

Florida Public Service Commission

Docket No. 000121-TP

Z-Tel Communications, Inc's Issue List-Revised

STATISTICAL ISSUES

Issue 1. Is it appropriate to employ a statistical methodology that establishes a quality standard for service provided to CLECs that is necessarily less than the quality provided by the local exchange carrier to itself or its subsidiaries? (4.1; 4.3.4, 4.3.8)

Issue 2. Is a significance level of 0.0000000000000016 reasonable for a means difference test? (4.1; 4.3.4, 4.3.8)

Issue 3. What is the appropriate value for the parameter delta (δ)?(4.1; 4.3.4, 4.3.8)

Issue 4. Should the parameter delta (δ) vary by sample size? (4.1; 4.3.4, 4.3.8)

Issue 5. Should the significance level of the statistical test be any smaller than is required to reduce the expected number of Type I failures to a number less than one? (4.3.4)

Issue 6. Should the statistical or non-statistical procedures be simple enough to be understood by all participants in the performance plan including all CLECs, BellSouth, and the Florida Commission? (4.3.4)

REMEDY PLAN ISSUES

Issue 7. When should the remedy plan go into effect? (4.4.2, ?)

Issue 8. What should be the relationship between remedy payments and the severity and/or duration of non-compliance? (4.3.7 and not specifically addressed in Strawman)

Issue 9: Should remedies be paid as a direct payment or a bill credit? (4.3.9)

Issue 10. In what form shall CLECs access raw performance data (e.g., to audit the statistical results)? (2.3)

Issue 11. Should some portion of a CLEC's orders, within a given measure, be excluded from "receiving" remedy payments? (4.3.7)

Issue 12. Should the remedies for a means difference of 100% be identical to that for a means difference of 500%? (4.3.6; 4.3.7)

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FPSC-RECORDS/REPORTING

Issue 13. Should an absolute or procedural cap be used? If so, how should the size of the cap be set? (4.8.1)

Issue 14. Should there be a minimum remedy payment for "missed" measures with small CLEC sample sizes? (5.1)