

ORIGINAL

REDACTED

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**VERIZON FLORIDA INC.'S RESPONSES TO STAFF'S
REQUEST FOR INTRALATA TOLL MARKET SHARE**

In responding to Staff's request Verizon made the following assumptions:

- New orders (Installations orders) were used to determine new customers.
- Disconnect orders (Out orders where service is disconnected) were used to determine disconnected customers.
- Due to the high data processing costs involved in running the requests, selected months were chosen to assist staff in its analysis. Not only is it expensive to run the requests, the requests are even more costly to run after the files have been moved to archive status. This data is kept on current status for only about three to six months.
- Due to the high data processing costs involved in running the requests, only residential accounts were reviewed.

1. The number of new customers choosing Verizon as their intraLATA toll carrier.

Response:

September 2002	REDACTED
September 2003	REDACTED

2. The number of new customers who are choosing a carrier other than Verizon as their intraLATA toll carrier.

Response:

September 2002	REDACTED
September 2003	REDACTED

3. The number of customers disconnecting their access lines who have Verizon as their intraLATA toll carrier.

Response:

September 2002	REDACTED
September 2003	REDACTED

AUS	_____	4.	The number of customers disconnecting their access lines who have a carrier other than Verizon as their toll carrier.
CAF	_____		
CMP	_____		
COM	_____		
CTR	_____		

Response:

ECR	_____	September 2002	REDACTED
GCL	_____	September 2003	REDACTED
OPC	_____		
MMS	_____		
SEC	_____		
OTH	_____		

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5. The number of customers who switch their intraLATA toll carrier from Verizon to another carrier.

Response:

September 2002 **REDACTED**
September 2003 **REDACTED**

6. The number of customers who switch their intraLATA toll carrier from a carrier other than Verizon to Verizon.

Response:

September 2002 **REDACTED**
September 2003 **REDACTED**

7. The number of customers who switch both their intraLATA and interLATA toll carriers from a carrier other than Verizon to Verizon.

Response:

Not applicable to Verizon Florida (CIC 5448). Verizon Florida does not provide InterLATA long distance service.

8. The number of customers who switch both their intraLATA and interLATA toll carriers from Verizon to a carrier other than Verizon.

Response:

Not applicable to Verizon Florida (CIC 5448). Verizon Florida does not provide InterLATA long distance.

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If there is any other data or reports that you can provide that help to explain why Verizon's intraLATA toll market share is increasing for residential customers as access lines decline, we would appreciate the information.

Response:

We believe one reason for the increase in the residential Intralata market share is the introduction of two bundled packages that are marketed under the name of Freedom Package. The packages are tariffed as Local Package Basic and Local Package Plus (General Services tariff A13.14.3.c.(3) and (4)). These packages offer the customer unlimited Intralata Long Distance calling when the customer is presubscribed to Verizon Florida. These packages are available to residential customers, not business, and were launched at the end of February 2003.

It is important to mention that a portion of the customers changing their service from basic local to the Freedom package may have already had Verizon Florida as their Intralata carrier.