

DOCKET NO. 991376-TL - GTE Florida Incorporated

WITNESS: **Direct Testimony of Donald B. McDonald**
Appearing On Behalf Of Staff

DATE FILED: April 7, 2000

AFA _____
APP _____
CAE _____
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OTH _____

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FPSC-RECORDS/REPORTING

1 Q. Please state your name and business address.
2 A. Donald B. McDonald, 2540 Shumard Oak Boulevard, Tallahassee,
3 Florida 32399-0850.
4 Q. Where are you employed and in what capacity?
5 A. I am employed by the Florida Public Service Commission in the
6 Division of Telecommunications as Communications Engineer-
7 Supervisor in the Bureau of Service Evaluation.
8 Q. Please describe your communications and regulatory experience.
9 A. I joined the Commission in November 1991, after thirty-one
10 years telecommunications experience with GTE-Florida and GTE
11 Data Services. I have a degree in Industrial Engineering from
12 the University of Florida.
13 Q. What are your responsibilities in your current position?
14 A. Since joining the Florida Public Service Commission, I have
15 been supervising the Engineers who perform service
16 evaluations. These evaluations include initiating test calls,
17 analyzing company data, making inspections and reporting the
18 results of the tests and inspections.
19 Q. Have you previously testified before the Commission?
20 A. Yes, I filed testimony in previous cases involving BellSouth
21 (Docket Number 920260-TL), Alltel Communications (Docket
22 Number 920193-TL) as well as other LECs.
23 Q. What is the purpose of your testimony?
24 A. To show that GTE Florida, during the period of January 1996
25 through December 1999, was in violation of Rule 25-4.070(3)(a)

1 | which requires 95% restoration of interrupted service (out of
2 | service) within 24 hours of the report and Rule 25-4.066(2)
3 | which requires installation of primary service within 3
4 | working days in each exchange.

5 | Q. With respect to whether GTE Florida failed to meet the
6 | requirements of these rules, what kind of review did Staff
7 | undertake to make a determination?

8 | A. Staff usually conducts annual service quality reviews of the
9 | Company by sampling Company records in selected exchanges. In
10 | regard to whether the rules are being met concerning
11 | restoration of interrupted service and installation of primary
12 | service, Staff reviews Company records, usually covering a six
13 | month period, in the selected exchanges.

14 | Q. Did Staff conduct this review in 1996?

15 | A. Yes, Staff conducted a service quality evaluation from May 13,
16 | 1996 through June 28, 1996 in the Clearwater, Hudson, New
17 | Port Richey, and Tarpon Spring exchanges. Company records
18 | were reviewed for the period from January 1996 through June
19 | 1996.

20 | Q. What did this review indicate?

21 | A. The Company records indicated that they met the rule in three
22 | of the four exchanges evaluated for restoration of interrupted
23 | service. The standard was missed in the Hudson exchanges as
24 | they repaired 93.3% within 24 hours rather than the standard
25 | of 95%. On installation of service, the Company also met the

1 standard of 90% in three out of four exchanges as they missed
2 the standard in the Clearwater exchange (86.5%). See Exhibit
3 DBM-1.

4 Q. Did Staff also review the Company's 1996 periodic reports?

5 A. Yes, Staff reviewed the periodic reports issued by the Company
6 for the period for 1996.

7 Q. What did these reports indicate?

8 A. That the Company missed the repair standard in all of its
9 exchanges in January and had only two months (September &
10 December) in which GTE missed the standard in less than 50% of
11 its exchanges. The results of installation of new service
12 were better than the repair results as the Company met the
13 standard in all of its exchanges for five of the twelve
14 months. November was the worst month as it missed the
15 objective in 37.5% of the exchanges. See Exhibit DBM-2.

16 Q. Did Staff conduct a service quality review in 1997?

17 A. Yes, Staff conducted an evaluation in the Lakeland, Bartow,
18 and Lake Wales exchanges from June 16 through July 25, 1997
19 covering the period from January through June 1997.

20 Q. What did the 1997 review indicate?

21 A. The Company met the repair standard in the three exchanges
22 reviewed. However, on installation of service, it missed the
23 standard in all three exchanges. The results for the three
24 exchanges are shown in Exhibit DBM-3.

25 Q. What did the Company's periodic reports show for 1997?

- 1 A. The interruption of service indicated that the Company met the
2 standard for four of the first five months in 1997. However,
3 beginning in June, the Company's results showed that they
4 missed the standard in 58.3% of its exchanges and by November
5 the results had further declined as they missed the standard
6 in 100% of its exchanges. The Company reported that on
7 installation of new service they made the standard 7 of the 12
8 months. See Exhibit DBM-4. However, during the service quality
9 evaluation that was conducted, Staff raised a question
10 concerning the Company's accuracy in reporting installation
11 data. Staff found during the evaluation "28 service orders,
12 that while closed out, were not fully completed; these
13 resulted in out-of-service trouble reports by the customers."
- 14 Q. What was the result of this apparent inaccuracy?
- 15 A. The result was that instead of counting these service orders
16 as completed on time they should have been classified as not
17 completed on time. GTE pledged in their response to the
18 evaluation "to ensure complete information on the orders as
19 well as accurate reporting" in the future. See the
20 correspondence regarding this issue in Exhibit DBM-5.
- 21 Q. Did Staff conduct a service quality review in 1998?
- 22 A. Yes, staff reviewed GTE Florida's records for the period of
23 March 1, 1998 through September 1, 1998 in the Bradenton,
24 Englewood, Sarasota and Venice exchanges.
- 25 Q. What did the 1998 review indicate?

1 A. A sample of the Company records in the previously mentioned
2 exchanges indicated that the Company met the rule in three of
3 the four exchanges evaluated for restoration of interrupted
4 service. The Company missed the repair standard in the
5 Sarasota exchange (91.2% which was below the 95% standard).
6 On installation of service, the standard was met in all four
7 exchanges. See Exhibit DBM-6.

8 Q. What did the periodic reports indicate for 1998?

9 A. Exhibit DBM-7, which shows the Company's results for 1998,
10 reveals that the Company missed the repair standard in 100% of
11 its exchanges in January, 91.7% in February and 83.3% in
12 March. The results for April and May improved greatly and
13 ranged from 4.2% to 8.3%. However, beginning in June the
14 results began to decline and ranged from 37.5% of the
15 exchanges failing in June to 79.2% in October. On
16 installation of new service, the Company's results were
17 somewhat better as they met the standard in all exchanges for
18 three of the twelve months with September being the worst
19 month when the standard was missed in 25% of the exchanges.

20 Q. Did you conduct a service quality evaluation in 1999?

21 A. Yes, from October 25 through December 24, 1999, Staff
22 conducted a follow-up evaluation of out of service troubles
23 (See exhibit DBM-8). The records reviewed covered the period
24 from April 1, 1999 through September 30, 1999 in the same
25 exchanges that were evaluated in 1998, Bradenton, Englewood,

1 Sarasota and Venice. The evaluation showed that the Company
2 missed the repair standard in all four exchanges.

3 Q. What did the periodic reports show for 1999?

4 A. Exhibit DBM-9 shows that repairing out of service in 1999
5 varied from not missing the standard in any exchange in
6 February to missing it in 79.2% of the exchanges in August.
7 The worst months were August through October when the standard
8 was missed in all exchanges. However, for the last two months
9 in 1999 the objective was met in all exchanges. For
10 installation of new service, the Company missed the standard
11 in all exchanges for five of the twelve months and only made
12 the standard in all exchanges in December.

13 Q. Did GTE Florida meet the quality of service standards for
14 installation of new service and repair of service
15 interruptions for the period from January 1996 through
16 December 1999?

17 A. No. The Company averaged missing the standard for repair in
18 62.2% of its exchanges in 1996, 43.0% in 1997, 56.9% in 1998
19 and 35.4% in 1999. There was only a slight improvement in
20 1999 over the previous three years. In installation of new
21 service, the Company average missing the standard in only 9.0%
22 of its exchanges in 1996, 4.5% in 1997, and 6.3% in 1998.
23 But for 1999, GTE missed the standard in 51.0% of its
24 exchanges. This indicates a degradation of service in the
25 area of installation.

1 Q. During the period of January 1996 through December 1999, how
2 many violations of the rule on restoration of interrupted
3 service within 24 hours of the report occurred?
4 A. There were 569 violations of the rule on the repair interval
5 (see Exhibit DBM-10).
6 Q. During the period of January 1996 through December 1999, how
7 many violations of the rule on installation of primary service
8 within three working days occurred?
9 A. There were 204 violations of the rule on the installation
10 interval (see Exhibit DBM-10).
11 Q. Does this complete your testimony?
12 A. Yes.
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EXHIBIT NO. DBM-1

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1996 involving service orders and trouble reports.

