

ATTACHMENT 36

Wilmington, NC MSA

EXHIBIT A

Competitive Overview Matrix

Wilmington, NC MSA Competitive Overview
BellSouth Pricing Flexibility Petition for Switched Services

PUBLIC VERSION

W/C Name	WC CLLI	WC ZIP address	Res Locations	Sm & Med Bus Locations	Complex Locations	Total Locations	Competitors w/switch (S) or collo (C) serving BS WC	UNE Counts through 5/04	Ported Number Counts as of 5/04/04	Tgt Segment	% of all Locations w/ WC	% of Locations Trgtd by CLECs
Totals	8					111,628					72.5%	34.0%
CAROLINA BEACH - CENTRAL	CRBHNCC	28428				5,927						
LONG BEACH - MAIN	LNBNMCMA	28461				6,305						
SCOTT'S HILL - MAIN FUTCH CREEK RD	SCHLNCMA	28405				7,550						
SOUTHPORT - CENTRAL	SOPTNCC	28461				5,465						
WRIGHTSVILLE - MAIN	WGVLNCMA	28480				7,496				B	6.7%	2.3%
WILMINGTON - FOURTH	WLMGNCF	28401				22,389				A	20.1%	20.1%
WILMINGTON - LELAND	WLMGNCL	28451				5,499						
WILMINGTON - WINTER PARK	WLMGNCW	28403				50,997				B	45.7%	11.7%

Tgt Segment:
B=Small, Med, Complex Bus.
S=Small, Med. Bus.
C=Complex Bus.
R=Res.
A=All segments
5/4/04

EXHIBIT B

Competitive Switch Information

CLEC Switch POIs / Nodes With NPA/NXXs Assigned to BellSouth Rate Centers Shown By MSA

MSA	Switch CLLI	Switch EQP TYPE	Switch State	Switch Node	Sw Node EQP TYPE	Sw Node State	Switch Node CLEC Name
Wilmington, NC Metropolitan Statistical Area	GNBONCPHDS7	SMX	NC	WLMGNCCLGDS0	DS	NC	ITC DELTA COM - NC
	GNBPNCCEMDS0	DMH	NC	WLMGNCFOBB9	P15	NC	NUVOX COMMUNICATIONS, INC. - NC
	NSVLTN17CA1	SS	TN	WLMGNCFOOTMD	POI	NC	SPRINT COMMUNICATIONS COMPANY, L.P. - NC
	RLGHNCZYDS0	5E	NC	WLMGNCFOOMD	POI	NC	US LEC OF NORTH CAROLINA, INC.

EXHIBIT C

CLEC Marketing Strategies and Supporting Information

Wilmington, NC MSA CLEC Marketing Strategies BellSouth Pricing Flexibility Petition For Switched Services

CLECs	Res.	Small & Med Bus	Complex Bus	General Comments	MSA
ITC Deltacom		√	√	ITC DeltaCom offers Small/Medium and Complex business voice solutions for companies of all sizes. Source: www.deltacom.com	ITC Deltacom serves NC, SC, GA, MS, AL, FL, and TN according to their website.
Nuvox/Trivergent		√		NuVox provides local and long distance voice services to small/medium sized businesses. Source: springfield.nuvox.net	NuVox offers service in GA, SC, NC, FL, KY, and TN
Sprint	√	√	√	Sprint provides local service to resident, small/medium businesses and complex services. Source: csb.sprint.com	Sprint offers local Service in TN, NC, SC and FL according to their website.
US Lec		√	√	The US LEC product line includes local calling services to businesses. www.uslec.com	The US LEC local Service areas include AL, FL, GA, KY, MS, NC, SC, TN



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ITC^DeltaCom understands the complexity of telecommunications. Whether you are looking for small business solutions or to connect multiple locations, ITC^DeltaCom has the experience and technology to be your total communications provider.

ITC^DeltaCom's Small Business packages are specifically bundled for small businesses or home offices. Our Enterprise services provide voice, data, and Internet solutions as well as, Equipment and Systems for companies of all sizes. We also provide additional business solutions such as collocation and hosting through e^deltacom, our 376,000 sq.ft. data center. Unlike many traditional communication services, you can get high-speed communications to practically any location you wish. ITC^DeltaCom always gives you the highest quality of products and services. One company, one invoice, one choice – that's telecom simplified.

