

1 tests and inspections.

2 Q. Have you previously testified before the Commission?

3 A. Yes, I filed testimony in the recent cases involving United
4 Telephone Company (Docket No. 910980-TL), St. Joseph
5 Telephone Company (Docket No. 910927-TL), and Alltel
6 Florida (Docket No. 920193-TL).

7 Q. What is the purpose of your testimony?

8 A. The purpose of my testimony is to address Issue 31 and
9 provide an independent analysis of the quality of service
10 provided by Southern Bell and Issue 9a as to whether there
11 should be a penalty imposed upon Southern Bell for poor
12 quality of service. My testimony also addresses Issue 31a
13 as to Southern Bell's compliance with Rules 25-4.070 and
14 25-4.110 which require a company to rebate for an out-of-
15 service condition when the company fails to notify, within
16 24 hours of the report, that the trouble is located in the
17 customer's premise equipment.

18 Q. With respect to Issue 31 and whether the quality of service
19 is adequate, how did Staff conduct its service evaluation
20 of the company?

21 A. Staff's service evaluation methodology normally includes an
22 analysis of the company's periodic service reports of
23 monthly exchange performance in fourteen (14) categories,
24 and field tests and inspections in seventy-one (71)
25 categories to measure the level of compliance with the

1 commission's service rules and generally accepted industry
2 standards. Staff initiated over 170,000 test calls in the
3 company's service area using automated telephone test
4 equipment. In addition, staff reviewed the level of
5 complaints filed with the Division of Consumer Affairs
6 against the company and made suggestions, where
7 appropriate, as to the corrective action the company should
8 take.

9 Q. What does your analysis of the company's periodic reports
10 show?

11 A. In the 1991 periodic reports, SBT reported that they missed
12 the objective of repairing out of service trouble within 24
13 hours from 6 to 39 centers out of a total of 102 centers
14 (see Exhibit DBM-1, page 2). During the first seven months
15 of 1992, they reported missing the objective from a low of
16 9 to a high of 36 centers. I didn't consider the months of
17 August or September due to Hurricane Andrew. The largest
18 number of misses (36) occurred in July and was down from
19 the high in 1991 of 39 centers that missed the objective.
20 On the rule where service orders must be completed within
21 three days, during 1991 the number of centers that missed
22 this rule ranged from 0 to 6 (out of 102). During 1992 the
23 range was 2 to 19 with the 19 occurring in July. This data
24 is reflected in Exhibit DBM-1, pages 1 and 2.

25 Q. What conclusion would you draw from these reports on

1 trouble and on service orders?

2 A. There is a disturbing trend that indicates an increase in
3 the centers that fail to meet the service order completion
4 within three days (delayed connects) and in repairing
5 trouble within 24 hours. Delay connects increased from
6 2.5% of the centers missing the objective in 1991 to 8.5%
7 of the centers missing it in 1992. In repairing trouble
8 within 24 hours, 18.1% of the repair centers missed it in
9 1991 whereas in 1992 the average has been 21.1% missing the
10 objective.

11 Q. Are there any other results in the periodic reports which
12 are of concern to you?

13 A. Yes. The reports bear out a concern we have for the answer
14 time in the business office and in repair. The business
15 office answering time objectives were only met once in 1991
16 (December) and once during 1992 (May). Answer time for
17 repair met the objective once in 1991 (March) and while the
18 company made the objective for the first five months of
19 1992, they missed the objective for June and July.

20 Q. Have you reviewed the customer complaints for Southern
21 Bell?

22 A. Yes. I have reviewed the level of complaints for both 1991
23 and for 1992 through July in order to discount the effect
24 of Hurricane Andrew. In 1991 the level of complaints
25 against SBT was .492 per 1000 customers versus the state

1 average of .416 per 1000 customers. In 1992 it has dropped
2 for both SBT and the state as a whole. Through July, It
3 was .203 per 1000 customers for Southern Bell and the state
4 average was .186 per 1000. Exhibit DBM-2, pages 1 and 2
5 reflect these figures.

6 Q. What have been the majority of the complaints?

7 A. In 1991 the majority of complaints were delayed connects
8 for new service. As outlined in Exhibit DBM-2, pages 3 and
9 4, staff wrote SBT a letter dated 9-12-91 outlining that
10 from January 1990 through August 1991, SBT had 731 delayed
11 connects out of a total of 808 for the entire state. Staff
12 requested that SBT indicate what action they would take to
13 address this continuing problem.

14 Q. Did staff receive a response from SBT?

15 A. Yes. SBT responded on October 31, 1991 (Exhibit DBM-2,
16 pages 5 and 6) with its plans for reducing the number of
17 delayed connects. The company also responded to another
18 staff inquiry (Exhibit DBM-2, page 7) as to when plans
19 would be put into place and stated that the implementation
20 date was November 12, 1991 with improved results expected
21 immediately (Exhibit DBM-2, pages 8, 9, 10, and 11).

22 Q. Was the company's corrective action effective?

23 A. Yes, through July, 1992, the PSC received 120 delay connect
24 complaints as compared to 251 for the same period of 1991.
25 This reflects a reduction in delayed connect complaints of

1 52% which would indicate that SBT's plan for reducing
2 delayed connects has succeeded in reducing complaints.
3 However, this reduction in delayed connect complaints is
4 not reflected in the periodic reports, which as I
5 previously testified, reflects an increase in the number of
6 centers missing the service connect objective in 1992 as
7 compared to 1991.

8 Q. What has been the results of staff's service evaluation?

9 A. Exhibit DBM-3 is a copy of staff's service evaluation
10 report for the period of May 11 through July 17, 1992,
11 involving the Gainesville and Orlando LATA areas. The
12 Executive Summary shown on pages 1 through 8 of Exhibit
13 DBM-3 describes each LEC and IXC category evaluated, the
14 commission rule requirement or accepted industry standard,
15 the company's performance and whether the rule or standard
16 was met. Of the seventy-one (71) LEC standards measured,
17 Southern Bell failed to meet fourteen (14). Eight (8) of
18 the failures related to the company's pay telephone
19 operations. All eight (8) of these were rule violations.
20 The major violations were handicapped access, no address on
21 the payphones, no current directory, serviceability and
22 automatic coin returns. The three other payphone rule
23 violations were less than 1% below the objective and
24 included inadequate lighting, no telephone number listed,
25 and no dial instructions. The six (6) other violations

1 included three rule violations and three missed standards.
2 The three rule violations included repair and business
3 office answer times and customer rebates. The business
4 office answer time of 1.1% versus the rule of 80% was very
5 poor. Repair answer time was 45.1% versus 90%. Both of
6 these results were lower than in the previous evaluation
7 and continue to be a problem.

8 Q. Have any changes been made to the rule involving answer
9 time objectives?

10 A. Yes. In Docket 910506-TL there was an amendment to Rule
11 25-4.073, F.A.C., Answering Time. This rule was modified
12 to take into account the menu systems that the companies
13 are using to direct calls principally to repair and the
14 business office. It also changes the method that staff
15 uses to evaluate answer time in that timing begins from the
16 last digit dialed rather than from the first ring back
17 tone.

18 Q. Was this new rule used during the evaluation?

19 A. Since this rule went into effect on November 12, 1992 which
20 was after our evaluation, this rule was not used in our
21 1992 evaluation. However, we have since made tests calls
22 in the Gainesville and Pensacola areas to determine if SBT
23 was meeting the new rule in the business office and in
24 repair. The first part of the rule requires that 95% of
25 all calls offered to either repair or the business office

1 be answered by a menu driven automatic answering system
2 within 15 seconds. Our study showed SBT answered 100% in
3 both repair and the business office under this criteria.
4 Another part of the rule is that subscribers, electing the
5 option of transferring to a live operator, be answered 95%
6 of the time within 55 seconds after the last digit of the
7 telephone number listed in the directory for the company's
8 service was dialed, except for the business office which is
9 85%. SBT answered 93.9% versus the required 95% for repair
10 and 82.9% versus 85% for the business office. In addition,
11 the new rule requires that at any time during the call the
12 customer shall be transferred to a live attendant if the
13 customer fails to interact with the system for a time
14 period of ten (10) seconds following any prompt. On repair
15 the transfer time on this scenario exceeded ten seconds on
16 all calls and on the business office the ten second
17 requirement was met only 52.4% of the time. This is
18 outlined in Exhibit DBM-3.

19 Q. Is SBT meeting the new answer time rule?

20 A. No, based on our recent tests, SBT did not meet all the
21 criteria of the new rule. Using a composite of the three
22 factors mentioned previously in the new answer time rules,
23 repair was answered 67.4% and the business office 71.4%.
24 Both missed their objective. While they were closer than
25 under the previous rule, SBT still needs to make

1 improvements, particularly in the area of promptly
2 transferring a customer to a live operator following any
3 prompt to which the customer does not respond.

4 Q. How are violations handled that are found during service
5 evaluations?

6 A. The company is asked to respond to our Service Evaluation
7 Report and to specify the corrective action that has been
8 or will be taken. In some cases corrective action is taken
9 by the company during the evaluation. However, since our
10 evaluation report was only recently completed, the
11 company's initial response to the evaluation was not
12 available when this testimony was filed.

13 Q. Has the company satisfactorily addressed the service
14 evaluation violations?

15 A. Since they are still reviewing the evaluation, not all
16 items have been addressed as yet. Many of the items were
17 mentioned during the evaluation and Southern Bell has
18 already taken steps to address most of the deficiencies
19 mentioned. Staff will be working with the company to
20 resolve all the remaining deficiencies found during the
21 evaluation. With respect to issue 31a, the company has
22 stated that it does not intend to rebate out-of-service
23 trouble reports that go over 24 hours and are customer
24 premise equipment (CPE) problems. The majority of reports
25 that went over 24 hours and were not rebated were in this

1 category.

2 Q. In your opinion, is this a violation of the rules?

3 A. Yes. Rule 25-4.070 reads in part "Also, if the company
4 finds that it is the customer's responsibility to correct
5 the trouble, it must notify or attempt to notify the
6 customer within 24 hours after the trouble was reported."
7 Therefore, I believe that when the company fails to notify
8 a customer within 24 hours that the trouble is not the
9 company's responsibility, the company is required to make
10 an adjustment under this rule. In addition, Rule 25-4.110
11 reads in part "Each company shall make appropriate
12 adjustments or refunds where the subscriber's service is
13 interrupted by other than the subscriber's negligent or
14 willful act, and remains out of order in excess of twenty-
15 four hours after the customer notifies the company of the
16 interruption." Thus, no matter who is responsible for
17 correcting the problem, if the company does not notify the
18 customer otherwise, and the trouble is not due to the
19 customer's willful act or negligence, then the company is
20 required to make the rebate.

21 Q. Should the Commission consider any other factors relating
22 to the quality of service provided by Southern Bell?

23 A. Yes. Although staff's proposed Weighting System Rule has
24 not yet been adopted, I believe it can be a useful tool to
25 measure the company's overall performance, rather than

1 simply considering the company's pass/fail service
2 evaluation performance on each of the standards. The
3 Weighting System is a formula that allows a telephone
4 company's performance on each of the standards to be
5 weighted into a single number on a scale between zero to
6 one hundred (100). Using this formula, a company exactly
7 meeting the Commission's minimum standards on all criteria
8 would receive an overall rating of 75. Staff has computed
9 Southern Bell's service evaluation performance using the
10 weights and rule standards which are proposed for adoption.
11 As a result, Southern Bell achieved a weighted score of
12 34.6 points as compared with the minimum score of 75.0 if
13 every rule is exactly met. Exhibit DBM-5, pages 1-4 sets
14 forth this analysis. This is a reduction over the
15 evaluation conducted in 1991 when they received 71.9
16 points.

17 Q. Did you recompute the weighted index using the answer time
18 data you obtained which reflects the new answer time rule?

19 A. Yes. I used the composite answer time shown in Exhibit
20 DBM-3 and recomputed SBT's weighted index. Exhibit DBM-6,
21 pages 1-4, shows the weighted index of 68.4 using the new
22 answer time rule. This is still below the standard of 75
23 points.

24 Q. Overall, in your opinion, is the quality of service
25 provided by Southern Bell satisfactory?

1 A. No. Improvement needs to be made on its business office
2 and repair answer times. The company also needs to reverse
3 the trend, as outlined in the periodic reports, which shows
4 an increase in out of service trouble not being repaired
5 within 24 hours. The company should also continue to
6 reduce the number of delayed connects. In addition, the
7 company should be required to rebate customers for any out-
8 of-service condition that occurs when the company fails to
9 notify the customer within 24 hours that the trouble is
10 located on the customer's side of the demarcation point.

11 Q. In Order No. 20162 in approving Southern Bell's incentive
12 plan, the commission stated:

13 "There is a concern that the company might
14 improve earnings over the short run by
15 letting quality of service slip. In order
16 to discourage and detect such actions, our
17 staff will continue its ongoing review of
18 service quality as required by Commission
19 rules and will consider more expanded
20 service audits if any significant slippage
21 in quality is detected. The commission will
22 be notified if service quality significantly
23 deteriorates during the course of this plan,
24 or if Commission rules concerning service
25 standards are violated. The commission may

1 then consider imposing a penalty on Southern
2 Bell."
3 Has the staff notified the Commission about Southern Bell's
4 failure to meet Commission rule standards?
5 A. Yes, four dockets are involved.
6 In Docket No. 910505 Staff recommended initiation of show
7 cause proceedings against Southern Bell for failure to meet
8 Commission Rules 25-4.110(2), involving refunds and 25-
9 4.073(1)(b) which is about answering time.
10 In Docket No. 910506 Southern Bell petitioned to amend Rule
11 25-4.073, answer time.
12 In Docket No. 910622 the Commission accepted Southern
13 Bell's settlement offer of \$40,000 to resolve allegations
14 that the company failed to meet the answer time, Rule 25-
15 4.073 (Exhibit DBM-7).
16 Docket No. 910505 was closed as a result of the settlement;
17 however, staff was directed to further investigate Southern
18 Bell's compliance with Rule 25-4.110, on rebates. This
19 investigation is ongoing in Docket No. 910727.
20 Southern Bell's petition to amend the answer time rule was
21 approved and the rule has now been amended as discussed
22 earlier in my testimony.
23 Q. Has the staff used the proposed Weighting System to compare
24 Southern Bell's performance over time?
25 A. Yes. It must be recognized however that our service

1 evaluations are not companywide at any one time because of
2 the size of Southern Bell. Year to year evaluations are
3 also conducted at different locations within Southern Bell.
4 However, staff has applied the current weighting factors to
5 Southern Bell's historical service evaluation performance.
6 Exhibit DBM-8 shows what the weighted index was on each of
7 the last five evaluations. In the review that was done in
8 1987 prior to approval of the company's rate stabilization
9 plan, the index was 79.3 points which was above the
10 standard of 75 points. In the third quarter 1988
11 evaluation it rose to 86.1 points. However in the last
12 three evaluations it fell to 84.2 in 1989, 71.9 in 1991 and
13 currently (using the new answer time rule) is at 68.4
14 points.

