

990649B

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

	TEAM B	TEAM E	TEAM A	TEAM C	TEAM D	TOTAL SC BPO HOURS	MANUAL ORDER INPUT	TOTAL LESS MANUAL.	QUALITY TEAM
	A <sup>1</sup>	B <sup>1</sup>	C <sup>1</sup>	D <sup>1</sup>	E <sup>1</sup>	F = Sum (A..E)	G <sup>2</sup>	H = F - G	I <sup>1</sup>
<b>SPECIALS SWITCHED</b>									

	CO-ORDINATORS	SR. ADMIN	UNGUIDED
<b>TOTAL</b>			

MOG  
ESC  
SC

PROJ  
SC

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.

**REDACTED**

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DOCUMENT NUMBER-DATE

02596 MAR -68

FPSC-COMMISSION CLERK

Support - 2.0

GTE

Florida Carrier Access NRC Study

Base Productive Hours (BPO)

NCC SPECIALS SWITCHED	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
SPRINT SPECIALS SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS
ATT SPECIALS SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS
MCI SPECIALS SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS
OCC SPECIALS SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS
QUALITY SPECIALS SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS
COORD SPECIALS SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS
SR. ADMIN SPECIALS SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS
UNGUIDED SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS
TOTALS	NCC TEAM		SPRINT TEAM		ATT TEAM		MCI TEAM		OCC TEAM		QUALITY TEAM		COORDINATORS		SR. ADMIN		UNGUIDED	
SPECIALS SWITCHED	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS

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REDACTED

**NRC COST STUDY INFORMATION REQUEST  
APC**

State: Florida

<b>APC WORK CENTER AND LOCATION</b>	<b>JOB TITLE</b>	<b>JOB DUTIES</b>	<b>TOTAL PRODUCTIVE HOURS</b>
APC-LAKELAND	Assignment Clerk	Select Assignment	
APC-LAKELAND	Admin Support Clerk	Administration	
APC-TAMPA	Assignment Clerk	Select Assignment	
APC-TAMPA/LAKELAND	Complex Line Assignor	SPAG Assignment	
APC-TAMPA	Complex Line Assignor	Open Market Transition Coord	
APC-TAMPA	Admin Support Clerk	Administration	
APC-CLEARWATER	Assignment Clerk	Select Assignment	
APC-CLEARWATER	Customer Inquiry Advocate	Pending Order Inquiry	
APC-CLEARWATER	Complex Line Assignor	SPAG Assignment	
APC-TAMPA	Admin Support Clerk	Administration	
APC-BRADENTON	Assignment Clerk	Select Assignment	

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**REDACTED**

**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	
BRPC-FLORIDA	Facility Clerk	Administration-Message	
BRPC-FLORIDA	Facility Clerk	SOE-Non Message	
BRPC-FLORIDA	Facility Clerk	SOE-Message	
BRPC-FLORIDA	Desgin Tech	SOE-Non Message	
BRPC-FLORIDA	Desgin Tech	SOE-Message	
BRPC-FLORIDA	Facility Clerk	Circuit Design-DS0	
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-DS0	
BRPC-FLORIDA	Design Technician	Circuit Design-DS0	
BRPC-FLORIDA	Business Response Specialist	Circuit Design-DS0	
BRPC-FLORIDA	Facility Clerk	Circuit Design-HiCaps	
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-HiCaps	
BRPC-FLORIDA	Design Technician	Circuit Design-HiCaps	
BRPC-FLORIDA	Business Response Specialist	Circuit Design-HiCaps	
BRPC-FLORIDA	Facility Clerk	Circuit Design-Message	
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-Message	
BRPC-FLORIDA	Design Technician	Circuit Design-Message	
BRPC-FLORIDA	Business Response Specialist	Circuit Design-Message	
BRPC-FLORIDA	Facility Clerk	Hi-Cap Prework	
BRPC-FLORIDA	Assignor	Hi-Cap Prework	
BPRC-IN	DBM	Switch Updates	
OSP - FLORIDA	Level 5	Cable Splicer	
OSP - FLORIDA	Construction Splicer - Access Design	Cable Splicer	
OSP - FLORIDA	Level 5	Cable Splicer	
OSP - FLORIDA	Construction Splicer - Access Design	Cable Splicer	
OSP - FLORIDA	Level 5	Cable Splicer	