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Covered by David Hamerly

ITC^DeltaCom, an integrated telephone company, is the competition. The competitive local-exchange carrier (CLEC) serves business customers through 40 offices from New York to Florida. It also wholesales long-distance services to other carriers -- including [AT&T](#), [MCI](#) (formerly WorldCom), and [Sprint](#) -- through its regional fiber-optic network. The firm owns part of the network and manages the rest, which is owned by [Duke Energy](#), [FPL](#), and [Entergy](#). But the depressed telecom sector forced the company to seek debt relief and it has emerged from Chapter 11 bankruptcy with investment firm [Welsh, Carson, Anderson & Stowe](#) owning a 65% equity stake.

[Full Overview](#)
Key Numbers

Company Type	Public (NASDAQ: ITCD)
D&B D-U-N-S Number	Subscribers Only
Fiscal Year-End	December
2003 Sales (mil.)	\$461.6
1-Year Sales Growth	10.3%
2003 Net Income (mil.)	(\$24.3)
2003 Employees	2,360
1-Year Employee Growth	0.0%

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Key People


Chairman and CEO	Larry F. Williams
COO	John W. (J.W.) Braukman III
SVP and CFO	Douglas A. Shumate

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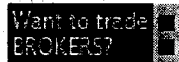
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Top Competitors



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[13 Competitors Listed For ITC^DeltaCom](#) 

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- [Data Services: Financial Analysis Profiles](#)
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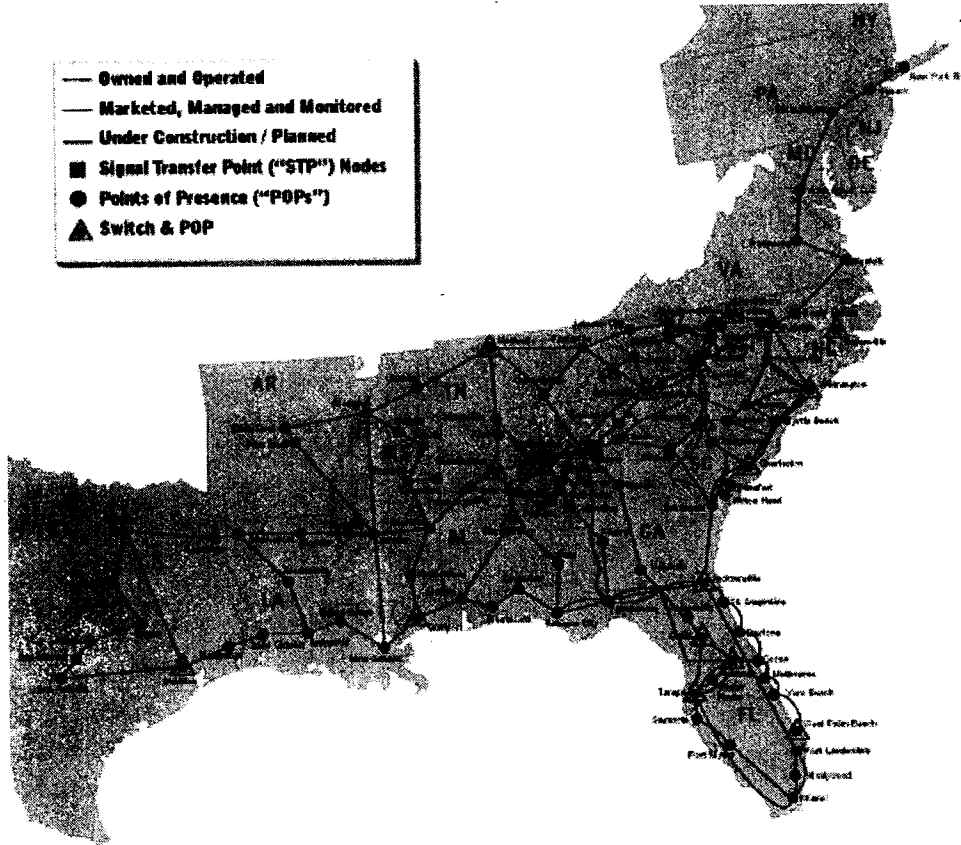
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FIBEROPTIC NETWORK