15 Q. With respect to issue 9a, do you believe the Commission
16 should consider imposing an additional penalty upon
17 Southern Bell for poor quality of service?

18 A. Yes. Based on the increasing trend in the company not
19 repairing out of service trouble within 24 hours, its
20 decline in service evaluation performance reflected by the
21 weighted index, as well as the continued problems in answer
22 time for both repair and the business office, I believe, at
23 the Commission's discretion, a penalty should be
24 considered.

25 Q. Does this complete your testimony?

SBT PERIODIC REPORTS 1992

MONTH	OOS-24HRS			SO w/in 3 DAYS		
	FAILED	TOTAL	%FAILED	FAILED	TOTAL	%FAILED
JAN	16	102	15.7	5	101	5.0
FEB	24	102	23.5	5	99	5.1
MAR	22	102	21.6	4	101	4.0
APR	21	102	20.6	2	101	2.0
MAY	9	102	8.8	2	101	2.0
JUN	23	102	22.5	16	101	15.8
JUL	36	102	35.3	19	100	19.0
AUG						
SEP						
1992 AVG			21.1			7.5

MONTH	ANS-TIME Operator			ANS- TIME Dir. Assistant		
	FAILED	TOTAL	%FAILED	FAILED	TOTAL	%FAILED
JAN	0	1	0.0	0	3	0.0
FEB	0	1	0.0	0	3	0.0
MAR	0	1	0.0	0	3	0.0
APR	0	1	0.0	0	2	0.0
MAY	0	1	0.0	0	3	0.0
JUN	0	1	0.0	0	3	0.0
JUL	0	1	0.0	0	3	0.0
AUG						
SEP						
1992 AVG			0.0			0.0

MONTH	ANS-TIME Repair			ANS- TIME Bus. Office		
	FAILED	TOTAL	%FAILED	FAILED	TOTAL	%FAILED
JAN	0	2	0.0	2	3	66.7
FEB	0	1	0.0	1	3	33.3
MAR	0	1	0.0	2	3	66.7
APR	0	1	0.0	2	3	66.7
MAY	0	1	0.0	0	3	0.0
JUN	1	1	100.0	2	3	66.7
JUL	1	1	100.0	3	3	100.0
AUG						
SEP						
1992 AVG			28.6			57.1

SBT PERIODIC REPORTS 1991

MONTH	OOS-24HRS			SO w/in 3 DAYS		
	FAILED	TOTAL	%FAILED	FAILED	TOTAL	%FAILED
JAN	6	102	5.9	2	102	2.0
FEB	7	102	6.9	2	102	2.0
MAR	7	102	6.9	0	102	0.0
APR	8	102	7.8	2	102	2.0
MAY	11	102	10.8	1	102	1.0
JUN	24	102	23.5	4	102	3.9
JUL	39	102	38.2	6	102	5.9
AUG	31	102	30.4	4	102	3.9
SEP	23	102	22.5	2	102	2.0
OCT	30	102	29.4	3	102	2.9
NOV	14	102	13.7	3	102	2.9
DEC	21	102	20.6	1	102	1.0
1991 AVG			18.1			2.5

MONTH	ANS-TIME Operator			ANS- TIME Dir. Assistant		
	FAILED	TOTAL	%FAILED	FAILED	TOTAL	%FAILED
JAN	0	1	0.0	0	4	0.0
FEB	0	1	0.0	0	4	0.0
MAR	0	1	0.0	0	4	0.0
APR	0	1	0.0	0	4	0.0
MAY	0	1	0.0	0	4	0.0
JUN	0	1	0.0	0	4	0.0
JUL	0	1	0.0	0	4	0.0
AUG	0	1	0.0	0	4	0.0
SEP	0	1	0.0	0	4	0.0
OCT	0	1	0.0	0	3	0.0
NOV	0	1	0.0	0	3	0.0
DEC	0	1	0.0	0	3	0.0
1991 AVG			0.0			0.0

MONTH	ANS-TIME Repair			ANS- TIME Bus. Office		
	FAILED	TOTAL	%FAILED	FAILED	TOTAL	%FAILED
JAN	2	3	66.7	1	4	25.0
FEB	1	3	33.3	1	4	25.0
MAR	0	3	0.0	2	4	50.0
APR	1	3	33.3	4	4	100.0
MAY	1	3	33.3	4	4	100.0
JUN	3	3	100.0	4	4	100.0
JUL	2	3	66.7	4	4	100.0
AUG	2	3	66.7	3	4	75.0
SEP	2	3	66.7	2	4	50.0
OCT				1	4	25.0
NOV	MISSING DATA			1	4	25.0
DEC				0	4	0.0
			38.9			56.3

TELEPHONE INDUSTRY

YEAR-TO-DATE

	1991 Total Received	Percent Change From '90	Complaints Per 1000 Customers	Justified Per 1000 Customers
ALLTEL	63	43%	1.196	0.607
CENDEL	129	3%	0.472	0.212
FLORALA	2	0%	1.169	1.169
GTE	511	41%	0.304	0.120
GULF	1		0.131	0.000
INDIANTOWN	5	400%	2.048	0.410
LONG DISTANCE	979	14%	---	---
NE FLORIDA	4	-20%	0.713	0.000
PAY TELEPHONE	249	46%	---	---
QUINCY	4	-33%	0.439	0.110
ST. JOSEPH	8	-47%	0.364	0.228
SOUTHERN BELL	2160	13%	0.492	0.210
SOUTHLAND	1	-75%	0.326	0.000
UNITED	246	8%	0.230	0.067
VISTA-UNITED	2		0.292	0.146
INDUSTRY TOTAL	4364	17%	0.416	0.172

TELEPHONE INDUSTRY

YEAR-TO-DATE

	1992 Total Received	Percent Change From '91	Complaints Per 1000 Customers	Justified Per 1000 Customers
ALLTEL	34	-3%	0.622	0.330
CENTEL	61	-24%	0.213	0.049
FLORALA	0	-100%	0.000	0.000
GTE	275	-9%	0.159	0.078
GULF	2		0.260	0.000
INDIANTOWN	0	-100%	0.000	0.000
LONG DISTANCE	474	-25%	---	---
NE FLORIDA	1	-67%	0.172	0.000
PAY TELEPHONE	133	-8%	---	---
QUINCY	6	200%	0.621	0.414
ST. JOSEPH	1	-80%	0.044	0.000
SOUTHERN BELL	925	-28%	0.203	0.077
SOUTHLAND	1		0.319	0.319
UNITED	145	-7%	0.131	0.029
VISTA-UNITED	2	100%	0.312	0.156
INDUSTRY TOTAL	2060	-22%	0.186	0.071

COMMISSIONERS:
THOMAS M. BEARD, CHAIRMAN
MICHAEL WILSON
BETTY FASLEY
J. TERRY DEASON
SUSAN F. CLARK



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER,
DIRECTOR
(904) 488-1280

Public Service Commission

September 12, 1991

Mr. Marshall Criser, III
Operations Manager, Regulatory Affairs
Southern Bell Telephone Company
150 South Monroe Street, Suite 400
Tallahassee, Florida 32301

Dear Mr. Criser:

The attached analysis of LEC complaint activity handled by the Division of Consumer Affairs points out that Southern Bell has a disproportionate share of the complaints (90%) for the past twenty months relating to delayed connection of service. Furthermore, this category of complaint appears to account for approximately 22% of the total complaints received against Southern Bell.

Under the circumstances, please respond by October 15, 1991, and indicate what action Southern Bell is taking to address this continuing problem area. Feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script, appearing to read "J. Alan Taylor".

J. Alan Taylor, Chief
Bureau of Service Evaluation

Attachment

c: T. Booker

State of Florida



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

DATE: September 12, 1991
 TO: ALAN TAYLOR, CHIEF OF SERVICE EVALUATION, DIVISION OF COMMUNICATIONS
 FROM: TERRILL BOOKER, ENGINEER III, DIVISION OF COMMUNICATIONS *TB*
 RE: CONSUMER COMPLAINT ANALYSIS

The data from the complaint activity reports are listed as follows:

		<u>SBT Delayed Connect</u>	<u>LEC's Delayed Connect</u>	<u>Total Number of SBT Complaints</u>	<u>Total Number of LEC Complaints</u>
August	1991	39	44	167	336
July	1991	40	41	211	374
June	1991	41	45	186	359
May	1991	37	40	190	399
April	1991	35	36	192	388
March	1991	40	45	194	408
February	1991	26	30	152	351
January	1991	$\frac{32}{290}$	$\frac{35}{316}$	$\frac{167}{1459}$	$\frac{379}{2994}$
December	1990 ***	$\frac{441}{731}$	$\frac{492}{808}$	$\frac{1912}{3371}$	$\frac{3732}{6726}$

*** Note(!) December 1990 is the total year end summary for 1990. The monthly data for 1990 is not available.



Exhibit DBM-2

Southern Bell

Marshall Criser, III
Operations Manager
Regulatory Relations

Suite 400
150 South Monroe Street
Tallahassee, Florida 32301
(904) 222-1201

October 31, 1991

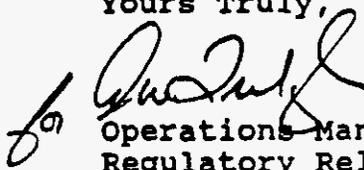
Mr. Alan Taylor, Chief
Bureau of Service Evaluation
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0850

Dear Mr. Taylor:

Attached is the response to your request for information in your letter dated September 12, 1991. We appreciate your extending us an additional two weeks to review our records.

Should you have any questions concerning the response, please contact Wayne Tubaugh at (904) 222-1201.

Yours Truly,


Operations Manager
Regulatory Relations

Attachment

cc: J. Sanders
T. Lombardo
H. Anthony
T. Kellerman
J. Moore
W. Tubaugh

OCT 31 1991



Southern Bell

T. C. Taylor
Operations Manager-IMC

Room 14J/1 Southern Bell Tower
301 W. Bay Street
Jacksonville, Florida 32202
(904) 360-8588

October 31, 1991

Mr. Marshall Criser, III
Operations Manager, Regulatory Affairs
Southern Bell Telephone Company
150 South Monroe Street, Suite 400
Tallahassee, Florida 32301

Dear Mr. Criser:

Investigation into the cause of Southern Bell customers contacting the PSC regarding delayed requests for new service has revealed the majority of these complaints were generated from the Miami, Ft. Lauderdale and West Palm Beach exchanges.

Our plans for improvement is as follows:

1. Increase construction activity in these areas where facilities might be limited;
2. Re-evaluate the prioritization given to service provisioning on primary service requests.
3. Place additional emphasis on customer notification when service will not be provided within the time promised and provide the customer with intermediate status reports when necessary.

Yours truly,

Commissioners:
THOMAS M. BEARD, CHAIRMAN
MICHAEL WILSON
BETTY EASLEY
J. TERRY DEASON
SUSAN F. CLARK



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER,
DIRECTOR
(904) 488-1280

Public Service Commission

November 12, 1991

Mr. Marshall Criser, III
Operations Manager
Regulatory Relations
Southern Bell
150 South Monroe St.
Tallahassee, FL 32301

Dear Mr. Criser:

Pursuant to your company's approach to solving the new service delay complaint problems listed in your October 31, 1991 letter, what is the company's estimated time frame for your corrective actions to produce noticeable improvement in the number of complaints regarding delayed installation of new service?

Please respond by December 2, 1991. If you have any questions, you may contact me at 904/488-1280.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Alan Taylor".

J. Alan Taylor, Chief
Bureau of Service Evaluation

cc: Terrill Booker
FN: a:\mem.wp



Southern Bell

Suite 400
150 South Monroe Street
Tallahassee, Florida 32301
(904) 222-1201

file
13.2.1
SBT-Anna

Marshall Criser, III
Operations Manager
Regulatory Relations

December 3, 1991

Mr. Alan Taylor, Chief
Bureau of Service Evaluations
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32399-0850

Dear Mr. Taylor:

This is in response to your letter dated November 12, 1991 concerning the implementation of my company's plans to improve the problems identified with request for new service. Attached is our response and as you will note the implementation date was November 12, 1991 with improved results expected immediately.

Should you have any additional questions concerning this matter, please contact Wayne Tubaugh at (904) 222-1201.

Yours truly,

for W. Tubaugh
Attachment

- cc: J. Lacher
- J. Sanders
- T. Lombardo
- H. Anthony
- T. Kellermann
- T. C. Taylor
- J. Moore

RECEIVED

DEC 4 1991

DIVISION OF COMMUNICATIONS



Southern Bell

Room 14J1 Southern Bell Tower
301 W. Bay Street
Jacksonville, Florida 32202
(904) 350-3586

T. C. Taylor
Operations Manager — CSCC

November 26, 1991

RECEIVED
DEC 2 1991

Mr. Marshall Criser, III
Operations Manager, Regulatory Affairs
Southern Bell Telephone Company Manager SEA
150 South Monroe Street, Suite 400
Tallahassee, Florida 32301

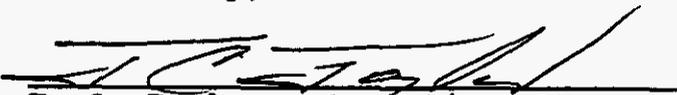
U.S. MAIL - REG. RELATIONS
TALLAHASSEE, FL

Dear Mr. Criser:

In reference to Mr. Taylor's letter of November 12, 1991 please be advised that our plans went into effect October 16, 1991.

