

EXHIBIT NO. _____

DOCKET NO.: 990649B-TP

WITNESS: Confidential Verizon-Stip - 1

PARTY: Verizon

DESCRIPTION:

1. DN 15935-01: Response to Staff's 1st Request for Production of Documents Item 3
2. DN 02291-02: Response to ALEC Coalition's 1st Request for Production of Documents Items 3, 6, 13, and 14; and Verizon Response to ALEC Coalition's 1st Set of Interrogatories Item 43 (RPD 13 on 2 CDS)
3. DN 04134-02: Response to Staff's 7th Request for Production of Documents Items 73, 78, and 92 (Response on Disk/CD)
4. DN 00582-02: Response to Staff's 2nd Set of Interrogatories Item 59; and Response to Staff's 2nd Request for Production of Documents Item 27 (RPD 27 on Disk/CD)
5. ✓ DN 02595-02: Response to Staff's 5th Set of Interrogatories Items 65 & 67 (67 on CD)
6. DN 04448-02: Supplemental Response to Staff's 8th Set of Interrogatories Items 242(b) and 274(b) (Response on Disk/CD)
7. DN 04451-02: Supplemental Response to ALEC Coalition's 1st Set of Interrogatories Item 32 (Response on CD)

PROFFERING PARTY: STAFF

I.D. #CONF-Verizon-Stip-1

CONFIDENTIAL
DECLASSIFIED

Rev 3/16/07 (entire document)

FLORIDA PUBLIC SERVICE COMMISSION
 DOCKET NO. 990649B-TP EXHIBIT NO. 21
 COMPANY/ FPSC Staff
 WITNESS: _____
 DATE: 4-29-02 4-30-02

DOCUMENT NUMBER DATE

05162 MAY 14 2002

FPSC-COMMISSION CLERK

GTE
 Florida Carrier Access NRC Study
 Base Productive Hours (BPO)

990649B-TP

	TEAM B	TEAM E	TEAM A	TEAM C	TEAM D	TOTAL SC BPO HOURS	MANUAL ORDER INPUT	TOTAL LESS MANUAL	QUALITY TEAM
	A ¹	B ¹	C ¹	D ¹	E ¹	F = Sum (A..E)	G ²	H = F - G	I ¹
SPECIALS	2,398	2,681	7,853	3,312	3,689	19,933	2,299	17,634	1,377
SWITCHED	3,199	1,509	2,822	1,104	7,211	15,845	894	14,951	446

	CO-ORDINATORS	SR. ADMIN	UNGUIDED
TOTAL	2,240	1,920	1,556
	MOG 256	PROJ 960	
	ESC 1600	SC 960	
	SC 384		

Note 1: Productive hours are obtained from summary reports provided by GTE Resource Management

Note 2: The manual BPO hours were calculated by multiplying the 0.56 extra hours to process a manual order times the manual order volume from Support 3.1 and 4.2.

Note 3: Each "Team" represents a group within GTE that serves a particular IC or group of ICs. GTE applied labels A through D to prevent the release of this competitive data.

02595

CONFIDENTIAL

This confidentiality request was filed by or for a "telco" for DN 02595-02. No ruling is required unless the material is subject to a request per 119.07, FS, or is admitted in the record per Rule 25-22.006(8)(b), FAC.

2647
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DOCUMENT NUMBER-DATE

02595 MAR-68

Support - 2.0

EPSC-COMMISSION CLERK

	NCC TEAM			SPRINT TEAM			ATT TEAM			MCI TEAM			OCC TEAM			QUALITY TEAM			COORDINATORS			SR. ADMIN			UNGUIDED								
	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS			
NCC																																	
SPECIALS	1356	1016	2372	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SWITCHED	1455	1698	3153	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SPRINT																																	
SPECIALS	0	0	0	1358	1323	2681	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SWITCHED	0	46	46	826	883	1508.8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ATT																																	
SPECIALS	0	26	26	0	0	0	3893	3960	7853	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SWITCHED	0	0	0	0	0	0	1382	1440	2822	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MCI																																	
SPECIALS	0	0	0	0	0	0	0	0	0	1692	1620	3312	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SWITCHED	0	0	0	0	0	0	0	0	0	564	540	1104	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OCC																																	
SPECIALS	0	0	0	0	0	0	0	0	0	0	0	0	1902	1787	3689	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SWITCHED	0	0	0	0	0	0	0	0	0	0	0	0	3541	3670	7211	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
QUALITY																																	
SPECIALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	684	693	1377	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SWITCHED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	210	236	446	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
COORD																																	
SPECIALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1120	1120	2240	960	960	1920	0	0	0	0	0	0	0	0	0
SWITCHED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SR. ADMIN																																	
SPECIALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SWITCHED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UNGUIDED																																	
SWITCHED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	778	778	1556			
TOTALS																																	
	NCC TEAM			SPRINT TEAM			ATT TEAM			MCI TEAM			OCC TEAM			QUALITY TEAM			COORDINATORS			SR. ADMIN			UNGUIDED								
	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS			
SPECIALS	1356	1042	2398	1358	1323	2681	3893	3960	7853	1692	1620	3312	1902	1787	3689	684	693	1377	1120	1120	2240	960	960	1920	0	0	0	0	0	0			
SWITCHED	1455	1744	3199	826	883	1508.8	1382	1440	2822	564	540	1104	3541	3670	7211	210	236	446	0	0	0	0	0	0	0	0	0	778	778	1556			

