

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

DOCKET NO. 991376-TL  
DATED: MAY 15, 2001

STAFF'S PREHEARING STATEMENT

Pursuant to Order No. PSC-00-0686-PCO-TL, the Staff of the Florida Public Service Commission files its Prehearing Statement.

a. All Known Witnesses

<u>Witness</u>	<u>Issue</u>
1. Don McDonald	1. & 2

b. All Known Exhibits

<u>Exhibit</u>	<u>Description</u>
<u>(DBM-1)</u>	Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1996 involving service orders and trouble reports.
<u>(DBM-2)</u>	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.

DOCUMENT NUMBER-DATE

06062 MAY 15 2001

FPSC-RECORDS/REPORTING

<u>Exhibit</u>	<u>Description</u>
<u>                    </u> (DBM-3)	Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1997 involving service orders and trouble reports.
<u>                    </u> (DBM-4)	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.
<u>                    </u> (DBM-5)	Correspondence between GTE Florida and FPSC Staff involving the 1997 service quality evaluation.
<u>                    </u> (DBM-6)	Results of service quality evaluation of GTE Florida Incorporated conducted by staff in 1998 involving service orders and trouble reports.
<u>                    </u> (DBM-7)	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.
<u>                    </u> (DBM-8)	Results of the service quality evaluation of GTE Florida Incorporated conducted by staff in 1999 involving trouble reports.

<u>Exhibit</u>	<u>Description</u>
<u>(DBM-9)</u>	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 restoration.
<u>(DBM-10)</u>	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 restoration.

c. Staff's Statement of Basic Position

Staff believes that GTE Florida Incorporated n/k/a Verizon Florida Incorporated (Verizon), during the period of January 1996 through December 1999, was in violation of Rule 25-4.070 (3) (a), Florida Administrative Code, which requires restoration of interrupted service within 24 hours of report for 95% of the repairs in each exchange. Verizon, was also in violation of Rule 25-4.066 (2), Florida Administrative Code, which requires installation of primary service within 3 working days for 90% of the installations in each exchange. During the period in question, Staff has determined that Verizon had 569 violations of Rule 25-4.070 (3) (a), and 2-4 violations of Rule 25-4.066 (2) .

d. Staff's Position on the Issues

ISSUE 1: (a) During the time period of January 1996 through December 1999, was GTE Florida Incorporated in willful violation of Rule 25-4.070(3)(a), Florida

Administrative Code, which requires restoration of interrupted service within 24 hours of report for 95% of the repairs in each exchange?

- (b) If so, how many violations were there, if any, and what is the appropriate action, penalty, and/or fine amount to be imposed by the Commission for any violations?

POSITION

- STAFF:
- (a) Staff believes that Verizon did willfully violate Rule 25-4.070 (3) (a), Florida Administrative Code.
  - (b) There were 569 violations of Rule 25-4.070 (3) (a), Florida Administrative Code. Staff believes the appropriate penalty should be comparable to that imposed in similar cases.

- ISSUE 2:
- (a) During the time period of January 1996 through December 1999, was GTE Florida Incorporated in willful violation of Rule 25-4.066(2), Florida Administrative Code, which requires installation of primary service within 3 working days for 90% of the installations in each exchange?
  - (b) If so, how many violations were there, if any, and what is the appropriate action, penalty, and/or fine amount to be imposed by the Commission for any violations.

POSITION

- STAFF:
- (a) Staff believes that Verizon did willfully violate Rule 25-4.066 (2), Florida Administrative Code.
  - (b) There were 204 violations of Rule 25-4.066 (2), Florida Administrative Code. Staff believes the appropriate penalty should be comparable to that imposed in similar cases.

e. Pending Motions

There are no pending Motions at this time.

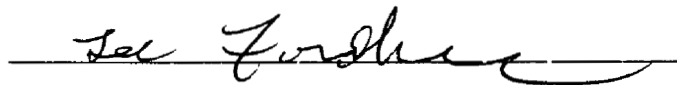
f. Pending Confidentiality Claims or Requests

Order No. PSC-00-1140-PCO-TL, issued June 23, 2000, granted GTE's Request for Temporary Protective Order filed January 27, 2000, and GTE's Request for Temporary Protective Order filed February 8, 2000.

g. Compliance with Order No. PSC-00-0686-PCO-TL

Staff has complied with all requirements of the Order Establishing Procedure entered in this docket.

Respectfully submitted this 15th day of May, 2001.



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Staff Counsel

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Incorporated for apparent  
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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of Staff's  
Prehearing Statement has been furnished by U.S. Mail this 15th day  
of May, 2001, to the following:

Charles Beck, Esquire  
Office of Public Counsel  
c/o The Florida Legislature  
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Ms. Michelle A. Robinson  
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