PROFFERING PARTY: STAFF

I.D.# DBM-1

EXHIBIT - 14

Service Order Review - New Primary Service

Total Re- viewed	Total App- licable	Delayed by Subscriber	3-Day Completion			Appointments		
			Total Required	Total Completed	%	Total Made	Total Kept	% Kept
Exchange...CLEARWATER 186	186	76	104	90	86.5	6	5	83.3
Exchange...HUDSON-MOON LAKE 59	59	15	40	38	95.0	4	4	100.0
Exchange...M. P. RICHEY-7 SPGS 60	60	32	24	24	100.0	4	4	100.0
Exchange...TARPOW SPRINGS 60	60	27	31	31	100.0	2	1	50.0
Totals 365	365	150	199	183	92.0	16	14	87.5

3-Day Completion Total Required=Total Applicable less Delayed by
Subscriber less Appointments

RULE 25-4.022
25-4.070
25-4.077
25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: CLEARWATER
DATE 05/13/96 To 06/28/96

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
157	27	14	113	3	103	100	7	7	10	10	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	103	48	100	3	0	N/A	N/A
Service Affecting	25	12	N/A	N/A	N/A	25	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 64.9
- (3) OOS - 24 Hour... 97.1
- (4) Rebates..... 100.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
2	2	100.0

- Note (1) 29 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: HUDSON/MOON LAKE
DATE 05/13/96 To 06/28/96

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
60	14	4	31	11	30	28	2	2	1	1	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	30	17	28	2	0	N/A	N/A
Service Affecting	14	8	N/A	N/A	N/A	14	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 73.9
- (3) OOS - 24 Hour... 93.3
- (4) Rebates..... 100.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
0	0	***.*

- Note (1) 7 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
(2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

RULE 25-4.022
25-4.070
25-4.077
25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: NEW PORT RICHEY/SEVEN SPRINGS
DATE 05/13/96 To 06/18/96

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
50	17	2	31	0	29	29	1	1	2	2	100.0

Repair Summary

	Total -Adpts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	29	17	29	0	0	N/A	N/A
Service Affecting	14	4	N/A	N/A	N/A	14	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 85.0
- (3) OOS - 24 Hour... 100.0
- (4) Rebates..... 100.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
3	3	100.0

- Note (1) 9 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
 (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: TARPON SPRINGS
DATE 05/13/96 To 06/28/96

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
60	11	3	37	9	36	35	1	1	1	1	100.0

Repair Summary

	Total -Adpts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	36	22	35	1	0	N/A	N/A
Service Affecting	8	6	N/A	N/A	N/A	8	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 75.9
- (3) OOS - 24 Hour... 97.2
- (4) Rebates..... 100.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
3	3	100.0

- Note (1) 7 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
 (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

EXHIBIT NO. DBM-2

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

**DESCRIPTION: Graph of GTE Florida's
Periodic Reports (Schedules 2 & 11) for
1996 showing the percentage of exchanges
that missed the standards for installation
of new primary service and out of service
restoral.**

PROFFERING PARTY: STAFF

I.D.# DBM-2

GTE Florida

1996 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards)

Schedules 2 & 11

	Jan-1996	Feb-1996	Mar-1996	Apr-1996	May-1996	Jun-1996	Jul-1996	Aug-1996	Sep-1996	Oct-1996	Nov-1996	Dec-1996
New Primary Service	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	4.2%	16.7%	12.5%	25.0%	37.5%	8.3%
Out of Service w 24	100.0%	50.0%	58.3%	50.0%	79.2%	79.2%	87.5%	62.5%	41.7%	54.2%	58.3%	25.0%

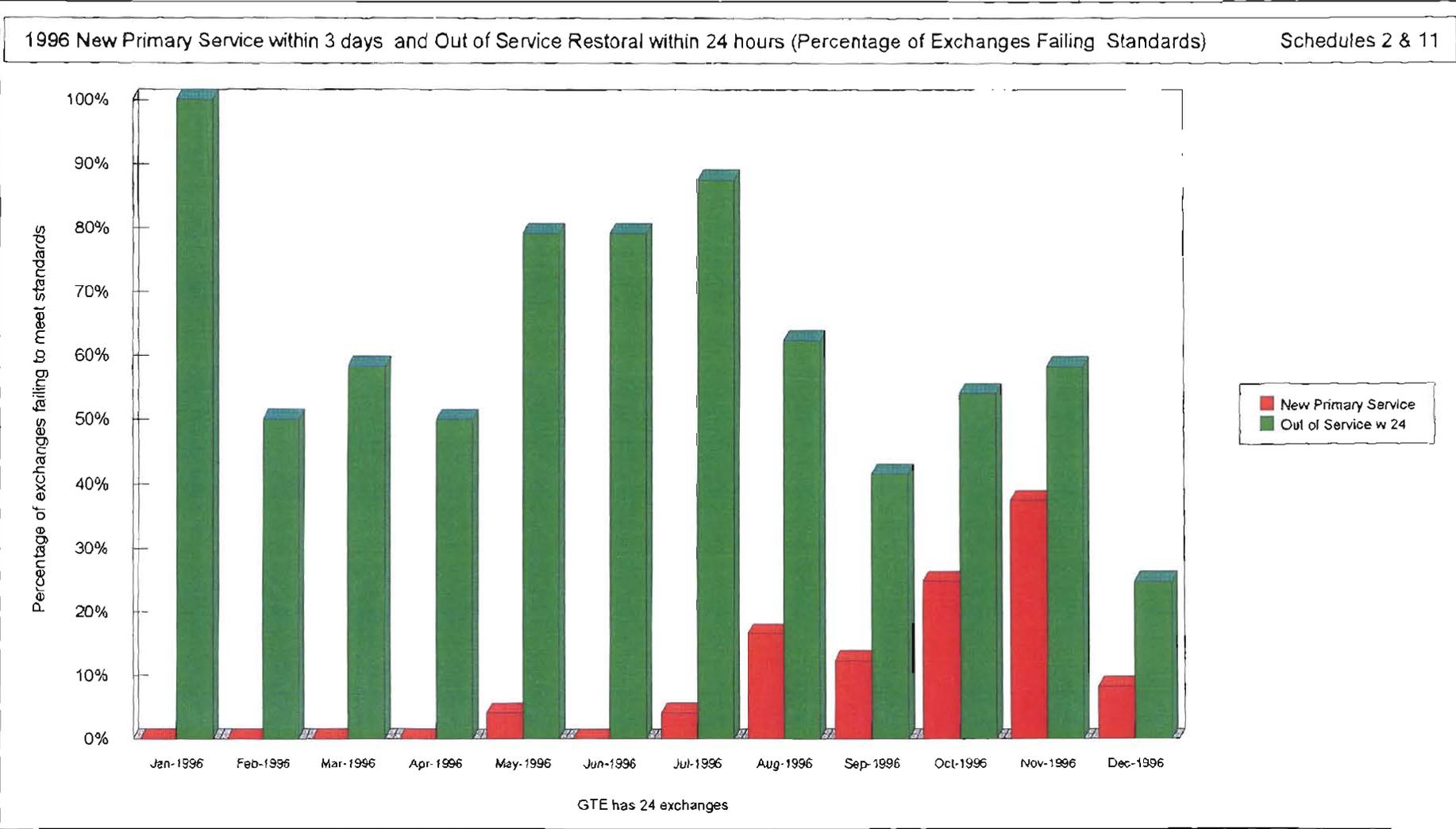


EXHIBIT NO. DBM-3

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1997 involving service orders and trouble reports.

PROFFERING PARTY: STAFF

I.D.# DBM-3

GTE Florida Incorporated
 JUNE 16 THRU JULY 25, 1997

RULE 25-4.066
 25-4.0770

EXHIBIT - 14

Service Order Review - New Primary Service

Total Re- viewed	Total App- licable	Delayed by Subscriber	<u>3-Day Completion</u>			<u>Appointments</u>		
			Total Required	Total Completed	%	Total Made	Total Kept	% Kept
Exchange...LAKELAND								
114	114	12	95	73	76.8	9	9	100.0
Exchange...BARTOW								
108	108	8	91	71	78.0	9	8	88.9
Exchange...LAKE WALES								
106	106	19	85	62	72.9	2	2	100.0
Totals								
328	328	39	271	206	76.0	20	19	95.0

3-Day Completion Total Required - Total Applicable less Delayed by
 Subscriber less Appointments

GTE Florida Incorporated
 JUNE 16 THRU JULY 25, 1997

RULE 25-4.022
 25-4.070
 25-4.0770
 25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: LAKELAND
 DATE 06/16/1997 To 07/25/1997

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
160	46	0	104	10	101	100	1	1	3	3	100.0

Repair Summary

	Total -Apts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	101	55	100	1	0	N/A	N/A
Service Affecting	43	43	N/A	N/A	N/A	43	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 87.3
- (3) OOS - 24 Hour... 99.0
- (4) Rebates..... 100.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
3	3	100.0

- Note (1) 38 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
 (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: BARTOW
 DATE 06/16/1997 To 07/25/1997

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
174	32	0	82	60	78	76	3	1	4	3	75.0

Repair Summary

	Total -Apts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	78	42	76	2	0	N/A	N/A
Service Affecting	32	32	N/A	N/A	N/A	32	0

Company Percentages:

- (1) Appointments.... 75.0
- (2) OOS Same Day.... 80.8
- (3) OOS - 24 Hour... 97.4
- (4) Rebates..... 33.3
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
0	0	***.*

