

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.
 Company: Sprint-Florida, Incorporated

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: ADM AFA APP CAF CMU EAG GCL (LEG) RAR PAI WAW
 ("()" indicates OPR) _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module B8(b)
Staff Assignments

OPR Staff _____

Staff Counsel _____
OCRs () _____

() _____

() _____

() _____

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

0

Due Dates
 Previous Current

1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____
11.	_____	_____	_____
12.	_____	_____	_____
13.	_____	_____	_____
14.	_____	_____	_____
15.	_____	_____	_____
16.	_____	_____	_____
17.	_____	_____	_____
18.	_____	_____	_____
19.	_____	_____	_____
20.	_____	_____	_____
21.	_____	_____	_____
22.	_____	_____	_____
23.	_____	_____	_____
24.	_____	_____	_____
25.	_____	_____	_____
26.	_____	_____	_____
27.	_____	_____	_____
28.	_____	_____	_____
29.	_____	_____	_____
30.	_____	_____	_____
31.	_____	_____	_____
32.	_____	_____	_____
33.	_____	_____	_____
34.	_____	_____	_____
35.	_____	_____	_____
36.	_____	_____	_____
37.	_____	_____	_____
38.	_____	_____	_____
39.	_____	_____	_____
40.	_____	_____	_____

Recommended assignments for hearing and/or deciding this case:
 Full Commission _____ Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: _____

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JN	JC	

DOCUMENT NO.
16701-01

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____
 Date: ____/____/____

Case Assignment and Scheduling Record

Section 1 - Division of Records and Report... (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards. Company: Sprint-Florida, Incorporated

Official Filing Date: Last Day to Suspend: Expiration:

Referred to: ("(" indicates OPR) ADM AFA APP CAF CMU X EAG GCL (LEG) X RAR PAI WAW

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module B8(b)

Staff Assignments

Table with 2 columns: Staff Category (OPR Staff, Staff Counsel, OCRs, etc.), Staff Name (D Clemons, K Biegalski, E Howell, etc.)

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Current CASR revision level

0

Due Dates Previous Current

Task list table with 4 columns: Item #, Task Name, Previous Due Date, Current Due Date. Includes items like Staff Recommendation, Agenda, Order to Show Cause, Close Docket, etc.

Recommended assignments for hearing and/or deciding this case: Full Commission X Commission Panel Hearing Examiner Staff Date filed with RAR: 09/23/1999 Initials: OPR Staff Counsel

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Table for Hearing Officer assignments with columns for Commissioners (ALL, GR, DS, CL, JN, JC), Hrg. Exam., and Staff.

- Prehearing Officer

Table for Prehearing Officer assignments with columns for Commissioners (GR, DS, CL, JN, JC), ADM, and Staff.

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature] Date: 09/23/1999

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reports (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.
 Company: Sprint-Florida, Incorporated

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____ ADM _____ AFA _____ APP _____ CAF _____ CMU _____ EAG _____ GCL _____ (LEG) _____ RAR _____ PAI _____ WAW _____
 ("()" indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module B8(b)

Staff Assignments

<u>OPR Staff</u>	<u>D Clemons</u>
_____	_____
_____	_____
<u>Staff Counsel</u>	<u>D Clemons</u>
_____	_____
<u>OCRs (CMU)</u>	<u>K Biegalski, E Howell</u>
_____	_____
()	_____
_____	_____
()	_____
_____	_____
()	_____
_____	_____
()	_____
_____	_____

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Current CASR revision level	Due Dates	
	Previous	Current
1		
1. Staff Recommendation	11/04/1999	11/18/1999
2. Agenda - Regular	11/16/1999	11/30/1999
3. Order to Show Cause	12/06/1999	12/20/1999
4. Close Docket or Revise CASR	01/06/2000	01/20/2000
5. _____		
6. _____		
7. _____		
8. _____		
9. _____		
10. _____		
11. _____		
12. _____		
13. _____		
14. _____		
15. _____		
16. _____		
17. _____		
18. _____		
19. _____		
20. _____		
21. _____		
22. _____		
23. _____		
24. _____		
25. _____		
26. _____		
27. _____		
28. _____		
29. _____		
30. _____		
31. _____		
32. _____		
33. _____		
34. _____		
35. _____		
36. _____		
37. _____		
38. _____		
39. _____		
40. _____		

Recommended assignments for hearing and/or deciding this case:
 Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____
 Date filed with RAR: 10/27/1999
 Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		
X							

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JN	JC	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: Pending 11/9/99

2

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.
 Company: Sprint-Florida, Incorporated

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____ ADM _____ AFA _____ APP _____ CAF _____ CMU X EAG _____ GCL _____ (LEG) X RAR _____ PAI _____ WAW _____
 ("()") indicates OPR

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module B8(b)

