	19142	Billy	X	PRI
2/7/98	Sherrard & Roe		23	23	6:PM	TypeII	i02847			X	PRI
2/6/98		**DAILY TOTAL**	**114**	**114**							
	LINES TO CUT TOTAL FOR THIS WEEK		**265**								
	WEEKLY TOTAL OF LINES TURNED UP			**268**							
	TROUBLE TICKETS WORKED THIS WEEK		32								

Febuary

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/9/98	Alvin's Auto Equipment		1	1	Anytime	UL	i012034	17797	Brent	X	4506 called To Brent @ 1030 HRS
2/9/98	Tamara Franklin		1	1	Anytime	UL	i02876	22920	Brent	X	4506 Called To Brent @ 1140 hrs
2/9/98	Bob Anderson Brokerage Co., Inc.		3	3	Anytime	UL	i02866*	22900*	Billy	X	
2/9/98	The Ingram Group		5	5	Anytime	UL	i02879	22931	Brent	X	
2/9/98	The Ingram Group		0		Anytime	UL	i02881	22950	Brent	n/a	Move two lines to UL for fax and modem
2/9/98	Systems Media, LLC		7	7	Anytime		i02839	22734	Dale	X	4514 called to Dale @ 1250 hrs
2/9/98	Planned Parenthood Association		7	7	8:AM	TypeI	i02829	1001704	Carson	X	
2/9/98	Hermitage Suite Hotel	ADD	3	3	11:AM	UL	i02865	22898	Dale	X	4514 called to Dale @ 1430 hrs
2/9/98	Hermitage Suite Hotel		2	2	11:AM	UL	i02868	22903	Dale	X	
2/9/98	Blue Sky Group		0		4:PM	UL	c02857	22805	Brent	n/a	Move all lines to Access node
2/9/98	Nashville Auto Diesel College		23	23	5:PM	TypeII	i02583*	1001614*	Herb	x	
1/30/97	Scott Sales		11	11	5:PM	UL	i02691*	20099*	Mike	X	
2/9/98	AAA Disposal		7	0	5:PM	UL	i02824	22690*	Billy	7	BS could not get installed, delivered on 2/17
2/9/98		**DAILY TOTAL**	**70**	**63**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/10/98	Computer Rentals Inc.	ADD	2	0	Anytime	UL	i02887	22963	Carson	1	BS did not call
2/10/98	Continental Vinyl Window Co	ADD	3	0	Anytime	UL	i02957	23250	Billy	1	BS did not call
2/10/98	Bryan, Pendleton, Swats & McAllister		2	2	Anytime	TypeI	i02949*		Herb	X	
2/10/98	Gannett Telemarketing, Inc		3	3	Anytime	TypeI			Dale	X	
2/10/98	Villager Lodge		12	0	1:PM		i02862	22863	Brent	1	BS not ready, facilities problems
2/5/98	ReMax BCA Partners -120 Donelson Pke		5x	5	4:PM	UL	i02827	22701	Dale	X	
2/10/98	Performance Insulation Fabricators, Inc.		3	3	4:PM	UL	i02883	22955	Laurel	X	
2/10/98	Breeding Insulation, Inc.		4	4	5:PM	UL	i02882	22952	Jeff	X	
2/10/98	Max Patton Realty		4	4	5:PM	UL	l02776	22547	Dale	X	
2/10/98	Zumbro Brokerage Co		3	3	5:PM	UL	i02884*	22957*	Carson	X	
2/10/98	Cunningham Insurance		4	0	5:30PM	UL	i02885	22959	Mike	16	Cust rescheduled
2/10/98	Hot Hits		24	24	6:PM	UL	i02771*	22542*	Brent	X	
2/10/98		**DAILY TOTAL**	**64**	**48**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/10/98	Halo Technologies		0	0	4:PM	UL			Herb	X	
2/11/98	New Beginnings		3	3	Anytime	UL	i02905	23060	Dale	X	
2/11/98	Crawford Door Sales		1	1	Anytime	UL	i02870	22909	Brent	X	
2/11/98	Dipak Marketing, Inc.		0	0	Anytime	TypeII			XXX	X	Pt to Pt T-1
2/11/98	New South Mortgage	ADD	2		Anytime				Carson	1	BS did not call
2/12/98	Micro Computer Solutions-frmrly Intersys		2	2	Anytime	UL	i02936	23206	Brent	X	BRI

2/11/98	Signs Now	4	4	8:AM	UL	i02907	23078	Billy	X	
2/11/98	Dipak Marketing, Inc.	1	1	12:PM	UL	i02906	23067	Brent	X	
2/11/98	21st Century Christian Bookstore	18	18	5:PM	UL	i02329*	18929*	Brent	X	
2/11/98	Industrial Machine & Tool	3	0	5:PM	UL	i02747	22413	Carson	16	Cust. vender not ready to cut
2/11/98	Chilton Air Cooled Engines	18	0	5:PM	UL	i02745	22409	Carson	16	Cust. vender not ready to cut
2/11/98	Chilton Outdoor Power Equipment	3	0	5:PM	UL	i02746	22411	Carson	16	Cust. vender not ready to cut
2/11/98	**DAILY TOTAL**	**55**	**29**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/12/98	Nicholson's HI-FI	2	0	Anytime	UL	i02871	22912	Dale	1	BRI, not delivered until 2/16
2/2/98	Digitec	2x	2	Anytime	UL	i02756	22479	Brent	X	4515 called To Brent @ 1430
2/12/98	Gospel Music Association	18	18	6:AM	UL	i02734	22362	Brent	X	
2/12/98	Signs Now No. 28	3	3	8:AM	UL	i02930		Carson	X	
2/12/98	FS of TN-DBA - 3927 Nolensville Pke	1	1	8:30 AM	UL	i02922	23152	Mike	X	
2/12/98	FS of TN-DBA - 2101 Bandywood Dr.	1	1	8:30AM	UL	i02928	23174	Nurien	X	
2/12/98	FS of TN-DBA - 4408 Lebanon Pke	1	1	9:30AM	UL	i02921	23144	Brent	X	
2/12/98	FS of TN-DBA - 2321 Murfreesboro	1	1	9:30AM	UL	i02925	23159	Dale	X	
2/12/98	FS of TN-DBA - 5814 Nolensville Pke	1	1	9:30AM	UL	i02927	23167	Mike	X	
2/12/98	Richard A. King, DDS	3	3	2:PM	UL	i02931	23178	Brent	X	
2/12/98	JMA Inc dba Cruise Belize	1	1	4:PM	UL	i02914	23115	Mike	X	
2/12/98	John Mynatt & Associates	3	3	4:PM	UL	i02915	23116	Mike	X	
2/12/98	**DAILY TOTAL**	**35**	**35**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/13/98	Signet Inn-SHR Management	2	2	Anytime	UL	i02946	23239	Dave M	X	To Dave @ 0845 hrs
2/10/98	Continental Vinyl Window Co ADD	3	3	Anytime	UL	i02957	23250	Billy	X	
2/13/98	Caldwell Banker Andrews & Assoc	20	20	7:AM	UL	i02667*	20024*	Herb	X	
2/13/98	Flood Bumstead McCready & McCarthy	17	17	7:AM	UL	i02696*	20090*	Dave M	X	
2/13/98	Toof Telecommunications	7	7	8:AM	UL	i02849*	22781*	Billy	X	
2/13/98	New Beginnings	0	0	4:PM	UL		1001731	XXX	X	RCF only
2/13/98	New Beginnings	24	24	5:30PM	TypeII	i02909*	1001731	Herb	X	T-1
2/13/98	Sherrard & Roe	0	0	6:PM	TypeII	i02852*	1001714*	Billy/Dave	X	RCF only
2/13/98	**DAILY TOTAL**	**73**	**73**							