- Note (1) 26 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
 (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

GTE Florida Incorporated
 JUNE 16 THRU JULY 25, 1997

RULE 25-4.022
 25-4.070
 25-4.0770
 25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: LAKE WALES
 DATE 06/16/1997 To 07/25/1997

<u>Reports Reviewed</u>	<u>S.A.</u>	<u>Non OOS</u>	<u>OOS</u>	<u>Excl</u>	<u>24-hrs Repair</u>		<u>Rebates</u>		<u>OOS Appointments</u>		
					<u>Due</u>	<u>Done</u>	<u>Due</u>	<u>Made</u>	<u>Total Made</u>	<u>Total Kept</u>	<u>†</u>
165	42	0	93	30	93	93	0	0	0	0	***.*

Repair Summary

	<u>Total -Appts</u>	<u>Same Day</u>	<u>W/I 24 Hrs</u>	<u>W/I 24-48 Hrs</u>	<u>Over 48 Hrs</u>	<u>W/I 72 Hrs</u>	<u>Over 72 Hrs</u>
Out of Service	93	49	93	0	0	N/A	N/A
Service Affecting	41	41	N/A	N/A	N/A	41	0

Company Percentages:

- (1) Appointments.... ***.*
- (2) OOS Same Day.... 89.1
- (3) OOS - 24 Hour... 100.0
- (4) Rebates..... ***.*
- (5) S.A. 72 Hours... 100.0

<u>SA Appointments</u>		
<u>Total Made</u>	<u>Total Kept</u>	<u>†</u>
1	1	100.0

- Note (1) 38 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
- (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

EXHIBIT NO. DBM-4

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's Periodic Reports (Schedules 2 & 11) for 1997 showing the percentage of exchanges that missed the standards for installation of new primary service and out of service restoral.

PROFFERING PARTY: STAFF

I.D.# DBM-4

GTE Florida

1997 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards)

Schedules 2 & 11

	Jan-1997	Feb-1997	Mar-1997	Apr-1997	May-1997	Jun-1997	Jul-1997	Aug-1997	Sep-1997	Oct-1997	Nov-1997	Dec-1997
New Primary Service	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	4.2%	4.2%	0.0%	0.0%	25.0%	16.7%
Out of Service w 24	0.0%	0.0%	0.0%	16.7%	0.0%	58.3%	62.5%	41.7%	45.8%	91.7%	100.0%	100.0%

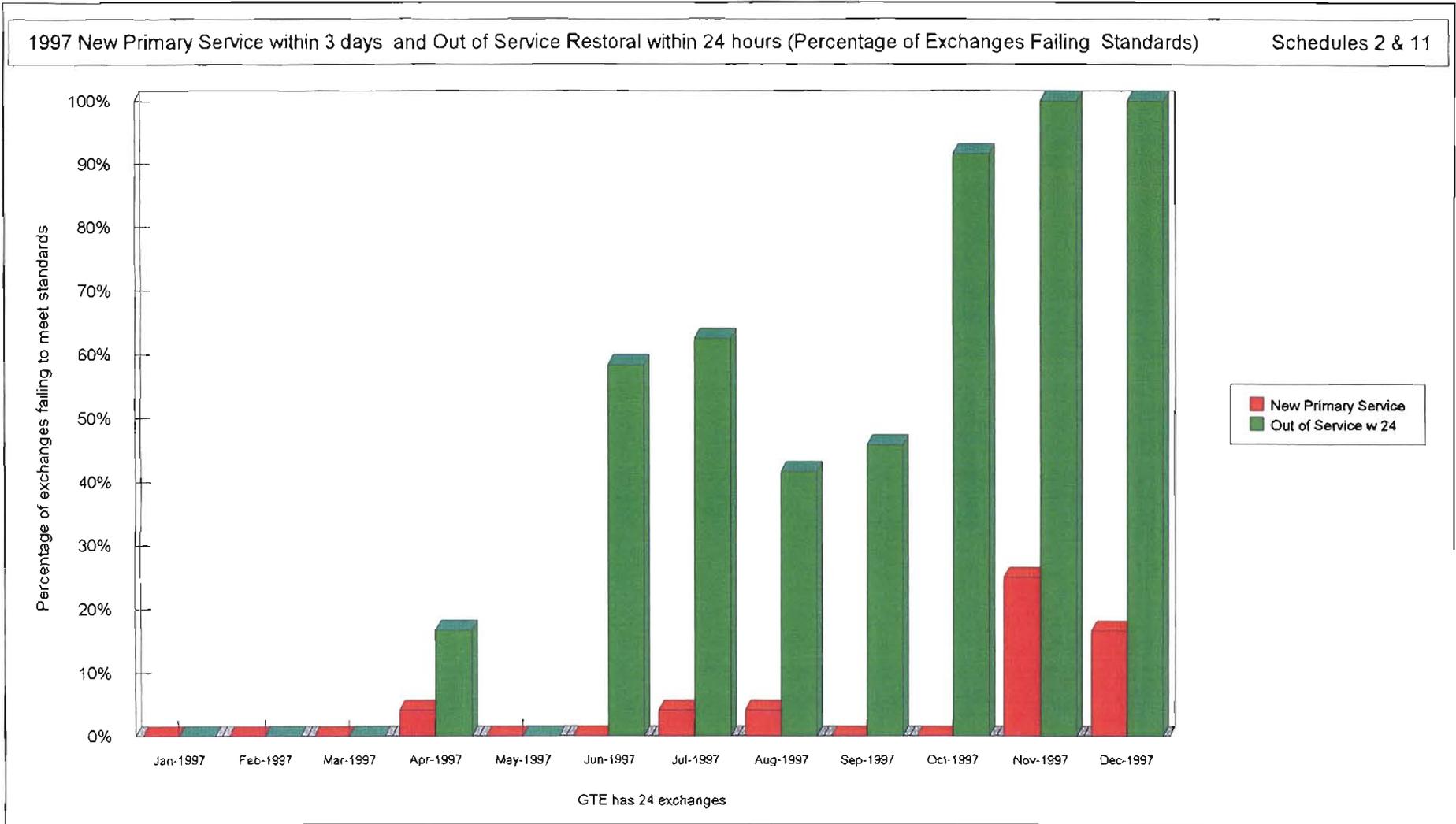


EXHIBIT NO. DBM-5

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

**DESCRIPTION: Correspondence between GTE
Florida and FPSC Staff involving the 1997
service quality evaluation.**

PROFFERING PARTY: STAFF

I.D.# DBM-5

STATE OF FLORIDA

Commissioners:
JULIA L. JOHNSON, CHAIRMAN
J. TERRY DEASON
SUSAN F. CLARK
JOE GARCIA
E. LEON JACOBS, JR.



DIVISION OF COMMUNICATIONS
WALTER D'HAESELEER
DIRECTOR
(850) 413-6600

Public Service Commission

July 20, 1998

Ms. Beverly Y. Menard
GTE Florida Incorporated
c/o Ms. Margo B. Hammar
106 College Avenue, Suite 810
Tallahassee, Florida 32301-7704

Dear Ms. Menard:

Thank you for your responses to our 1997 Service Evaluation Report of your company's operations in the Lakeland, Bartow, and Lakes Wales exchanges.

We are pleased that you will begin reporting both TAS and AWAS repair appointments in August 1998.

The service order completion information provided in your July 9, 1998 response fails to satisfactorily explain the differences between our service evaluation results and your Schedule 2 reports. You returned additional research for only five of the 65 service order misses and only one of the five fully explained the delay. Your table of adjusted service order completions incorrectly assumed that we reported misses for all 28 service orders. In fact, we added in their "actual" three-day rule performance, 20 of the 28 were subject to the rule and eight of the 20 were completed in three days. We will pay special attention to this issue during the 1998 Service Evaluation.

We still require responses for the following service categories: (1) Toll Timing-confirmation of the system fix to correct the formatting problem; (2) Rebates Due; and (3) Repair Appointments- confirmation of AWAS appointments reporting.

If you have questions, please call Phil Trubelhorn on 850/413-6592.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Alan Taylor", is written over a horizontal line.

J. Alan Taylor, Chief
Bureau of Service Evaluation

File: GTEFL/1997 Serv. Eval.



Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

July 9, 1998

Mr. J. Alan Taylor, Chief
Bureau of Service Evaluation
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: GTE Response to 1997 Service Evaluation Report

Dear Mr. Taylor:

The attached information is provided in response to your letter dated June 16, 1998 concerning our responses to the 1997 service evaluation results.

We trust this provides the information you require. If you have any questions or need additional information, please contact Debby Kampert of my staff at 813-483-2531.

Sincerely,

fa 
Beverly Y. Menard

BYM:DBK:wjh
Enclosures

RECEIVED

JUL 13 1998

CMU

**GTE FLORIDA'S SUPPLEMENTAL RESPONSES TO THE FPSC AUDIT REPORT
DATED FEBRUARY 20, 1998 CONCERNING THE SERVICE EVALUATION
PERFORMED FOR THE PERIOD OF JUNE 16 THROUGH JULY 25, 1997**

- With respect to the toll timing, please inform us when GTEFL implements the system fix to correct the "formatting" problem.