Staff Assignments

OPR Staff D Clemons

 Staff Counsel D Clemons

 OPRs (CMU) K Biegalski, E Howell

 () _____

 () _____

 () _____

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

2

Due Dates

Previous Current

1. Staff Recommendation	11/18/1999	12/09/1999
2. Agenda - Regular	11/30/1999	12/21/1999
3. Order to Show Cause	12/20/1999	01/10/2000
4. Close Docket or Revise CASR	01/20/2000	01/31/2000
5. _____		
6. _____		
7. _____		
8. _____		
9. _____		
10. _____		
11. _____		
12. _____		
13. _____		
14. _____		
15. _____		
16. _____		
17. _____		
18. _____		
19. _____		
20. _____		
21. _____		
22. _____		
23. _____		
24. _____		
25. _____		
26. _____		
27. _____		
28. _____		
29. _____		
30. _____		
31. _____		
32. _____		
33. _____		
34. _____		
35. _____		
36. _____		
37. _____		
38. _____		
39. _____		
40. _____		

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 11/16/1999

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JN	JC		
X							

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JN	JC	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: Pending 11/24/99

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards. Company: Sprint-Florida, Incorporated

Official Filing Date: Last Day to Suspend: Expiration:

Referred to: ("(") indicates OPR) ADM AFA APP CAF CMU EAG GCL (LEG) RAR PAI WAW

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module BB(b)

Staff Assignments

Table with columns for Staff Role and Name. Includes OPR Staff (D Clemons), Staff Counsel (D Clemons), and OCRs (CMU) (K Biegalski, E Howell).

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Current CASR revision level

3

Table with 4 columns: Item Number, Description, Previous Due Date, Current Due Date. Lists 40 items such as Issue Identification, Order Establishing Procedure, Testimony, etc.

Recommended assignments for hearing and/or deciding this case: Full Commission, Commission Panel, Hearing Examiner, Staff. Date filed with RAR: 12/14/1999. Initials: OPR, Staff Counsel.

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Table for Hearing Officer(s) assignments showing Commissioners (ALL, GR, DS, CL, JN, JC), Hrg. Exam., and Staff.

- Prehearing Officer

Table for Prehearing Officer assignments showing Commissioners (GR, DS, CL, JN, JC) and ADM.

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature] CSRA Date: 12/15/1999

Case Scheduling/Rescheduling Advice

Printed on 12/17/1999 at 12:08:07

Page 1 of 1

To:

<input checked="" type="checkbox"/> Commissioner Deason <input type="checkbox"/> Commissioner Clark <input checked="" type="checkbox"/> Commissioner <input checked="" type="checkbox"/> Commissioner Jacobs <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Executive Director/Technical <input checked="" type="checkbox"/> Appeals Director <input checked="" type="checkbox"/> Legal Director <input checked="" type="checkbox"/> Auditing & Financial Analysis Director <input checked="" type="checkbox"/> Telecommunications Director <input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/> Electric & Gas Director <input checked="" type="checkbox"/> Records & Reporting Director <input checked="" type="checkbox"/> PAI Director <input type="checkbox"/> Water & Wastewater Director <input checked="" type="checkbox"/> Court Reporter <input type="checkbox"/> Staff Contact
---	---	--

From: Office of Chairman Joe Garcia

Docket Number: 991377-TL

Docket Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference		08/28/2000	Tallahassee, Room 148	1:30 PM - 3:30 PM
Hearing		09/06/2000	Tallahassee, Room 148	9:30 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Hearing Officers

Former Assignments

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL		JC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	GR	DS	CL		JC		
	X	X			X		

Prehearing Officer

Commissioners					
GR	DS	CL		JC	ADM

Commissioners					
GR	DS	CL		JC	ADM
X					

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.
 Company: Sprint-Florida, Incorporated

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____ ADM _____ AFA _____ APP _____ CAF _____ CMU X _____ EAG _____ GCL _____ (LEG) X _____ RAR _____ PAI _____ WAW _____
 ("() " indicates OPR)

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module B8(b)

Staff Assignments

<u>OPR Staff</u>	<u>P Christensen</u>
_____	_____
_____	_____
_____	_____
_____	_____
<u>Staff Counsel</u>	<u>P Christensen</u>
_____	_____
<u>OCRs (CMU)</u>	<u>K Biegalski, E Howell</u>
_____	_____
_____	_____
_____	_____
()	_____
_____	_____
_____	_____
()	_____
_____	_____
_____	_____
()	_____
_____	_____
_____	_____
()	_____
_____	_____
_____	_____

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

5

Due Dates

Previous Current

1. Issue Identification	05/01/2000	04/13/2000
2. Order Establishing Procedure	05/12/2000	04/19/2000
3. Testimony - Staff	06/10/2000	05/17/2000
4. Testimony - Intervenor	07/10/2000	06/14/2000
5. Testimony - Company's Rebuttal	07/31/2000	07/12/2000
6. Testimony - Surrebuttal	NONE	07/31/2000
7. Notice of Prehearing and Hearing	SAME	08/01/2000
8. Prehearing Statements	SAME	08/14/2000
9. Prehearing	SAME	08/28/2000
10. Prehearing Order	SAME	08/31/2000
11. Hearing	SAME	09/06/2000
12. Transcripts Due	SAME	09/20/2000
13. Briefs Due	SAME	10/04/2000
14. Staff Recommendation	11/16/2000	10/26/2000
15. Agenda - Regular	11/28/2000	11/07/2000
16. Standard Order	12/18/2000	11/27/2000
17. Close Docket or Revise CASR	01/19/2001	12/27/2000
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		
31.		
32.		
33.		
34.		
35.		
36.		
37.		
38.		
39.		
40.		

Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel X
 Hearing Examiner _____ Staff _____

Date filed with RAR: 03/30/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JC	JB		
	X	X		X			

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JC	JB	
X					

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: 03/30/00
 Date: 03/30/2000

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.
 Company: Sprint-Florida, Incorporated

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
 ("(") indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module B8(b)

Staff Assignments

OPR Staff P Christensen

Staff Counsel P Christensen

OCRs (CMP) K Biegalski, E Howell

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.**

**FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

Due Dates

Previous Current

6

1. Issue Identification	05/01/2000	04/13/2000
2. Testimony - Staff	05/17/2000	06/14/2000
3. Testimony - Intervenor	07/10/2000	06/14/2000
4. Testimony - Company's Rebuttal	07/12/2000	07/28/2000
5. Notice of Prehearing and Hearing	SAME	08/01/2000
6. Testimony - Surrebuttal	07/31/2000	08/11/2000
7. Prehearing Statements	SAME	08/14/2000
8. Prehearing	SAME	08/28/2000
9. Prehearing Order	SAME	08/31/2000
10. Hearing	SAME	09/06/2000
11. Transcripts Due	SAME	09/20/2000
12. Briefs Due	SAME	10/04/2000
13. Staff Recommendation	11/16/2000	10/26/2000
14. Agenda	11/28/2000	11/07/2000
15. Standard Order	12/18/2000	11/27/2000
16. Close Docket or Revise CASR	01/19/2001	12/27/2000
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		
31.		
32.		
33.		
34.		
35.		
36.		
37.		
38.		
39.		
40.		

Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel
 Hearing Examiner Staff

Date filed with RAR: 06/06/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

PSC-00-1055-PCO-TL

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JC	JB		
	X	X		X			

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JC	JB	
X					

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: *[Signature]*

Date: 06/07/2000

C

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.
 Company: Sprint-Florida, Incorporated

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
 ("(") indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module B8(b)

Staff Assignments

<u>OPR Staff</u>	<u>P Christensen</u>
_____	_____
_____	_____
_____	_____
_____	_____
<u>Staff Counsel</u>	<u>P Christensen</u>
_____	_____
<u>OCRs (CMP)</u>	<u>K Biegalski, E Howell</u>
_____	_____
_____	_____
_____	_____
()	_____
_____	_____
_____	_____
()	_____
_____	_____
_____	_____
()	_____
_____	_____
_____	_____
()	_____
_____	_____
_____	_____

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

7

	Due Dates	
	Previous	Current
1. Issue Identification	05/01/2000	04/13/2000
2. Testimony - Staff	06/14/2000	06/30/2000
3. Testimony - Intervenor	06/14/2000	07/14/2000
4. Testimony - Company's Rebuttal	07/12/2000	07/28/2000
5. Notice of Prehearing and Hearing	SAME	08/01/2000
6. Testimony - Surrebuttal	07/31/2000	08/11/2000
7. Prehearing Statements	SAME	08/14/2000
8. Prehearing	SAME	08/28/2000
9. Prehearing Order	SAME	08/31/2000
10. Hearing	SAME	09/06/2000
11. Transcripts Due	SAME	09/20/2000
12. Briefs Due	SAME	10/04/2000
13. Staff Recommendation	11/16/2000	10/26/2000
14. Agenda	11/28/2000	11/07/2000
15. Standard Order	12/18/2000	11/27/2000
16. Close Docket or Revise CASR	01/19/2001	12/27/2000
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		
31.		
32.		
33.		
34.		
35.		
36.		
37.		
38.		
39.		
40.		

Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel X
 Hearing Examiner _____ Staff _____

Date filed with RAR: 06/09/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

PSC-00-1055-PCO-TV

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	GR	DS	CL	JC	JB		
	X	X		X			

- Prehearing Officer

Commissioners					ADM
GR	DS	CL	JC	JB	
X					

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: *[Signature]*
 Date: 06/09/2000

Case Scheduling/Rescheduling Advice

Last Revised 06/29/2000 at 16:22

Page 1 of 1

Printed on 07/05/2000 at 08:56

- To:**
- | | | |
|--|--|--|
| <input type="checkbox"/> Commissioner Clark | <input checked="" type="checkbox"/> Deputy Executive Director/Tech | <input type="checkbox"/> Safety & Electric Reliability Director |
| <input checked="" type="checkbox"/> Commissioner Jacobs | <input checked="" type="checkbox"/> Appeals Director | <input checked="" type="checkbox"/> Records & Reporting Director |
| <input type="checkbox"/> Commissioner Jaber | <input checked="" type="checkbox"/> Legal Director | <input checked="" type="checkbox"/> PAI Director |
| <input type="checkbox"/> New Commissioner | <input type="checkbox"/> Economic Regulation Director | <input type="checkbox"/> Regulatory Oversight Director |
| <input checked="" type="checkbox"/> Executive Director | <input checked="" type="checkbox"/> Competitive Services Director | <input checked="" type="checkbox"/> Court Reporter |
| <input checked="" type="checkbox"/> Public Information Officer | <input checked="" type="checkbox"/> Consumer Affairs Director | <input type="checkbox"/> Staff Contact |

From: Office of Chairman Terry Deason

Docket Number: 991377-TL

Docket Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.