If additional information is desired please let me know.

Yours truly,


T. C. Taylor - Operations Manager
I&M/IMC Support Staff

cc: W. A. Tubaugh
K. M. Szymczak
R. Suarez

11.25.91
10:30-5:1748PM

04:12 PM

TO 12228540

Exhibit DBM-2

P01

P002

October 16, 1991

Memorandum

To: Operations Managers - Florida and Alabama

**From: General Managers Florida and Alabama
Vice President South Operations**

Subject: Delays in providing new service to customers

This letter is being issued to establish a consistent policy through out the South Operations regarding the prompt provisioning of service.

It is the goal of our corporation to have facilities available to meet the request of our customers for new service within the normal service order intervals within each state. Based on the volume of Public Service Commission appeals in Florida regarding delays in providing customers request for new service, we are falling dangerously short of this goal. It is imperative that each of you reevaluate your performance in this area.

The Southern Bell CT/CF Plan in Florida and South Central Bell practices in Alabama covering Service Provisioning detail responsibilities for the timely issuance and completion of service orders. When evaluating your performance in this area you are encouraged to reference these documents.

Specifically we must make every effort to provide service on or before the initial due date provided the customer by the business office. In many cases this will require a change in some operations procedures. When spare facilities are not available engineering must make decisions on what is required to release the order to meet the initial due date. In Florida this may involve breaking an under age CT.

If the proper decision to meet a new service order due date is to break a CT, it must be followed up with the correct documentation and initiation for restoral. The main emphasis must be on providing service to our customers as we initially agreed. If the decision is to clear defective pairs, repair personnel must devote the same priority to this effort as they do toward clearing an out of service customer report.

We must be more responsive to potential service connection delays and respond with the same intensity as we devote to restoring a customer service outage. This part of our business needs your personal involvement in order to continue our improvement.

concurred *Paul A. Kinley*, Gen. Manager-Network/SF1a

Concurred *W. Perry*, Gen. Manager-Network/NF1a

Concurred *John G. ...*, Gen. Manager-Network/SF1a

Concurred *J. D. ...*, Gen. Manager-Network/A1a

Approved *C. J. ...*, Vice President South Operation

ANSWER TIME STUDY-SOUTHERN BELL
 DECEMBER 4 & 7,1992 GAINESVILLE & PENSACOLA
 USING AMENDMENT OF RULE 25-4.073, F.A.C., ANSWERING TIME
 DOCKET NO. 910506-TL

	ANSWERED BY MENU WITHIN 15 SEC.	NON-INTERACTIVE WITHIN 55 SEC	INTERACTIVE WANTS OPERATOR 10 SECONDS
REPAIR			
CALLS	46	33	13
ANSWERED	46	31	0
% ANSWERED	100.0	93.9	0.0
MET RULE	YES	NO	NO
BUSINESS OFFICE			
CALLS	56	35	21
ANSWERED	56	29	11
% ANSWERED	100.0	82.9	52.4
MET RULE	YES	NO	NO

COMPOSITE

REPAIR	
CALLS	46
ANSWERED	31
% ANSWERED	67.4
RULE	95%
MET RULE	NO
BUSINESS OFFICE	
CALLS	56
ANSWERED	40
% ANSWERED	71.4
RULE	85%
MET RULE	NO

State of Florida

Exhibit DBM-4

Commissioners:
THOMAS M. BEARD, CHAIRMAN
BETTY EASLEY
J. TERRY DEASON
SUSAN F. CLARK
LUIS J. LAUREDO



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(904) 488-1280

Public Service Commission

October 30, 1992

Southern Bell Telephone Company
ATTN: Mr. Marshall Criser, III
150 South Monroe Street, Suite 400
Tallahassee, Florida 32301-1556

Dear Mr. Criser:

We performed a service evaluation of your company's operations in the Gainesville and Orlando LATA area during the period of May 11 thru July 17, 1992. The results of the evaluation are reflected in the attachments. Details are contained in the referenced exhibits. Additional observations, suggestions, and comments are contained in Appendix B.

No response is required for categories meeting the rules or where a rating of "Satisfactory" is shown. Where rules are not being satisfied or the results were unsatisfactory, we request you respond within thirty days from the date of this letter, outlining the corrective actions taken. If you have any questions, please contact Frank Williamson or Elton Howell at (904) 488-1280.

Sincerely,


Walter D'Haeseleer
Director

WDH/CF/emd
Attachments

cc: William Talbott
Richard Tudor
Alan Taylor
Frank Williamson
Elton Howell
Don McDonald
Public Counsel

Evaluation Summary

Category	FPSC Rule (%)	Evaluation Results (%)	Rule Satisfied		Exhibit Number
			Yes	No	
A. Dial Tone Delay					
Dial Tone Delay	95	99.9	X		1
B. Call Completions					
(1) Intra-Office	95	99.9	X		2A
(2) Inter-Office	95	99.2	X		
(3) EAS	95	99.7	X		
(4) Intra-Lata	95	98.2	X		
(5) Inter-LATA	90				2B
AT&T		99.0	X		
Allnet Comm.		97.6	X		
Biz Tel		97.9	X		
Cable/Wireless		98.3	X		
Delta Comm.		98.4	X		
MCI		98.7	X		
Metromedia		98.0	X		
Phone One		99.4	X		
National Telecom		99.1	X		
South Net		98.3	X		
South Tel/ATC		98.1	X		
Sunshine		94.3	X		
TeleFibernet		97.3	X		
Telenational		99.2	X		
Touch One		97.2	X		
U.S. Sprint		99.2	X		
C. Answer Time					
(1) Operator Answer Time	90	92.8	X		3A
(2) Directory Assistance	90	98.3	X		3B
(3) Repair Service	90	45.1		X	3C
(4) Business Office	80	1.1		X	3D

Note: 'NP', as used in this summary, indicates that no percentage is specified in the Rule. Target values chosen represent established standards or practical objectives.

Note: *** indicates that the relevant item was not evaluated or that no pertinent data was found.

Southern Bell
May 11 thru July 17, 1992

Evaluation Summary

Continued

Category	FPSC Rule (%)	Evaluation Results (%)	Rule Satisfied		Exhibit Number
			Yes	No	
D. Adequacy of Directory Services					
(1) Directory Service	100	100.0	X		4A
(2) New Numbers	100	100.0	X		4B
(3) Numbers from Directory	NP/ 99	100.0	Satisfactory		4B
E. Adequacy of Intercept Services					
(1) Changed Numbers	90	100.0	X		
(2) Disconnected Service	80	100.0	X		
(3) Vacation Disconnects	80	***			
(4) Vacant Numbers	80	90.0	X		
(5) Disconnects Non-Pay	100	100.0	X		

Note: 'NP', as used in this summary, indicates that no percentage is specified in the Rule. Target values chosen represent established standards or practical objectives.

Note: *** indicates that the relevant item was not evaluated or that no pertinent data was found.

Southern Bell
May 11 thru July 17, 1992

Evaluation Summary

Continued

Category -----	FPSC Rule (%) -----	Evaluation Results (%) -----	Rule		Exhibit Number -----
			Satisfied Yes	No	
F. Public Telephone Service -----					
Each Exchange,					
1 or more Pay Station	100	100.0	X		
(1) Serviceability	100	98.4		X	
(2) W'chair/Hearing imp.	100	78.4		X	
(3) Glass	NP/ 95	100.0	Satisfactory		
(4) Door	NP/ 95	***			
(5) Level	NP/ 95	100.0	Satisfactory		
(6) Wiring	NP/ 95	99.0	Satisfactory		
(7) Cleanliness	95	99.7	X		
(8) Lights	100	99.7		X	
(9) Telephone Number	100	99.7		X	
(10) Name or Logo	100	100.0	X		
(11) Enclosure	NP/ 95	100.0	Satisfactory		
(12) Dial Instructions	100	99.7		X	
(13) Transmission	NP/ 95	99.7	Satisfactory		
(14) Dialing	NP/ 95	100.0	Satisfactory		
(15) Coin Return (Auto)	100	97.3		X	
(16) Coin Return (Opr.)	NP/ 95	96.6	Satisfactory		
(17) Opr. I.D. Coins	NP/ 95	99.0	Satisfactory		
(18) IXC Access	100	100.0	X		
(19) Ring-back (Opr.)	NP/ 95	95.6	Satisfactory		
(20) Coin-free (Operator)	100	100.0	X		
(21) Coin-free/rtn (D.A.)	100	100.0	X		
(22) Coin-free (911)	100	100.0	X		
(23) Coin-free/rtn (Repair)	100	100.0	X		
(24) Coin-free/rtn (Bus.Off)	100	100.0	X		
(25) Directories	100	98.3		X	
(26) Directory Security	NP/ 95	97.7	Satisfactory		
(27) Address/Location	100	97.0		X	

6

Note: 'NP', as used in this summary, indicates that no percentage is specified in the Rule. Target values chosen represent established standards or practical objectives.

Note: *** indicates that the relevant item was not evaluated or that no pertinent data was found.

Southern Bell
May 11 thru July 17, 1992

Evaluation Summary

Continued

Category	FPSC Rule (%)	Evaluation Results (%)	Rule Satisfied		Exhibit Number
			Yes	No	
G. Toll Timing and Billing Accuracy					
(1) Intra-LATA	97	100.0	X		7A
(2) Directory Assistance	97	98.0	X		7B
(3) Credit Card...ATT	97	100.0	X		7A
(4) Inter LATA	NP/ 97				7C
AT&T		0.0			Unsatisfactory
Allnet Comm.		0.0			Unsatisfactory
Biz Tel		0.0			Unsatisfactory
Cable/Wireless		0.0			Unsatisfactory
Delta Comm.		0.0			Unsatisfactory
MCI		0.0			Unsatisfactory
Metromedia/ITT		0.0			Unsatisfactory
Phone One		0.0			Unsatisfactory
National Telcom		0.0			Unsatisfactory
South Tel/ATC		0.0			Unsatisfactory
Sunshine		0.0			Unsatisfactory
TeleFibernet		0.0			Unsatisfactory
Telenational		0.0			Unsatisfactory
Touch One		0.0			Unsatisfactory
U.S. Sprint		0.0			Unsatisfactory
South Net		0.0			Unsatisfactory
H. Incorrectly Dialed Calls					
h. Incorrectly Dialed Calls	NP/ 95	93.3			8 Unsatisfactory
I. Availability of Service					
(1) Primary Service...3 day	90	100.0	X		
(2) Appointments	90	100.0	X		

Note: 'NP', as used in this summary, indicates that no percentage is specified in the Rule. Target values chosen represent established standards or practical objectives.

Note: *** indicates that the relevant item was not evaluated or that no pertinent data was found.

Southern Bell
May 11 thru July 17, 1992

Evaluation Summary

Continued

Category -----	FPSC Rule (%) -----	Evaluation Results (%) -----	Rule Satisfied		Exhibit Number -----
			Yes	No	
J. 911 Service -----					10
(1) Answer Time	95	98.2	X		
(2) 911 Service	NP/ 100	99.7			Unsatisfactory
K. Power Generators -----					11
k. Power and Generators	100	100.0	X		
L. Central Office -----					12
(1) Scheduled Routine Program	NP/ 95	100.0			Satisfactory
(2) Frame	NP/ 95	100.0			Satisfactory
(3) Facilities	NP/ 95	100.0			Satisfactory
M. Repair Service -----					13
(1) Appointments (OOS)	95	***			
(2) OOS Restoral-Same Day	NP/ 80	68.4			Unsatisfactory
(3) OOS Restoral-24 Hour	95	96.4	X		
(4) Rebates-Over 24 Hour	100	65.2		X	
(5) Restoral-72 Hours	95	95.8	X		
N. Rotary Test Numbers -----					14
3 Lines per Central Office	100	100.0	X		

Note: 'NP', as used in this summary, indicates that no percentage is specified in the Rule. Target values chosen represent established standards or practical objectives.

Note: *** indicates that the relevant item was not evaluated or that no pertinent data was found.

Southern Bell
 May 11 thru July 17, 1992

Evaluation Summary

 Continued

Category -----	FPSC Rule (%) -----	Evaluation Results (%) -----	Rule Satisfied		Exhibit Number -----
			Yes	No	
O. Transmission: -----					
(1) Central Office -----					
(a) Dial Tone Level	NP/ 100	100.0	Satisfactory		15A
(b) C.O. Loss	NP/ 100	100.0	Satisfactory		
(c) M.W. Frequency	NP/ 100	100.0	Satisfactory		
(d) C.O. Noise (Metallic)	NP/ 100	100.0	Satisfactory		
(e) C.O. Noise (Impulse)	NP/ 100	100.0	Satisfactory		
(2) Subscriber Loops -----					
(1) Subscriber Loops	NP/ 98	98.5	Satisfactory		15B
(3) IXC Inter LATA -----					
by carrier - next page					

Note: 'NP', as used in this summary, indicates that no percentage is specified in the Rule. Target values chosen represent established standards or practical objectives.

Note: *** indicates that the relevant item was not evaluated or that no pertinent data was found.

Evaluation Summary (Cont.)