LINES TO CUT TOTAL FOR THIS WEEK	**297**	
WEEKLY TOTAL OF LINES TURNED UP		**248**
TROUBLE TICKETS WORKED THIS WEEK	38	

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/16/98	Tom Lange Co	ADD	6	6	Anytime	Typel	i02855		Herb	X	
2/16/98	Professional Reprographics		1	1	Anytime	UL	i02934	23196	Herb	X	To Dave @ 0845 hrs
2/16/98	MSSC		1	1	Anytime	Typel	i02937		Carson	X	
2/16/98	Form Services		2	0	Anytime	UL	i02984	23369	Brent	1	BRI, not delivered until 2/18
2/16/98	Sherman Dixie Concrete		3	0	Anytime	UL	i02992	23384	Billy	1	4810 called this order is on hold due to facilities problems
2/16/98	Transcor America		1	1	Anytime	UL	i02995	23404	Mike	X	4810 called to Mike @ 1045 hrs
2/16/98	Anderson, Anderson & Assoc		3	3	Anytime	UL	i03010	23474	Mike	x	
2/16/98	Prince Marketing Research		3	3	Anytime	TypeIII	i03017		Herb	X	
2/16/98	Nicholson's HI-FI		2x	2	Anytime	UL	i02871	22912	Billy	X	BRI
2/11/98	Security Solutions Inc. dba Vo		25	25	7:AM	UL	i02772	22538	Herb	X	
2/16/98	Bob Anderson Brokerage Co., Inc.		7	7	7:AM	UL	i02864	22899	Carson	X	
2/16/98	Mitch Karam Studio		4	4	8:AM	UL	i02971*	23357*	Dave M	X	
2/16/98	Holley & Harmon Public Relations		3	3	4:30PM	UL	i02809	22639	Jeff	X	
2/16/98	Maddux & Company		2	2	4:30PM	UL	i02965	23349	Mike	X	
2/16/98	Crawford		5	5	4:30PM	UL	i02870*	22909*	Mike	X	
2/16/98	Henry Kitchen & Bath		4	0	4:30PM	UL	i02990		Laurel	9	
2/16/98	Old Hickory Credit Union		41	0	5:PM	Typel	i02969*	1001739*	Billy	16	Cust did not show for cut
2/16/98	Nashville Auto Diesel College		23x	23	5:PM	TypeII	i02583*	1001614*	Herb	X	
2/16/98	Nashville Nephrology		2	0	5:PM	Typel	i02873*	1001720*	Brent	14	Re-engineer phone closet, disconnect in error twice
2/16/98	Nashville Nephrology		17	0	5:PM	Typel	i02875	1001721	Brent	14	Re-engineer phone closet, disconnect in error twice
2/16/98	Electric Service, Inc		9	9	5:PM	UL	i02933*	23182*	Dave M	X	0
2/16/98		**DAILY TOTAL**	**139**	**95**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/17/98	Tom Lange Co	0	0	Anytime		i02855		Herb	n/a	
2/17/98	Second Nature	2	0	Anytime	UL	i03014	23489	Mike	1	BS did not call
2/17/98	RPM Management	2	2	Anytime	Typel	i03012		Billy	X	
2/17/98	Econolodge	1	0	Anytime	UL	i03008	23468	Brent	1	4813 2/18/98 BS needs to run new drop and trying to get a truck
2/17/98	Patrick E. Moore & Associates	1	1	Anytime	UL	i03013	23482	Mike	X	
2/17/98	Royal Insurance	24	24	Anytime	Type II	I03047	23705	Herb	X	
2/17/98	Charlton Realty Co	7	7	7:AM	UL	i02947	23244	Dave	X	
2/17/98	Villager Lodge	12x	12	1:PM		i02862	22863	Billy	X	
2/17/98	Bank of Green Hills	2x	2	4:PM	UL	i02730	22338	Herb	X	
2/17/98	AAA Disposal	7x	7	5:PM	UL	i02824	22690*	Billy	X	
2/17/98	Playground Enterprises, LLC	5	5	5:PM	UL	i03007	23467	Carson	X	