1. Schedule Information

Event	Former Date	New Date	Location	Time

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		
	X		X				

Prehearing Officer

Commissioners					
DS	CL	JC	JB	NC	ADM

Commissioners					
DS	CL	JC	JB	NC	ADM
X					

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

PHO Changed.

Case Scheduling/Rescheduling Advice

Last Revised 06/30/2000 at 14:28

Page 1 of 1

Printed on 07/05/2000 at 08:56

To:

<input type="checkbox"/> Commissioner Clark	<input checked="" type="checkbox"/> Deputy Executive Director/Tech	<input type="checkbox"/> Safety & Electric Reliability Director
<input checked="" type="checkbox"/> Commissioner Jacobs	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input type="checkbox"/> Commissioner Jaber	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> PAI Director
<input type="checkbox"/> New Commissioner	<input type="checkbox"/> Economic Regulation Director	<input type="checkbox"/> Regulatory Oversight Director
<input checked="" type="checkbox"/> Executive Director	<input checked="" type="checkbox"/> Competitive Services Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - Patricia Christensen

From: Office of Chairman Terry Deason

Docket Number: 991377-TL

Docket Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	08/28/2000	Cancelled	Tallahassee, Room 148	1:30 PM - 3:30 PM
Hearing	09/06/2000	Cancelled	Tallahassee, Room 148	9:30 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Hearing Officers

Former Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		
	X		X				

Prehearing Officer

Commissioners						
DS	CL	JC	JB	NC	ADM	

Commissioners						
DS	CL	JC	JB	NC	ADM	
X						

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: PH/H Cancelled.

Case Scheduling/Rescheduling Advice

Last Revised 07/05/2000 at 08:39

Page 1 of 1

Printed on 07/05/2000 at 08:56

To:

<input type="checkbox"/> Commissioner Clark	<input checked="" type="checkbox"/> Deputy Executive Director/Tech	<input type="checkbox"/> Safety & Electric Reliability Director
<input checked="" type="checkbox"/> Commissioner Jacobs	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input type="checkbox"/> Commissioner Jaber	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> PAI Director
<input checked="" type="checkbox"/> New Commissioner	<input type="checkbox"/> Economic Regulation Director	<input type="checkbox"/> Regulatory Oversight Director
<input checked="" type="checkbox"/> Executive Director	<input checked="" type="checkbox"/> Competitive Services Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - Patricia Christensen

From: Office of Chairman Terry Deason

Docket Number: 991377-TL

Docket Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.

1. Schedule Information

Event	Former Date	New Date	Location	Time

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		
	X		X		X		

Prehearing Officer

Commissioners					
DS	CL	JC	JB	NC	ADM

Commissioners					
DS	CL	JC	JB	NC	ADM
X					

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

1). PH/H cancelled earlier. 2). NEW COMMISSIONER ASSIGNED TO THIS DOCKET.

Case Scheduling/Rescheduling Advice

Last Revised 06/30/2000 at 12:52

Page 1 of 1

Printed on 07/06/2000 at 15:33

To:

<input type="checkbox"/> Commissioner Clark	<input checked="" type="checkbox"/> Deputy Executive Director/Tech	<input type="checkbox"/> Safety & Electric Reliability Director
<input type="checkbox"/> Commissioner Jacobs	<input checked="" type="checkbox"/> Appeals Director	<input checked="" type="checkbox"/> Records & Reporting Director
<input type="checkbox"/> Commissioner Jaber	<input checked="" type="checkbox"/> Legal Director	<input checked="" type="checkbox"/> PAI Director
<input type="checkbox"/> New Commissioner	<input type="checkbox"/> Economic Regulation Director	<input type="checkbox"/> Regulatory Oversight Director
<input checked="" type="checkbox"/> Executive Director	<input checked="" type="checkbox"/> Competitive Services Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Staff Contact - Patricia Christensen

From: Office of Chairman Terry Deason

Docket Number: 991377-TL

Docket Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Scheduling Conference		07/21/2000	Tallahassee, Room 148	9:30 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	DS	CL	JC	JB	NC		
	X						

Prehearing Officer

Commissioners					
DS	CL	JC	JB	NC	ADM

Commissioners					
DS	CL	JC	JB	NC	ADM
X					

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: (Related dockets: 991376). This event is for DN 991377 and 991376

Case Assignment and Scheduling Record

Section 1 - Division of Records and Report (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.
 Company: Sprint-Florida, Incorporated

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____ ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
 ("(") indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module B8(b)

Staff Assignments

<u>OPR Staff</u>	<u>P Christensen</u>
<u>Staff Counsel</u>	<u>P Christensen</u>
<u>OCRs (CMP)</u>	<u>E Howell, R Kennedy</u>
()	
()	
()	
()	

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

8

	Due Dates	
	Previous	Current
1. Staff Recommendation	NONE	10/05/2000
2. Agenda	NONE	10/17/2000
3. Standard Order	NONE	11/06/2000
4. Close Docket or Revise CASR	NONE	11/17/2000
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		
31.		
32.		
33.		
34.		
35.		
36.		
37.		
38.		
39.		
40.		

Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel X
 Hearing Examiner _____ Staff _____

Date filed with RAR: 08/14/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	DS	JC	JB	NC	XX		
	X	X		X			

- Prehearing Officer

Commissioners					ADM
DS	JC	JB	NC	XX	
X					

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: JD/sm

Date: 08/14/2000

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 991377-TL Date Docketed: 09/10/1999 Title: Initiation of show cause proceedings against Sprint-Florida, Incorporated for violation of service standards.

Company: Sprint-Florida, Incorporated

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: ADM AFA APP CAF CMP CMU EAG ECR GCL (LEG) PAI RAR RGO SER WAW
 ("(") indicates OPR) _____ X _____ X _____ _____ _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module	B8(b)
<u>Staff Assignments</u>	
<u>OPR Staff</u>	<u>P Christensen</u>
<u>Staff Counsel</u>	<u>P Christensen</u>
<u>OCRs (CMP)</u>	<u>E Howell, R Kennedy</u>
()	
()	
()	
()	

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

	<u>Due Dates</u>	
	<u>Previous</u>	<u>Current</u>
10	NONE	11/28/2000
1. Agenda (Deferred from 11/7/00)	11/27/2000	12/18/2000
2. Standard Order	12/30/2000	01/18/2001
3. Close Docket or Revise CASR		
4. _____		
5. _____		
6. _____		
7. _____		
8. _____		
9. _____		
10. _____		
11. _____		
12. _____		
13. _____		
14. _____		
15. _____		
16. _____		
17. _____		
18. _____		
19. _____		
20. _____		
21. _____		
22. _____		
23. _____		
24. _____		
25. _____		
26. _____		
27. _____		
28. _____		
29. _____		
30. _____		
31. _____		
32. _____		
33. _____		
34. _____		
35. _____		
36. _____		
37. _____		
38. _____		
39. _____		
40. _____		

Recommended assignments for hearing
 and/or deciding this case:

Full Commission _____ Commission Panel X
 Hearing Examiner _____ Staff _____

Date filed with RAR: 11/08/2000

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

- Prehearing Officer

Commissioners						Hrg. Exam.	Staff
ALL	DS	JC	JB	BZ	XX		
	X	X		X			

Commissioners					ADM
DS	JC	JB	BZ	XX	
X					

Where panels are assigned the senior Commissioner is Panel Chairman;
 the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is
 assigned the full Commission decides the case.

Approved: JD/Sm
 Date: 11/08/2000

From: Linda Williams
To: Hong Wang
Subject: \

===NOTE=====9/16/99==9:32am==
Hong, Dockets 991376, 991377 and 991378
have been re-opened by CMU/Moses. Thanks.

*Done 9-16-99
M.L.*



Florida Cable Telecommunications Association

Steve Wilkerson, President

VIA FACSIMILE

September 16, 1999

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

RECEIVED-FPSC
SEP 16 AM 11:36
RECORDS AND REPORTING

RE: FPSC Docket No. 991377

Dear Ms. Bayo:

I am writing to request that the Florida Cable Telecommunications Association, Inc. ("FCTA") be placed on the mailing list of persons interested in monitoring the above-referenced docket. Please send all mailings to the following:

Michael A. Gross
Vice President, Regulatory Affairs & Regulatory Counsel
Florida Cable Telecommunications Association, Inc.
310 North Monroe Street
Tallahassee, FL 32301
850/681-1990 Tel.
850/681-9676 Fax
E-Mail Address: mgross@fcta.com.

Thank you for your assistance in this matter. Please contact me with any questions.

Sincerely,

Michael A. Gross
Vice President, Regulatory Affairs
& Regulatory Counsel

MAG:mj

gone 9/16/99

M E M O R A N D U M

December 17, 1999

RECEIVED-FPSC

99 DEC 20 AM 11:10

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (CLEMONS) *DMCpk*

RE: DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE
PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR
VIOLATION OF SERVICE STANDARDS.

2493-PCO

Attached is an ORDER ACKNOWLEDGING INTERVENTION, to be issued
in the above-referenced docket. (Number of pages in order - 2)

DMC/anc
Attachment
cc: Division of Communications
I: 991377p.dmc

*faxed - 2/1
mailed -*



Charles J. Rehwinkel
Senior Attorney

Law/External Affairs
Post Office Box 2214
Tallahassee, FL 32316-2214
Mailstop FLTLH00107
Voice 850 847 0244
Fax 850 878 0777
charles.j.rehwinkel@mail.sprint.com

April 25, 2000

Patricia Christensen, Esq.
Division of Legal Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



Re: Docket No. 991377-TL

Dear Ms. Christensen:

I am writing you to advise you that Sprint withdraws the second and third sentences in the fourth paragraph in our March 24, 2000 letter (attached). Sprint recognizes, consistent with the remainder of the March 24th letter, that the Commission may take action, for the years 1996 and 1997, regarding Sprint's service with respect to Rules 25-4.066; 25-4.070(3)(a) & (b); 25-4.073 and 25-4.0770, Florida Administrative Code

Please call me if you have any questions about this letter or Sprint's acknowledgement of the Commission's jurisdiction in the Docket.

