

WORLDCOM, INC.

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondents/

Positions:

Sherry Lichtenberg/Senior Manager for
Product Development

Lissa Provenzo/OSS Specialist-Project
Manager

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: August 3, 2000

ITEM: DTE-WCOM-3 [Checklist item # 2] See WorldCom Supplemental Declaration of Lichtenberg and Sivori at ¶88: Provide documented examples to support the claim that BA-MA has failed to respond to Worldcom's Help Desk calls.

REPLY: WorldCom's difficulties in obtaining assistance from the help desk are longstanding and have continued recently. One recent example is trouble ticket #32126 9104. WorldCom opened this ticket, because it received a reject that it did not understand. Bell Atlantic has not responded to this trouble ticket. A second example is trouble ticket #33477. For a period of time, WorldCom was inexplicably receiving rejects on all of its orders. WorldCom opened a trouble ticket on July 17 but Bell Atlantic never responded to it. Bell Atlantic never told WorldCom it had identified the problem or what the fix was.