Transmission - IXC Inter LATA

IXC Name	Metallic Noise	Impulse Noise	Insertion Loss	Rule Satisfied	Exhibit Number
From Central Office....Azalea Park					15C
Biz Tel	13.0	2.0	6.4	Satisfactory	
Delta Comm.	10.0	0.0	5.6	Satisfactory	
National Telcom	17.0	0.0	6.0	Satisfactory	
South Net	14.0	0.0	5.6	Satisfactory	
From Central Office....Sanford					
AT&T	11.5	0.0	6.2	Satisfactory	
Allnet Comm.	12.5	0.0	6.3	Satisfactory	
Cable/Wireless	17.0	0.0	7.5	Satisfactory	
South Tel/ATC	15.0	0.0	6.4	Satisfactory	
Phone One	13.5	0.0	6.3	Satisfactory	
Telenational	10.0	0.0	6.3	Satisfactory	
Touch One	11.5	1.0	6.3	Satisfactory	
South Net	12.5	1.0	6.5	Satisfactory	
Sunshine	14.5	0.0	9.5	Unsatisfactory	
TeleFibernet	13.0	0.0	6.3	Satisfactory	
U.S. Sprint	11.0	0.0	6.3	Satisfactory	
From Central Office....Deltona					
Metromedia	13.0	0.0	6.5	Satisfactory	
MCI	11.0	0.0	6.4	Satisfactory	
From Central Office....Sandlake					
U.S. Sprint	7.0	1.0	6.5	Satisfactory	

Evaluation parameters : Metallic Noise - 35dBm maximum
 Impulse Noise - 2 counts at 53 dBrc0 in 5 minutes
 Insertion Loss - 8 dB maximum

Southern Bell
May 11 thru July 17, 1992

Evaluation Summary

Continued

Category	FPSC Rule (%)	Evaluation Results (%)	Rule Satisfied		Exhibit Number
			Yes	No	
P. Safety					
(1) Adequate Grounding					16
(a) Recent Installations	NP/ 100	100.0	Satisfactory		
(b) Older Existing Loops	NP/ 92	100.0	Satisfactory		
(2) Safe Plant Condition					17
(a) From Service Evaluation			Satisfactory		
(b) Within the past 12 Months			Unsatisfactory		
Q. Periodic Report					
(1) Received Timely/Completely					18
(2) In Compliance with all Rules (From Report):					
(a) As Shown by Company					Unsatisfactory
(3) Accuracy:					
(a) Report vs Service Eval.					Satisfactory
R. Customer Complaints					
	State Avge		Company Avge		19
(1) Complaints/1000 lines	.186		.203		
S. Additional Observations, Suggestions and Comments:					
					Appendix 'B'

Note: 'NP', as used in this summary, indicates that no percentage is specified in the Rule. Target values chosen represent established standards or practical objectives.

Note: *** indicates that the relevant item was not evaluated or that no pertinent data was found.

Appendix A

Summary of Test Calls

Type of Call	Number of Calls
Dial Tone Delay	123500
Intra-Office	2400
Inter-Office	7348
EAS	10859
DDD-Intra-LATA	1083
DDD-Inter-LATA (IXC)	22872
Operator Answer Time	326
Directory Assistance	524
Repair Service	324
Business Office	369
Intercept	155
Pay Telephones-Serviceability	247
Timed Billing	457
Incorrectly Dialed	30
911 Service	702
Transmission (C.O.)	25
Subscriber Loops	259
IXC Transmission	18
Total Calls	171498

Southern Bell Telephone Co.
May 11 thru July 17, 1992

APPENDIX "B"

ADDITIONAL OBSERVATIONS, SUGGESTIONS AND COMMENTS

1. **Company Personnel:**

Staff found the company personnel generally to be friendly, helpful and service oriented. The company personnel assigned to assist the Commission staff were courteous and provided assistance in their area of expertise.

Management provided adequate work space and transportation assistance for the testing equipment.

2. **Professional Demeanor:**

All observed contacts with the company's customers by its employees were handled in a courteous and professional manner. Rule 25-4.041 is being complied with, both in spirit and substance.

3. **TDD: (Rule 25-4.079 & 25-4.073)**

The TDD operator and directory assistance services are provided by AT&T, and the answer time intervals spanned from 11 seconds to over 4 minutes. AT&T however, eventually answered all of the TDD calls. The business office and repair have the same telephone number for the TDD user. Of the 44 test calls staff initiated to the business office only 24 were answered; 16 were abandoned due to no company response to the TDD prompt. Two of the calls busied out - as a consequence only 59.1% of the calls were answered. See Exhibit 3D.

TDD 911 Emergency (Section 427.708)

911 emergency services failed to respond 27.3% of the time to TDD. Staff was unable to complete any TDD connection with Volusia County. They have the equipment, but are not sufficiently trained, or do not understand the importance of TDD. They pointed the failures to their phone equipment. Staff also had to abandon some calls (due to no response) in Orange County and Seminole County.

Staff found TDD services totally unacceptable. See Exhibit 10.

4. **Answer Times:** (a) existing rules in effect
(b) as related to the new rules to take effect in November

- 92.

Southern Bell Telephone Co.
May 11 thru July 17, 1992

4. Answer Times continued:

(a) This 1992 evaluation seems to be a repeat of the 1991 report as the company failed to meet the answer time objectives on repair, and business office - see Exhibit 3. The percentages were lower than in the 1991 report. This evaluation found:

Repair answered within 20 seconds only 42.2% of the time.
The longest repair answer time exceeded 4-minutes.
Business Office answered only 1.1% of the calls within 20 seconds.
The longest business office answer time equaled 2-minutes; the shortest duration was 31-seconds.

Directory Assistance surpassed the PSC requirement of 90 with 98.3% answer completion within the allowable 20 seconds. This is commendable; however, the company needs to make immediate and dramatic improvement for business office and repair answer times.

(b) Recently Staff made ten test calls to the business office using the new answer time method as amended in Docket No.: 910506-TL (effective November - 92) and SBT answered 90.0%. However, extrapolating the data obtained in the evaluation, SBT would have made 64.6% under the new answer time method.

5. Safety and Plant Condition:

During this evaluation, Staff found the overall condition of the inside and outside plant to be in good safe condition with the exception of sixteen minor variances. The Company noted them and responded immediately to correct the service affecting potential by raising cables, closing open terminal lids and rearranging facilities away from power hazards.

The Bureau of Electric Safety has reported 305 safety variances pertaining to unsafe plant conditions for Southern Bell. Except where the Company disputes that there is a safety variance, the Company has responded with appropriate corrective action. With respect to the disputed variances, Staff is seeking an opinion from the NESC regarding the Company's practices.

Southern Bell Telephone Co.
May 11 thru July 17, 1992

6. LEC Payphones:

Company has shown a decline over the previous evaluation (1990). In the 1990 evaluation, six items did not meet the rules/standards. During this evaluation eight items were found deficient - see Exhibit 6. The automatic coin return failed to work properly on eight phones, there was no address on nine of the phones and 1.6 percent of the pay phones evaluated were not serviceable - not able to receive calls and/or have no dial tone - in effect out of service. Handicap compliance of 78.4% remains below rule of 100%. Staff acknowledges company's serious efforts in alleviating the discrepancies as they were found.

7. Rebate Objectives:

In the several preceding evaluations the company missed the 24 hour rebate objective. In the 1991 report staff found 76.9% compliance; this year the rebates were found to be only 65.2%. This trend can only suggest that company chooses to look at the rules differently than does the staff. Missed rebates reflect the company's opinion not to rebate on CPE regardless of the 24 hour Rule 25-4.070(1b).

8. Same Day Restoral:

Staff utilized a 3:00PM cutoff time in measuring the restoration of out of service during the same day. However, credit was given for any out of service that was reported after 3:00PM but restored the same day. The Company's results of 68.4% is below the objective of 80% cleared the same day. 96.4% of the out of service reports were restored within 24 hours which slightly exceeded the minimum of 95.0%.

Staff recommends that Company conform to the established guidelines by scheduling sufficient repair forces so that repairs can be made during the same day.

9. Consumer Complaints: Rule 25-4.022

Although complaints have been reduced in 1992 vs 1991, the year to date summary published by Consumer Affairs shows company above the industry average of consumer complaints and above the next two largest LECs. By the end of July, 925 complaints were registered; this averaged out to 0.203 complaints per one thousand customers, whereas the industry average equalled 0.186. In July there were 122 service complaints and 61 billing complaints for a total of 183 complaints. Of the 122 service complaints, 27 (22%) were delay connect complaints. See Rule 25-4.066.

Southern Bell Telephone Co.
May 11 thru July 17, 1992

With respect to delayed connection complaints, last year staff asked SBT what action it would take to reduce this category of complaints. At the time, according to our analysis, the delayed connections accounted for 22% of the total complaints against the company.

The company indicated that it would: (1) increase its construction activity; (2) re-evaluate the prioritization given to service provisioning; and (3) place additional emphasis on customer notification when due dates are not met. SBT implemented this program in November 1991; however, staff notes that in July 1992, delayed connections still represent 22% of the complaints against the company in the month prior to Hurricane Andrew.

In addition, staff, during this evaluation, was improperly billed for credit card third party calls, charges for DDD calls not placed by staff, and incorrect service connect charges. One explanation given was, "the Company was just a little slow in completing the disconnect service orders". Staff recommends these oversights be immediately corrected, for the new customer is not accountable for the previous calls or card holders charges.

10. **Transmission:**

The quality of transmission met the Commission's objective. The overall results of the subscriber loop tests are shown on Exhibit 15B. The staff's finding of 98.5 percent is satisfactory.

11. **Adequacy of Intercept:**

All numbers disconnected for non-pay were intercepted. However, not all of these disconnected numbers went to the recommended intercept announcement. Sixteen of the 58 disconnected numbers were routed to an announcement that said "This number is being checked for trouble". The recommended announcement is "The number you have reached xxx-xxxx has been temporarily disconnected".

SUMMARY:

In summary, this report finds in several areas (answer time for repair and business office), Southern Bell's service has declined over previous evaluations. Based on the proposed weighted index, Southern Bell Telephone had an index of 71.9 in their previous evaluation (1990) versus an index of 34.6 for this evaluation. However, if Southern Bell can improve their answer time to current standards their index would be above the 75 point minimum. Staff wants to see programs implemented that reverses the trend of decline for answer time.

Rule 25-4.071

EXHIBIT - 1

Dial Tone Delay

Central Office	NXX	Dial Tone Attempts	Delay Over 3 Seconds	% W/I 3 Seconds
-----	---	-----	-----	-----
Azalea Park	249	41100	28	99.9
Sanford	320	18900	2	99.9
Pine Hills	290	17400	1	99.9
Deltona	860	16700	0	100.0
Sandlake	345	29400	26	99.9
-----	---	-----	-----	-----
Company Totals		123500	57	99.9

Southern Bell
 May 11 thru July 17, 1992

Exhibit DBM-4

Rule 25-04.071

EXHIBIT 2A

Call Completion by LEC

Central Office	NXX	Intra-Off. Tot.:Fail:		Inter-Off. Tot.:Fail:		EAS Tot.:Fail:		Intra-Lata Tot.:Fail:	
-----	---	-----	-----	-----	-----	-----	-----	-----	-----
Azalea Park	249	1000	0	2398	24	4320	9	583	14
Sanford	320	450	0	150	0	2129	9	268	4
Pine Hills	290	650	0	2452	32	2460	11	54	0
Deltona	860	50	0	0	0	510	1	178	2
Sandlake	345	250	1	2348	4	1440	0	0	0
-----	---	-----	-----	-----	-----	-----	-----	-----	-----
Company Totals		2400	1	7348	60	10859	30	1083	20

Completion Rate (%) 99.9 99.2 99.7 98.2

Overall Completion Rate 99.5

Rule 25-24.475

EXHIBIT - 2B

 Inter LATA Call Completion
 By
 IXC and Central Office

AT&T

Central Office	AC - 305		AC - 407		AC - 813		AC - 904	
	Tot	Fail	Tot	Fail	Tot	Fail	Tot	Fail
Sanford	0	0	156	0	0	0	0	0
Pine Hills	372	10	0	0	460	0	412	3
Deltona	0	0	0	0	461	0	429	11
Company Totals	372	10	156	0	921	0	841	14
Completion Rate	97.3		100.0		100.0		98.3	

Overall Completion Rate 99.0 %

Allnet Comm.

Pine Hills	0	0	160	7	0	0	0	0
Deltona	0	0	0	0	459	3	428	15
Company Totals	0	0	160	7	459	3	428	15
Completion Rate	***		95.6		99.3		96.5	

Overall Completion Rate 97.6 %

Biz Tel

Azalea Park	372	6	0	0	461	6	431	16
Sanford	0	0	154	2	0	0	0	0
Company Totals	372	6	154	2	461	6	431	16
Completion Rate	98.4		98.7		98.7		96.3	

Overall Completion Rate 97.9 %

Southern Bell
May 11 thru July 17, 1992

Rule 25-24.475

EXHIBIT - 2B

Inter LATA Call Completion
By
IXC and Central Office

Cable/Wireless

Central Office	AC - 305		AC - 407		AC - 813		AC - 904	
	Tot	Fail	Tot	Fail	Tot	Fail	Tot	Fail
Sanford	0	0	160	1	0	0	429	8
Deltona	370	10	0	0	264	0	221	6
Company Totals	370	10	160	1	264	0	650	14
Completion Rate	97.3		99.4		100.0		97.8	

Overall Completion Rate 98.3 %

Delta Comm.