Sincerely,

Charles J. Rehwinkel

Enclosure

cc: Charles J. Beck, Office of the Public Counsel

MEMORANDUM

April 27, 2000

✓ RECEIVED-FPSC
03 MAY -2 PM 1:50
RECORDS AND REPORTING

TO: DIVISION OF RECORDS AND REPORTING
FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN) *PC*
RE: DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR VIOLATION OF SERVICE STANDARDS.

0869-PC0

Attached is an ORDER ESTABLISHING PROCEDURE, with attachments, to be issued in the above-referenced docket. (Number of pages in order - 16)

MUST GO TODAY

PAC/anc
Attachment
cc: Division of Communications
I: 991377ep.pac

ATTACHMENT(S) NOT ON-LINE

J-RAD
5/2/00

M E M O R A N D U M

May 18, 2000

✓ RECEIVED-FPSC

00 MAY 22 PH 3:34

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN) *u* ¹²

RE: DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE
PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR
VIOLATION OF SERVICE STANDARDS.

1620-PCO

Attached is a ORDER GRANTING JOINT MOTION FOR MODIFICATION OF
STAFF TESTIMONY FILING DATE, to be issued in the above-referenced
docket. (Number of pages in order - 3)

PAC/anc
Attachment
cc: Division of Communications
I: 991377mo.pac

2m

ps 1

MUST GO TODAY

M E M O R A N D U M

May 22, 2000

TO: CHAIRMAN JOE GARCIA

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN) *AK*

RE: DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE
PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR
VIOLATION OF SERVICE STANDARDS.

Attached is an ORDER GRANTING JOINT MOTION FOR MODIFICATION OF STAFF TESTIMONY FILING DATE, which is ready for your review and signature. Please call Andrea Cowart or Patti Christensen when it has been signed. (Number of pages in order - 3)

KMP/anc
Attachment
cc: Division of Communications
I: 991377mo.pac

M E M O R A N D U M

June 2, 2000

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN) *K*

RE: DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR VIOLATION OF SERVICE STANDARDS.

RECEIVED-FPSC
00 JUN -2 AM 10:41
RECORDS AND REPORTING

PSC-00-1055-PCO-TL

Attached is an ORDER MODIFYING TESTIMONY FILING DATES ESTABLISHED IN ORDERS NUMBERS PSC-00-1020-PCO-TL AND PSC-00-0869-PCO-TL, to be issued in the above-referenced docket. (Number of pages in order - 3)

DWC/jmb
Attachment
cc: Division of Communications
I: 991377p2.pac

*faxed - 4/1
mailed - 4/1*

M E M O R A N D U M

RECEIVED-FPSC

June 19, 2000

00 JUN 19 PM 4:05

RECORDS AND
REPORTING

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN) *HL*

RE: DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE
PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR
VIOLATION OF SERVICE STANDARDS.

1122-PCW

Attached is an ORDER GRANTING TEMPORARY PROTECTIVE ORDER, to
be issued in the above-referenced docket. (Number of pages in
order - 3)

PAC/anc
Attachment
cc: Division of Competitive Services (Biegalski)
I: 991377to.pac

See 1

MUST GO TODAY

*lf
lm*

M E M O R A N D U M

June 30, 2000

✓
RECEIVED-FPSC

00 JUN 30 PM 1:49

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (CHRISTENSEN)

RE: DOCKET NO. 991377-TL - INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR VIOLATION OF SERVICE STANDARDS.

RECORDS AND REPORTING
RUE

1190-PCO

Attached is an ORDER GRANTING JOINT MOTION FOR CONTINUANCE OF HEARING, SUSPENDING ALL OTHER CONTROLLING DATES AND SETTING SCHEDULING CONFERENCE, to be issued in the above-referenced docket.

(Number of pages in order - 3)

DWC/jmb/lw
Attachment
cc: Division of Communications
I: 991377p3.pac

lf
lm

STATE OF FLORIDA

Commissioners:
J. TERRY DEASON, CHAIRMAN
E. LEON JACOBS, JR.
LILA A. JABER



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

Public Service Commission

August 10, 2000

Mr. F. B. (Ben) Poag
Director, Regulatory Affairs
Sprint-Florida, Incorporated
P. O. Box 2214, (MC FLTLHO0107)
Tallahassee, Florida 32316-2214

Re: Docket No. 991377-FL Initiation of Show Cause Proceeding

Dear Mr. Poag:

In regard to the settlement proposal filed with the Commission by the Office of Public Counsel and Sprint-Florida, I would like to know the amount of credit and number of customers involved if credit were issued using the "Service Guarantee Objectives and Credits Schedule", as outlined in the settlement, to those customers that actually experienced the late installations and prolonged repair intervals. Please focus on those customers involved during the time frame of the docket (January 1996 through December 1999).