- Owned and Operated
- Marketed, Managed and Monitored
- Under Construction / Planned
- Signal Transfer Point ("STP") Nodes
- Points of Presence ("POPs")
- ▲ Switch & POP

**Company Information****Our Network**

- > Fiber Optic Network
- > IP Backbone
- > PRI
- > Frame Relay

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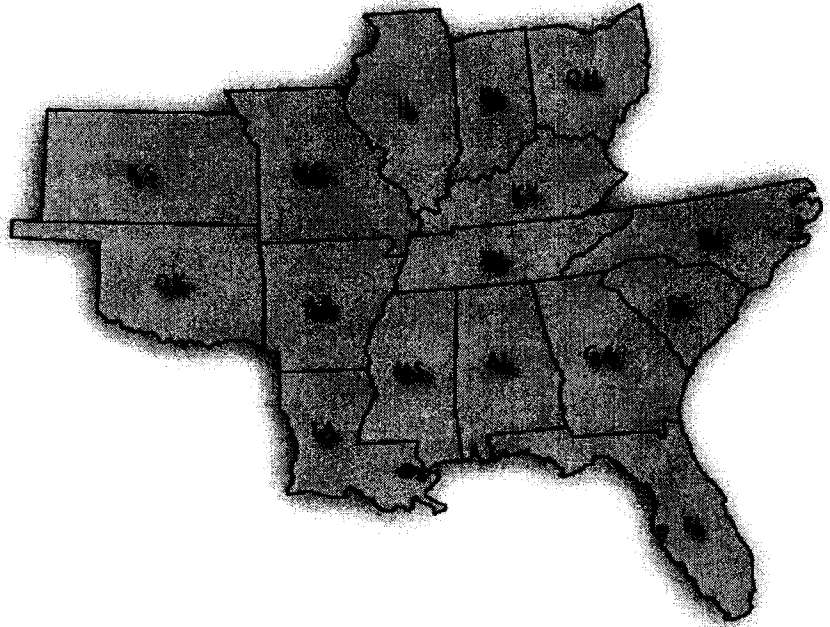
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LOCATIONS

Locations

NuVox offers service in 16 states across the Midwest and Southeast. To obtain contact information and service availability, please select the city nearest you from the map below.



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TriVergent

http://www.trivergent.com

Current Coverage:

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☐ Web Hosting
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Network Ops Centers:

SC Greenville Greenville

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About TriVergent ..

TriVergent offers customers broadband Internet access, Web hosting and design services, and lo and long distance phone service - all from one company, all on one bill. Contact us toll-free at 877.TRIDSL8 for more information.

Recent Reviews(viewing 1..10 from 2) - **Next 10 >>**

icon key

☐ next review in page

Review by: **torkrite** ☐ on Wednesday October 17th 01, @08:43PM.

Note: reviewer registered on 2001-10-17 20:08:39, but has only visited us 5 times

From: **Lexington, Lexington, SC****Business DSL customer**Contract was **\$49 per month (24 months)**From order to *live*: about **30 days**Telco party: **AllTel**

- ☐: "tech support is very friendly with good helpful attitude"
☐: "many tech support technicians simply have NO CLUE!?!?"

Pre Sales information: ☐**Install Co-ordination:** ☐**Connection reliability:** ☐**Tech Support:** ☐**Services:** ☐**Value for money:** ☐

Insuffici
rec
reviews
relia
ove
rat

☐: **"offers the lowest cost adsl broadband but system reliability is poor"**

Alltel ADSL (TriVergent) in Lexington, SC area...A new customer's opinion

ordered service in early aug, 2001

\$49/month with \$200 cost of router deferred with 2 year service contract

initial installation charge \$50

within 1 week SpeedStream Router arrived with all filters and excellent instructi

A full two weeks later the line was still not connected - or tested!

with several prompting calls to tech support the line was activated

by Sep 19, still no good connection! line problems were investigated on seven seperate occasions with no problems found!?!? router still drops the line connec every 10 minutes.