2/17/98	DAILY TOTAL	42	60							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/16/98	Form Services		2x	0	Anytime	UL	i02984	23369	Brent	1	BS did not call
2/18/97	Heritage Professional Publishiing		2	2	Anytime	UL	i03025	23524	Mike	X	
2/18/97	Kenworth of TN		28	23	6:AM	UL	i02735*	22366*	Brent	X	5 trunks resceduled, Bell Disconnected in error
2/18/97	Don Light Talent Inc.		7	7	12:PM	UL	i02993	23389	Brent	X	
2/16/98	Old Hickory Credit Union		41x	41	5:PM	TypeI	i02969*	1001739*	Billy	X	
2/18/97	Industrial Machine & Tool		3x	3	5:PM	UL	i02747	22413	Carson	X	
2/18/97	Chilton Air Cooled Engines		18x	18	5:PM	UL	i02745	22409	Carson	X	Bell disonnect in error
2/18/97	Chilton Outdoor Power Equipment		3x	3	5:PM	UL	i02746	22411	Carson	X	Bell disonnect in error
2/18/97	Signet Inn-SHR Management		10	0	5:PM	UL	i02943*	23236*	Dave	16	Cust requested new cut date
2/18/97	Labels Unlimited		7	7	5:PM	UL	i02967	23351	Laural	X	
2/18/97	RD Plastics Company, Inc.		13	13	5:PM	UL	i02968*	23361*	Brent	X	
2/18/97	Prince Marketing Research		5	5	5:PM	TypeIII	i03018	1001758	Herb	X	
2/18/97		DAILY TOTAL	72	122							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/19/98	RD Plastics Company, Inc.		0	0	Anytime	TypeII	i03000	23415	Brent	n/a	Long Distance
2/19/98	WSIX		0		Anytime		i03020	23500*	Billy	n/a	
2/19/98	Allmedia Design		1	1	Anytime	UL	i03043	23605	Brent	X	4514 Called to Brent @ 1110 hrs
2/19/98	Sanctuary Distribution		1	0	Anytime	UL	i03042	23604	Herb	1	4810 called this will not comp. until possible tomorrow
2/19/98	Pay Systems		23	23	Anytime	TypeI			Billy	X	PRI
2/19/98	Telalink	ADD	2	2	Anytime	TypeI	i03071		Herb	X	
2/19/98	Prime Tours, Inc.,		7	0	8:AM	UL			Dave M	16	Cust had no access to phone closet
2/19/98	Second Nature		2	2	10:AM	UL	i03011	23479*	Mike	X	
2/19/98	Villager Lodge		7	7	1:PM		i02862	22863	Billy	X	
2/19/98	USA Waste of Tennessee		15	15	5:PM	UL	i02897*	23033*	Billy	X	
2/19/98	Minuteman Press		3	3	6:PM	UL	i03028	23538	Brent	X	
2/19/98		DAILY TOTAL	61	53							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/16/98	Sherman Dixie Concrete		3x	3	Anytime	UL	i02992	23384	Mike	X	
2/20/98	Consolidated Closing Co, LLC		2	2	Anytime	UL	i03054	23743	Carson	X	4810 called to Carson @ 1430 hrs
2/20/98	Halo Technologies		2	2	Anytime	UL	i03059	23789	Dave M	X	
2/17/98	Second Nature		2x	2	Anytime	UL	i03014	23489	Mike	X	4813 Called to Mike @ 9:AM
2/17/98	Econolodge		1x	1	Anytime	UL	i03008	23468	Brent	X	4813 Called to Brent @ 9:AM
2/23/98	Radar Business Systems	ADD	1	1	Anytime	UL	i03065	23827	Carson	X	

2/19/98	Prime Tours, Inc.,		7x	7	8:AM	UL			Dave M	X	
2/19/98	Landmark Realty		0	0	9:AM				Dave M	X	Install one jack
2/20/98	Belle Meade Travel	ADD	3	3	1:PM	TypeI	i03086	1001819	Herb	X	
2/20/98	Athens Distributing		10	10	2:PM	UL	i03023	23517	Mike	X	
2/20/98		**DAILY TOTAL**	**18**	**31**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/21/98	Cellular One		72	72	9:AM	TypeII			Brent	X	
		DAILY TOTAL	**72**	**72**							

	LINES TO CUT TOTAL FOR THIS WEEK	**404**	
	WEEKLY TOTALOF LINES TURNED UP		**433**
	TROUBLE TICKETS WORKED THIS WEEK	**44**	

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/23/98	Terry Construction		2	2	Anytime	UL	i03057	23781	David	X	To David @ 1700 hrs checked at 1725 one line is not there
2/23/98	Medic One, Inc	ADD	2	2	Anytime	UL	i03058	23791	Mike	X	Lines not on RJ21X
2/23/98	Max Patton Realty	ADD	1	1	Anytime	UL	i03061	23813	Mike	X	4813 @ 1600 hrs to Mike @ 1615 hrs
2/23/98	Bloom Electric	ADD	1	0	Anytime	UL	i03063	23817	Dave	1	4514 order PF due to not slot in slick
2/23/98	Laser Plus	ADD	1	1	Anytime	UL	i03064	23823	Billy	X	4514 Called
2/23/98	Universe One	ADD	1	1	Anytime	UL	i03060	23796	Mike	X	4804 called To Mike @ 1330 hrs
2/19/98	Sanctuary Distribution		1x	1	Anytime	UL	i03042	23604	Mike	X	
2/23/98	Planned Parenthood Association		3	3	2:PM	UL	i03056	23775	Carson	X	
2/23/98	Henry Kitchen & Bath		4x	4	4:30PM	UL	i02990	23378	Laurel	X	
2/23/98	Wallboard & Supply		9	9	4:30PM	UL	i03040	23588	Carson	X	
2/23/98	Southeastern Mortgage		0	0	5:PM				Billy	X	RCF of DIDs
2/19/98	RD Plastics Company, Inc.		0	0	5:PM	TypeII	i03000	23415	Brent	X	
2/23/98		**DAILY TOTAL**	**20**	**24**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/24/98	Synergy Business Environments		2	2	Anytime	UL	i03076	23865	Brent	X	4813 called @ 1130 hrs to Brent @ 1630 hrs
2/24/98	Chapter 13 Office of Trustee	ADD	3	3	Anytime	UL	i03041	23950	Dave	X	
2/24/98	O'Brien Heating & Cooling		2	2	Anytime	UL	i03070	23855	Carson	X	
2/24/98	Spectrum Software, Inc		4	4	Anytime	TypeI	i03074		Billy	X	
2/24/98	Spectrum Software, Inc		0	0	Anytime	TypeI	i03073		Billy	X	LD T-1
2/24/98	Hermitage Suite Hotel	ADD	2	2	Anytime	UL	i03083	23907	Dave	X	
2/24/98	LTC Consultants		1	1	Anytime	UL	i03081	23904	Mike	X	

2/24/98	BIO Imaging Inc	12	12	6:AM	UL	i03048	23725	Dave	X	
2/24/98	Nashville Sounds	13	13	6:30AM	UL	i02913	23103	Brent	X	
2/19/98	Patrick E. Moore & Associates	3	3	7:AM	UL	i03015	23486	Carson	X	
2/24/98	Terry Construction	1	1	9:AM	UL	i03077	23868	Mike	X	
2/24/98	Tuned in Broadcasting	2	2	11:AM	TypeIII			Mike	X	
2/24/98	**DAILY TOTAL**	**45**	**45**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/25/98	Computerbiz, Inc		22	0	Anytime	UL	i02524	19450	Herb	1	4813 called and this will not be ready until 2/26/98
2/25/98	Sellers Financial		3x	3	Anytime	UL	i03004	23439	Brent		4810 called to Brent @ 1500 hrs
2/25/98	Parkview Towers	ADD	1	1	Anytime	TypeI					
2/16/98	Form Services		2x	0	Anytime	UL	i02984	23369	Brent		4810 called and this will not be ready until 2/26/98
2/25/98	Integrated Technologies		2	2	10:AM	UL	i03087	23933	David M	X	
2/25/98	**DAILY TOTAL**		**25**	**6**							

