

DECLASSIFIED CONFIDENTIAL

See DN 01219-03/2.5.03

Docket No. 990649B-TP
 Witness: Morrison
 Exhibit No. _____ (SLM-2)
 1 of 2

Ln	Description	Source	Observations	Direct Minutes	Indirect Percent	Total Minutes	Activity Volume	Minutes per Order	Destination
<div style="text-align: center;"> A=Note 1 B=A*15 C=Source D=B*(1+Ln C31) E=Note 1 F=D/E </div>									
Manual Order Processing									
Manual LSR Receipt									
1	Enter Time of Receipt in Log		8						
2	Reject "Unables" to CLEC		3						
3	Sort and Staple LSR Pages		17						
4	Determine LSOG Number		2						
5	Manually Note NMC on LSR		6						
6	Enter LSR into Tracking System		0						
7	File Manual LSR for Processing		4						
8	Total	Sum Lns (1..7)	40	600		662	561	1.18	AOIS-1
Manual LSR Order Entry									
New									
9	Review LSR		19						
10	Order Entry into SIGS		100						
11	File Manual LSR for Editing		8						
12	Total	Sum Lns (9..11)	127	1,905		2,102	248	8.48	AOIS-1
Disconnect									
13	Review LSR		6						
14	Order Entry into SIGS		10						
15	File Manual LSR for Editing		2						
16	Total	Sum Lns (13..15)	18	270		298	123	2.42	AOIS-1

DOCUMENT NO.
 05158-02
 S-14-02

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 990649B-TP
 EXHIBIT NO. 66
 WITNESS: Morrison
 DATE: 4-29-04-30-02

	A	B	C	E	F	G	H	I	J	K	L	M					
1	Verizon - Florida																
2	Wholesale Non-recurring Study																
3	Ordering - NOREC																
4	Manual Order Processing - Work Sampling Summary																
5																	
32																	
33	Manual Order Processing																
34	Manual LSR Order Entry																
35	Migration (As Is, As Is +/-, As Specified)																
36	17	Review LSR															
37	18	Order Entry into SIGS															
38	19	File Manual LSR for Editing															
39	20	Total										Sum Lns (17..19)	915	1,010	113	8.93	AOIS-1
40																	
41	Change																
42	21	Review LSR															
43	22	Order Entry into SIGS															
44	23	File Manual LSR for Editing															
45	24	Total										Sum Lns (21..23)	210	232	41	5.65	AOIS-1
46																	
47	Record																
48	25	Review LSR															
49	26	Order Entry into SIGS															
50	27	File Manual LSR for Editing															
51	28	Total										Sum Lns (25..27)	105	116	36	3.22	AOIS-1
52																	
53	29	Total Direct Productive Time										Sum Lns (1..28)	4,005				
54																	
55																	
56	30	Indirect Time										Note 1	414				
57	31	Indirect Percent										Ln 30/Ln 29	10.34%				
58																	
59	Note 1: Data obtained through Work Sampling study conducted at the NOREC.																