If Sprint does not have data available for this entire period, please submit data for the time frame Sprint does have records.

Please advise by August 15, 2000 as to when we can expect this data. If you have any questions please call me at 850/413-6582.

Sincerely,

A handwritten signature in cursive script that reads "Rick Moses".

Rick Moses
Chief, Service Quality Bureau

cc: Walter D'Haeseleer
Beth Salak

	Service Installation			Repair Restoration		
	Total Requests	Completed w/in 3-Days	%	Total OOS	Cleared w/in 24 Hours	%
Jul-99	24,085	21,896	90.9%	47,980	44,510	92.8%
Aug-99	24,140	21,994	91.1%	50,701	47,734	94.1%
Sep-99	21,393	18,970	88.7%	45,717	40,936	89.5%
Oct-99	24,512	21,691	88.5%	45,555	40,264	88.4%
Nov-99	24,248	19,754	81.5%	42,497	33,579	79.0%
Dec-99	21,412	15,960	74.5%	38,643	35,900	92.9%
Jan-00	26,097	21,269	81.5%	48,946	47,162	96.4%
Feb-00	23,805	20,768	87.2%	44,133	43,344	98.2%
Mar-00	22,782	20,401	89.5%	46,059	45,208	98.2%
Apr-00	22,107	20,024	90.6%	39,640	38,773	97.8%
May-00	21,770	19,985	91.8%	37,761	37,155	98.4%
Jun-00	22,614	20,514	90.7%	55,880	53,820	96.3%

Total 278,965

543,512

Multiply total SO * 6% * \$20 * 2 yrs

Multiply total OOS * 3.6% * \$10 * 2 yrs

\$669,516

\$391,329

Add SO plus OOS plus \$100,000 Lifeline

\$1,160,845

Multiply total SO * 10% * \$20 * 2 yrs

Multiply total OOS * 5% * \$10 * 2 yrs

\$1,115,860

\$543,512

Add SO plus OOS plus \$100,000 Lifeline

\$1,759,372

Sprint, Southern Operations
 Florida Public Service Commission
 Customer Exchange Results

Rule 25.4 Criteria

	Service Installation			Repair Restoration		
	Total Requests	Completed w/in 3-Days	%	Total OOS	Cleared w/in 24 Hours	%
Jan-97	32,712	31,254	95.5%	25,428	23,743	93.4%
Feb-97	31,677	29,832	94.2%	22,045	21,015	95.3%
Mar-97	25,663	24,146	94.1%	23,189	22,490	97.0%
Apr-97	27,633	25,821	93.4%	22,651	22,231	98.1%
May-97	28,023	26,234	93.6%	18,638	18,065	96.9%
Jun-97	28,648	26,837	93.7%	24,274	23,570	97.1%
Jul-97	28,219	26,521	94.0%	31,384	30,313	96.6%
Aug-97	36,028	33,775	93.7%	27,589	26,848	97.3%
Sep-97	29,637	27,827	93.9%	24,969	24,304	97.3%
Oct-97	29,227	27,501	94.1%	25,184	24,645	97.9%
Nov-97	32,186	30,257	94.0%	24,507	23,772	97.0%
Dec-97	28,875	27,114	93.9%	32,989	30,617	92.8%
Jan-98	32,884	31,178	94.8%	33,821	32,026	94.7%
Feb-98	30,157	28,091	93.1%	35,060	33,549	95.7%
Mar-98	27,361	25,383	92.8%	36,344	34,928	96.1%
Apr-98	27,700	25,428	91.8%	29,968	29,378	98.0%
May-98	26,672	24,539	92.0%	28,617	28,003	97.9%
Jun-98	27,297	25,003	91.6%	32,329	31,564	97.6%
Jul-98	27,151	24,708	91.0%	42,257	40,167	95.1%
Aug-98	34,842	31,447	90.3%	44,455	41,127	92.5%
Sep-98	25,655	23,510	91.6%	39,922	37,552	94.1%
Oct-98	29,315	26,786	91.4%	34,314	31,378	91.4%
Nov-98	27,484	25,258	91.9%	32,536	30,053	92.4%
Dec-98	25,437	23,896	93.9%	31,578	30,127	95.4%
Jan-99	31,213	29,031	93.0%	34,803	33,148	95.2%
Feb-99	29,392	27,017	91.9%	29,410	28,868	98.2%
Mar-99	25,098	23,174	92.3%	32,977	32,289	97.9%
Apr-99	24,062	22,125	91.9%	32,605	31,640	97.0%
May-99	27,303	25,399	93.0%	36,047	34,750	96.4%
Jun-99	25,859	23,996	92.8%	49,131	46,159	94.0%
Jul-99	24,085	21,896	90.9%	47,980	44,510	92.8%
Aug-99	24,140	21,994	91.1%	50,701	47,734	94.1%
Sep-99	21,393	18,970	88.7%	45,717	40,936	89.5%
Oct-99	24,512	21,691	88.5%	45,555	40,264	88.4%
Nov-99	24,248	19,754	81.5%	42,497	33,579	79.0%
Dec-99	21,412	15,960	74.5%	38,643	35,900	92.9%
Jan-00	26,097	21,269	81.5%	48,946	47,162	96.4%
Feb-00	23,805	20,768	87.2%	44,133	43,344	98.2%
Mar-00	22,782	20,401	89.5%	46,059	45,208	98.2%
Apr-00	22,107	20,024	90.6%	39,640	38,773	97.8%
May-00	21,770	19,985	91.8%	37,761	37,155	98.4%