Date	Customer		Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/26/98	Consumer Credit Counselling Service	ADD	1	1	Anytime	UL	i03091	24010	Carson	X	
2/26/98	Dream Machine Productions		1	0	Anytime	UL	i03092	24051	Mike	1	BS did not call
2/26/98	ALT-Nashville Convention Center		24	24	Anytime	TypeI	i03095		Herb	X	
2/26/98	Aegis Analytical Labs	ADD	2	2	Anytime		i03094	24051	Carson	X	4810 called to carson @ 1525 hrs
2/26/98	Villager Lodge		5	0	Anytime	UL	i02862	1001861	Billy	1	BS has no facilities at this time
2/26/98	Tractor Supply Co	ADD	1	1	Anytime	TypeIII			Dave	X	
2/16/98	Form Services		2x	2	Anytime	UL	i02984	23369	Carson	X	4506 called to Carson @ 1200 hrs
2/25/98	Computerbiz, Inc		22x	22	Anytime	UL	i02524	19450	Mike	X	
2/26/98	O'Brien Heating & Cooling		5	5	6:AM	UL	i03072	23861	Carson	X	
2/26/98	Synergy Business Environments		9	9	7:AM	UL	i03075	23862	Laurel	X	
2/26/98	The Oxford Shop		2	2	9:AM	UL	i03097	24064	Mike	X	
2/26/98	Nashville Research Group		2	2	5:PM	UL	i03079	23895	Mike	X	
2/26/98	Nashville Research Group		9	9	5:PM	UL	i03078	23893	Mike	X	
2/26/98	**DAILY TOTAL**		**61**	**79**							

Date	Customer	Sch	Com	Time	Type	Eastland	PON	Tech	Code	NOTES
2/27/98	Measurement Inc	5	5	Anytime	UL	i03112*	24122*	Mike	X	4813 called to Mike @ 1530 hrs
2/27/98	Southeastern Mortgage of TN	4	4	Anytime	UL	i03115*	24138*	Herb	X	
2/27/98	Non Profit Services, Inc.	0	0	Anytime	TypeI			Billy	X	LD t-1
2/26/98	Dream Machine Productions	1x	1	Anytime	UL	i03092	24051	Mike	X	4506 called @ 0630 To Mike @ 0730
3/2/98	MBC & Associates	3	3	Anytime	UL	i03116	24137	Dave	X	4514 called to Dave @ 1015
3/2/98	MBC & Associates	4	4	Anytime	UL	i03123	24173	Dave	X	4514 called to Dave @ 1015

1/14/98	The Realty Center 4311 Gallatin Rd	6x	6	Anytime	UL	i02392	19106	Herb	X	
2/27/98	Creative Minds Design Group	2	2	3:PM	UL	i03110*	24119*	Mike	X	
2/27/98	Water Systems	13	13	5:PM	UL	i01612*	16269*	Dave	X	
2/27/98	Water Systems	2	0	5:PM	UL	i01617	16276	Dave	1	BS had bad options in field slick
2/27/98	Spectrum Software	0	0	5:PM	Typel		1001804	Billy	X	
2/27/98	Galaxy Travel, Inc.	16	16	5:30PM	UL	i03039	23583	Carson	X	
2/27/98	**DAILY TOTAL**	**49**	**54**							
	LINES TO CUT TOTAL FOR THIS WEEK	**200**								
	WEEKLY TOTALOF LINES TURNED UP		**208**							
	TROUBLE TICKETS WORKED THIS WEEK									
	FEBUARY TOTAL LINES TURNED UP		1157							
	TOTAL ORDERS	225								
	Total Type 1 Orders	**25**								
	Total Orders to Bell	**200**								
	Supp-ed Reason Codes									
	RBOC Facilities PF-	- 01	12							
	Disconnect in Error	- 02	4							
	Integrated SLC No Dispatch	- 03								
	Order Worked Early	- 04								
	RBOC No Engineering	- 05								
	RBOC No CO Tech	-06								
	RBOC No Outside Tech	-07	1							
	RBOC Complex Translations	-08								
	Nextlink Provisioning	-09	1							
	Nextlink Order Fulfillment	-10								
	Nextlink Sales Engineer (ordered wrong)	- 11								
	Nextlink Transport	- 12	1							

Febuary

	Nextlink Engineering	- 13	
	Nextlink CO	- 14	2
	Nextlink Install	- 15	
	Customer	- 16	7
	400 Partial cut see note		
	Type- UBL, type II, type III (Bell leased		
	facilities).		
	Total Orders		28
	Pecent BellSouth		8.5
	Percent Nextlink		2
	Percent Customer Error		3.5