Azalea Park Sanford	372		0		461		431	
	Tot	Fail	Tot	Fail	Tot	Fail	Tot	Fail
Azalea Park	372	4	0	0	461	11	431	6
Sanford	0	0	156	2	0	0	0	0
Company Totals	372	4	156	2	461	11	431	6
Completion Rate	98.9		98.7		97.6		98.6	

Overall Completion Rate 98.4 %

MCI

Pine Hills	372		161		461		431	
	Tot	Fail	Tot	Fail	Tot	Fail	Tot	Fail
Pine Hills	372	10	161	2	461	1	431	5
Company Totals	372	10	161	2	461	1	431	5
Completion Rate	97.3		98.8		99.8		98.8	

Overall Completion Rate 98.7 %

Southern Bell
May 11 thru July 17, 1992

Rule 25-24.475

EXHIBIT - 2B

Inter LATA Call Completion
By
IXC and Central Office

Metromedia

Central Office	AC - 305		AC - 407		AC - 813		AC - 904	
	Tot	Fail	Tot	Fail	Tot	Fail	Tot	Fail
Sanford	0	0	162	0	0	0	0	0
Deltona	372	11	0	0	0	0	406	8
Company Totals	372	11	162	0	0	0	406	8
Completion Rate	97.0		100.0		***		98.0	

Overall Completion Rate 98.0 %

Phone One

Azalea Park	372	3	0	0	461	1	431	4
Deltona	0	0	161	1	0	0	0	0
Company Totals	372	3	161	1	461	1	431	4
Completion Rate	99.2		99.4		99.8		99.1	

Overall Completion Rate 99.4 %

National Telcom

Azalea Park	372	4	0	0	461	2	861	10
Sanford	0	0	140	0	0	0	0	0
Company Totals	372	4	140	0	461	2	861	10
Completion Rate	98.9		100.0		99.6		98.8	

Overall Completion Rate 99.1 %

Southern Bell
 May 11 thru July 17, 1992

Rule 25-24.475

EXHIBIT - 2B

 Inter LATA Call Completion
 By
 IXC and Central Office

South Net

Central Office	AC - 305		AC - 407		AC - 813		AC - 904	
	Tot	Fail	Tot	Fail	Tot	Fail	Tot	Fail
Azalea Park	0	0	0	0	460	0	421	8
Sanford	0	0	159	3	0	0	0	0
Pine Hills	372	10	0	0	461	3	431	16
Deltona	372	11	0	0	461	3	361	7
Company Totals	744	21	159	3	1382	6	1213	31
Completion Rate	97.2		98.1		99.6		97.4	

Overall Completion Rate 98.3 %

South Tel/ATC

Sanford	371	12	0	0	458	1	414	11
Pine Hills	0	0	159	2	0	0	0	0
Company Totals	371	12	159	2	458	1	414	11
Completion Rate	96.8		98.7		99.8		97.3	

Overall Completion Rate 98.1 %

Sunshine

Sanford	372	23	0	0	461	17	431	31
Pine Hills	0	0	160	10	0	0	0	0
Company Totals	372	23	160	10	461	17	431	31
Completion Rate	93.8		93.8		96.3		92.8	

Overall Completion Rate 94.3 %

Southern Bell
May 11 thru July 17, 1992

Rule 25-24.475

EXHIBIT - 2B

Inter LATA Call Completion
By
IXC and Central Office

TeleFibernet

Central Office	AC - 305		AC - 407		AC - 813		AC - 904	
	Tot	Fail	Tot	Fail	Tot	Fail	Tot	Fail
Sanford	726	17	0	0	461	14	0	0
Pine Hills	0	0	161	6	0	0	0	0
Company Totals	726	17	161	6	461	14	0	0
Completion Rate	97.7		96.3		97.0		***	

Overall Completion Rate 97.3 %

Telenational

Sanford	372	4	0	0	0	0	0	0
Deltona	0	0	161	0	0	0	0	0
Company Totals	372	4	161	0	0	0	0	0
Completion Rate	98.9		100.0		***		***	

Overall Completion Rate 99.2 %

Touch One

Sandlake	0	0	0	0	0	0	431	12
Company Totals	0	0	0	0	0	0	431	12
Completion Rate	***		***		***		97.2	

Overall Completion Rate 97.2 %

Southern Bell
 May 11 thru July 17, 1992

Rule 25-24.475

EXHIBIT - 2B

Inter LATA Call Completion
 By
 IXC and Central Office

U.S. Sprint

Central Office	AC - 305		AC - 407		AC - 813		AC - 904	
	Tot	Fail	Tot	Fail	Tot	Fail	Tot	Fail
Sanford	0	0	160	2	0	0	0	0
Sandlake	372	3	0	0	461	3	0	0
Company Totals	372	3	160	2	461	3	0	0
Completion Rate	99.2		98.8		99.3		***	

Overall Completion Rate 99.2 %

Rule 25-4.073
 25-4.079

Exhibit 3A

Answer Times

Operator Service

Central Office	NXX	Total Calls	Busy &/ Failures	Total Ans.	Ans. W/I 10 Secs.	% Comp.	% Ans. W/I 10 Secs.
Azalea Park	249	31	0	31	30	100.0	96.8
Sanford	320	11	0	11	9	100.0	81.8
Pine Hills	290	15	0	15	12	100.0	80.0
Deltona	860	11	0	11	11	100.0	100.0
Sandlake	345	15	0	15	13	100.0	86.7
Pay Telephones	**	243	20	223	209	91.8	93.7
Company Totals		326	20	306	284	93.9	92.8

Overall Percentage (including failures)... 87.1 %

** Calls made from various NXX's

Rule 25-4.073
 25-4.079

Exhibit 3B

Answer Times

Directory Assistance

Central Office	NXX	Total Calls	Busy &/ Failures	Total Ans.	Total Ans. W/I 20 Secs	% Comp.	% Ans. W/I 20 Secs
-----	----	-----	-----	-----	-----	-----	-----
Azalea Park	249	31	0	31	31	100.0	100.0
Sanford	320	11	0	11	10	100.0	90.9
Pine Hills	290	15	0	15	15	100.0	100.0
Deltona	860	11	0	11	11	100.0	100.0
Sandlake	345	15	0	15	15	100.0	100.0
Business Office	345	194	0	194	192	100.0	99.0
Pay Telephones	**	243	0	243	241	100.0	99.2
TDDs	**	4	0	4	0	100.0	0.0
		-----	-----	-----	-----	-----	-----
Company Totals		524	0	524	515	100.0	98.3

Overall Percentage (including failures)... 98.3 %

** Calls made from various NXX's

Rule 25-4.073
25-4.079

Exhibit 3C

Answer Times

Repair Service

Central Office	NXX	Total Calls	Busy &/ Failures	Total Ans.	Total Ans. W/I 20 Secs	% Comp.	% Ans. W/I 20 Secs
-----	---	-----	-----	-----	-----	-----	-----
Azalea Park	249	31	0	31	17	100.0	54.8
Sanford	320	11	0	11	8	100.0	72.7
Pine Hills	290	15	0	15	12	100.0	80.0
Deltona	860	11	0	11	5	100.0	45.5
Sandlake	345	15	0	15	10	100.0	66.7
Pay Telephones	**	241	5	236	92	97.9	39.0
-----	---	-----	-----	-----	-----	-----	-----
Company Totals		324	5	319	144	98.5	45.1

Overall Percentage (including failures)... 44.4 %

** Calls made from various NXX's

Rule 25-4.073
 25-4.079

Exhibit 3D

Answer Times

Business Office (Combined)

Central Office	NXX	Total Calls	Busy &/ Failures	Total Ans.	Total Ans. W/I 20 Secs	% Comp.	% Ans. W/I 20 Secs
Azalea Park	249	17	0	17	0	100.0	0.0
Sanford	320	6	0	6	0	100.0	0.0
Pine Hills	290	8	0	8	0	100.0	0.0
Deltona	860	6	0	6	0	100.0	0.0
Sandlake	345	7	0	7	0	100.0	0.0
Pay Telephones	**	34	0	34	0	100.0	0.0
TDDs	**	78	0	78	0	100.0	0.0
Company Totals		0	0	0	0	0.0	0.0

Overall Percentage (including failures)... 0.0 %

** Calls made from various NXX's

Rule 25-4.040
25-4.079

EXHIBIT 4A

ADEQUACY OF DIRECTORY SERVICES

	In Compliance	
	YES	No
	---	--
A. Regularly Published (Within 15 Months)	X	
B. Name, Address, Numbers	X	
C. Second Listing Available Upon Request	X	
D. Listings in Alphabetical Order	X	
E. No Charge for Dual Listings	X	
F. Each Subscriber Provided One (1) Copy	X	
G. Reasonable Fee for Additional Copies	X	
H. Total Calling Area Listings Provided	X	
I. Name, Area, Month and Year Published	X	
J. Emergency Numbers Published	X	
K. PSC Block Prominently Displayed	X	
L. Instructions for Calling Loc & L.D	X	
M. Instructions for Calling Repair & D.A	X	
N. Instructions for Calling Bus. Office	X	
O. Instruct for Speech/Hearing Imp.	X	
P. TDD Info in front of Directory	X	
Q. TDD No Charge Option listed	X	
R. No charge for TDD UNPUB/UNLISTED #	X	
Total Areas Reviewed	18	
Total in Compliance	18	
In Compliance Percentage	100.0	

EXHIBIT 4A

ADEQUACY OF DIRECTORY SERVICES

	In Compliance	
	YES	No
	---	---
A. Regularly Published (Within 15 Months)	X	
B. Name, Address, Numbers	X	
C. Second Listing Available Upon Request	X	
D. Listings in Alphabetical Order	X	
E. No Charge for Dual Listings	X	
F. Each Subscriber Provided One (1) Copy	X	
G. Reasonable Fee for Additional Copies	X	
H. Total Calling Area Listings Provided	X	
I. Name, Area, Month and Year Published	X	
J. Emergency Numbers Published	X	
K. PSC Block Prominently Displayed	X	
L. Instructions for Calling Loc & L.D	X	
M. Instructions for Calling Repair & D.A	X	
N. Instructions for Calling Bus. Office	X	
O. Instruct for Speech/Hearing Imp.	X	
P. TDD Info in front of Directory	X	
Q. TDD No Charge Option listed	X	
R. No charge for TDD UNPUB/UNLISTED #	X	
Total Areas Reviewed	18	
Total in Compliance	18	
In Compliance Percentage	100.0	

EXHIBIT 4B

Adequacy of Directory Assistance

	Total Calls -----	Total Requests -----	Total Found -----	% Found -----
New Numbers - 48 Hours Old -----	137	137	137	100.0
Numbers from Directory -----	57	55	55	100.0
Company Total	----- 194	----- 192	----- 192	----- 100.0

Rule 25-4.074

EXHIBIT 5

Adequacy of Intercept Service

	<u>Total</u> <u>Checked</u>	<u>--Intercept--</u>		<u>RNA</u>	<u>Failed</u>	<u>Busy</u>	<u>% Comp.</u>
		<u>Correct</u>	<u>Other</u>				
Changed Number	48	48	0	0	0	0	100.0
Disc. Service	34	34	0	0	0	0	100.0
Vacation Disc.	0	0	0	0	0	0	N/A
Vacant # Group	20	18	0	0	0	2	90.0
Disc. Non Pay	58	42	16	0	0	0	100.0
	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>	<u>-----</u>
Company Totals	160	142	16	0	0	2	98.8

Rule 25-4.076

Exhibit 6
 Public Pay Telephone Service
 Discrepancies Found

	No. Tested	No. Failed	% Sat.	Rule Satisfied	
				Yes	No
	-----	-----	-----	---	---
1 - Serviceability	304	5	98.4		X
2 - W'chair/Hearing Imp.	305	66	78.4		X
3 - Glass	302	0	100.0	Satisfactory	
4 - Door	0			N/A	
5 - Level	304	0	100.0	Satisfactory	
6 - Wiring	305	3	99.0	Satisfactory	
7 - Cleanliness	305	1	99.7	X	
8 - Lights	305	1	99.7		X
9 - Telephone Number	305	1	99.7		X
10 - Name or Logo	305	0	100.0	X	
11 - Adq. Enclosure	305	0	100.0	Satisfactory	
12 - Dial Instructions	305	1	99.7		X
13 - Transmission	298	1	99.7	Satisfactory	
14 - Dialing	298	0	100.0	Satisfactory	
15 - Coin Return (Auto)	294	8	97.3		X
16 - Coin Return (Opr)	293	10	96.6	Satisfactory	
17 - Opr. I.D. Coin	293	3	99.0	Satisfactory	
18 - IXC Access	298	0	100.0	X	
19 - Ring-back (Opr.)	296	13	95.6	Satisfactory	
20 - Coin Free (Operator)	299	0	100.0	X	
21 - Coin Free/Rtn (D.A.)	299	0	100.0	X	
22 - Coin Free (911)	280	0	100.0	X	
23 - Coin Free/Rtn(Repair)	299	0	100.0	X	
24 - Coin Free/Rtn(Bus Off)	279	0	100.0	X	
25 - Directory Current	302	5	98.3		X
26 - Directory Security	302	7	97.7	Satisfactory	
27 - Address/Location	301	9	97.0		X

Southern Bell
May 11 thru July 17, 1992

Exhibit DBM-4

Rule 25-4.077

EXHIBIT 7A

Intra-Lata Timing and Billing

<u>Central Office</u>	<u>No. Calls</u>	<u>Timing Accuracy</u>			<u>Billed Per Tariff</u>
		<u>Under Timed</u>	<u>Over Timed</u>	<u>Correct No. %</u>	
Azalea Park	108	0	0	108 100	Yes

Credit Card Timing and Billing

<u>Issued by</u>	<u>No. Calls</u>	<u>Timing Accuracy</u>			<u>Billed Per Tariff</u>
		<u>Under Timed</u>	<u>Over Timed</u>	<u>Correct No. %</u>	
ATT	54	0	0	54 100	Yes

Rule 25-4.077
Rule 25-4.115

Exhibit 7B

Billing Accuracy
(Directory Assistance)

Central Office	Telephone Numbers	Total Calls	Allowance	Billable Calls	Billed Calls	Variance
		-----	-----	-----	-----	-----
Azalea Park	823-7811	31	3	28	28	0
Sanford	330-2409	11	3	8	8	0
Pine Hills	578-0952	15	3	12	12	0
Deltona	860-6257	11	3	8	8	0
Sandlake	363-7346	15	3	12	12	0
Business Office	352-3459	141	3	138	136	-2
	352-4661	18	3	15	16	1
	352-3564	37	3	34	32	-2
		-----	-----	-----	-----	-----
Company Totals		279	24	255	252	5
Percentage correctly billed			98.0 %			

Exhibit 7C

Toll Timing and Billing Accuracy

(Inter LATA)

Inter-Exchange Carrier	No. Calls	Timing Accuracy				Billed Per Tariff
		Under Timed	Over Timed	Correct No.	%	
AT&T	54	0	0	54	100.0	Yes
Allnet Comm.	54	6	0	48	100.0	Yes
Biz Tel	54	No bills received			0.0	No
Cable/Wireless	54	0	2	52	96.3	No
Delta Comm.	54	0	0	54	100.0	Yes
MCI	54	0	0	54	100.0	Yes
Metromedia/ITT	54	0	0	54	100.0	Yes
Phone One	54	8	0	46	85.2	No
National Telcom	54	3	0	51	94.4	No
South Tel/ATC	54	5	0	49	90.7	No
Sunshine	54	0	8	46	85.2	No
TeleFibernet	54	0	0	54	100.0	Yes
Telenational	108	0	108	0	0.0	No
Touch One	108	4	0	104	96.3	No
U.S. Sprint	54	0	0	54	100.0	Yes
South Net	54	38	0	16	29.6	No

Note: Our tests to measure the timing of Toll Calls for billing purposes require that our calls be precisely timed to assure that the elapsed times are the same for each carrier's series of calls. To evaluate the accuracy of each network, all test calls are completed between our computerized testers to measure and record call duration and simultaneously disconnect and record disconnect time. The clock in each terminal is synchronized with the National Bureau of Standards time. Three calls are completed at each of the following intervals: 183, 181, 180, 179, 178, 123, 122, 121, 120, 119, 118, 63, 62, 61, 60, 59, and 58 seconds.

