

WORLDCOM, INC.

COMMONWEALTH OF MASSACHUSETTS

D.T.E. 99-271

Respondents/

Positions:

Sherry Lichtenberg/Senior Manager for
Product Development

Craig Crowley/Manager Network
Financial Systems Management

REQUEST: Department of Telecommunications and Energy, Record Requests

DATED: August 3, 2000

ITEM: DTE-WCOM-6 [Checklist item # 2] See WorldCom Supplemental Declaration of Lichtenberg and Sivori at ¶135: Does Worldcom notify BA-MA in cases where Worldcom does not receive a bill as expected? If not, why? If yes, what has BA-MA done to remedy such cases?

REPLY: WorldCom does notify Bell Atlantic as soon as it is aware that it has not received a bill. When the bill is a new type of bill, WorldCom may not immediately be aware that the bill has not arrived. For those bills that WorldCom has regularly received in prior months, however, WorldCom checks to see whether they have arrived on the expected date. For example, when the May 4 UNE- bill in New York did not arrive, WorldCom contacted Bell Atlantic less than 10 days later to inform Bell Atlantic of this fact.

Once Bell Atlantic is aware of the problem, Bell Atlantic sometimes rectifies the problem quickly. However, as WorldCom explained in the Sivori and Lichtenberg Declaration (¶ 135), Bell Atlantic has sometimes submitted replacement bills months later in paper format and simultaneously attempted to assess charges for late payment. In other cases, Bell Atlantic also responds slowly. For the May UNE bill, for example, after WorldCom complained by mid-May, Bell Atlantic transmitted this bill electronically on June 7. (Bell Atlantic's failure to transmit bills relates to New York bills, not Massachusetts bills, since WorldCom provides little service in Massachusetts. There is no reason to believe that Bell Atlantic's performance is any better in Massachusetts.)