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February Memphis Cut Stats

Customer Name	Lines	Trunl	Cutdate	Pon	Eastlandid	Problem	Supp
YMCA/S. Lauderdale (new)	6	0	2/17/98 9:00	23303	i03753	Back up tapes delayed cut	
The Urology Group -Walnut Grove (add)	1	0	2/24/98 9:00	23780	i03869	Back up tapes delayed cut	
Mid South Title Loans/Summer (new)	4	0	2/17/98 10:00	23390	i03769	Bad connector at SMAZ	
Circle H. Farms (new)	6	0	2/20/98 15:30	2,362,123,696	i03835,i03860	BRI did not go until 2/23-LCSC and UNE had paerwork issues	We will not pay
LB Myhr, Inc. (new)	2	0	2/16/98 8:00	23397	I03773	CO problems- cut took 2.5 hours	
Paul W Brown Atty (new)	3	0	2/16/98 8:00	23402	I03775	CO problems- cut took 2.5 hours	
National Oak Flooring Manufacturers-New	7	0	2/12/98 15:00	22970	i03689	CO wiring problem - 2.5 hours for cut- dispute cut charge	
State Farm-David Peterson (new)	3	0	2/17/98 11:00	23449	i03790	Crosstalk problem- 2 hour cut	
Unlimited Health Care, Inc (add) Macon	1	0	2/20/98 0:00	23279	i03743	Customer sent Bell away on 2/13	
Travel Design	15	0	2/10/98 0:00			Delayed because T1 not in due to facilities	
YMCA/Ross Rd. (new)	1	0	2/17/98 16:00	23436	i03785	Early cut at SLC by Outside Tech	
C&C Staffing (new)	5	0	2/19/98 0:00	23563	i03823	Engineering problems-cut on 2/20- BRI delayed because LCSC did not issue RCF	
Data Concepts-DSC, Inc. (add)	2	0	2/5/98 0:00	22729	i03655	Facility Issue -no spare cable	s
Continental Engineering, Inc. (new)	12	0	2/16/98 16:00	23189	i03720	First cut date did not give provisioning time to work order	
Zeller Construction (new)	8	0	2/16/98 17:00	23193	I03723	First cut date did not give provisioning time to work order	
Action Business Express	9	0	2/2/98 0:00	20201	i03594	Good cut	
Mid South Marketing, Inc.	5	0	2/3/98 0:00	10,016,761,001,677		Good cut	
Webnet (add)	24	0	2/3/98 0:00		i03685	Good cut	
McKee & McFarland (add)	1	0	2/3/98 17:00	22506	i03618	Good cut	
Pacificom (add)	2	0	2/4/98 0:00	22562	I03628	Good cut	
Hale, Hendrick & Dewey - 4 BRI's	8	0	2/4/98 12:00	19939, 19941, 19943, 19944	I03532, I03533, I03534, I03535	Good cut	
Data Concepts dba DCS, Inc.	1	0	2/5/98 0:00	22725	i03654	Good cut	
Highland Capital Management Corp. (New)	2	0	2/5/98 0:00	22703	i03653	Good cut	
Mo Money Taxes	4	0	2/5/98 7:00	19170	i03421	Good cut	
AFLAC/Lynn Post (Resale-new)	6	0	2/9/98 0:00	1001705		Good cut	
Appraisal Network	8	0	2/9/98 0:00	1001706		Good cut	
International Services Provider (new)	1	0	2/9/98 0:00	22918	I03683	Good cut	
MagiBox ADD	6	0	2/9/98 0:00			Good cut	
Urology Center of the South (add)	1	0	2/9/98 0:00	23032	i03694	Good cut	
McCormick Business Products Inc. (New)	8	0	2/9/98 17:00	22526	i03623	Good cut	
Mister Hats/Highland (new)	1	0	2/11/98 0:00	23112	I03710	Good cut	
SN Anders (add)	2	0	2/11/98 0:00	22911	I03680	Good cut	
Management Recruiters of Bartlett (add0	2	0	2/11/98 9:00	23111	i03708	Good cut	
Memphis Laminating Company (new)	2	0	2/11/98 9:00	23113	I03711	Good cut	
Memphis Laminating Company (new)	1	0	2/11/98 9:00	23113	I03711	Good cut	
National Creations, Inc.	7	0	2/11/98 9:00	22452	i03611	Good cut	
Pet Health Center (new)	3	0	2/11/98 13:00	23148	I03717	Good cut	
Salg Company (new)	4	0	2/11/98 14:00	23104	I03704	Good cut	
Dolphin Mortgage (new)	5	0	2/11/98 17:00	23087	i03699	Good cut	
Shelton's Transport Repair Service (new)	4	0	2/11/98 17:00	23084	I03701	Good cut	

February Memphis Cut Stats

Autorama/Airways	14	0	2/11/98 18:00		I03056	Good cut	
UTHE Financial Services/Mt. Moriah (new)	5	0	2/12/98 8:00	23188	I03721	Good cut	
David A. Less (New)	1	0	2/12/98 10:00	23211	I03727	Good cut	
David A. Less (New)	1	0	2/12/98 10:00	23211		Good cut	
Mister Hats (new)	3	0	2/12/98 10:00	23297	I03749	Good cut	
Mister Hats/45 S. Main (new)	1	0	2/12/98 10:00	23224	I03731	Good cut	
Foner Management, Inc.	1	0	2/12/98 14:00	23121	I03714	Good cut	
Promedica Clinic	6	0	2/12/98 14:00	23119	I03712	Good cut	
Hillyer Tool Sales	3	0	2/12/98 16:30	23201	I03724	Good cut	
Berclair Insurance (new)	12	0	2/12/98 17:00	23118	I03713	Good cut	
Bailey Law Firm (new)	2	0	2/13/98 0:00	23254	I03738	Good cut	
Bailey Law Firm (new)	1	0	2/13/98 0:00	23251	I03736	Good cut	
'E Young Financial Group (new)	2	0	2/13/98 0:00			Good cut	
MALS (new)	3	0	2/13/98 0:00	23264	I03741	Good cut	
Mo Money Taxes	1	0	2/13/98 0:00	23229	I03732	Good cut	
Unlimited Health Care, Inc./Macon (new)	10	0	2/13/98 7:00	23079	I03700	Good cut	
Unlimited Health Care, Inc./Poplar (New)	7	0	2/13/98 7:00	23096	I03703	Good cut	
Polsgrove & Associates (new)	5	0	2/13/98 8:00	23245	I03733	Good cut	
Methodist Health Systems (add)	4	0	2/13/98 9:00		I03896, I03898	Good cut	
Archer's (new)	4	0	2/13/98 10:00	23257	I03740	Good cut	
East Memphis Carpet/Burdan (new)	2	0	2/13/98 14:00	23253	I03737	Good cut	
Murphy & Associates (new)	5	0	2/13/98 14:00	1001767	I03810	Good cut	
EE Young Financial	2	0	2/13/98 15:00			Good cut	
BWI (new)	10	0	2/13/98 17:00	23114	I03709	Good cut	
Diversified Builders, Inc.	8	0	2/13/98 17:30	23069	I03698	Good cut	
Abernathy & Associates (new)	2	0	2/16/98 0:00	23406	I03776	Good cut	
Artworks by Kay Black (new)	2	0	2/16/98 0:00	23362	I03760	Good cut	
Mid South Title Loans/Summer (new)	1	0	2/16/98 0:00			Good cut	
Travel Master/Canada (new)	1	0	2/16/98 9:00	23366	I03763	Good cut	
Travel Master/Main (new)	2	0	2/16/98 9:00	23396	I03772	Good cut	
Travel Master/Auction Ave. (new)	1	0	2/16/98 10:00	23371	I03765	Good cut	
Sub Shop (new)	2	0	2/16/98 11:00	23394	I03771	Good cut	
Chem Station (new)	4	0	2/16/98 13:00	23377	I03766	Good cut	
Travel For All Seasons (new)	3	0	2/16/98 13:00	23383	I03968	Good cut	
SAW Textiles (add)	1	0	2/16/98 14:00	23408	I03777	Good cut	
Samuels Furniture/600 Poplar (new)	1	0	2/16/98 15:00	23360	I03759	Good cut	
Eastgate Animal Clinic (new)	4	0	2/16/98 17:30	23106	I03706	Good cut	
CM Construction (new)	3	0	2/17/98 0:00		I03897	Good cut	
Memphis Bonding Company (new)	1	0	2/17/98 0:00	23442	I03786	Good cut	
Mid South Title Loans/Perkins (new)	1	0	2/17/98 0:00	23450	I03791	Good cut	
REMAC LLC (New)	2	0	2/17/98 0:00	23300	I03752	Good cut	
Metal Prep (new)	6	0	2/17/98 7:30	23273	I03745	Good cut	
Artworks by Kay Black	2	0	2/17/98 9:00	23429	I03781	Good cut	
YMCA/Cottonwood (new)	1	0	2/17/98 11:00	23426	I03778	Good cut	
YMCA/Banbury (new)	1	0	2/17/98 14:00	23428	I03780	Good cut	