No service calls have been made to inspect installation or router connections an attempts to work with phone tech support defaulted to "we need to open a serv ticket to check the lines"

Finally, by the second week of Oct a problem with the PPP connection router in Charlotte, NC was admitted and equipment was serviced at other end.

After going through many phone service techs I finally happened onto a good ol recommended dslreports for tweaking and system improvements.

Finally, at the middle of Oct, I have a decent ADSL connection with download cl 1700kb/s ! Thank you DSL Reports! (- : my best speed before Oct was 256kb/s

Bottom Line: Cost, service help, equipment is excellent....service tech competer responsiveness to outages, system up-time is fair at best.

Other choices in this area are Roadrunner, DirectPC and other sat systems....I r the best choice for what is available. Hopefully the Altell ADSL system in Lexing SC will improve with seasoning and over time. Right now it is the best choice of available choices.

BTW: Ping rate is very high, around 950ms, which is most probably due to line conditioning problems and fault of Altell !

Respond to review · See Full Discussion

☐ next review in page (previous review)

Review by: **jdlathan** ☐ on Sunday October 29th 00, @09:55PM.

(reviewer registered on 2000-10-29 10:29:32, has visited 61 times since)

From: **Anderson,Anderson,SC**

Contract was **\$70 per month**

Telco party: **Trivergent**

CLEC party: **Trivergent**

Pre Sales information: ☐

Install Co-ordination: ☐

Connection reliability: ☐

Tech Support: ☐

Services: ☐

Value for money: ☐

☐: **"Good tech support, Easy self Install, Pricing OK"**

☐: **"HORRRIBLE BILLING PROBLEMS, SLOW, Disconnects frequent on weeken**

☐: **"Try Bellsouth DSL First"**

Sign up, Installation, no problems. 320 k PPPoE, Dynamic connection with Phon service \$70. Nortel External Modem. Was paying by check at first. Tried to bum speed, lines in area would not go beyond the 320 I was at (They checked line w some software program, but never gave me the max speeds line would hold). T started Credit card billing with no notice (I gave the card when I signed up). Ins

of billing me for the bumped up speed, they billed me for 2 lines OFF MY DEBIT WITH NO BILLING NOTICE!! Next month they hit my card again for about \$320. decided I had enough of their billing problems. Got problem straightened out ar disconnected. Problems with disconnects on weekends. Try Bellsouth before you this Headache!! Charter in Anderson, SC is awful also- 300k connection for 49.9 what a RIP!

Respond to review · See Full Discussion

(viewing 1..10 from 2) - **Next 10 >>**

Monday, 06-Dec
10:01:13

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Greenville, SC -- Wednesday, December 1, 1999

Sales Team Will Be at Forefront of TriVergent's DSL Bundled Services Offering

TriVergent has completed its team of account executives who will offer the company's new bundle of high-speed Internet access, local phone service, and long distance phone service to small- and medium-sized businesses in the Greenville, Spartanburg, and Anderson areas of Upstate South Carolina.

TriVergent is a Greenville-based, integrated communications provider (ICP) offering a wide range of services. The sales team will work with business clients interested in TriVergent's services that feature high-speed access to the Internet through DSL (digital subscriber lines) along with web hosting, e-mail, and web page design options. The company also provides data, local area network (LAN), wide area network (WAN), and hardware solutions as well as local phone service and long distance phone service for clients. TriVergent's services will be bundled for clients onto one bill.

The Greenville-Spartanburg-Anderson account executives have years of experience working in the Upstate market. The sales team includes **Jennifer Arndt**, the sales manager for this area and who has worked at TriVergent for 1 year; **Blake Comer**, who came to TriVergent from Computer Science Corporation; **Randy Friedberg**, who previously worked for SunCom; **Rich King**, who worked with Synnex Information Technologies; **Michele Miller**, who has been with TriVergent for a year and was recently promoted from business support

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representative; **George Smith**, who worked for SunCom; and **Greg Sullivan**, who joined TriVergent from Datastream. The team will begin selling TriVergent's bundle of high-speed Internet access, local phone service, and long distance phone service on Dec. 6, 1999.