Response:

The above mentioned system fix is scheduled to be included in the V55 release, with a projected implementation date of November 17, 1998.

- Rebates made for out of service troubles: The company scored 50 percent on rebates made for out of service troubles that were not cleared within 24 hours. It did not make two of the four required rebates as GTE "excluded" both reports. The company needs to explain why it excluded the report and why it did not provide rebates in accordance with Rule 25-4.070(b), Florida Administrative Code.

Response:

Additional time is needed for an internal review of the rebate process. A response should follow by July 20, 1998.

- We need additional information regarding the difference between the service order completion rates found during the evaluation's service order review and the higher completion rates reported in Schedule 2.

Response:

Staff found 28 service orders that, while closed out, were not fully completed; that resulted in out of service trouble reports by the customers. Staff added these orders to the service order totals in Exhibit and reflected them as not completed in 3 days. GTE's Schedule 2 would have reflected these orders as completed since they were signed off by the technician.

	Total Orders	Complete in 3 days	% complete in 3 days
Reflected on FPSC Schedule 14	271	206	76.0 %
Add back 28 Orders signed off that turned into trouble reports	271	206 + 28 = 234	86.3%
Add back orders with additional research	271	234 + 5 = 239	88.1%

Attached are five orders. Each has a separate note to indicate how GTEFL may have measured the order as meeting the 3 day requirement.



Beverly Y. Menard
Regulatory & Governmental Affairs
Assistant Vice President - Florida/Georgia

GTE Service Corporation

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110
813-483-2526
813-223-4888 (Facsimile)

June 3, 1998

Mr. Walter D'Haeseleer, Director
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Dear Mr. D'Haeseleer:

The following is provided in response to your letter dated February 20, 1998 concerning the service evaluation performed by your staff during the period of June 16 through July 25, 1997.

We appreciate the cooperation and professional approach displayed by all members of the FPSC staff.

Enclosed is GTE Florida's (GTEFL) response to the items where the standards were not satisfied or where staff has requested information.

We trust this provides the information you require. If you have any questions or need additional information, please contact Debby Kampert of my staff at 813-483-2531.

Sincerely,

A handwritten signature in cursive script that reads "Beverly Y. Menard".

Beverly Y. Menard

BYM:DBK:wjh
Enclosures

**GTE FLORIDA'S RESPONSES TO THE FPSC AUDIT REPORT
DATED FEBRUARY 20, 1998 CONCERNING THE SERVICE EVALUATION
PERFORMED FOR THE PERIOD OF JUNE 16 THROUGH JULY 25, 1997.**

► Trunk Congestion: During the audit, staff performed a series of dialing tests to verify claims by local exchange companies of Internet Congestion. On June 17th, staff identified a problem between Lakeland and the 813 area code when several calls were blocked around 8:00 p.m. Staff learned that a trunk group in the Tampa East central office had several trunks out of service at the time. Since GTE was unable to provide data about the problem, staff reached no conclusion about Internet congestion.

Response:

GTE provided a detailed response including the investigation and resolution in a letter dated September 24, 1997 from Bill Elwood to Mr. Alan Taylor. Duplicate copy is attached for the convenience of the commission staff.

► Proper Grounding Equipment: Transmission results were 99 percent, but staff found that installation personnel were not using the proper test equipment to test for grounding. For safety reasons, proper equipment should be used as soon as possible.

Response:

Additional time is needed to respond to this issue. A response will be provided by June 19, 1998.

● Periodic Report Schedule 2: The company rating for primary service orders completed in three days fell from 92 percent in 1996 to 76 percent in 1997. GTE needs to explain why its periodic reports from July 1, 1996 to June 30 1997 do not agree with this evaluations findings and the Consumer Affairs data.

Response:

The commission staff reviewed service orders processed during the period of January 1997 and May 1997.

We have reviewed our computation and reporting process. In some instances, where more than 3 working days elapsed between application date and completion date we were able to determine the orders were not missed and should have been noted as "CR" customer request or delayed ordered "DOR" due to lack of facilities. In these instances there was not enough information readily available on the order to draw such conclusion without research. As part of our monthly review and

**GTE Florida's Responses to the FPSC Audit Report
Dated 02/20/98 concerning the Service Evaluation
Performed for the Period of 6/16 - 7/25/97
Page 2**

reporting, we would perform this additional research.

To ensure complete information on the orders as well as accurate reporting the following actions have been taken:

1) Use of the "CR" suffix for customer requested due dates has been re-emphasized with all Customer Contact Centers. Due to a high turnover in staff, continued and on-going training and coaching of this issue is required.

2) The need for complete and detailed orders has been emphasized with all areas in the service provisioning process, e.g., facilities assignment and engineering.

► Rebates made for out of service troubles: The company scored 50 percent on rebates made for out of service troubles that were not cleared within 24 hours. It did not make two of the four required rebates as GTE "excluded" both reports. The company needs to explain why it excluded the report and why it did not provide rebates in accordance with Rule 25-4.070(b), Florida Administrative Code.

Response:

The rebate procedure, along with the two specific examples cited above, is being reviewed to ensure compliance with rule 25-4.070(b).

► Customer Appointments: Staff found that the company makes two types of appointments, TAS and AWAS appointments. It makes TAS appointments only when the appointment period extends beyond the commitment time. It makes AWAS appointments for access information and customer convenience. The company reports only TAS appointments to the Commission. All "Valid" appointments per Rule 25-4.0770(1) Florida Administrative Code, must be reported in accordance with Rule 25-4.0770(4)(b), F.A.C. The company needs to explain why valid AWAS appointments are not reported quarterly to the commission and, absent an adequate explanation, begin the required Schedule 17 reporting as soon as possible.

Response:

The Automated Work Allocation System (AWAS) "Access" field is used to limit the

**GTE Florida's Responses to the FPSC Audit Report
Dated 02/20/98 concerning the Service Evaluation
Performed for the Period of 6/16 - 7/25/97
Page 3**

time a technician is dispatched to a customer's premises to that window the customer has indicated will be available. This reduces the number of nonproductive trips made to the customer's premises. This is basically used when it cannot be determined if inside access is required. If we are certain that inside access will be required (such as for repair of an inside jack), a TAS appointment could be used.

This access window is only used when a commitment time has already been quoted. Both the commitment and appointment times are being reported today. We believe that reporting the AWAS "Access" time would be redundant and our current reporting of appointment/commitment meets the FPSC rules.

► Periodic Reports - Service Orders Completed with 3 days: The company's 76 percent rating for service orders completed within three days differs significantly from the results reported in Schedule 2 during the first two quarters of 1997. The rating reported for the Bartow, Lake Wales, and Lakeland exchanges ranged from a low of 94.5 percent to 99.7 percent. To verify that it is correctly reporting Schedule 2 data, the company needs to fully explain the differences.

Response:

The commission staff reviewed service orders processed during the period of January 1997 and May 1997.

We have reviewed our computation and reporting process. In some instances, where more than 3 working days elapsed between application date and completion date we were able to determine the orders were not missed and should have been noted as "CR" customer request or delayed ordered "DOR" due to lack of facilities. In these instances there was not enough information readily available on the order to draw such conclusion without research. As part of our monthly review and reporting, we would perform this additional research.

To ensure complete information on the orders as well as accurate reporting the following actions have been taken:

- 1) Use of the "CR" suffix for customer requested due dates has been re-emphasized with all Customer Contact Centers. Due to a high turnover in staff, continued and on-going training and coaching of this issue is required.

2) The need for complete and detailed orders has been emphasized with all areas in the service provisioning process, e.g., facilities assignment and engineering.

► Periodic Reports - Orders requiring construction: When reviewing Schedule 2, staff found that nearly 30 percent of all service requests require construction. The company needs to explain the specific criteria used to classify a request as requiring construction. It needs to explain the very large number of construction orders.

Response:

GTE has reviewed the information provided on Schedule 2, Column 2 labeled Construction Required. We have been inadvertently including Customer Requested due dates in with the Construction orders; therefore the number were overstated. A restatement of the month ending December 1997 shows 2.8% of orders requiring construction versus the 33.3% originally reported for December. Revised Schedule 2 for December 1997 is enclosed.

Going forward, Schedule 2 will reflect the correct number for construction required orders.

► Toll Timing Accuracy: Test calls resulted in a 83.3 percent timing accuracy (nine calls were overtimed), a 100 percent billing accuracy and a 83.3 percent rating accuracy (the same nine calls were underrated). The company needs to investigate this unusual problem, correct it, and report the corrective action taken.

Response:

GTE Systems and Control group has investigated these billing issues and determined the additional minute on the Customer Copy of the bill (calls overtimed) is due to a format issue. The Business Office Copy of the bill used to support customer contacts efforts and the call records reviewed reported the correct number of minutes for the call noted. An Incident Report has been issued to program and implement a system fix.

EXHIBIT NO. DBM-6

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1998 involving service orders and trouble reports.