February Memphis Cut Stats

YMCA/Larmar (new)	2	0	2/17/98 14:00	23485	I03799	Good cut	
YMCA/S. Perkins (new)	1	0	2/17/98 15:00	23477	I03797	Good cut	
YMCA/Wales (new)	1	0	2/17/98 15:00	23469	I03796	Good cut	
YMCA/Wells Station (new)	1	0	2/17/98 16:00	23455	I03789	Good cut	
Crow's Truck Service (new)	13	0	2/17/98 17:00	1001772		Good cut	
Harwell Green LLC	5	0	2/18/98 0:00	23585	I03832	Good cut	
Mail Technology (add)	1	0	2/18/98 0:00	20198	I03592	Good cut	
Mid South Title Loans/Winchester (new)	1	0	2/18/98 0:00	23562	I03824	Good cut	
Ron Hooten-Allstate (New)	1	0	2/18/98 0:00	23282	I03746	Good cut	
Day Makers Salon (New)	7	0	2/18/98 7:00	23463	I03795	Good cut	
Mail Technology, Inc.	3	0	2/18/98 8:00			Good cut	
Mid South Title Loans/Perkins (new)	3	0	2/18/98 9:00	23458	I03793	Good cut	
Samuels Furniture/5508 Poplar (new)	7	0	2/18/98 9:00	23398	I03774	Good cut	
Samuels Furniture/5512 Poplar (new)	3	0	2/18/98 9:00	23433	I03783	Good cut	
Body Shop Tanning (new)	2	0	2/18/98 10:00	23540	I03819	Good cut	
Papsco -Gladeview (new)	2	0	2/18/98 10:00	23533	I03816	Good cut	
Gulliver's Travel -Apple Tree (new)	3	0	2/18/98 12:00	23528	I03815	Good cut	
Big Al's Stage Coach Liquors -Stage(new)	1	0	2/18/98 15:00	23578	I03829	Good cut	
Ron Hooten-Allstate (New)	5	0	2/18/98 17:00	23282	I03746	Good cut	
Circle H. Farms (new)	2	0	2/19/98 0:00	23617	I03834	Good cut	
Montgomery Martin/Lenox Park Dr. (add)	1	0	2/19/98 0:00	23624	I03838	Good cut	
Sharp Manufacturing (new)	8	0	2/19/98 0:00		I03936, I03937, I03938, I03940, I03941	Good cut	
Lowery Optical (new)	3	0	2/19/98 8:00	23730	I03864	Good cut	
ACCS -Union (new)	1	0	2/19/98 9:00		I03964	Good cut	
Baldridge Studios, Inc. (new)	4	0	2/19/98 9:00	23633	I03841	Good cut	
YMCA/Elvis Presley (new)	2	0	2/19/98 10:00	23495	I03802	Good cut	
Mid South Title Loans/Winchester (new)	3	0	2/19/98 10:30	23625	I03836	Good cut	
Ramesses Shadow Tattoos -Second (new)	2	0	2/19/98 10:30	23642	I03845	Good cut	
Lunceford & Caballero	8	0	2/19/98 15:00	23434	I03784	Good cut	
Crow's Truck Service (add)	1	0	2/19/98 17:00			Good cut	
McCarty Travel	1	0	2/19/98 17:00	18605	C03089	Good cut	
Cardiovascular Physicians (new)	2	0	2/19/98 17:30	23492	I03801	Good cut	
Badeaux, Inc. Poplar (new)	2	0	2/20/98 7:00	23672	I03851	Good cut	
Only Kids -Poplar (new)	5	0	2/20/98 8:00	23662 csr1, 23665 csr2	I03848 csr 1, I03849 csr 2	Good cut	
YMCA/Park (new)	2	0	2/20/98 11:00	23574	I03827	Good cut	
Covington Pike Dodge (add)	4	0	2/20/98 17:00	100,181,310,018,161,000,000	I03933	Good cut	
Ray's Appliance Center -Whitestation(new	4	0	2/20/98 18:00	23728	I03863	Good cut	
Hoff, Davis & Dilley - Poplar (new)	5	0	2/20/98 19:00	23740, 1001795	I03865	Good cut	
Auto Buyers/2027 Covington (new)	2	0	2/23/98 0:00	23816	I03872	Good cut	
Geico -Austin Peay (new)	4	0	2/23/98 7:00	23829	I03876	Good cut	
Winchester Law Firm (new)	9	0	2/23/98 7:00	23629	I03839	Good cut	
Ed Mullikin -Perkins (new)	2	0	2/23/98 7:30	23510	I03805	Good cut	
Norfleet & Fletcher -Murry (new)	4	0	2/23/98 8:00	23636	I03842	Good cut	
UTHE Financial Services/Shelby Oak (new)	1	0	2/23/98 8:00	23391	I03770	Good cut	
Hickory Ridge Travel -Mall (new)	5	0	2/23/98 9:00	23511	I03806	Good cut	