"We're excited about this group of people and their ability to offer business customers solutions for maximizing use of the Internet and local and long distance phone service," said Dan Sterling, vice president of Sales for TriVergent.

TriVergent will form similar sales teams throughout the southeast. Teams are currently being completed in Atlanta and Greensboro with groups to follow in Miami, Jacksonville, and several other markets.

About TriVergent Communications, Inc.

TriVergent Communications, Inc., a privately held Integrated Communications Provider (ICP), provides business and residential consumers with a wide range of communications products and services including high-speed Internet (DSL), web hosting and design, local exchange, long distance, and data integration products. The company is building an ATM-backbone, high-speed data network that will cover 26 southeastern metropolitan markets. Founded by former managers of Corporate Telemanagement Group, now Qwest Communications (NASDAQ:QWST) and Tel/Man, now MCI Worldcom (NASDAQ:WCOM), TriVergent's management team and directors have more than 175 years of aggregate competitive telecom experience. TriVergent was named "One Of The 50 Companies to Watch in 1999" by *digitalsouth* magazine. Additional information on the company can be found on the Web at www.TriVergent.com.



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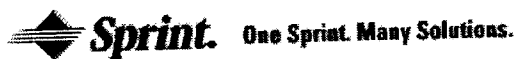
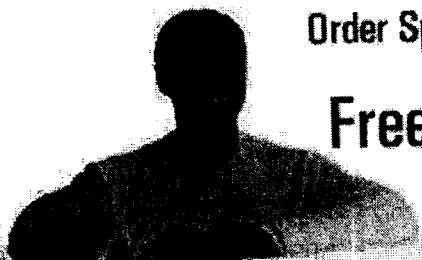
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Other Monthly Charges

Local Co

In addition to the monthly fee for your basic phone line, the following fees and surcharges will appear on your local bill.

All states:

Interstate Access Surcharge- (\$4.00-\$9.20 Varies by state)

This charge covers the cost of connections to the local telephone network, allowing you to make both local and long distance calls. This fee covers the cost of telephone wires, poles and other facilities that connect long distance carriers to local telephone companies. Customers are charged a monthly fee for each telephone line they use.

Local Number Portability- (\$.52 Local Number Portability surcharge will be eliminated during the beginning of February 2004)

Number portability allows you to move almost anywhere within your local calling area and keep the telephone number you have today. You can also keep your telephone number if you switch your local service provider. The local number portability surcharge allows telephone companies like Sprint to recover some of the costs for providing this service. All customers regardless of whether they move their telephone number or not must pay this FCC-approved surcharge.

Universal Service Fund- (varies by community)

This surcharge recovers some of the costs Sprint incurs to keep basic telephone service affordable in rural and high cost areas. This fund also makes it possible for telephone companies like Sprint to assist low-income customers that qualify, through lifeline assistance programs. It also provides support for telecommunications services used by schools, libraries and rural health care providers. In some areas, state governments may also require a similar surcharge for special programs within their communities.

Florida:

Touch-tone Service- Touch Tone Service was included in the access line in Florida as of 03/01/2003

Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Hearing Speech Surcharge- (\$.13)

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Indiana:

Hearing Speech Surcharge- (\$.06)

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Kansas:

No additional

Minnesota:

No additional

Missouri:**Extended Local Calling Charge**

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Relay Surcharge-(\$.10)

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

North Carolina:**Touch-tone Service- Touch Tone is included in the access line in North Carolina**

Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Nebraska:**Hearing Speech Surcharge-(\$.07)**

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Extended Local Calling Charge

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

New Jersey:**Touch-tone Service-(\$.75)**

Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Nevada:

No additional.

Ohio:**Intrastate Access Fee**

The Intrastate Access Fee was added to customer invoices on July 3, 2001. This fee is simply a more direct method of billing for charges that were formally included in customer long distance charges. Customers have been paying this fee all along, but the charge was included in their long distance rates before July 3, 2001. To help as many customers as we can offset this fee, Sprint eliminated Local Toll and Usage Charges on more than 500 calling routes throughout the state."

