

BellSouth Telecommunications, Inc.
Florida Public Service Commission
Docket No. 010740-TP
Staff's 2nd Interrogatories
August 23, 2001
Item No. 42

PROPRIETARY ATTACHMENT

Att 9-21-01
DECLASSIFIED
CONFIDENTIAL

This confidentiality request was filed by or for a "telco" for DN 11395-0. No ruling is required unless the material is subject to a request per 119.07, FS, or is admitted in the record per Rule 25-22.006(8)(b), FAC.

DOCUMENT NUMBER-DATE

11395 SEP 13 01

FPSC-COMMISSION CLERK

Trouble Counts and Percent of Total
 by Type of Trouble
 9/1/2000 to 8/26/2001

	2000				2001								Grand Total
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	
Total Troubles	147	208	81	140	185	133	132	215	227	212	262	230	2172
Out of Service	86	142	42	79	106	71	71	64	110	123	170	143	1207
% Out of Service	58.5%	68.3%	51.9%	56.4%	57.3%	53.4%	53.8%	29.8%	48.5%	58.0%	64.9%	62.2%	55.6%
Service Affecting	61	66	39	61	79	62	61	151	117	89	92	87	965
% Service Affecting	41.5%	31.7%	48.1%	43.6%	42.7%	46.6%	46.2%	70.2%	51.5%	42.0%	35.1%	37.8%	44.4%
Closed to Features	1	1	3	2	0	4	4	3	5	3	5	5	36
% Closed to Features	0.7%	0.5%	3.7%	1.4%	0.0%	3.0%	3.0%	1.4%	2.2%	1.4%	1.9%	2.2%	1.7%
Average Receipt to Clear	12.78	19.46	10.72	15.70	11.69	16.87	10.69	10.79	9.19	13.07	15.01	13.45	13.36

Report by: John Almquist
 404-927-4630

PROPRIETARY

Average Receipt to Clear
For OOS, Svc Affecting and Features Troubles
9/1/2000 to 8/26/2001

Staff's 2nd Interrogatories
Item No. 42
Page 2 of 2

Average Durations				
Year	Month	Service Affecting	Out of Service	Features
2000	Sep	13.62	12.18	2.30
	Oct	20.80	18.84	0.17
	Nov	10.26	11.14	11.37
	Dec	14.82	16.39	1.53
2001	Jan	10.25	12.76	0
	Feb	18.16	15.74	16.22
	Mar	11.13	10.31	4.04
	Apr	9.91	12.84	1.79
	May	8.51	9.92	2.77
	Jun	14.47	12.06	7.08
	Jul	15.57	14.71	3.42
	Aug	11.06	14.90	6.56
Grand Total		12.74	13.85	5.86

PROPRIETARY

Report by: John Almquist
770-927-4630