

VOTE SHEET

May 14, 2013

Docket No. 000121B-TP – Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (CENTURYLINK FLORIDA TRACK)

Issue 1: Should the Commission approve CenturyLink’s proposed revisions to its Florida wholesale Performance Measurement Plan as summarized in Attachment 1 of staff’s memorandum dated May 2, 2013, and detailed in CenturyLink’s proposal filed on February 1, 2013, and amended on March 15, 2013?

Recommendation: Yes. Staff recommends that the Commission approve CenturyLink’s proposed revisions to its Florida wholesale Performance Measurement Plan as summarized in Attachment 1 of staff’s memorandum dated May 2, 2013, and detailed in CenturyLink’s proposal filed on February 1, 2013, and amended on March 15, 2013. Staff also recommends that clarifying language be added to Measure 17a specifying that a trouble ticket will be captured in the month that it is closed. Staff further recommends that implementation of the revisions to CenturyLink’s Florida Performance Measurement Plan become effective beginning with the July 2013 data month to enable simultaneous implementation of the changes with CenturyLink’s Nevada Performance Measurement Plan.

APPROVED

RECEIVED-FPSC  
13 MAY 14 PM 3:45  
COMMISSION  
CLERK

COMMISSIONERS ASSIGNED: All Commissioners

COMMISSIONERS’ SIGNATURES

MAJORITY

DISSENTING

*[Handwritten signatures in blue ink]*

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REMARKS/DISSENTING COMMENTS:

DOCUMENT NUMBER - DATE

02651 MAY 14 2013

FPSC - COMMISSION CLERK

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**Issue 2:** Should this docket be closed?

**Recommendation:** No. If no person whose substantial interests are affected files a protest within 21 days of the issuance date of the Order, the Order will become final upon the issuance of a Consummating Order. Any protest of the Commission's decision in this matter should identify with specificity the item or measure being protested, and any such protest should not prevent the remainder of the Order from becoming final and effective. Thereafter, this docket should remain open for the Commission to conduct periodic reviews of CenturyLink's Performance Measurement Plan and to complete any third-party audits as outlined in Order No. PSC-03-0067-PAA-TP.

**APPROVED**