

Z-Tel Communications, Inc.

Commonwealth of Massachusetts

DTE. 99-271

Respondent: Donald C. Davis

Title: Vice President-Strategy and Industry Policy

Request: Department of Telecommunications and Energy, Record Requests

Dated: December 9, 1999

DTE RR 226: Please provide any available documentation, including letters and email, related to Z-Tel's Network Design Request for the purchase of unbundled local switching from Bell Atlantic in New York for the Buffalo and Poughkeepsie LATAs.

Reply: Attached please find correspondence between Z-Tel and Bell Atlantic related to Z-Tel's Network Design Request for the purchase of unbundled local switching from Bell Atlantic in New York for the Buffalo and Poughkeepsie LATAs. These materials are proprietary and will be served only upon the Department and Bell Atlantic-Massachusetts.

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DTE RR 249: Please provide any available documentation describing Web GUI interface outages experienced by Z-Tel. Include information on: (1) whether and how Z-Tel informed Bell Atlantic of Web GUI outages; (2) whether such outages were scheduled or unscheduled; (3) the time of day of any such outages; (4) any order volume backlog resulting from Web GUI outages.

Reply: Attached please find a spreadsheet and correspondence between Z-Tel and Bell Atlantic related to GUI outages experienced in New York. These materials are proprietary and will be served only upon the Department and Bell Atlantic-Massachusetts.

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DTE RR 250: With regard to the latest version of Bell Atlantic's Web GUI interface ("Web GUI 3"), please identify the "initial" problems experienced by Z-Tel and the "persisting" problems experienced by Z-Tel.

Reply:

Initial Problems

Initially, the Phase III GUI was totally unreliable in comparison to the Phase II GUI. Outages were a severe problem.

Additionally, the first release didn't display any Bell Atlantic responses to any Z-Tel Communications, Inc. orders. Specifically for any order, you didn't know if there was an error, a FOC, or a Completion Notice. Once the response to a Z-Tel Order did appear, it was often another carrier's response, not Z-Tel's (i.e., a Z-Tel representative would click on a Z-Tel Purchase Order, and another carrier's order would appear). Later, there was a lot of discontinuity between what was ordered in Phase II and what was displayed as provisioned in Phase III. Basically, we couldn't trust Phase III for quite some time to display reliable information.

Persisting Problems

As evidenced Z-Tel's Reply to DTE RR 249, Phase III GUI outages continue to be a significant problem for Z-Tel operations.

As to other problems which remain critical to Z-Tel, there are orders that have been entered within the past month via GUI III that are still waiting acknowledgement from Bell Atlantic (normally a 24 hour process). On December 22, 1999, Z-Tel faxed Bell Atlantic information related to this problem.

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DTE RR 251: Please describe what Z-Tel views as the difference between having a completion notification “posted” or “transmitted” by Bell Atlantic to Z-Tel. In addition, please identify the number of days that an order confirmation is available before a completion notification is removed from the Bell Atlantic Web GUI.

Reply: A Z-Tel representative logs into the GUI using the assigned Secure ID. Once in the GUI, the Z-Tel representative selects the Service Order Tab. This lists all LSRs that were entered by that Z-Tel representative and responses received from Bell Atlantic. In this manner, the service representative can view the responses “posted” by Bell Atlantic. The Z-Tel representative can then print the completion notices and associated LSRs from the GUI. In addition, the representative updates Z-Tel’s OSS with the status of each order. There are two types of Bell Atlantic completion notices:

- Provisioning Completion Notices: Sent after the order has been migrated to us in the provisioning systems
- Completion Notices: Sent after the Bell Atlantic Billing System (“CRIS”) is updated with the migration

Completion notices remain in the Bell Atlantic GUI until we delete them. If a user has more than 1000 pages of responses (approximately 15 responses per page), a message will be sent to them from the Bell Atlantic System Administrator to clean out their responses.

Service orders remain in the Bell Atlantic Service Order Processor for different amounts of time depending on the operating company within Bell Atlantic (*e.g.*, 30, 60, or 90 days).

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DTE RR 252: Please identify relevant Bell Atlantic tariff references related to pre-programming speed dialing capability.

Reply: Attached please find selected pages from Bell Atlantic-New York's (d/b/a "New York Telephone") Tariff No. 900.

As noted in the footnote in Section 2, 14th Revised Page 29, "[a]s facilities become available, customer changeable Speed Dialing will be introduced. No charge applies for the conversion from Speed Dialing to customer changeable Speed Dialing." Thus, by the plain terms of this section, Bell Atlantic-New York programs Speed Dialing for its customers. Only in cases where "facilities" are available, is customer changeable Speed Dialing even available.

Bell Atlantic-New York's tariff also indicates that it provides pre-programmed Speed Dialing to Centrex customers. As noted in Section 4, 1st Revised Page 276, "[a] subscriber may have only one type of Speed Dialing, either Company Changeable or Customer Changeable." Company Changeable appears to mean programmed by Bell Atlantic. In addition, in Section 4, 13th Revised Page 279 (and on the subsequent attached pages), Bell Atlantic-New York's tariff indicates distinct rates for "Company Changeable" and "Customer Changeable" Speed Dial.