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February 24, 2004

Ms. Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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COMMISSION
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Re: Docket No. 030851-TP
Implementation of requirements arising from Federal Communications
Commission's Triennial UNE Review: Local Circuit Switching for Mass Market
Customers.

Dear Ms. Bayo:

Please find enclosed for filing an original and 15 copies of Corrected Pages 51-52 to the Direct Panel Testimony which was filed on December 4, 2003 on behalf of Verizon Florida Inc. The corrected testimony begins on line 4 of page 51 and concludes on line 12 of page 52. Service has been made as indicated on the Certificate of Service. In addition, 30 copies have been delivered to the Commission hearing room for distribution at the hearing. If there are any questions regarding this filing, please contact me at 813-483-1256.

Sincerely,

Richard A. Chapkis

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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that copies of Corrected Pages 51 and 52 to Verizon's Direct Panel Testimony in Docket No. 030851-TP were sent via electronic mail and U.S. mail on February 24, 2004 to:

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1 A. For those activities that are expected to be performed in the same fashion
2 regardless of the number of lines (e.g., those in the NMC), the time associated
3 with the activity was assigned to the initial line and zeroed out for the additional
4 line. For activities in the RCCC and the CO Frame, those activities that will be
5 performed only on the initial line are identified and applied to the initial. Those
6 activities that will only be performed on the additional lines are applied to the
7 additional lines.

8
9 **Q. HOW DID YOU DETERMINE THE APPROPRIATE TRAVEL TIME TO AN**
10 **UNMANNED CENTRAL OFFICE?**

11 A. Verizon used the same sub-loop time and motion study previously discussed that
12 was used to determine field work or field dispatched activities.

13
14 **Q. HOW DID YOU DETERMINE THE TIME ASSOCIATED WITH PROCESSING A**
15 **REQUEST FOR AN EXPEDITED DUE DATE?**

16 A. A request for an expedited hot cut will automatically cause the order to drop out
17 to the NMC. The NMC should then contact the RCCC to see if the earlier due
18 date can be accommodated. The RCCC would respond back to the NMC and
19
20
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24

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1 either deny the request or approve the earlier due date. The NMC should
2 request the CLEC to submit a supplemental order, and the order will be modified
3 with the new due date. All expedites need to get an approval from the frame or
4 field before the RCCC manager will approve the earlier due date.

5 As a result, the work times or Typical Occurrence Factors for the relevant
6 connect activities in the NRC Model were adjusted. In the RCCC and C.O.
7 Frame, the activity "Analyze Hot cut Order" was set to 200% since it will be done
8 twice – once when the NMC seeks confirmation that the earlier due date can be
9 met and once when the order is actually issued and worked. For the NMC,
10 Subject Matter Experts identified the time associated with performing the
11 required activities to answer the request for an expedite. The expedite time is
12 then added to the ordering costs for those orders that request an expedite.

13
14 **Q. HOW DID YOU DETERMINE THE TIME ASSOCIATED WITH THE IDLC**
15 **SURCHARGE?**

16 A. First, there was one explicit activity identified in the RCCC. Second, it was
17 assumed that the APC would be involved for assignment purposes. Third, a new
18 line needs to be established at the frame. If a spare copper or UDLC facility to
19 the SAI exists, this needs to be done once. If a spare copper or UDLC facility to
20 the SAI does not exist, this needs to be done at least twice – once (or more) to
21 move a different in-service customer to a new facility and once to move the
22 customer for whom the hot cut is being requested. However, once this is done,
23 the time identified in the central office frame for the hot cut itself is credited out of