PROFFERING PARTY: STAFF

I.D.# DBM-6

EXHIBIT - 14

Service Order Review - New Primary Service

Total Re- viewed	Total App- licable	Delayed by Subscriber	3-Day Completion		Appointments			
			Total Required	Completed Total	%	Total Made	Total Kept	% Kept
Exchange...SARASOTA 175	175	73	92	89	96.7	10	10	100.0
Exchange...BRADENTON 175	175	72	97	88	90.7	6	6	100.0
Exchange...VENICE 178	178	64	114	111	97.4	0	0	***.0
Exchange...ENGLEWOOD 160	160	53	96	90	93.8	11	11	100.0
Totals 688	688	262	399	378	94.7	27	27	100.0

3-Day Completion Total Required=Total Applicable less Delayed by
 Subscriber less Appointments

RULE 25-4.022
 25-4.070
 25-4.0770
 25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: BRADENTON
 DATE 03/01/1998 To 09/01/1998

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
135	14	19	102	0	98	95	4	4	4	4	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	98	50	95	3	0	N/A	N/A
Service Affecting	12	7	N/A	N/A	N/A	12	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 87.7
- (3) OOS - 24 Hour... 96.9
- (4) Rebates..... 100.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
2	2	100.0

- Note (1) 41 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
 (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: SARASOTA
 DATE 03/01/1998 To 09/01/1998

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
220	12	50	157	1	147	134	16	12	10	10	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	147	62	134	8	5	N/A	N/A
Service Affecting	10	3	N/A	N/A	N/A	10	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 71.3
- (3) OOS - 24 Hour... 91.2
- (4) Rebates..... 75.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
2	1	50.0

- Note (1) 60 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
 (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

GTE Florida Incorporated
 OCTOBER 19 THRU DECEMBER 4, 1998

RULE 25-4.022
 25-4.070
 25-4.0770
 25-4.110

EXHIBIT - 15A

Trouble Report Summary

Exchanges: VENICE
 DATE 03/01/1998 To 09/01/1998

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
165	34	1	124	6	112	109	3	3	12	12	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	112	58	109	3	0	N/A	N/A
Service Affecting	29	12	N/A	N/A	N/A	29	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 84.1
- (3) OOS - 24 Hour... 97.3
- (4) Rebates..... 100.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
5	4	80.0

- Note (1) 43 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
 (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

Exchanges: ENGLEWOOD
 DATE 03/01/1998 To 09/01/1998

Reports Reviewed	S.A.	Non OOS	OOS	Excl	24-hrs Repair		Rebates		OOS Appointments		
					Due	Done	Due	Made	Total Made	Total Kept	%
175	30	0	144	1	135	129	6	6	9	9	100.0

Repair Summary

	Total -Appts	Same Day	W/I 24 Hrs	W/I 24-48 Hrs	Over 48 Hrs	W/I 72 Hrs	Over 72 Hrs
Out of Service	135	67	129	6	0	N/A	N/A
Service Affecting	28	15	N/A	N/A	N/A	28	0

Company Percentages:

- (1) Appointments.... 100.0
- (2) OOS Same Day.... 78.8
- (3) OOS - 24 Hour... 95.6
- (4) Rebates..... 100.0
- (5) S.A. 72 Hours... 100.0

SA Appointments		
Total Made	Total Kept	%
2	2	100.0

- Note (1) 50 reports that were OOS Received after 3PM and not cleared that same day were removed from the Same Day calculation.
 (2) Appointments are excluded from 24-hrs Due and all Company Percentage calculations.

EXHIBIT NO. DBM-7

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's
Periodic Reports (Schedules 2 & 11) for
1998 showing the percentage of exchanges
that missed the standards for installation
of new primary service and out of service
restoral.

PROFFERING PARTY: STAFF

I.D.# DBM-7

GTE Florida

1998 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards) Schedules 2 & 11

	Jan-1998	Feb-1998	Mar-1998	Apr-1998	May-1998	Jun-1998	Jul-1998	Aug-1998	Sep-1998	Oct-1998	Nov-1998	Dec-1998
New Primary Service	8.3%	4.2%	4.2%	8.3%	4.2%	4.2%	0.0%	4.2%	25.0%	0.0%	0.0%	12.5%
Out of Service w 24	100.0%	91.7%	83.3%	4.2%	8.3%	37.5%	62.5%	41.7%	58.3%	79.2%	66.7%	50.0%

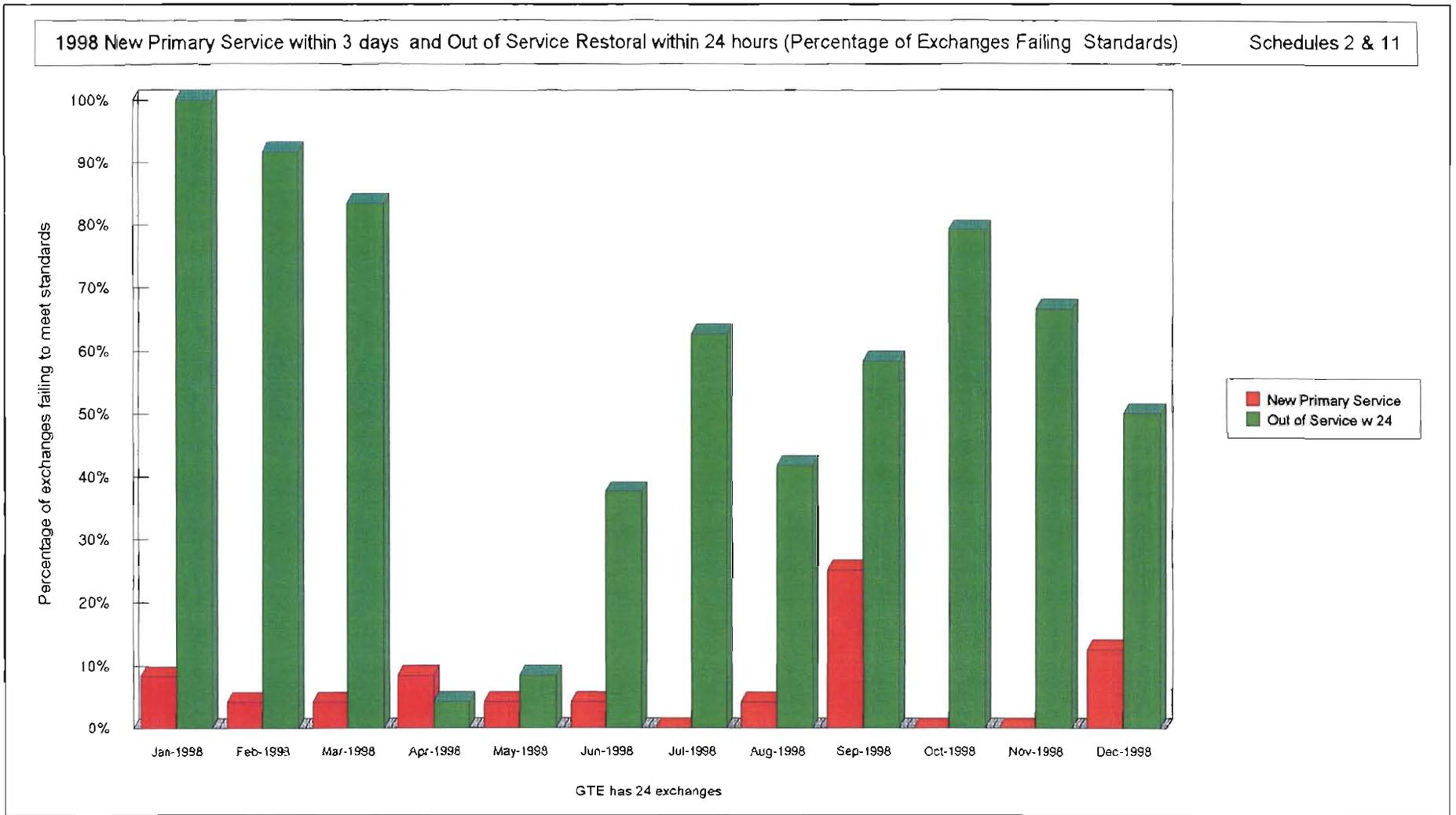


EXHIBIT NO. DBM-8

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Results of the service quality evaluation of GTE Florida Incorporated conducted by staff in 1999 involving trouble reports.

PROFFERING PARTY: STAFF

I.D.# DBM-8

Rule 25-4.022
 25-4.070
 25-4.0770
 25-4.110

EXHIBIT - 15A
Trouble Report Summary

Exchange: **SARASOTA**
 Survey Dates: April 01, 1999 through September 30, 1999

Reports Reviewed	S. A.	OOS	Excl	<-24 Hour Repairs->		Rebates	
				Due	Done	Due	Made
180	43	116	21	116	105	6	6

Repair Summary

	Total Reports - Appointments	Same Day	Within 24 Hours	Between 24 and 48 Hours	Over 48 Hours	Within 72 Hours	Over 72 Hours
Out Of Service	116	40	105	4	0	N/A	N/A
Service Affecting	32	13	N/A	N/A	N/A	31	1

Exchange Summary * **

		OOS Appointments			Service Affecting Appointments		
		Made	Kept	Percentage	Made	Kept	Percentage
(1) OOS Appointments..	100.0%						
(2) OOS Same Day.....	58.0%	7	7	100.0%	11	11	100.0%
(3) OOS - 24 Hours.....	90.5%						
(4) Rebates.....	100.0%						
(5) S. A. - 72 Hours.....	96.9%						

* 47 OOS reports that were received after 3 pm and not cleared that same day were excluded from the "Same Day" calculation.

