

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF STAFF WORKSHOP

TO

ALL PARTIES OF RECORD

AND

ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 000121-TP - INVESTIGATION INTO THE ESTABLISHMENT OF OPERATIONS SUPPORT SYSTEMS PERMANENT PERFORMANCE MEASURES FOR INCUMBENT LOCAL EXCHANGE TELECOMMUNICATIONS COMPANIES.

ISSUED: March 9, 2000

NOTICE is hereby given that the Staff of the Florida Public Service Commission will conduct a workshop, in the above-referenced docket, to which all persons are invited, at the following time and place:

Thursday, March 30, 2000, 9:30 a.m.
Room 152, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

To participate by telephone, call the following number at 9:25 a.m., Thursday, March 30, 2000: non-Suncom (850) 488-0979 or Suncom (850) 278-0979. Participants are, however, encouraged to attend in person.

PURPOSE

The purpose of the workshop is to collect comments from interested parties concerning Docket No. 000121-TP - Investigation into the Establishment of Operations Support Systems Permanent Performance Measures for Incumbent Local Exchange Companies. Participants should be prepared to offer comments on the following questions:

A. Authority:

1. Does the Commission have authority to set performance standards on the level of service that ILECs provide through Operations Support Systems?

DOCUMENT NUMBER-DATE

03085 MAR-98

FPSC-RECORDS/REPORTING

NOTICE OF STAFF WORKSHOP
DOCKET NO. 000121-TP
PAGE 2

2. Does the Commission have the authority to require ILECs to report results on performance standards on a monthly or quarterly basis?
3. Does the Commission have the authority to assess penalties for non-compliance with set performance standards?
4. What should be the ultimate result of this proceeding--rules, guidelines established by Commission order, tariffing requirements, or something else?
5. Should all ILECs be subject to the same performance standards? If not, how should the requirements be modified to accommodate smaller ILECs or non RBOC LECs?

B. Administrative:

1. What should be the time frame for establishing performance measures?
2. Will a hearing be necessary?

C. Establishment of Standards:

1. Should the Commission set performance standards that apply to an ILEC's aggregate level of performance across all ALECs, to individual ALECs, or to both?
2. Should standards be set at the statewide ILEC level or at some lower geographic level?
3. For which wholesale functions should standards be set? How should wholesale offerings be grouped for purposes of setting standards?

D. Monitoring Performance Standards:

1. Should the Commission review ILEC performance on a monthly, quarterly, or some other basis?

NOTICE OF STAFF WORKSHOP
DOCKET NO. 000121-TP
PAGE 3

2. What types of periodic performance reports should an ILEC be required to file with the Commission?
3. Should an ILEC have to meet each individual standard in order to be viewed in compliance? If not, what approach should be used to determine compliance?

E. Penalties for Non-Compliance:

1. Are penalties for non-compliance appropriate?
2. How should penalties for non-compliance be determined?

PRESENTATIONS

At the March 30, 2000, workshop, participants will be allowed to make oral presentations regarding the establishment of permanent performance metrics for Operations Support Systems. The presentations may not exceed 30 minutes. Those wishing to make presentations should forward a brief summary of the presentation to Tim Vaccaro, Division of Legal Services, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850, by 5:00 p.m. on March 27, 2000. Summaries may also be provided via facsimile, (850) 413-6182, or may be e-mailed to TVACCARO@PSC.STATE.FL.US. The summary should indicate who will make the presentation and how long the presentation is expected to last. An agenda for the workshop will then be established and distributed to all parties and interested persons on March 29, 2000. The agenda may also be obtained by writing to the Director, Division of Records and Reporting, at the address previously noted. In view of the time limitations of this workshop, parties are strongly encouraged to consider working together to consolidate presentations to the extent possible. It should be noted that the time allowed for presentations may be reduced depending upon the number of participants wishing to make presentations.

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of Records and Reporting at (850) 413-6770 at least 48 hours prior to the workshop. Any person who is hearing or speech impaired, should contact the Florida Public Service Commission by using the Florida

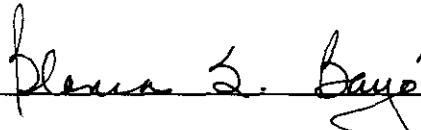
NOTICE OF STAFF WORKSHOP
DOCKET NO. 000121-TP
PAGE 4

Relay Service, which can be reached at 1-800-955-8771 (TDD).

JURISDICTION

Jurisdiction is vested in this Commission pursuant to Chapter 364, Florida Statutes. The workshop will be governed by the provisions of that Chapter and Rules 25-22 and 28-106, Florida Administrative Code.

By DIRECTION of the Florida Public Service Commission this 9th day of March, 2000.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

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