

The Florida Public Service Commission announces a staff workshop in the following docket, to which all interested persons are invited.

DOCKET NO. **000121-TP** - Investigation into the Establishment of Operations Support Systems Permanent Performance Measures for Incumbent Local Exchange Companies.

DATE: August 8, 2000

TIME: 9:30 a.m.

PLACE: Room 152, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

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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:

1. Does the Commission have the authority to establish, in advance, a generic enforcement mechanism provision which would be inserted in interconnection agreements in the event negotiations on this provision fail?
2. Does the adoption of an enforcement mechanism provision by the Commission constitute the awarding of damages?
3. What should be the objectives of an enforcement mechanism?
4. For purposes of evaluating ILEC performance in the

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- context of an interconnection agreement, how should any Commission established enforcement mechanism be structured conceptually?
- a. Frequency of monitoring?
 - b. Time frame to be evaluated?
 - c. Level of disaggregation across metrics and offerings?
 - d. How should items a, b, and c above be balanced to provide statistical significance for metrics with a small number of observations per reporting period?
 - e. Automatic penalties for noncompliance?
5. For purposes of evaluating ILEC performance in the aggregate, how should the Commission's enforcement mechanism be structured conceptually?
- a. Frequency of monitoring?
 - b. Time frame to be evaluated?
 - c. Level of disaggregation across metrics and offerings?
 - d. How should items a, b, and c above be balanced to provide statistical significance for metrics with a small number of observations per reporting period?
 - e. Automatic vs. case-by-case fines for noncompliance?
6. How should the dollar value of penalties be determined?
7. Should there be a cap on penalty amounts and if so, how should that cap be determined?

8. How and when should consequences be escalated?

9. How should extraordinary events be handled?

PRESENTATIONS: At the August 8, 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 August 1, 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 August 7, 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.

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.

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