Oregon:**Residential Service Protection Fund-(\$.13)**

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines.

Extended Local Calling Charge

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Pennsylvania:

No additional.

South Carolina:

No additional

Tennessee:**Touch-tone Service-(\$1.00)**

Touch-tone service allows you to use Sprint network calling features as well as the interactive customer service features of other companies like banks, airlines, etc. With touch-tone service a phone emits signals or tones (instead of clicks) that automated service systems are able to interpret and process.

Texas:**Extended Local Calling Charge**

This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Virginia:

No additional.

Washington:**Extended Local Calling Charge**

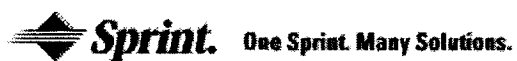
This charge reflects the additional cost of expanding your local calling area to include former long distance or local toll destinations. These charges vary by community and apply only in areas where local calling has been expanded.

Wyoming:**Hearing Speech Surcharge-(\$.10)**

This fee provides funding for telecommunications devices and relay service to be furnished to hearing and speech impaired individuals. The relay service is the service of relaying messages from a hearing impaired customer with a TDD (telecommunications device for the deaf) to someone else who does not have a TDD and/or vice-versa. The surcharge applies to all residential and business phone lines. This charge appears on the bill as "Relay/TAP Surcharge".

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Sprint Local

Welcome to Sprint Local Residential Services!



IS YOUR ENTRY CORRECT?

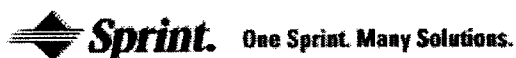
You entered the Zip Code below for your new residence.
If this is correct, please click "continue":

ZIP CODE

If incorrect, please re-enter your Zip Code and click "continue".

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- ▶ [Policies & Forms](#)
- ▶ [Contact Sprint](#)

My Account

Sprint Local residential customers can **view and pay online**, review call detail, and download Adobe PDF last 18 bills.

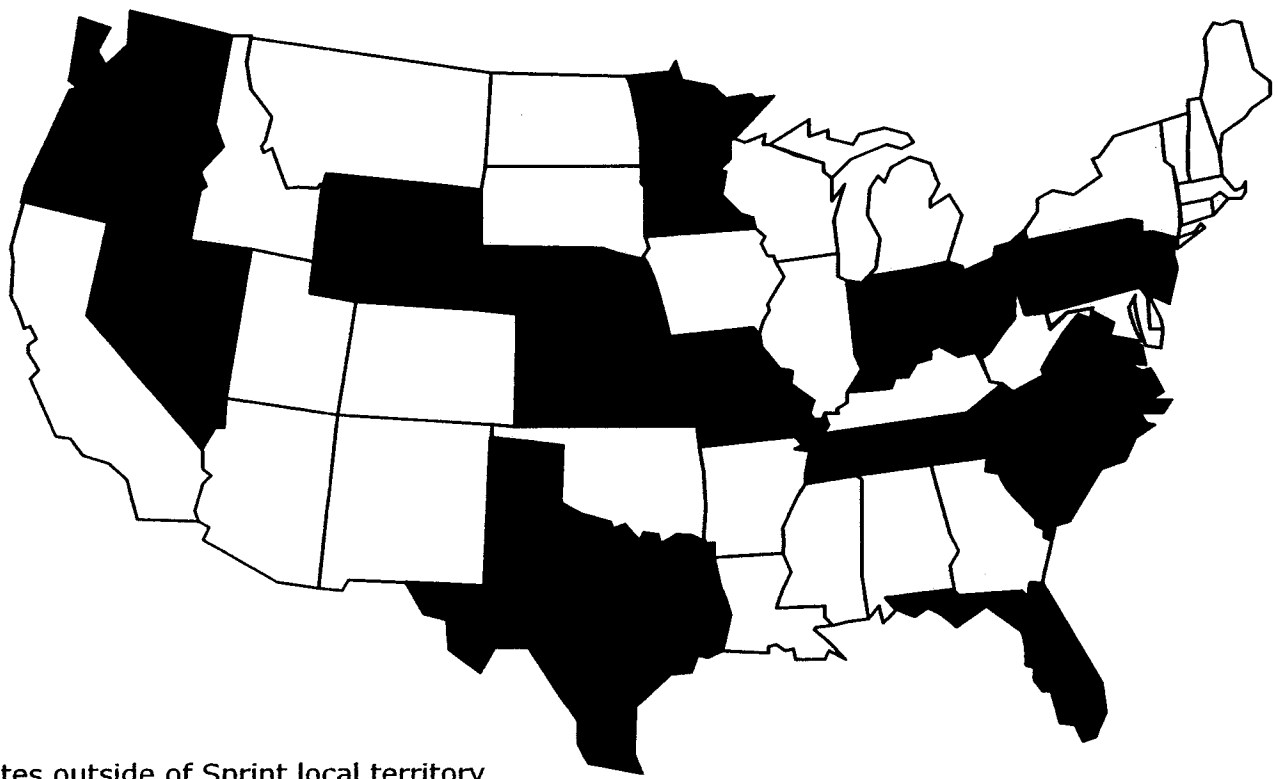
Registered Users:

New Users:

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Check For Sprint Local Residential Service



States outside of Sprint local territory



States where Sprint provides local telephone service


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Products &

Local

Since early 1997, US LEC has provided its business clients with competitive, reliable local phone service. We continue to enter new markets so more businesses can take advantage of the reliability and quality of the US LEC network.

- ➔ [Local Network Access \(Dial-Tone\)](#)
- ➔ [Local calling](#)
- ➔ [Line features](#)
- ➔ [Enhanced local services](#)

➔ **Local Network Access (Dial-Tone)**

Our local network access provides a high-quality, clear voice or data business line, and allows businesses to secure the minimum number of lines necessary as well as the capacity to expand service and add features as they grow. Customers can keep their existing telephone numbers when they switch to US LEC. Local network access facilities are available in four types:

- T-1 access
- Channel access (DS0)
- ISDN PRI (primary rate interface)
- Advantage T

Multiple local access services are available for above facilities:

- Business lines
- Data lines
- Key system lines
- PBX trunks
- Foreign exchange

The US LEC network comprises a variety of trunking configurations, enabling single and multiple voice and data transmissions between two network elements. Our local trunks offer connectivity flexibility so customers can customize specific traffic patterns based on their needs, such as one-way outbound calling only or two-way calling.

➔ **Local calling**

US LEC completes local calls over its all-digital network. US LEC local service provides:

- Local calling area coverage at least the size of the incumbent telephone company.
- 411
- 911
- Operator assistance
- Directory listing
- White-page listing
- Yellow-page listing

- ▲ 100% Customer Satisfaction Guarantee
- ▲ Service Level Agreement
- ▲ PowerVIEW
- ▲ ADVANTAGE Power 1
- ▲ Dynamic T
- ▲ Voice
 - ▶ **Local**
 - ▲ Long Distance
- ▲ Data
- ▲ Internet
- ▲ Additional Services
- ▲ US LEC.net



Line features

- Call forwarding
- Call forward busy
- Call forwarding trunks to POTS
- Call forward no answer
- Remote access to call forwarding
- Call transfer
- 3-way calling
- Call waiting
- Toll denial
- Call hold
- Caller ID
- Caller ID with name



Enhanced local services

- DID - US LEC's DID trunks provide greater user productivity by eliminating the need for assistance, reducing incoming call "traffic jams" and offering the caller a speedy connection to the desired party.
- EAS (Expanded Area Service) - This service provides a greater free local calling area than the ILEC, and an extended local calling area.
- ANI - Automatic number identification is used to identify the responsible party to be billed for the call.
- Foreign exchange - This service involves an inbound-only call, toll-free to the calling party, which is paid for by the called party. If desired, the service includes a listing in the "foreign" white and yellow pages of the ILEC directory.
- Co-location - US LEC's co-location packages provide the placement of the customer's equipment and connectivity to telecom services. As part of the placement agreement, US LEC also provides access to the physical space, utility support such as power and temperature/humidity control and security, among other benefits.