** Appointments are excluded from "24 Hour Repairs Due" and "Exchange Summary" calculations (2) through (5).

Exchange: **VENICE**
 Survey Dates: April 01, 1999 through September 30, 1999

Reports Reviewed	S. A.	OOS	Excl	<-24 Hour Repairs->		Rebates	
				Due	Done	Due	Made
179	38	117	24	111	104	6	6

Repair Summary

	Total Reports - Appointments	Same Day	Within 24 Hours	Between 24 and 48 Hours	Over 48 Hours	Within 72 Hours	Over 72 Hours
Out Of Service	111	50	104	3	0	N/A	N/A
Service Affecting	25	6	N/A	N/A	N/A	24	1

Exchange Summary * **

		OOS Appointments			Service Affecting Appointments		
		Made	Kept	Percentage	Made	Kept	Percentage
(1) OOS Appointments..	100.0%						
(2) OOS Same Day.....	67.6%	10	10	100.0%	13	11	84.6%
(3) OOS - 24 Hours.....	93.7%						
(4) Rebates.....	100.0%						
(5) S. A. - 72 Hours.....	96.0%						

* 37 OOS reports that were received after 3 pm and not cleared that same day were excluded from the "Same Day" calculation.

** Appointments are excluded from "24 Hour Repairs Due" and "Exchange Summary" calculations (2) through (5).

EXHIBIT - 15A

Trouble Report Summary

Rule 25-4.022
 25-4.070
 25-4.0770
 25-4.110

Exchange: **BRADENTON**

Survey Dates: April 01, 1999 through September 30, 1999

Reports Reviewed	S. A.	OOS	Excl	<-24 Hour Repairs->		Rebates	
				Due	Done	Due	Made
176	24	117	35	110	99	7	7

Repair Summary

	Total Reports - Appointments	Same Day	Within 24 Hours	Between 24 and 48 Hours	Over 48 Hours	Within 72 Hours	Over 72 Hours
Out Of Service	110	34	99	9	2	N/A	N/A
Service Affecting	23	6	N/A	N/A	N/A	21	2

Exchange Summary * **

		OOS Appointments			Service Affecting Appointments		
		Made	Kept	Percentage	Made	Kept	Percentage
(1) OOS Appointments..	100.0%						
(2) OOS Same Day.....	69.4%	7	7	100.0%	1	0	0.0%
(3) OOS - 24 Hours.....	90.0%						
(4) Rebates.....	100.0%						
(5) S. A. - 72 Hours.....	91.3%						

* 61 OOS reports that were received after 3 pm and not cleared that same day were excluded from the "Same Day" calculation.

** Appointments are excluded from "24 Hour Repairs Due" and "Exchange Summary" calculations (2) through (5).

Exchange: **ENGLEWOOD**

Survey Dates: April 01, 1999 through September 30, 1999

Reports Reviewed	S. A.	OOS	Excl	<-24 Hour Repairs->		Rebates	
				Due	Done	Due	Made
180	38	126	16	119	105	10	10

Repair Summary

	Total Reports - Appointments	Same Day	Within 24 Hours	Between 24 and 48 Hours	Over 48 Hours	Within 72 Hours	Over 72 Hours
Out Of Service	119	43	105	7	4	N/A	N/A
Service Affecting	34	15	N/A	N/A	N/A	30	4

Exchange Summary * **

		OOS Appointments			Service Affecting Appointments		
		Made	Kept	Percentage	Made	Kept	Percentage
(1) OOS Appointments..	100.0%						
(2) OOS Same Day.....	67.2%	7	7	100.0%	4	4	100.0%
(3) OOS - 24 Hours.....	88.2%						
(4) Rebates.....	100.0%						
(5) S. A. - 72 Hours.....	88.2%						

* 55 OOS reports that were received after 3 pm and not cleared that same day were excluded from the "Same Day" calculation.

** Appointments are excluded from "24 Hour Repairs Due" and "Exchange Summary" calculations (2) through (5).

EXHIBIT NO. DBM-9

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's
Periodic Reports (Schedules 2 & 11) for
1999 showing the percentage of exchanges
that missed the standards for installation
of new primary service and out of service
restoral.

PROFFERING PARTY: STAFF

I.D.# DBM-9

GTE Florida

1999 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Percentage of Exchanges Failing Standards)

Schedules 2 & 11

	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999
New Primary Service	12.5%	100.0%	100.0%	4.2%	4.2%	25.0%	54.2%	100.0%	100.0%	100.0%	12.5%	0.0%
Out of Service w 24	54.2%	0.0%	4.2%	12.5%	25.0%	75.0%	70.8%	79.2%	66.7%	37.5%	0.0%	0.0%

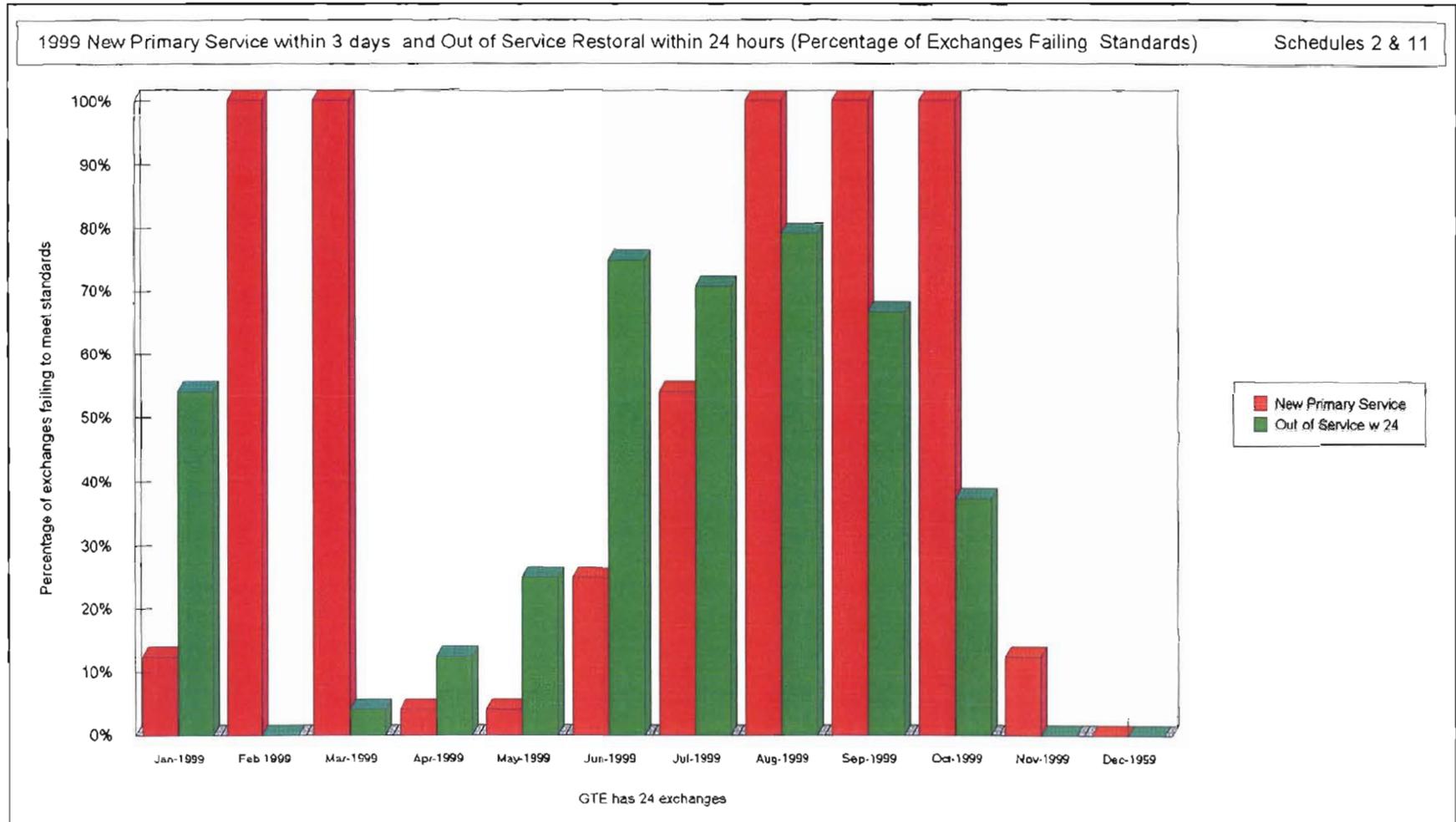


EXHIBIT NO. DBM-10

DOCKET NO. 991376-TL

WITNESS: Donald B. McDonald

PARTY: Florida Public Service Commission

DESCRIPTION: Graph of GTE Florida's Periodic Reports (Schedules 2 & 11) for the years of 1996 through 1999 showing the number of exchanges that missed the standards for installation of new primary service and out of service restoral.

