

State of Florida



# Public Service Commission

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

---

**DATE:** November 21, 2003  
**TO:** All Parties of Record  
**FROM:** Linda Dodson, Senior Attorney, Office of the General Counsel  
**RE:** Docket 000121A---Service Quality Measurement Report Structure Changes.

---

Commencing on Wednesday, November 26, 2003, Commission staff will conduct weekly conference calls to discuss staff's analysis and validation of BellSouth's changes to the Service Quality Measurement (SQM) report structure, known as Single Report Structure (SRS). The conference calls will be conducted every Wednesday through December 31, 2003, at the following time and bridge number:

10:00 a.m.  
850-245-5725

DOCUMENT NUMBER-DATE

11802 NOV 21 8

FPSC-COMMISSION CLERK