Bills for the calls are analyzed and compared to the records generated by our testers for origination and duration time. Our measurements are based entirely on available conversation time during the call regardless of how the company measures usage.

Exhibit 8

Incorrectly Dialed Calls

1 - Toll Access Not Dialed on Toll Calls

Central Office	NXX	Correct Response	Other	Failures		
				Fast	Busy Slow	Operator
Azalea Park	249	X				
Sanford	320	X				
Pine Hills	290	X				
Deltona	860	X				
Sandlake	345	X				

2 - Toll Access and Invalid Office Code Dialed

Azalea Park	249	X				
Sanford	320	X				
Pine Hills	290			X		
Deltona	860	X				
Sandlake	345	X				

3 - Toll Access and Non-Working Area Code Dialed

Azalea Park	249	X				
Sanford	320	X				
Pine Hills	290			X		
Deltona	860	X				
Sandlake	345	X				

4 - Toll Access and Insufficient Digits Dialed

Azalea Park	249	X				
Sanford	320	X				
Pine Hills	290	X				
Deltona	860	X				
Sandlake	345	X				

Southern Bell
 May 11 thru July 17, 1992

Rule 25-4.071
 25-4.074

Exhibit 8 (Cont.)

Incorrectly Dialed Calls

5 - Toll Access Dialed on EAS Call

Central Office	NXX	Correct Response	Other	Failures		
				Fast	Slow	Operator
Azalea Park	249	X				
Sanford	320	X				
Pine Hills	290	X				
Deltona	860		X			
Sandlake	345	X				

6 - Area Code Dialed on EAS Call

Azalea Park	249	X				
Sanford	320	X				
Pine Hills	290	X				
Deltona	860		X			
Sandlake	345	X				
Company Totals		26	2	2	0	0

In Compliance percentage 93.3

Rule 25-24.066
 25-24.0770

Exhibit 9

Service Order Review - New Primary Service

Total Reviewed	Total Applicable	Total Delayed by Subscriber	3-Day Completion		Appointments		
			Total Required	Completed Total %	Total Made	Broken by Total	LEC %
48	48	14	34	34 100.0	4	0	0.0

Southern Bell
 May 11 thru July 17, 1992

F.S. 365.171
 F.S. 427.708

EXHIBIT - 10

911 Service

Central Office	Total Calls	No. Busy	No. Fail	No. Ans.	Ans. W/I 10 Secs. (20 Sec/TDD)	% Comp.	% W/I 10 Secs. (20 Sec/TDD)
Azalea Park	31	0	0	31	30	100.0	96.8
Sanford	11	0	0	11	11	100.0	100.0
Pine Hills	15	0	0	15	14	100.0	93.3
Deltona	11	0	0	11	11	100.0	100.0
Sandlake	15	0	0	15	13	100.0	86.7
Pay Telephones	246	0	1	245	244	99.6	99.2
Company Totals	329	0	1	328	323	99.7	98.2
TDD's	22	0	6	16	1	72.7	4.5

Exhibit 11

Standby Power and
Emergency Generators

Central Office -----	NXX ---	Minimum 3-5 Hour Capacity		Standby Generator	
		Yes ---	No --	Fixed -----	Portable -----
Azalea Park	249	X		X	
Sanford	320	X		X	
Pine Hills	290	X		X	
Deltona	860	X		X	
Sandlake	345	X		X	

EXHIBIT 12

Central Office

Central Office -----	Scheduled Routine Program			Frame Sat ---	Facilities		
	NXX ---	Sat. -----	Unsat. -----		Unsat. -----	Sat. -----	Unsat. -----
Azalea Park	249	X		X		X	
Sanford	320	X		X		X	
Pine Hills	290	X		X		X	
Deltona	860	X		X		X	
Sandlake	345	X		X		X	

Rule 25-4.022
 25-4.070
 25-4.077
 25-4.110

EXHIBIT 13
 Repair Service Review

Trouble Report Summary

Reports Reviewed	S.A	Non S.A	OOS	Excl	24-Hr Repair		Rebates		Appointments		
					Due	Done	Due	Made	Made	N/AC	KEPT
630	166	53	411	0	411	396	23	15	0	0	0

Repair Summary

	Total	Same	W/I	W/I	Over	W/I	Over
		Day	24 Hrs	24-48 Hrs	48 Hrs	72 Hrs	72 Hrs
Out of Service	411	171	396	15	0	N/A	N/A
Service Affecting	166	59	N/A	N/A	N/A	159	7

Company Percentages:

- (1) Appointments.... N/A
- (2) OOS Same Day.... 68.4 (Note)
- (3) OOS - 24 Hour... 96.4
- (4) Rebates..... 65.2
- (5) S.A. 72 Hours... 95.8

Note....This percentage takes into consideration that trouble reports received after 3:00 P.M are not used in the same day calculation (unless completed in the same day).

Southern Bell
May 11 thru July 17, 1992

Exhibit DBM-4

Rule 25-4.072

EXHIBIT 14

Milliwatt Test Numbers

Central Office -----	NXX ---	3-Line Rotary -----	
		Yes ---	No ---
Azalea Park	249	X	
Sanford	320	X	
Pine Hills	290	X	
Deltona	860	X	
Sandlake	345	X	

In Compliance Percentage....100.0

Rule 25-4.072

EXHIBIT 15A

Transmission
 (Central Office)

Central Office	NXX	Dial Tone Level (-dBm)	Loss -dBm	Freq. (Hz)	Noise dBrc	Impulse (5 Min.)
Azalea Park	249	11.4	0.4	1004.0	14	0
Sanford	320	11.2	0.4	1004.0	13	0
Pine Hills	290	11.4	0.5	1004.0	13	0
Deltona	860	11.0	0.6	1004.1	10	0
Sandlake	345	9.5	0.4	1004.0	4	1
In Compliance Percentage		100.0	100.0	100.0	100.0	100.0

PSC Proposed Limits

Dial Tone..... -5 to -22 dBm
 C.O. Loss..... 0 to -2.5 dBm
 MW Frequency..... 994 to 1014 Hz.
 C.O. Noise (Metallic) 20 dBrc0 or less
 C.O. Noise (Impulse) 5 counts or less in 5 minutes, at 59dBm
 2 counts or less in 5 minutes, at 53dBm
 (59 dBm for Electro-Mechanical offices)
 (53 dBm for Digital offices)

EXHIBIT 15B

Subscriber Loops

 (Excluding Grounds)

Central Office	NXX	Total Tested	No. Unsat.	No. Marginal	No. Sat.	% Unsat.	% Marginal	% Sat.
Azalea Park	249	27	0	2	25	0.0	7.4	92.6
Sanford	320	50	0	2	48	0.0	4.0	96.0
Pine Hills	290	2	0	0	2	0.0	0.0	100.0
Deltona	860	12	0	2	10	0.0	16.7	83.3
Sandlake	345	30	0	0	30	0.0	0.0	100.0
Orlando Main	220	26	0	3	23	0.0	11.5	88.5
Colonial	222	25	0	5	20	0.0	20.0	80.0
Debary	668	4	0	0	4	0.0	0.0	100.0
Geneva	349	2	0	0	2	0.0	0.0	100.0
Oviedo	359	28	2	8	18	7.1	28.6	64.3
Pine Castle	240	50	2	0	48	4.0	0.0	96.0
Lake Mary	333	3	0	0	3	0.0	0.0	100.0
Company Totals		259	4	22	233	1.5	8.5	90.0

Percentage Acceptable: 98.5

Objectives:

LOOP CURRENT: Sat. : > 20 ma (Except some carriers as low as 17 ma)
 Unsat. : < 20 ma (Except some carriers as low as 17 ma)

CURRENT TO GROUND: Expect I_g to be => 1.2 times I(1)

LOSS : Sat. 0.0 to 8.0.... NOISE (Nm): Sat. < 20 dBrc0
 Marginal : 8.0 to 10.0 : Marginal: 21 to 26
 Unsat. : >10.0 : Unsat. > 26

POWER INFLUENCE : Sat. 0.0 to 80.... BALANCE: Sat. >60
 Marginal: 81 to 90 : Marginal:50-60
 Unsat. :>90 : Unsat. < 50

Two marginal readings in Loss, Noise, and Power Influence = Unsat. Loop

EXHIBIT 15C

IXC Transmission

IXC Name	Telephone Number	Metallic Noise	Impulse Noise	Insertion Loss	Rule Satisfied	
					Yes	No
From Central Office....Azalea Park						
Biz Tel	273-3813	13.0	2.0	6.4	Satisfactory	
Delta Comm.	380-0932	10.0	0.0	5.6	Satisfactory	
National Telcom	380-0640	17.0	0.0	6.0	Satisfactory	
South Net	381-9333	14.0	0.0	5.6	Satisfactory	
From Central Office....Sanford						
AT&T	238-9014	11.5	0.0	6.2	Satisfactory	
Allnet Comm.	238-9311	12.5	0.0	6.3	Satisfactory	
Cable/Wireless	327-4027	17.0	0.0	7.5	Satisfactory	
South Tel/ATC	330-2336	15.0	0.0	6.4	Satisfactory	
Phone One	322-9017	13.5	0.0	6.3	Satisfactory	
Telenational	321-7927	10.0	0.0	6.3	Satisfactory	
Touch One	321-8333	11.5	1.0	6.3	Satisfactory	
South Net	327-8132	12.5	1.0	6.5	Satisfactory	
Sunshine	328-9412	14.5	0.0	9.5	Unsatisfactory	
TeleFibernet	324-3863	13.0	0.0	6.3	Satisfactory	
U.S. Sprint	321-7932	11.0	0.0	6.3	Satisfactory	
From Central Office....Deltona						
Metromedia	574-1777	13.0	0.0	6.5	Satisfactory	
MCI	860-6207	11.0	0.0	6.4	Satisfactory	
From Central Office....Sandlake						
U.S. Sprint	345-9371	7.0	1.0	6.5	Satisfactory	

Evaluation Parameters: Metallic Noise - 35dBm maximum
 Impulse Noise - 2 counts at 53 dBrnc0 in 5 minutes
 Insertion Loss - 8 dB maximum

Rule 25-4.036
 25-4.038
 25-4.072

EXHIBIT 16

Ground Deficiencies

Location	NXX	Number of Loops Tested	Number with Poor Ground	Percentage with Defective Ground
Azalea Park	249	24	0	0.0
Sanford	320	48	0	0.0
Pine Hills	290	0	0	0.0
Deltona	860	12	0	0.0
Sandlake	345	28	0	0.0
Orlando Main	220	24	0	0.0
Colonial	222	24	0	0.0
Debary	668	4	0	0.0
Geneva	349	0	0	0.0
Oviedo	359	19	0	0.0
Pine Castle	240	48	0	0.0
Lake Mary	333	3	0	0.0
Company Totals (Older Loops)	234		0	0.0
Recent Installs	All	25	0	0.0

EXHIBIT 17

Safety

Grounding/Bonding

(1) Number of New Installations Evaluated for Grounding.....	25
(2) Number of New Installations with Satisfactory grounds.....	25
(3) Percentage of Satisfactory Grounds on New Installations....	100.0

General Practices

(4) Excluding New Installs, percent with Satisfactory grounds..	100.0
(5) Total number of LEC Pay Telephones evaluated.....	244
(6) Number of days observing Safety conditions and practices...	30
(7) Number of Central/Business/Repair Offices Evaluated.....	5
(8) Total Cable Route Miles observed for safety conditions.....	1290
(9) Percentage of Total Area evaluated for safety:	
(1) Less than 1 percent. (2) 1 to 5 percent	
(3) 5 to 10 percent. (4) Over 10 percent	
Select by number.....	1
10) Number of other Violations, Variances or Hazards observed...	16
11) Total Violations or Variances observed in last 12 months...	305
12) Safe Plant Condition	
(a) From Service Evaluation.....Satisfactory	
(b) Within the past 12 months.....Unsatisfactory	

EXHIBIT 17

Safety

Grounding/Bonding

(1) Number of New Installations Evaluated for Grounding.....	25
(2) Number of New Installations with Satisfactory grounds.....	25
(3) Percentage of Satisfactory Grounds on New Installations....	100.0

General Practices

(4) Excluding New Installs, percent with Satisfactory grounds..	100.0
(5) Total number of LEC Pay Telephones evaluated.....	244
(6) Number of days observing Safety conditions and practices...	30
(7) Number of Central/Business/Repair Offices Evaluated.....	5
(8) Total Cable Route Miles observed for safety conditions.....	1290
(9) Percentage of Total Area evaluated for safety:	
(1) Less than 1 percent.	(2) 1 to 5 percent
(3) 5 to 10 percent.	(4) Over 10 percent
Select by number.....	1
10) Number of other Violations, Variances or Hazards observed...	16
11) Total Violations or Variances observed in last 12 months...	305
12) Safe Plant Condition	
(a) From Service Evaluation.....	Satisfactory
(b) Within the past 12 months.....	Unsatisfactory

Rule 25-4.0185

EXHIBIT # 18

Periodic Report

Period Covered by PSC/CMU Form 28 Used: Second Quarter 1992

Complete Periodic Report forwarded in timely fashion ?....No

Sched -----	Title -----	Periodic Report Rule Satisfied		Service Evaluation Rule Satisfied	
		Yes ---	No --	Yes ---	No --
1	Timely Base Rate Area Survey Report	N/A		N/A	
2	Summary of Completed Svce Orders(New Svce)		X	X	
3	Summary of held Applications (New Svce)		X		X
4	Held Applications over 6 Months (New Svce)		X		X
5	Summary of Completed Svce Orders(Regrades)	N/A		N/A	
6	Summary of Held Applications (Regrades)	N/A		N/A	
7	Held Applications over 6 Months (Regrades)	N/A		N/A	
8	Access Lines Data	N/A		N/A	
9	Central Office Data - Dial Tone Delay	X		X	
10	Central Office Data - Class of Service	N/A		N/A	
11	Repair Service - Trouble Reports(1st Month)		X		X
11	Repair Service - Trouble Reports(2nd Month)		X		X
11	Repair Service - Trouble Reports(3rd Month)		X		X
13	Answer Time - Operator	X			X
14	Answer Time - Directory Assistance	X		X	
15	Answer Time - Repair Service		X		X
16	Answer Time - Business Office		X		X
17	Repair Service Appointments		X	***	
18	Service Order Appointments		X	X	
19	Central Office Data Base	X		X	
20	Equal Access and C.O.E.	X		X	
21	Capital Expenditure/Demand/Facilities Charts	N/A		N/A	

Any major difference noted between company's report
 and Staff's findings during the evaluation.....No

Note: *** indicates that the relevant item was not evaluated or that
 no pertinent data was found.