Sprint, Southern Operations
Florida Public Service Commission
Customer Exchange Results

Rule 25.4 Criteria

Jun-00	22,614	20,514	90.7%		55,880	53,820	96.3%		
--------	--------	--------	-------	--	--------	--------	-------	--	--



Public Service Commission

State of Florida

-M-E-M-O-R-A-N-D-U-M-

DATE: July 27, 2000
TO: Blanca Bayó, Director, Records and Reporting
FROM: Jane Faurot, Chief, Bureau of Reporting
RE: DOCKET NO. 991376-TL and 991377-TL, HEARING HELD 7-21-00

RE: INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST GTE FLORIDA, INCORPORATED FOR APPARENT VIOLATION OF SERVICE STANDARDS; and
INITIATION OF SHOW CAUSE PROCEEDINGS AGAINST SPRINT-FLORIDA, INCORPORATED FOR VIOLATION OF SERVICE STANDARDS..

DOCUMENT NO. 08999, 7-26-00

The transcript for the above proceedings has been completed and is forwarded for placement in the docket file, including attachments.

Please note that Staff distribution of this transcript was made to:

LEGAL, ECR, CMP, PC

Acknowledged BY:

 _____

JF/pc

PSC/RAR 28 (Rev1/00)

Hong Wang

From: Martha J [marthaj@fcta.com]
Sent: Tuesday, October 31, 2000 3:48 PM
To: Hong Wang
Subject: Change of address

FYI

We have moved, our new address is

246 E. 6th Avenue
Tallahassee, FL 32303

Please change your records accordingly.

Thanks

Martha
681-1990

920260, 960100, 960786,
960846, 960847,
980253, 981444, 981834,
990321, 990455, 990517,
990546, 990649, 990994,
991376, 991377, 991378,
991473, 991930, 000028,
000075, 000121, 000399
000604, 000636, 000649,
001332

Done 11/02/00

RAR Official Filing:

12/20/00***1:35 PM*****Matilda Sanders*****1**

Matilda Sanders

2462 PAA
15pp

From: Lysa White
Sent: Wednesday, December 20, 2000 1:35 PM
To: RAR - Orders-Notices
Cc: Susan Howard; Tim Vaccaro; Patty Christensen; Diana Caldwell
Subject: order in DN 991377-TL

The order saved in WP9 as i:\991377or.pac has been electronically submitted to Records.

1:36

2f
1m

RAK Official Filing:

1/12/01*****11:34 AM*****Matilda Sanders*****1

Matilda Sanders

00-2462-PAA

From: Lysa White
Sent: Friday, January 12, 2001 11:13 AM
To: RAR - Orders-Notices
Cc: Della Fordham
Subject: Order in DN 991377-TL

The order created in WP9 and saved as i:\991377ao.pac has been filed electronically with Records. Since the order has attachments, a hard copy will follow.

attach's not online

RECEIVED-FPSC
JAN 12 PM 1:32
RECORDS AND REPORTING

RECEIVED-FPSC
01 JAN 12 PM 3:21
RECORDS AND REPORTING
cc

S

3m

RAR Official Filing:

1/25/01***2:15 PM*****Matilda Sanders*****1**

Matilda Sanders

CD 0239

From: Lysa White
Sent: Thursday, January 25, 2001 2:12 PM
To: RAR - Orders-Notices
Cc: Della Fordham
Subject: Order in DN 991377-TL

2

The order saved in WP9 as i:\991377co.pac has been filed electronically with Records.

S

2f
lm

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF THE COMMISSION CLERK
AND ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770

Public Service Commission

October 30, 2001

Charles J. Rehwinkel, Esquire
Sprint
Post Office Box 2214
Tallahassee, Florida 32316-2214

Re: Return of Confidential Document to the Source, Docket No. 991377-TL

Dear Mr. Rehwinkel:

Commission staff have advised that confidential Document No. 05810-00 filed on behalf of Sprint-Florida, Incorporated can be returned to the source. The document is enclosed.

Please do not hesitate to contact me if you have any questions concerning return of this material.

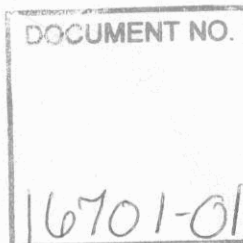
Sincerely,

A handwritten signature in black ink, appearing to read "Kay Flynn".

Kay Flynn, Chief
Bureau of Records and Hearing Services

Enclosure

cc: Patty Christensen, Division of Legal Services
Beth Keating, Division of Legal Services
Elton Howell, Division of Competitive Services



SIGNED FOR BY

A handwritten signature in black ink, appearing to read "Teresa Harl".

DATE

11-7-01

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us