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November 15, 2000

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RECORDS AND
REPORTING

Mrs. Blanca S. Bayo
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Mrs. Bayo:

Pursuant to paragraph 52 of Appendix D of the FCC's June 16, 2000 order regarding the Bell Atlantic/GTE Merger, Verizon is providing service quality data in accordance with Table 1 of ARMIS Report No. 43-05 on a quarterly basis. This report provides data only on Interstate Interexchange switched and special access services. We are providing results for Florida only but the results for the other states are available upon request. Verizon is also making this data available to the Common Carrier Bureau of the FCC.

If you have any questions, please do not hesitate to call me.

Sincerely,

Beverly Y. Menard
Beverly Y. Menard

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FPSC-RECORDS/REPORTING

FCC REPORT 43-05
 ARMIS SERVICE QUALITY REPORT

COMPANY: VERIZON FLORIDA INC.

UNRESTRICTED VERSION

STUDY AREA: FLORIDA-GTE
 PERIOD: JUL 2000 TO SEP 2000
 COSA: GTFL

SUBMISSION 01
 TABLE I
 PAGE 1 OF 1

TABLE I - INSTALLATION AND REPAIR INTERVALS
 (Interexchange Access)

Row	Classification	Switched Access	Special Access	
			High Speed Special Access	All Special Access
		(aa)	(ab)	(ac)
INSTALLATION INTERVALS:				
0110	# Total Number of Orders or Circuits	916	N/A	3,233
0111	# Missed for Customer Reasons (MCR)	773	N/A	1,145
0112	% Commitments Met	96.20	N/A	91.00
0114	Average Interval (in days)	43.4	N/A	25.4
REPAIR INTERVALS:				
0120	# Total Trouble Reports	57	1,502	5,476
0121	Average Interval (in hours)	15.7	5.9	8.6

Legend:

indicates items that are not dollars or percents
 % indicates items to be entered as a percent