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December 20, 2000

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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:

**Subject: Results from the NARUC Service Quality Reports Required in FCC's BA/GTE Merger Order**

This letter is to provide you with the information necessary to access the results from certain retail service quality reports that Verizon will make available pursuant to the FCC's Order approving the Bell Atlantic/GTE merger (Memorandum Opinion and Order, CC Docket No. 98-184, released June 16, 2000). These are quarterly state-by state service quality reports prepared in accordance with the retail service quality reporting recommendations of the NARUC Technology Policy Subgroup "Service Quality White Paper" adopted November 11, 1998 and described in paragraph 51 of the Merger Conditions in the Bell/Atlantic/GTE Merger Order.

The first reports cover the period July 2000 through September 2000 and must be made publicly available on or before December 27, 2000 (i.e., no later than 180 days after merger closing date). Current plans are to turn up these results on the below URL website during the day of December 27, 2000. These reports may be accessed using Internet website access at the following URL: <http://newscenter.verizon.com/policy/compliance>.

Subsequent reports will be made available on a quarterly basis no later than 50 days after the end of the quarter covered by the report. Thus, the next quarterly report will cover October 2000 through December 2000 and will be made available on the website on or before Monday, February 19, 2001.

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A glossary containing definitions of each of the retail service quality measures in the report will also be available on the website. Results will be available for each of the Verizon service areas in the following 33 states / jurisdictions: Alabama, California, Commonwealth of the Northern Marianas Islands, Connecticut, Delaware, District of Columbia, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, Missouri, Nevada, New Hampshire, New Jersey, New York, North Carolina, Ohio, Oregon, Pennsylvania, Rhode Island, South Carolina, Texas, Vermont, Virginia, Washington, West Virginia and Wisconsin. Results will be shown separately for the former Bell Atlantic and former GTE service areas in Pennsylvania and Virginia.

If you have any questions, you may contact me on 813/483-2514.

Sincerely,

*Beverly Y. Menard*

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Assistant Vice President  
Advocacy Support

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