Rule 25-4.111

EXHIBIT - 19

Complaint Activity
 July 1992

	Complaints Logged in Month			Major Complaint Type	Complaints Closed in Month			
	Service	Billing	Total		Justification			Percent Justified
					Yes	No	Some	
Company	122	61	183	Dly Conn	88	53	46	47.0
Industry	211	135	346	Dly Conn	172	98	81	49.0

Complaint Activity

Year-to Date

	Current Year Total Recvd.	Percent Chng from Last Year	Complaints Per 1000 Access ln.	Justification Per 1000 Access lines
Company	925	-28	.203	.077
Industry Total	2060	-22	.186	.071

WEIGHTED INDEX

EXHIBIT DBM-5

SOUTHERN BELL

REPORT DATE: OCTOBER 21, 1992

DATES STUDIED: MAY 11 THRU JULY 17, 1992

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
A. DIAL TONE DELAY					
DIAL TONE DEL +	95.0	99.9	1.1377	4.9	5.57
DIAL TONE DEL -	95.0		8.4935		
B. CALL COMPLETIONS					
INTRA-OFFICE +	95.0	99.9	0.0613	4.9	0.30
INTRA-OFFICE -	95.0		4.0136		
INTER-OFFICE +	95.0	99.2	0.0947	4.2	0.40
INTER-OFFICE -	95.0		2.1075		
EAS +	95.0	99.7	0.0280	4.7	0.13
EAS -	95.0		0.9953		
INTRA-LATA DDD +	95.0	98.2	0.1286	3.2	0.41
INTRA-LATA DDD -	95.0		1.0999		
C. INCORRECTLY DIALED CALLS					
INCORRECTLY DIALED +	95.0		0.1043		
INCORRECTLY DIALED -	95.0	93.3	0.1043	-1.7	-0.18
D. 911 SERVICE					
911 SERVICE -	100.0	99.7	2.8772	-0.3	-0.86
E. TRANSMISSION					
DIAL TONE LEVEL -	100.0	100.0	0.0002		
CENTRAL OFFICE LOSS -	100.0	100.0	0.0002		
M.W. FREQUENCY -	100.0	100.0	0.0002		
CEN. OFF. NOISE METAL -	100.0	100.0	0.0002		
CEN. OFF. NOISE IMPLSE -	100.0	100.0	0.0002		
SUBSCRIBER LOOPS +	98.0	98.5	0.2788	0.5	0.14
SUBSCRIBER LOOPS -	98.0		0.1394		
F. POWER AND GENERATORS					
POWER & GENERATORS -	100.0	100.0	0.0798		
G. TEST NUMBERS					
TEST NUMBERS -	100.0	100.0	0.0010		

EXHIBIT DBM-5

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
H. CENTRAL OFFICE					
SCHEDULED ROUTINE PROG +	95.0	100.0	0.0487	5	0.24
SCHEDULED ROUTINE PROG -	95.0		0.0487		
FRAME +	95.0	100.0	0.0549	5	0.27
FRAME -	95.0		0.0549		
FACILITIES +	95.0	100.0	0.0758	5	0.38
FACILITIES -	95.0		0.0758		
I. ANSWER TIME					
OPERATOR +	90.0	92.8	0.0519	2.8	0.15
OPERATOR -	90.0		0.3820		
DIRECTORY ASSISTANCE +	90.0	98.3	0.0519	8.3	0.43
DIRECTORY ASSISTANCE -	90.0		0.3820		
REPAIR SERVICE +	90.0		0.0519		
REPAIR SERVICE -	90.0	45.1	0.3820	-44.9	-17.15
BUSINESS OFFICE +	80.0		0.0604		
BUSINESS OFFICE -	80.0	1.1	0.4191	-78.9	-33.07
J. ADEQUACY OF DIR. AND DIR. ASSISTANCE					
DIRECTORY SERVICE -	100.0	100.0	0.0887		
NEW NUMBERS -	100.0	100.0	0.0399		
NUMBERS IN DIRECTORY +	99.0	100.0	0.2507	1	0.25
NUMBERS IN DIRECTORY -	99.0		0.5640		
K. ADEQUACY OF INTERCEPT SERVICES					
CHANGED NUMBERS +	90.0	100.0	0.1287	10	1.29
CHANGED NUMBERS -	90.0		0.3107		
DISCONNECTED SERVICE +	80.0	100.0	0.0489	20	0.98
DISCONNECTED SERVICE -	80.0		0.2151		
VACATION DISCONNECTS +	80.0		0.0322		
VACATION DISCONNECTS -	80.0		0.0586		
VACANT NUMBERS +	80.0	90.0	0.0277	10	0.28
VACANT NUMBERS -	80.0		0.2079		
DISCONNECTS NON-PAY -	100.0	100.0	0.1650		
L. TOLL TIMING AND BILLING ACCURACY					
INTRA-LATA BILL ACC. +	97.0	100.0	0.4290	3	1.29
INTRA-LATA BILL ACC. -	97.0		2.8560		
DIR. ASSIST. BILL ACC. +	97.0	98.0	0.4794	1	0.48
DIR. ASSIST. BILL ACC. -	97.0		0.0766		

EXHIBIT DBM-5

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
M. PUBLIC TELEPHONE SERVICE					
1 PAY PHONE/ EXCHANGE -	100.0	100.0	0.0006		
SERVICEABILITY -	100.0	98.4	0.0864	-1.6	-0.14
HANDICAPPED ACCESS -	100.0	78.4	0.0112	-21.6	-0.24
GLASS +	95.0	100.0	0.0056	5	0.03
GLASS -	95.0		0.0056		
DOORS +	95.0		0.0051		
DOORS -	95.0		0.0051		
LEVEL +	95.0	100.0	0.0076	5	0.04
LEVEL -	95.0		0.0062		
WIRING+	95.0	99.0	0.0060	4	0.02
WIRING -	95.0		0.0141		
CLEANLINESS +	95.0	99.7	0.0005	4.7	0.00
CLEANLINESS -	95.0		0.0362		
LIGHTS -	100.0	99.7	0.0224	-0.3	-0.01
TELEPHONE NUMBERS -	100.0	99.7	0.0523	-0.3	-0.02
NAME OR LOGO -	100.0	100.0	0.0008		
DIAL INSTRUCTIONS -	100.0	99.7	0.0864	-0.3	-0.03
TRANSMISSION +	95.0	99.7	0.0266	4.7	0.13
TRANSMISSION -	95.0		0.0266		
DIALING +	95.0	100.0	0.0008	5	0.00
DIALING -	95.0		0.0062		
COIN RETURN AUTO -	100.0	97.3	0.0037	-2.7	-0.01
COIN RETURN OPER +	95.0	96.6	0.0178	1.6	0.03
COIN RETURN OPER -	95.0		0.0178		
OPERATOR ID COINS +	95.0	99.0	0.0002	4	0.00
OPERATOR ID COINS -	95.0		0.0302		
ACCESS ALL LD CARRIERS -	100.0	100.0	0.0024		
RING BACK OPERATOR +	95.0	95.6	0.0002	0.6	0.00
RING BACK OPERATOR -	95.0		0.0302		
COIN FREE ACCESS OPER -	100.0	100.0	0.0097		
COIN FREE ACCESS D.A.-	100.0	100.0	0.0042		
COIN FREE ACCESS 911 -	100.0	100.0	0.0093		
COIN FREE ACCESS R.S.-	100.0	100.0	0.0034		
COIN FREE ACCESS B.O.-	100.0	100.0	0.0027		
DIRECTORY -	100.0	98.3	0.0013	-1.7	-0.00
DIRECTORY SECURITY +	95.0	97.7	0.0510	2.7	0.14
DIRECTORY SECURITY -	95.0		0.0510		
ADDRESS/LOCATION -	100.0	97.0	0.1252	-3	-0.38

EXHIBIT DBM-5

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
N. AVAILABILITY OF SERVICE					
3 DAY PRIMARY SERVICE +	90.0	100.0	0.0333	10	0.33
3 DAY PRIMARY SERVICE -	90.0		0.2406		
PRIM. SERV. APPOINTMNT +	95.0	100.0	0.1306	5	0.65
PRIM. SERV. APPOINTMNT -	95.0		0.8125		
M. REPAIR SERVICE					
RESTORED-SAME DAY +	80.0		0.0909		
RESTORED-SAME DAY -	80.0	68.4	0.1319	-11.6	-1.53
RESTORED-24 HOUR +	95.0	96.4	0.3685	1.4	0.52
RESTORED-24 HOUR -	95.0		1.3348		
REPAIR APPOINTMENTS +	95.0		0.1318		
REPAIR APPOINTMENTS -	95.0		0.1936		
REBATES OVER 24 HOURS -	100.0	65.2	0.0523	-34.8	-1.82
SERVICE AFFECTING-72 HRS +	95.0	95.8	0.1318	0.8	0.11
SERVICE AFFECTING-72HRS -	95.0		0.1936		
P. CUSTOMER COMPLAINTS					
	ST. AVE				
COMPLAINTS/ 1000 LINES +	0.19		0.3685		
COMPLAINTS/ 1000 LINES -	0.19	0.2	0.0000		EXC. AVG
BASE SCORE IF ALL STANDARDS ARE MET EXACTLY			75.00		75.00
SUM OF ADJUSTMENTS					-40.45
OVERALL WEIGHTED SCORE (BASE + SUM OF ADJUSTMENTS)					34.55

WEIGHTED INDEX- USING NEW ANSWER TIME RULE

EXHIBIT DBM-6

SOUTHERN BELL

REPORT DATE: OCTOBER 21, 1992

DATES STUDIED: MAY 11 THRU JULY 17, 1992

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
A. DIAL TONE DELAY					
DIAL TONE DEL +	95.0	99.9	1.1638	4.9	5.70
DIAL TONE DEL -	95.0		8.6887		
B. CALL COMPLETIONS					
INTRA-OFFICE +	95.0	99.9	0.0627	4.9	0.31
INTRA-OFFICE -	95.0		4.1058		
INTER-OFFICE +	95.0	99.2	0.0969	4.2	0.41
INTER-OFFICE -	95.0		2.1560		
EAS +	95.0	99.7	0.0287	4.7	0.13
EAS -	95.0		1.0182		
INTRA-LATA DDD +	95.0	98.2	0.1315	3.2	0.42
INTRA-LATA DDD -	95.0		1.1252		
C. INCORRECTLY DIALED CALLS					
INCORRECTLY DIALED +	95.0		0.1067		
INCORRECTLY DIALED -	95.0	93.3	0.1067	-1.7	-0.18
D. 911 SERVICE					
911 SERVICE -	100.0	99.7	2.9433	-0.3	-0.88
E. TRANSMISSION					
DIAL TONE LEVEL -	100.0	100.0	0.0002		
CENTRAL OFFICE LOSS -	100.0	100.0	0.0002		
M.W. FREQUENCY -	100.0	100.0	0.0002		
CEN. OFF. NOISE METAL -	100.0	100.0	0.0002		
CEN. OFF. NOISE IMPLSE -	100.0	100.0	0.0002		
SUBSCRIBER LOOPS +	98.0	98.5	0.2852	0.5	0.14
SUBSCRIBER LOOPS -	98.0		0.1426		
F. POWER AND GENERATORS					
POWER & GENERATORS -	100.0	100.0	0.0817		
G. TEST NUMBERS					
TEST NUMBERS -	100.0	100.0	0.0010		

EXHIBIT DBM-6

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
H. CENTRAL OFFICE					
SCHEDULED ROUTINE PROG +	95.0	100.0	0.0498	5	0.25
SCHEDULED ROUTINE PROG -	95.0		0.0498		
FRAME +	95.0	100.0	0.0561	5	0.28
FRAME -	95.0		0.0561		
FACILITIES +	95.0	100.0	0.0775	5	0.39
FACILITIES -	95.0		0.0775		
I. ANSWER TIME					
OPERATOR +	90.0	92.8	0.0531	2.8	0.15
OPERATOR -	90.0		0.3907		
DIRECTORY ASSISTANCE +	90.0	98.3	0.0531	8.3	0.44
DIRECTORY ASSISTANCE -	90.0		0.3907		
REPAIR SERVICE +	95.0		0.0531		
REPAIR SERVICE -	95.0	67.4	0.3907	-27.6	-10.78
BUSINESS OFFICE +	85.0		0.0618		
BUSINESS OFFICE -	85.0	71.4	0.4288	-13.6	-5.83
J. ADEQUACY OF DIR. AND DIR. ASSISTANCE					
DIRECTORY SERVICE -	100.0	100.0	0.0907		
NEW NUMBERS -	100.0	100.0	0.0409		
NUMBERS IN DIRECTORY +	99.0	100.0	0.2564	1	0.26
NUMBERS IN DIRECTORY -	99.0		0.5770		
K. ADEQUACY OF INTERCEPT SERVICES					
CHANGED NUMBERS +	90.0	100.0	0.1316	10	1.32
CHANGED NUMBERS -	90.0		0.3178		
DISCONNECTED SERVICE +	80.0	100.0	0.0500	20	1.00
DISCONNECTED SERVICE -	80.0		0.2200		
VACATION DISCONNECTS +	80.0		0.0329		
VACATION DISCONNECTS -	80.0		0.0599		
VACANT NUMBERS +	80.0	90.0	0.0283	10	0.28
VACANT NUMBERS -	80.0		0.2127		
DISCONNECTS NON-PAY -	100.0	100.0	0.1688		
L. TOLL TIMING AND BILLING ACCURACY					
INTRA-LATA BILL ACC. +	97.0	100.0	0.4388	3	1.32
INTRA-LATA BILL ACC. -	97.0		2.9217		
DIR. ASSIST. BILL ACC. +	97.0	98.0	0.4905	1	0.49
DIR. ASSIST. BILL ACC. -	97.0		0.0783		