PROFFERING PARTY: STAFF

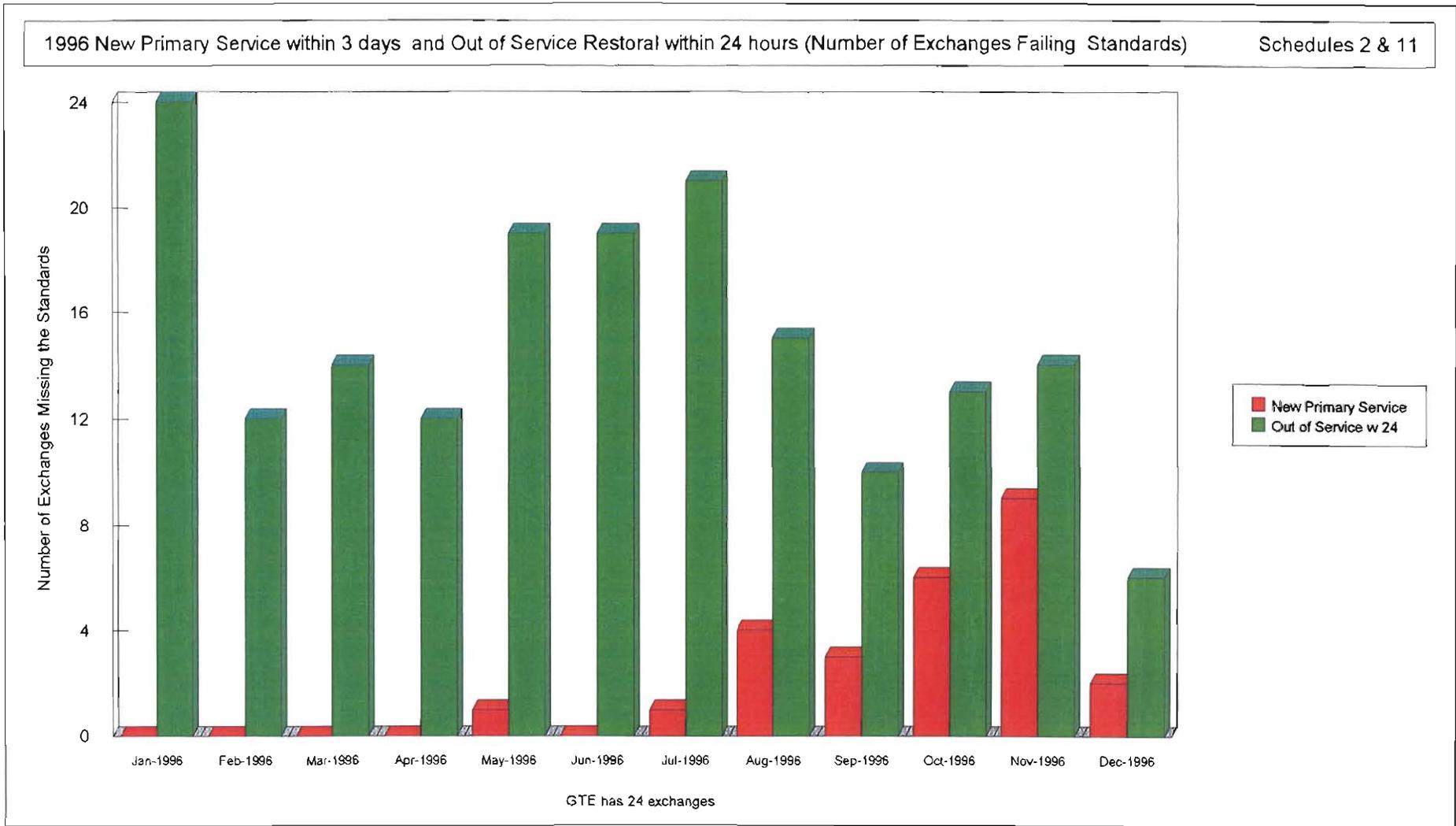
I.D.# DBM-10

GTE Florida

1996 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Number of Exchanges Failing Standards)

Schedules 2 & 11

	Jan-1996	Feb-1996	Mar-1996	Apr-1996	May-1996	Jun-1996	Jul-1996	Aug-1996	Sep-1996	Oct-1996	Nov-1996	Dec-1996	Totals
New Primary Service	0	0	0	0	1	0	1	4	3	6	9	2	26
Out of Service w 24	24	12	14	12	19	19	21	15	10	13	14	6	179

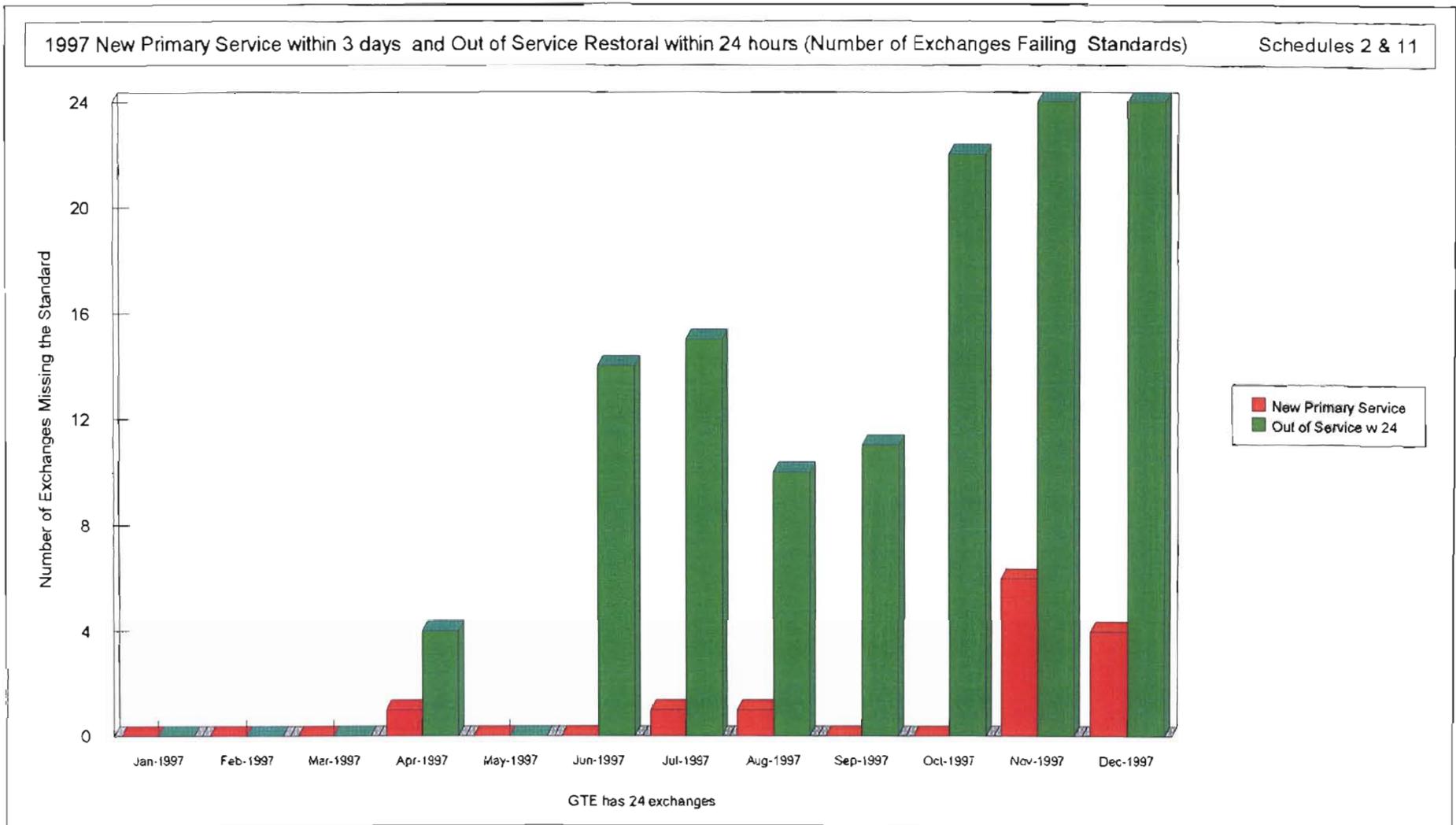


GTE Florida

1997 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Number of Exchanges Failing Standards)

Schedules 2 & 11

	Jan-1997	Feb-1997	Mar-1997	Apr-1997	May-1997	Jun-1997	Jul-1997	Aug-1997	Sep-1997	Oct-1997	Nov-1997	Dec-1997	Totals
New Primary Service	0	0	0	1	0	0	1	1	0	0	6	4	13
Out of Service w 24	0	0	0	4	0	14	15	10	11	22	24	24	124