February Memphis Cut Stats

RAM Entertainment (new)	7	0	2/23/98 9:00	1001773	I03929	Good cut	
YMCA/Shelby Dr. (new)	4	0	2/23/98 14:00	23832	I03879	Good cut	
Answering Advantage (new)	4	0	2/24/98 0:00			Good cut	
Career Concepts (new)	2	0	2/24/98 0:00	23828	I03877	Good cut	
SAW Textiles (add)	2	0	2/24/98 0:00	23623	I03837	Good cut	
Hollywood Pet Star -Stage Rd (new)	3	0	2/24/98 7:30	23635	I03843	Good cut	
Auto Buyers/2027 Covington (new)	2	0	2/24/98 9:00	23291	I03750	Good cut	
Career Concepts (new)	3	0	2/24/98 9:00	23867	I03883	Good cut	
McKee & McFarland -4895 Outland (new)	2	0	2/24/98 9:00	23526	I03812	Good cut	
McKee & McFarland -4900 Outland (new)	2	0	2/24/98 9:00	23589	I03833	Good cut	
McKee & McFarland -4935 Outland (new)	2	0	2/24/98 9:00	23530	I03818	Good cut	
McKee & McFarland -4985 Outland (new)	2	0	2/24/98 9:00	23548	I03820	Good cut	
McKee & McFarland -4995 Outland (new)	2	0	2/24/98 9:00	23527	I0-3814	Good cut	
McKee & McFarland -Winbrook (new)	2	0	2/24/98 9:00	23577	I03828	Good cut	
Answering Advantage	14	0	2/24/98 10:00	1001834		Good cut	
YMCA/245 Madison (add)	5	0	2/24/98 10:00	23683	I03856	Good cut	
YMCA/245 Madison (add)	8	0	2/24/98 10:00	236,902,369,123,692	I03857,I03858,I03859	Good cut	
YMCA/Crump (new)	1	0	2/24/98 10:00	23950	I03917	Good cut	
Crow Freidman -Murray (new)	8	0	2/24/98 16:30	23675	I03854	Good cut	
Hendricks Pianos (resale-new)	2	0	2/25/98 0:00	1001784		Good cut	
Hendricks Pianos (resale-new)	1	0	2/25/98 0:00	1001784		Good cut	
The Pyramid (new)	2	0	2/25/98 0:00	23979	I03945	Good cut	
NUPRIME of Memphis	14	0	2/25/98 7:00	1001753	I03991	Good cut	
Hollywood Pet Star -Winchester (new)	3	0	2/25/98 7:30	23831		Good cut	
Hale Headrick & Dewey	3	0	2/25/98 18:00	1001654 RCF	I03563 - 4 POTS	Good cut	
Hale, Headrick, & Dewey	0	8	2/25/98 18:00		I03574 - Trunks, I03575 - DID's	Good cut	
Great Neck Saw (add)	2	0	2/26/98 0:00	24107	I03970	Good cut	
Ledger Plus (add)	3	0	2/26/98 0:00	23826	I03874	Good cut	
Merchandise Collection Service -Park-add	6	0	2/26/98 0:00		I03975	Good cut	
Hill Plumbing (new)	18	0	2/26/98 10:00	1001891-rcf	I04005 18 lines, I04039 Stand Alone Voic	Good cut	
Vollrath Group (new)	15	0	2/26/98 17:00	1001889	I03971,I03973,I03986	Good cut	
Enterprise Technologies (new)	2	0	2/27/98 0:00	24045	I03960	Good cut	
Tennant Printing -Bartlett Rd (add)	1	0	2/27/98 0:00	24207	I04006	Good cut	
Unlimited Bus Sales -Overton (new)	2	0	2/27/98 0:00	24198	I04003	Good cut	
Memphis Audio -White Station (new)	3	0	2/27/98 14:00	24118	I03974	Good cut	
YMCA/Walker (new)	7	0	2/27/98 15:00	23679	I03855	Good cut	
Cotton Connection -Colonial (new)	4	0	2/27/98 16:00	27124	I03976	Good cut	
Inman Construction (new)	17	0	2/27/98 7:00	1001890-rcf	I03954	Good on this date/Original date 2/24-provisioning did not send in RCF	
YMCA/Quince (new)	6	0	2/18/98 7:30	23379	I03767	Late Start- Bell Outside tech	
East Memphis Carpet/Winchester (new)	6	0	2/18/98 8:00	23370	I03764	Late Start- Bell Outside tech	
Frank Martin, Jr.	3	0	2/9/98 8:00	22792	I03671	Late Start- Bell Outside tech 2 hours late	
Babcock Gifts (new)	6	0	2/17/98 18:00	23183	I03718	Late Start- CO	S
R&R Packaging	4	0	2/2/98 16:00	20047	I03551	Late Start-CO	
Dr. Sam Hedgepeth DDS (New)	3	0	2/4/98 7:30	22477	I03616	Late Start-CO	

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Bailey Law Firm (new)	1	0	2/16/98 7:00	23248	i02735	Late Start-CO	
White Line Towing & Repair, Inc. (new)	1	0	2/11/98 17:00	22922	I03684	March down	None required
Mister Hats/505 S. Main (new)	1	0	2/23/98 8:00	23246	i03734	March down on 2/13	None required
A Touch of Health	2	0	2/18/98 0:00	23568	I03826	New lines delivered on 2/20(2 days late)	
E. H. Goodwin -Poplar (new)	4	0	2/23/98 9:00	1001835	I03985	Nextlink problem	
Hudson Hair Studio (new)	6	0	2/23/98 10:00	23637	I03844	Nextlink problem-Tech late	
Eastgate Animal Clinic (new)	1	0	2/19/98 0:00	23631	I03840	Nextlink wiring problem	
Mechanical Automated Control Sys. (new)	8	0	2/23/98 15:30	23569	I03825	No Bell outside tech-Reschedule	None required
Memphis Bonding Co. (new)	7	0	2/19/98 7:00	23444	I03788	Order ran early	
Creative Technology-Perkins(add)	1	0	2/26/98 0:00	24038	i03956	Original date 2/26(service delivered on 2/27)	We will not pay
REMAC LLC (New)	6	0	2/17/98 7:30	23122	I03715	Provisioning could not get to Bell in time	
D Canale Beverage (Resale-add)	1	0	2/5/98 0:00	1001744		Resale-Bell not meeting dates	
Travel Designs	1	0	2/5/98 0:00	1001745		Resale-Bell not meeting dates	
Innovative Business Tech. (Resale-new)	1	0	2/18/98 0:00			Resale-Bell not meeting dates	
YMCA/777 Poplar (resale-new)	3	0	2/18/98 0:00	1001794		Resale-Bell not meeting dates	
YMCA/Cross Country (resale-new)	1	0	2/18/98 0:00	1001793		Resale-Bell not meeting dates	
American Medical Security	7	0	2/19/98 0:00	1001747-1 line, 1001755-6 lines		Resale-Bell not meeting dates	
Hollywood Pet Star (resale)-G'town	3	0	2/19/98 0:00	1001788		Resale-Bell not meeting dates	
YMCA/Cordes Rd. (resale-new)	1	0	2/19/98 0:00	1001792		Resale-Bell not meeting dates	
YMCA/Harpers Ferry (resale-new)	1	0	2/19/98 0:00	1001790		Resale-Bell not meeting dates	
YMCA/Peterson Lake (resale-new)	1	0	2/19/98 0:00	1001791		Resale-Bell not meeting dates	
YMCA/Shelton Rd. (resale-new)	1	0	2/19/98 0:00	1001789		Resale-Bell not meeting dates	
Austin Allen (resale-new)	8	0	2/20/98 0:00	1001807		Resale-Bell not meeting dates	
Plantation Shutte & Blind (resale-new)	5	0	2/20/98 0:00	1001808		Resale-Bell not meeting dates	
Vollrath Group (Resale-new)	3	0	2/20/98 0:00	1001806		Resale-Bell not meeting dates	
Custom Travel -Poplar (new)	5	0	2/20/98 10:00	1001823		Resale-Bell not meeting dates	
Engineering Design & Consult. Resale-new	2	0	2/23/98 0:00	1001826		Resale-Bell not meeting dates	
McDowell Marketing (Resale-new)	2	0	2/23/98 0:00			Resale-Bell not meeting dates	
University of Tennessee (resale-new)	2	0	2/27/98 0:00	1001839		Resale-Bell not meeting dates	
Management Recruiters of Cordova (new)	6	0	2/16/98 0:00	1001738		Resale order-Did not cut until 2/17(day late)	
Anthracite -Tournament (new, resale)	2	0	2/19/98 0:00	1001783	N/A	Resale order-Did not cut until 2/20(day late)	
Rees-Memphis, Inc. (resale-new)	7	0	2/26/98 8:00	10,018,271,001,842		Resale order-Original date 2/25(day late)/1 line still not there	
Diversified Capital -Poplar (new)	10	24	2/27/98 17:00	1,001,777,100,177,810,000,000,000,000	I03809	Rescheduled from 2/25-Incomplete RCF paperwork sent to Bell/2/27 Translations problems	
Cat Hospital of Memphis (new)	5	0	2/16/98 14:00	23365	I03762	Translations problem on 1 line	
YMCA-Elvis Presley-8 lines	8	0	2/19/98 10:00	23497	I03803	Translations problem on 1 line	
NPR -Lamar (new)	8	0	2/26/98 15:30	4044csr1, 24046csr2, 24048csr3, 24050csr	I03959csr1, I03961csr2, I03962csr3, I039	Translations problems	
Southern Spray Co. (New)	9	0	2/16/98 7:00	23209	I03726	Translations problems	

