

REDACTED

ATTACHMENT B

BellSouth Telecommunications, Inc.  
FPSC Docket No. 991473-TP  
Request for Confidential Classification  
Page 1 of 1  
8/20/04

**CORRECTED REQUEST FOR CONFIDENTIAL CLASSIFICATION OF  
BELLSOUTH'S RESPONSE TO THE FLORIDA PUBLIC SERVICE COMMISSION  
STAFF'S DATA REQUEST IN CONNECTION WITH THE PROPOSED RULE  
CHANGES FILED JULY 29, 2004,  
IN FLORIDA DOCKET NO. 991473-TP**

2 COPIES OF PUBLIC DISCLOSURE DOCUMENT

CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
RCA \_\_\_\_\_  
SCR \_\_\_\_\_  
SEC   J    
OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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Page

PSC OOS ANALYSIS  
FLORIDA - 2004

Assumes Task per day of:

	2.5	2.5	2.5	2.5	2.5	2.5	2.5
	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Average
	Add'l	Add'l	Add'l	Add'l	Add'l	Add'l	
	Frce	Frce	Frce	Frce	Frce	Frce	
	by	by	by	by	by	by	
EXCHANGE NAME	Exch	Exch	Exch	Exch	Exch	Exch	Add'l Frce by Exch
ARCHER							
BALDWIN							
BELLE GLADE							
BIG PINE KEY							
BOCA RATON							
BOYNTON BEACH							
BRONSON							
BROOKSVILLE							
BUNNELL							
CANTONMENT							
CEDAR KEY							
CENTURY							
CHIEFLAND							
CHIPLEY							
COCOA							
COCOA BEACH							
CORAL SPRINGS							
CROSS CITY							
DAYTONA BEACH							
DEBARY							
DEERFIELD							
DELAND							
DELEON SPRINGS							
DELRAY BEACH							
DUNNELLON							
EAST ORANGE							
EAU GALLIE							
FERNANDINA BEACH							
FLAGLER BEACH							
FORT PIERCE							
FT. LAUDERDALE							
GAINESVILLE							
GENEVA							
GRACEVILLE							
GREEN COVE SPRINGS							
GULF BREEZE							
HAVANA							
HAWTHORNE							
HOBE SOUND							
HOLLEY NAVARRE							
HOLLYWOOD							
HOMESTEAD							
ISLAMORADA							
JACKSONVILLE							
JACKSONVILLE BEACH							
JAY							
JENSEN BEACH							
JULINGTON							
JUPITER							
KEY LARGO							
KEY WEST							
KEYSTONE HEIGHTS							
LAKE CITY							
LYNN HAVEN							
MARATHON							
MAXVILLE							

**PSC OOS ANALYSIS  
FLORIDA - 2004**

Assumes Task per day of:      2.5      2.5      2.5      2.5      2.5      2.5      2.5

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Average
	Add'l Frce by Exch	Add'l Frce by Exch	Add'l Frce by Exch	Add'l Frce by Exch	Add'l Frce by Exch	Add'l Frce by Exch	by

**EXCHANGE NAME**

MELBOURNE							
MIAMI							
MICANOPY							
MIDDLEBURG							
MILTON							
MUNSON							
NEW SMYRNA BEACH							
NEWBERRY							
NORTH DADE							
NORTH KEY LARGO							
OAK HILL							
OLD TOWN							
ORANGE PARK							
ORLANDO							
OVIEDO							
PACE							
PAHOKEE							
PALATKA							
PALM COAST							
PANAMA CITY							
PANAMA CITY BEACH							
PENSACOLA							
PERRINE							
PIERSON							
POMONA PARK							
POMPANO							
PONTE VEDRA							
PORT ST. LUCIE N.							
PORT ST. LUCIE S.							
SANFORD							
SEBASTIAN							
ST AUGUSTINE							
ST JOHNS							
STUART							
SUGARLOAF KEY							
SUNNY HILLS							
TITUSVILLE							
TRENTON							
VERNON							
VERO BEACH							
WEEKIWACHEE SPRINGS							
WELAKA							
WEST PALM BEACH							
YANKEETOWN							
YOUNGSTOWN/FOUNTAIN							
YULEE							
STATE OF FLA. TOTALS							
ADJUSTMENT FOR JULY/AUGUST							
LOAD SPREAD ADJUSTMENT							
LABOR COST PER YEAR							
TOTAL COST							
% OOS CLEARED W/24Hrs							
MANAGEMENT DIRECT SUPERVISION							
MANAGEMENT COST							
TOTAL COST							

## Answer Time – Consumer Repair Office

### Support Cost Data

Additional headcount required would be estimated at [REDACTED] annually, based on approximately [REDACTED] Wage Scale [REDACTED] employees at approximately [REDACTED] loaded labor rate, handling about [REDACTED] calls per month each. Additionally, this does not take into account the cost of building out repair center locations for these employees. The headcount data was derived using data we have collected since implementing the IVR (Voice Response system) in late June 2004. For July so far, [REDACTED] of Florida calls were non-players, and [REDACTED] asked for "agent." We expect this number to rise because we are revising the IVR to recognize more language that means the same thing as "agent," such as "operator" or "I want to talk to a person." In order to answer these calls at the increased rate (30 seconds vs. 55 seconds currently) additional headcount will be required.