EXHIBIT DBM-6

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
M. PUBLIC TELEPHONE SERVICE					
1 PAY PHONE/ EXCHANGE -	100.0	100.0	0.0007		
SERVICEABILITY -	100.0	98.4	0.0884	-1.6	-0.14
HANDICAPPED ACCESS -	100.0	78.4	0.0115	-21.6	-0.25
GLASS +	95.0	100.0	0.0057	5	0.03
GLASS -	95.0		0.0057		
DOORS +	95.0		0.0052		
DOORS -	95.0		0.0052		
LEVEL +	95.0	100.0	0.0078	5	0.04
LEVEL -	95.0		0.0063		
WIRING+	95.0	99.0	0.0061	4	0.02
WIRING -	95.0		0.0144		
CLEANLINESS +	95.0	99.7	0.0005	4.7	0.00
CLEANLINESS -	95.0		0.0370		
LIGHTS -	100.0	99.7	0.0229	-0.3	-0.01
TELEPHONE NUMBERS -	100.0	99.7	0.0535	-0.3	-0.02
NAME OR LOGO -	100.0	100.0	0.0008		
DIAL INSTRUCTIONS -	100.0	99.7	0.0884	-0.3	-0.03
TRANSMISSION +	95.0	99.7	0.0272	4.7	0.13
TRANSMISSION -	95.0		0.0272		
DIALING +	95.0	100.0	0.0008	5	0.00
DIALING -	95.0		0.0064		
COIN RETURN AUTO -	100.0	97.3	0.0038	-2.7	-0.01
COIN RETURN OPER +	95.0	96.6	0.0182	1.6	0.03
COIN RETURN OPER -	95.0		0.0182		
OPERATOR ID COINS +	95.0	99.0	0.0002	4	0.00
OPERATOR ID COINS -	95.0		0.0308		
ACCESS ALL LD CARRIERS -	100.0	100.0	0.0024		
RING BACK OPERATOR +	95.0	95.6	0.0002	0.6	0.00
RING BACK OPERATOR -	95.0		0.0308		
COIN FREE ACCESS OPER -	100.0	100.0	0.0099		
COIN FREE ACCESS D.A.-	100.0	100.0	0.0043		
COIN FREE ACCESS 911 -	100.0	100.0	0.0095		
COIN FREE ACCESS R.S.-	100.0	100.0	0.0035		
COIN FREE ACCESS B.O.-	100.0	100.0	0.0028		
DIRECTORY -	100.0	98.3	0.0014	-1.7	-0.00
DIRECTORY SECURITY +	95.0	97.7	0.0522	2.7	0.14
DIRECTORY SECURITY -	95.0		0.0522		
ADDRESS/LOCATION -	100.0	97.0	0.1280	-3	-0.38

EXHIBIT DBM-6

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
N. AVAILABILITY OF SERVICE					
3 DAY PRIMARY SERVICE +	90.0	100.0	0.0341	10	0.34
3 DAY PRIMARY SERVICE -	90.0		0.2461		
PRIM. SERV. APPOINTMNT +	95.0	100.0	0.1336	5	0.67
PRIM. SERV. APPOINTMNT -	95.0		0.8312		
M. REPAIR SERVICE					
RESTORED-SAME DAY +	80.0		0.0929		
RESTORED-SAME DAY -	80.0	68.4	0.1349	-11.6	-1.56
RESTORED-24 HOUR +	95.0	96.4	0.3770	1.4	0.53
RESTORED-24 HOUR -	95.0		1.3654		
REPAIR APPOINTMENTS +	95.0		0.1348		
REPAIR APPOINTMENTS -	95.0		0.1980		
REBATES OVER 24 HOURS -	100.0	65.2	0.0535	-34.8	-1.86
SERVICE AFFECTING-72 HRS +	95.0	95.8	0.1348	0.8	0.11
SERVICE AFFECTING-72HRS -	95.0		0.1980		
P. CUSTOMER COMPLAINTS	ST. AVE				
COMPLAINTS/ 1000 LINES +	0.19		0.3770		
COMPLAINTS/ 1000 LINES -	0.19	0.2	0.0000		EXC. AVG
BASE SCORE IF ALL STANDARDS ARE MET EXACTLY			75.00		75.00
SUM OF ADJUSTMENTS					-6.62
OVERALL WEIGHTED SCORE (BASE + SUM OF ADJUSTMENTS)					68.38

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation of SOUTHERN BELL)	DOCKET NO. 910622-TP
for failure to meet PSC's Answer Time)	ORDER NO. 24746
Requirements.)	ISSUED: 7-2-91
<hr/>		

The following Commissioners participated in the disposition of this matter:

THOMAS M. BEARD, Chairman
 J. TERRY DEASON
 BETTY EASLEY
 GERALD L. GUNTER
 MICHAEL McK. WILSON

NOTICE OF PROPOSED AGENCY ACTIONORDER ACCEPTING OFFER OF SETTLEMENT
AND CLOSING INVESTIGATION

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are adversely affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

At our May 7, 1991 Agenda Conference, we initiated two investigations into Southern Bell Telephone and Telegraph Company's (Southern Bell or the Company) compliance with Rules 25-4.110(2) and 25-4.073(1)(b), Florida Administrative Code. As a result, this docket was established to investigate the Company's compliance with Rule 25-4.073(1)(b), Florida Administrative Code.

The offer of settlement filed by Southern Bell states that the Company will remit \$40,000 to settle this investigation into its past compliance with Rule 25-4.073, Florida Administrative Code. In addition, the Company's offer requests that the Commission agree to grant its petition to initiate rulemaking, filed April 17, 1991, and now pending in Docket No. 910506-TL. Although the Office of Public Counsel (OPC) has filed a notice of intervention into this matter, the Company's offer does not reflect any agreement by OPC to settle this matter.

Based on the discussion at our May 7, 1991 Agenda Conference, it is apparent that there are several different interpretations of Rule 25-4.073(1)(b), Florida Administrative Code. The Company's offer reflects that it does not agree with our staff's

DOCUMENT NUMBER-DATE

ORDER NO. 24746
DOCKET NO. 910622-TP
PAGE 2

interpretation of Rule 25-4.073(1)(b), Florida Administrative Code. Settlement of this matter will permit our earlier consideration of the appropriateness of the Company's proposal to amend our answer time rule pending in Docket No. 910506-TL as well as any other amendment to that rule. It will also allow our staff to focus on the other current investigations regarding Southern Bell.

Based on our consideration of the above, we find Southern Bell's settlement offer to be reasonable, and we hereby accept it. By this acceptance, we also agree to grant the Company's petition to initiate rulemaking pending in Docket No. 910506-TL.

Based on the foregoing, it is, therefore

ORDERED by the Florida Public Service Commission that Southern Bell Telephone and Telegraph Company's offer to remit \$40,000 to settle this investigation is hereby accepted. It is further

ORDERED that our acceptance of the Company's settlement offer is proposed agency action and shall become final and effective if no protest is received within the period set forth in the Notice of Further Proceedings below.

By ORDER of the Florida Public Service Commission, this 2nd day of July, 1991.

STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)

SFS

by: Kay Dizon
Chief, Bureau of Records

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that

ORDER NO. 24746
DOCKET NO. 910622-TP
PAGE 3

is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

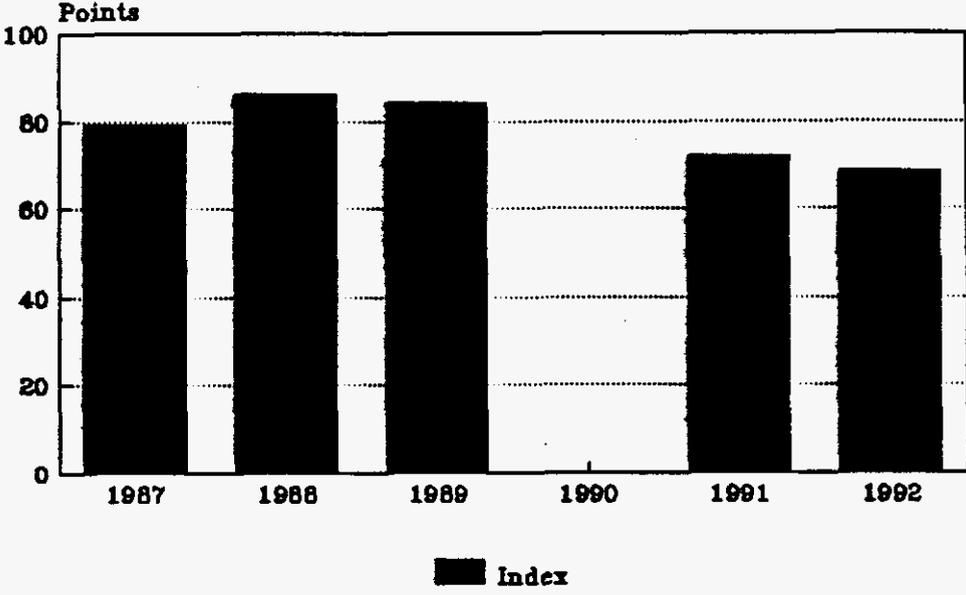
The action proposed herein is preliminary in nature and will not become effective or final, except as provided by Rule 25-22.029, Florida Administrative Code. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, as provided by Rule 25-22.029(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a) and (f), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on
7-23-91

In the absence of such a petition, this order shall become effective on the day subsequent to the above date as provided by Rule 25-22.029(6), Florida Administrative Code.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this order becomes final and effective on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or sewer utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the effective date of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

SOUTHERN BELL TELEPHONE WEIGHTED INDEX



NO STUDY IN 1990

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Comprehensive review of) DOCKET NO. 920260-TL
revenue requirements and rate)
stabilization plan of SOUTHERN) FILED: 12/15/92
BELL TELEPHONE AND TELEGRAPH)
COMPANY.)
_____)

CERTIFICATE OF SERVICE

I HEREBY CERTIFY copies of the DIRECT TESTIMONY OF DONALD B. McDONALD, KATHY WELCH, and RUTH YOUNG have been furnished by U.S. Mail on this 15th day of December, 1992, to the following:

Harris R. Anthony
J. Phillip Carver
R. Douglas Lackey
Southern Bell Telephone
and Telegraph Company
c/o Marshall M. Criser, III
150 S. Monroe Street
Suite 400
Tallahassee, FL 32301

Charles J. Beck
Deputy Public Counsel
Office of Public Counsel
c/o The Florida Legislature
111 W. Madison Street
Room 812
Tallahassee, FL 32399-1400

Joseph A. McGlothlin
Vicki Gordon Kaufman
McWhirter, Grandoff and Reeves
315 S. Calhoun Street
Suite 716
Tallahassee, FL 32301

Joseph P. Gillan
J. P. Gillan and Associates
P. O. Box 541038
Orlando, FL 32854-1038

Michael J. Henry
MCI Telecommunications Corp.
MCI Center
Three Ravinia Drive
Atlanta, GA 30346

Richard D. Melson
Hopping Boyd Green & Sams
Post Office Box 6526
Tallahassee, FL 32314

CERTIFICATE OF SERVICE
DOCKET NO. 920260-TL

C. Everett Boyd, Jr.
Ervin, Varn, Jacobs,
Odom & Ervin
P. O. Drawer 1170
Tallahassee, FL 32302

Monte Belote
Florida Consumer Action
Network
4100 W. Kennedy Blvd., #128
Tampa, FL 33609

Michael W. Tye
AT&T Communications of the
Southern States, Inc.
106 East College Avenue
Suite 1410
Tallahassee, FL 32301

Benjamin H. Dickens, Jr. (Ad Hoc)
Blooston, Mordkofsky, Jackson,
& Dickens
2120 L Street, N.W.
Washington, DC 20037

Michael B. Twomey
Assistant Attorney General
Department of Legal Affairs
Room 1603, The Capitol
Tallahassee, FL 32399-1050

Mr. Cecil O. Simpson, Jr.
Mr. Peter Q. Nyce, Jr.
Regulatory Law Office
Office of The Judge Advocate
General
Department of the Army
901 North Stuart Street
Arlington, VA 22203-1837

Chanthina R. Bryant
Sprint
3065 Cumberland Circle
Atlanta, GA 30339

Dan B. Hendrickson
Post Office Box 1201
Tallahassee, FL 32302

The American Association of
Retired Persons
Bill L. Bryant, Jr.
Foley & Lardner
P. O. Box 508
Tallahassee, FL 32302-0508

Douglas S. Metcalf (Ad Hoc)
Communications Consultants, Inc.
1600 E. Amelia Street
Orlando, FL 32803-5505

Thomas F. Woods
Gatlin, Woods, Carlson and Cowdery
1709-D Mahan Drive
Tallahassee, FL 32308

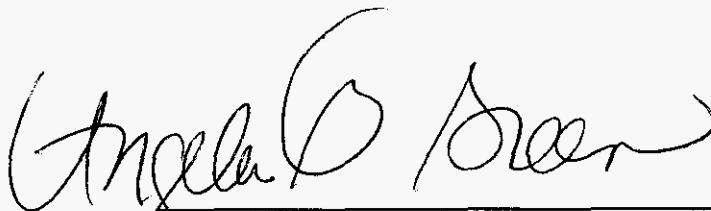
Patrick K. Wiggins
Wiggins & Villacorta, P.A.
Post Office Drawer 1657
Tallahassee, FL 32302

CERTIFICATE OF SERVICE
DOCKET NO. 920260-TL

Peter M. Dunbar
Haben, Culpepper, Dunbar
& French, P.A.
Post Office Box 10095
Tallahassee, FL 32302-2095

Mr. Lance C. Norris, President
Florida Pay Telephone
Association, Inc.
8130 Baymeadows Circle, West
Suite 202
Jacksonville, FL 32256

Laura L. Wilson
Messer, Vickers, Caparello,
Madsen & Lewis, P.A.
P. O. Box 1876
Tallahassee, FL 32302-1876



ANGELA B. GREEN
Staff Counsel

Florida Public Service Commission
101 East Gaines Street
Tallahassee, FL 32399-0863
(904) 487-2740