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Linda Baggett	2	0	2/10/98 0:00				
SMC Mortgage	1	0	2/12/98 0:00				
Diversified Capital -Poplar (new)	14	0	2/19/98 0:00		i03808		

215 orders in Feb.

11 of above because of Bell

Please review the following information. BST and NEXTLINK has scheduled a meeting for Thursday, December 11, 1997. We plan to discuss the functions of the new NEXTLINK Task Force. If you have any comments about the following minutes or if you have any additional information /suggestions that might be helpful please let me know. I am not going to share the minutes with NEXTLINK but I plan to provide an outlining as part of a handout. The action items will be expressed as current investigations, not completed items at this time.

Another conference call is scheduled for Friday , Dec 12, 1:30 central/2:30 est
Call is for NEXTLINK task force members. We will discuss the NEXTLINK meeting and status of assigned

CONFERENCE CALL 12/2/97

Subject: Discuss problems NEXTLINK is having in Tennessee

Participants:

Jamie Lucas, Nashville SSI&M
Bob Taylor, Nashville
Frank Batusic, UNE Center
Mary Perrin, LCSC
Paul Stinson, Nashville Regulatory
Paula Murphy, Interconnect
Bob Daniels, Nashville
Hank Westbrook, Customer Service Manager
Roger McElory, NEXTLINK Account Team
Donna Hartley, NEXTLINK Account Team
Gennie Walker, Real Time Resolution Group
Jim Whitson, Real Time Resolution Group
Keith Milner, Regulatory

ISSUES

1. Identify team members that will investigate the major problems with provisioning of Unbounded Network Elements for NEXTLINK is having.

Jim Whitson, Real Time Resolution Group
Frank Batusic, UNE Center
Hank Westbrook, Customer Service Center
Roger McElory, NEXTLINK Account Team
Paul Stinson, Tennessee Regulatory
Larry Thomas, Interconnect
Bryan Blanchard,
Dan Stevinson,

PROBLEMS

1. Tape up-dates for 5ESS offices done by BST in Memphis area are scheduled each Tuesday morning from 8:30AM through 11:00PM, and in the Nashville area on Wednesday Morning 8:30AM through 11:00 AM. During this window no updates can be made to the translations. This creates problems when working orders and cuts.

ACTION ITEM - Frank Batusic
Even though the tape update is from 8:30 - 11:00, the actual length of time that recent changes can't be made is only 30 - 40 minutes. Frank will get with the central office staff person responsible for up-dating to verify this and if so, find out in which phase of the update does this take place.

BST will comply with the Unbounded Loop Agreement with NEXTLINK. BST will evaluate the cuts which might run into this time frame and either slide the update or change the cut. This is in compliance with UNBOUNDED LOOP AMENDMENT to NEXTLINK/BST contract signed May 1, 1996, page 2 , item 9. "Each cut-over will be accomplished, unless unusual circumstances justify otherwise, within one hour. The parties agree to coordinate the actual time for the cut-over, and BellSouth agrees to refund or waiver of the non-recurring charge for any cut-over delay that results in the installation interval exceeding two (2) hours, unless such delay(exceeding two (2) hours) is solely caused by NEXTLINK or its agents, in which case NEXTLINK shall pay BellSouth twice the normally applicable non-recurring charge. The parties acknowledge, however, that they may mutually agree to a longer or shorter interval any time during the term of their Interconnection Agreement."

Jim Whitson will talk with Ida Bouren for contract information.

2. Disconnects In Error: There are several things which can affect the order.

ACTION ITEM : Unassigned
- Whenever the order is canceled or rescheduled, the WMC and RCM respond appropriately. The central office doesn't get notification in a timely manor thus having a risk of completing the order.
- The delay between the time a technician is loaded for the day and order changes which occur that day.

3. Directory listing taking from 3 days to 2 weeks to be in the system.

ACTION ITEM: Hank Westbrook
There appears to be a way to improve the update by adjusting the sequence of orders.

4. LSI (summary sheet) on the Customer Service Record (CRD) was once provided. NEXTLINK believes that it is now being provided to BST customers through the Vender Service Center. NEXTLINK would like to have this summary. NEXTLINK feels if the VSC is able to provide the LSI for the administration of BST customers then because of parity BST must provide it to NEXTLINK.

ACTION ITEM: Paula Murphy

5. Re-scheduling orders

ACTION ITEM:
A. Engineering is a slow process when changes are required.

ACTION ITEM:
B. Scheduling multiple cuts at the same time. Problems typically occur, causing a delay on remaining cuts. Have to reschedule with customer.

ACTION ITEM: Jamie Lucus
BST failing to coordinate dispatch of tech on cut over involving SLCs.

ACTION ITEM: Jamie Lucus/ Glenn Miller
SLC issues - When BST works multiply orders which require SLC plug-ins, often the tech doesn't have enough plugs because plugs are missing in the remote location.