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**Florida Public Service Commission**

DIVISION OF COMPETITIVE SERVICES

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NOV 16 11 41 AM '02

**Budget Phone, Inc.**  
**Florida Service Quality Objectives**  
**October 2002**

NOV 13 2002

*Operator "O" answering time  $\geq$  90% within 10 seconds or an EAA in seconds.*

**Not Applicable** – Budget Phone uses CCR's (Customized Code Restrictions) that are intended to block ALL operator calls.

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*Directory assistance answering time  $\geq$  85% within 10 seconds or an EAA in seconds.*

**Not Applicable** – Budget Phone uses CCR's (Customized Code Restrictions) that are intended to restrict ALL directory asst. calls.

*Business office answering time  $\geq$  90% within 20 seconds or an EAA in seconds.*

When a customer calls Budget Phone, the caller selects from a menu of options provided by the call management system. Once an option is selected, the call is routed to the appropriate split and is held in that splits queue as an Automated Call Distribution (ACD) call. The call management system generates a BCMS split summary report that monitors call information including the number of ACD calls and the average speed in which the calls are answered. Time for all ACD calls is totaled and then divided by the number of ACD calls handled. The resulting figure is the average speed of answering for each call. In the month of October, Budget Phone received 72280 ACD calls with an average speed of answering of 1:40 seconds per call. Currently, Budget Phones acceptable average speed of answering is 60 seconds (calculated from the time the call is answered by the auto attendant until the customer is connected to a "live" representative). Information is polled on a daily basis and can be calculated for the individual splits or for all splits combined.

*Repair service answering time  $\geq$  90% within 20 seconds or an EAA in seconds.*

Business Office answering time and Repair service answering time are determined to be one in the same.

Repair calls are entered on site into the ILEC's trouble reporting interface or reported directly to the ILEC and tracked in Budget Phones CAMS database. All aspects of the handling of the trouble report are managed through the ILEC including the initial line check, the actual dispatch request, and the trouble close out reports. Trouble reporting percentages are calculated as follows.

*Initial customer trouble reports 4.75 or less per 100 access lines.*

The percentage of initial trouble reports per 100 access lines is defined as the total number of initial trouble reports divided by the total number of access lines.

For October, initial trouble reports totaling 163 were divided by the 2653 total access lines for a percentage of 6.14 trouble reports per 100 access lines.

*Repeat reports 1.0 reports or less per 100 access lines.*

A repeat trouble is defined as the reporting of the same trouble on a service number within a 30-day period of time. The percentage of repeat reports per 100 access lines is defined as the total number of repeat trouble reports divided by the total number of access lines. For October, 2653 total access lines divide 31 repeat trouble reports for a total of 1.17 repeat trouble reports per 100 access lines.

*Out-of-service troubles cleared within 24 hours 95% or more.*

The length of an Out-Of-Service (OOS) trouble ticket is defined and measured by comparing the open and close date of the trouble. The subsequent report details the percentage of OOS troubles that cleared in 24 hours or less. In October, there were 118 OOS reports issued by Budget Phone. Of those, 104 cleared within 24 hours or 88.14%.

***Regular service orders worked within five working days 90% or more.***

**While meeting the reporting requirements as mandated by the various State commissions, it is important to point out that Budget Phone is a reseller only. Order completion intervals are controlled by the ILEC.**

**A Regular Service order is defined as a combination of the following orders; New Service orders, Conversions, Reconnects, Restores, Transfers, Feature Changes, and Name and Number Change orders. The completion time of a regular service order is tracked by comparing the service order accept date to the service order completion date. The percentage is calculated by dividing the number of regular service orders completed within 7 days (5 working days) by the total number of regular service orders issued. In October 560 service orders completed within 7 days (5 working days). This figure is divided by the total number of service orders issued in October of 601 for a 7 day (5 working days) or less completion percentage of 93.18%.**

***New service installation appointments not met for Company reasons 5% or less.***

**A new service installation appointment not met for company reasons is defined as an order still in pending facilities status by the close of the reported month. A new service installation is defined as the total number of new service orders, conversions and reconnects for the reported month.**

**The percentage is calculated by dividing the number of pending facilities orders by the total number of new service installation orders. In October 2002, pending facilities orders totaling 2 are divided by 504 new service installation orders for a "not met" percentage of 0.004%.**

***New service held orders not completed within thirty days 0.1% or less of all access lines.***

**New service held orders and new service installation appointments not met for Co. reasons have been determined to be one in the same with no differences used to define either.**

**The number of held orders not completed within 30 days is determined by measuring the length of time an order has been in pending facilities status in Budget Phone's CAMS database. All open pending facilities orders that have not completed within 30 days qualify. This percentage is calculated by dividing the number of new service orders still open thirty days after their accepted date by the total number of access lines. In October 2653 total access lines is divided into the total number of 0 held order for a held order percentage of 0.000%.**