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February 28, 2003
Mr. Rick Moses, Chief
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32301-1556

undocketed

Re: Inquiry on Average Speed of Answer (CATS 505554T Oliver Parsons)

The following provides information requested by your letter of January 29, 2003, regarding the customer inquiry (CATS 505554T – Oliver Parsons). Specifically, you requested that BellSouth provide detailed data about business office access and hold periods for December, 2002.

As background, on December 2, 2002 our Sales and Support gate converted to Regional Call Routing. We experienced high dial failure rates during the first week of December. The Florida Public Service Commission Test Call report for December, provided by BellSouth, included information regarding the release link failures that we experienced, which kept customers on hold for extended periods of time during the first week of that month.

The following provides the information that you requested:

Average Speed of Answer – Consumer Business Office

Monthly Cumulative

December 2002	January 2003

December Daily Results

Attached to this letter is a chart that displays the daily Average Speed of Answer results for the BellSouth Consumer Business Office for each day during the month of December, 2002.

DOCUMENT NUMBER - DATE

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Average Hold Time

Average daily hold time is the same data element as Average Speed of Answer for reporting purposes.

Customer Call-Back

We are unable to obtain a list of account numbers for customers who left a Call-Back number. That data is in the database but there is no reporting tool at this time. We can query the database for a specific number, for investigative purposes, when we get a specific customer complaint such as this.

We ran a query in our Customer Call-Back database, and the number for this customer was not in our database for December 3rd or December 5th (the days the customer indicated that he called).

We checked the customer's account for additional contact numbers or notes, and we did not find any information regarding Call-Back.

Average Speed of Answer Results

During the 4th quarter of 2002, BellSouth made major changes in how customer calls are routed: instead of routing calls to geographic locations, calls are now routed to the next available representative in the BellSouth region. Calls to the business office are answered by any of BellSouth business offices, whether or not the office is located in Florida. Ultimately, this approach should lead to greater efficiencies for both the Company and the customer. Because of the change in operations, initially we experienced longer than expected hold times, some trunking problems, and a larger than expected loss of service representatives. We are working on overcoming these problems as quickly as possible. As demonstrated by the comparison of December hold times versus February hold times, there is improvement. We are still hiring and training new service representatives, and it will take several months to satisfy the job vacancies.

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The following chart contains the Average Speed of Answer results on the days that the customer called, and results for the same days in the month of February (first Tuesday and Thursday of the month).

ASA Tuesday December 3, 2002	ASA Thursday December 5, 2002	ASA Tuesday February 4, 2003	ASA Thursday February 6, 2003

Customer Call-Back Results

Date	Call-Back Option Offered to Customer	Call-Back Option Accepted by Customers	Call-Back Customers Reached	Call-Back Answering Machine Reached	Call-Back NO ANSWER after 3 Attempts
Tuesday December 3, 2002					
Thursday December 5, 2002					
Tuesday February 4, 2003					
Thursday February 6, 2003					

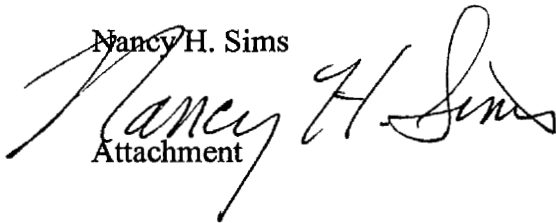
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CATS 505554T
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If you have any questions regarding the information provided, feel free to call me at
(850)222-1201.

Yours truly,

Nancy H. Sims



Attachment

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December 2002 Daily Average Speed of Answer Results
 BellSouth Consumer Business Office

BellSouth Consumer Combined Gates		
	DEC	ASA
Mon	2	
Tue	3	
Wed	4	
Thu	5	
Fri	6	
Sat	7	
Sun	8	
Mon	9	
Tue	10	
Wed	11	
Thu	12	
Fri	13	
Sat	14	
Sun	15	
Mon	16	
Tue	17	
Wed	18	
Thu	19	
Fri	20	
Sat	21	
Sun	22	
Mon	23	
Tue	24	
Wed	25	
Thu	26	
Fri	27	
Sat	28	
Sun	29	
Mon	30	
Tue	31	
Monthly Cumulative		

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