Note 1: Productive hours are obtained from summary reports provided by GTE Resource Management

Note 2: Service Consultants are loaned between groups depending upon the work load. This is captured above by the times under different work groups.

Note 3: The time period studied (Jan and Feb) had an abnormally high overtime rate compared to historical average and expected future rates. Therefore, overtime was capped at the 12% historical average.

MOG 256 PROJ 960
 ESC 1600 SC 960
 SC 384

NRC COST STUDY INFORMATION REQUEST

APC

State: Florida

APC WORK CENTER AND LOCATION	JOB TITLE	JOB DUTIES	TOTAL PRODUCTIVE HOURS
APC-LAKELAND	Assignment Clerk	Select Assignment	6362.65
APC-LAKELAND	Admin Support Clerk	Administration	286.47
APC-TAMPA	Assignment Clerk	Select Assignment	9064.51
APC-TAMPA/LAKELAND	Complex Line Assignor	SPAG Assignment	7821.14
APC-TAMPA	Complex Line Assignor	Open Market Transition Coord	1825.95
APC-TAMPA	Admin Support Clerk	Administration	237.18
APC-CLEARWATER	Assignment Clerk	Select Assignment	17432.47
APC-CLEARWATER	Customer Inquiry Advocate	Pending Order Inquiry	6349.12
APC-CLEARWATER	Complex Line Assignor	SPAG Assignment	8400.76
APC-TAMPA	Admin Support Clerk	Administration	670.42
APC-BRADENTON	Assignment Clerk	Select Assignment	4301.92

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**NRC COST STUDY INFORMATION REQUEST
BRPC and OUTSIDE PLANT (OSP)**

State: Florida

BRPC and OSP	JOB TITLE	JOB DUTIES	TOTAL PRODUCTIVE HOURS
BRPC-FLORIDA	Facility Clerk	Administration-Non Message	5,012.56
BRPC-FLORIDA	Facility Clerk	Administration-Message	716.08
BRPC-FLORIDA	Facility Clerk	SOE-Non Message	2,577.25
BRPC-FLORIDA	Facility Clerk	SOE-Message	604.55
BRPC-FLORIDA	Desgin Tech	SOE-Non Message	548.20
BRPC-FLORIDA	Desgin Tech	SOE-Message	128.60
BRPC-FLORIDA	Facility Clerk	Circuit Design-DS0	562.95
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-DS0	276.55
BRPC-FLORIDA	Design Technician	Circuit Design-DS0	4,964.53
BRPC-FLORIDA	Business Response Specialist	Circuit Design-DS0	138.78
BRPC-FLORIDA	Facility Clerk	Circuit Design-HiCaps	463.63
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-HiCaps	201.66
BRPC-FLORIDA	Design Technician	Circuit Design-HiCaps	4,582.66
BRPC-FLORIDA	Business Response Specialist	Circuit Design-HiCaps	101.20
BRPC-FLORIDA	Facility Clerk	Circuit Design-Message	15.03
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-Message	14.38
BRPC-FLORIDA	Design Technician	Circuit Design-Message	2,466.00
BRPC-FLORIDA	Business Response Specialist	Circuit Design-Message	7.21
BRPC-FLORIDA	Facility Clerk	Hi-Cap Prework	1,272.00
BRPC-FLORIDA	Assignor	Hi-Cap Prework	2,172.00
BPRC-IN	DBM	Switch Updates	2,678.00
OSP - FLORIDA	Level 5	Cable Splicer	13,155.00
OSP - FLORIDA	Construction Splicer - Access Design	Cable Splicer	1,440.00
OSP - FLORIDA	Level 5	Cable Splicer	12,300.00
OSP - FLORIDA	Construction Splicer - Access Design	Cable Splicer	3,600.00
OSP - FLORIDA	Level 5	Cable Splicer	12,570.00