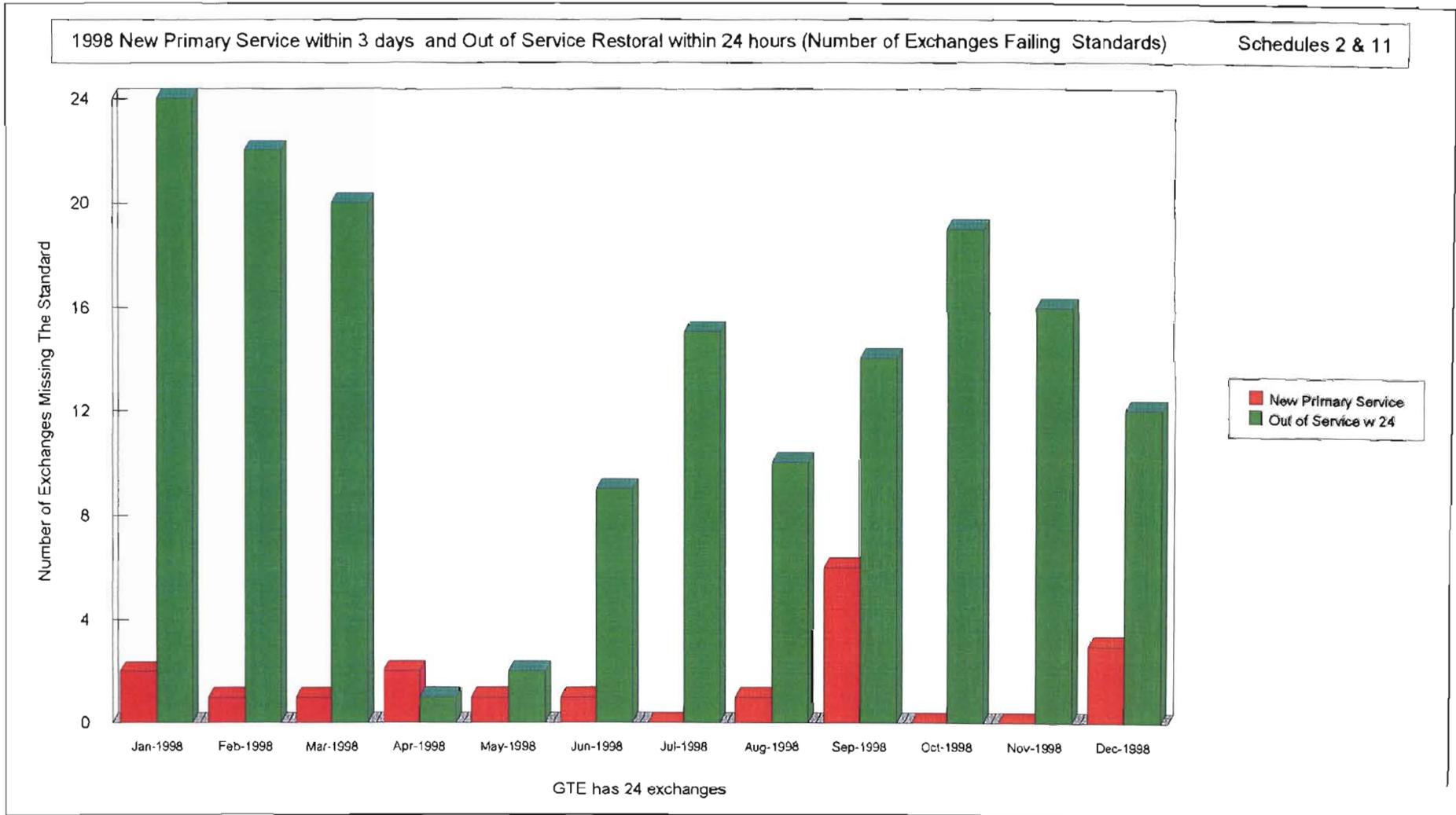


GTE Florida

1998 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Number of Exchanges Failing Standards)

Schedules 2 & 11

	Jan-1998	Feb-1998	Mar-1998	Apr-1998	May-1998	Jun-1998	Jul-1998	Aug-1998	Sep-1998	Oct-1998	Nov-1998	Dec-1998	Totals
New Primary Service	2	1	1	2	1	1	0	1	6	0	0	3	18
Out of Service w 24	24	22	20	1	2	9	15	10	14	19	16	12	164

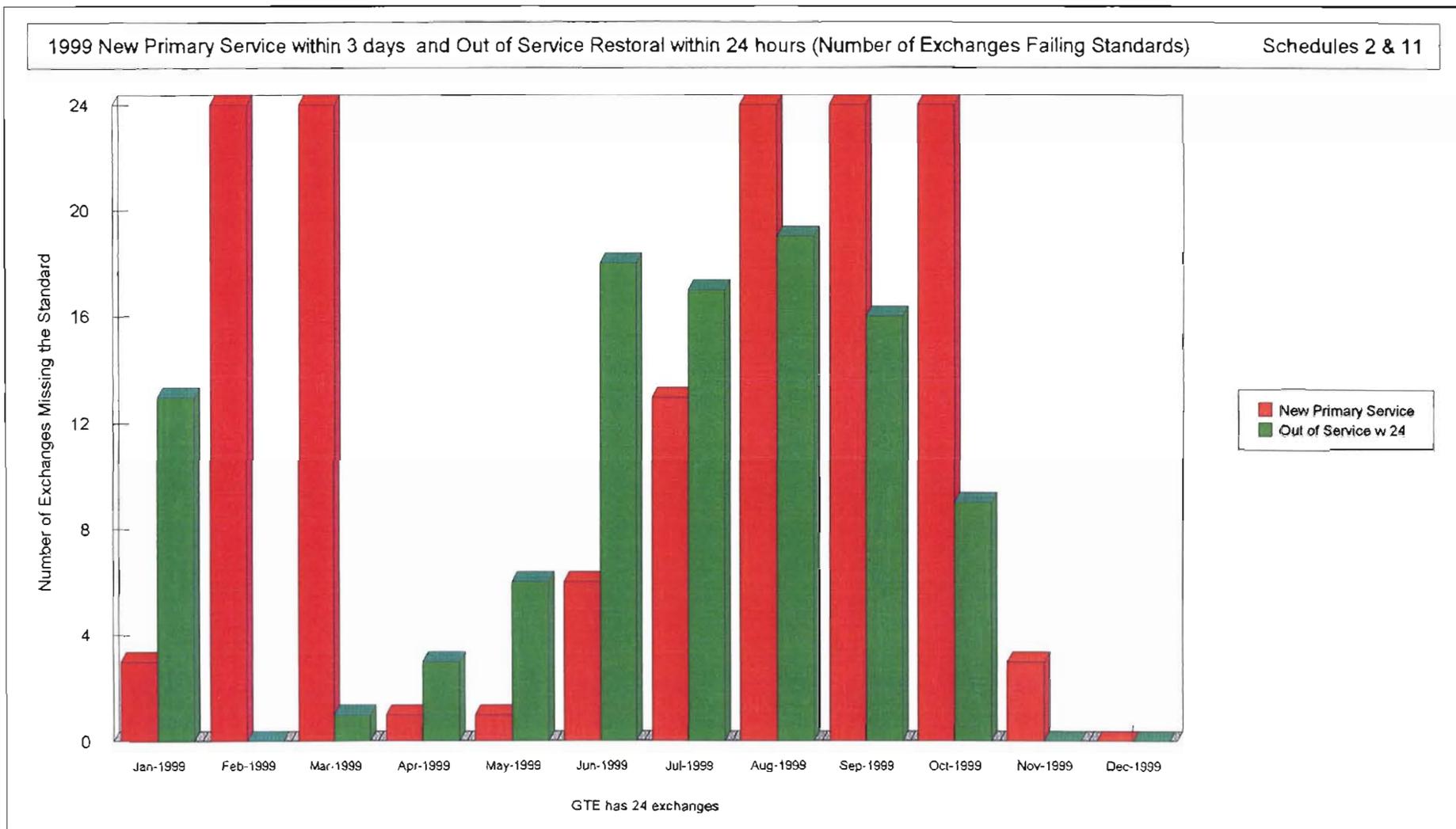


GTE Florida

1999 New Primary Service within 3 days and Out of Service Restoral within 24 hours (Number of Exchanges Failing Standards)

Schedules 2 & 11

	Jan-1999	Feb-1999	Mar-1999	Apr-1999	May-1999	Jun-1999	Jul-1999	Aug-1999	Sep-1999	Oct-1999	Nov-1999	Dec-1999	Totals
New Primary Service	3	24	24	1	1	6	13	24	24	24	3	0	147
Out of Service w 24	13	0	1	3	6	18	17	19	16	9	0	0	102



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceedings against GTE Florida Incorporated for violation of service standards.

DOCKET NO. 991376-TL

FILED: APRIL 7, 2000

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of Direct Testimony and Exhibits of Donald B. McDonald, have been furnished by U.S. Mail this 7th day of April, 2000 to the following.

Michael A. Gross
Florida Cable Telecommunications
Assoc., Inc.
310 N. Monroe St.
Tallahassee, FL 32301

Ms. Beverly Y. Menard
GTE Florida Incorporated
c/o Mr. David Christian
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C. LEE FORDHAM
Staff Counsel

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