

Lisa Harvey
Records

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FL PSC Tier II
for Docket 000121-TP
for November, 2003

0416

ORIGINAL

Percent Flow-Through Service Requests (Summary) -- Total Business	\$ 1,400.00		
Percent Flow-Through Service Requests (Summary) -- Total LNP	\$ 1,400.00		
Percent Flow-Through Service Requests (Summary) -- Total Residence	\$ 1,400.00		
Percent Flow-Through Service Request (Summary) -UNE Other	\$ 1,400.00		
Percent Missed Installation Appointments (Dispatch < 10) -- EELs	\$ 10,400.00		
Percent Missed Installation Appointments (Dispatch < 10) -- UNE Digital Loop DS1	\$ 10,400.00		
Percent Missed Repair Appointments Dispatch -- 2 w Analog Loop Non-Design	\$ 10,400.00		
Percent Provisioning Troubles w/in 30 Days of Service Order Completion (Non Dispatch < 10) -- 2W Analog Loop Non Design	\$ 10,400.00		
Percent Response Received [in X seconds] -- LENS ATLAS	\$ 250.00		
Percent Response Received [in X seconds] -- LENS CRIS-CRECSRL	\$ 250.00		
Percent Response Received [in X seconds] -- TAG ATLAS	\$ 250.00		
Percent Response Received [in X seconds] -- TAG CRIS-TAG-CSR	\$ 250.00		
Percent Response Received [in X seconds] -- TAG PSIMS/ORB**	\$ 250.00		
Percent of Software Errors Corrected in X (10, 30, 45) Business Days	\$ 1,000.00		
Reject Interval (Partially Mechanized) -- LNP Standalone	\$ 700.00		
Reject Interval (Partially Mechanized) -- Line Sharing	\$ 700.00		
Reject Interval (Partially Mechanized) -- 2W Analog Loop Design	\$ 700.00		
Reject Interval (Partially Mechanized) -- 2W Analog Loop w/LNP Non Design	\$ 700.00		
Reject Interval (Partially Mechanized) -- 2W Analog Loop Non Design	\$ 700.00		
Reject Interval -- Local Interconnection Trunks	\$ 700.00		
Response Interval -- DLR	\$ 250.00		
Response Interval -- LMOSupd	\$ 250.00		
Response Interval -- NIW	\$ 250.00		
	\$ 249,300.00	\$ 1,250.00	\$ 250,550.00

000121A
 CH# 2-07076514/6
 CH \$ 250550.00
 1-16-04
 RT

DOCUMENT NUMBER DATE
 00739 JAN 20 3
 FPSC-COMMISSION CLERK

FL PSC Tier II
for Docket 000121-TP
for November, 2003

Submetric	Remedy Amount	Previous Month's Adjustment	Total Paid
Customer Trouble Report Rate -- Resale Business	\$ 3,550.00		
Customer Trouble Report Rate -- Resale PBX	\$ 3,550.00		
Customer Trouble Report Rate -- Resale Residence	\$ 3,550.00		
Customer Trouble Report Rate -- UNE Combo Other	\$ 10,400.00		
Customer Trouble Report Rate -- UNE Digital Loop DS1	\$ 10,400.00		
Customer Trouble Report Rate -- UNE ISDN (includes UDC)	\$ 10,400.00		
Customer Trouble Report Rate -- UNE xDSL (ADSL-HDSL-UCL)	\$ 10,400.00		
FOC & Reject Completeness (Fully Mechanized) -- UNE ISDN	\$ 700.00		
FOC & Reject Completeness (Fully Mechanized) -- UNE xDSL (ADSL-HDSL-UCL)	\$ 700.00		
FOC & Reject Completeness (Non- Mechanized) -- INP Standalone	\$ 700.00		
FOC & Reject Completeness (Partially Mechanized) -- EELs	\$ 700.00		
FOC & Reject Completeness (Partially Mechanized) -- UNE ISDN	\$ 700.00		
Firm Order Confirmation Timeliness (Fully Mechanized) -- EELs	\$ 700.00		
Firm Order Confirmation Timeliness (Fully Mechanized) -- UNE Digital Loop DS1	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- Resale Business	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- LNP Standalone	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- Line Sharing	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- Resale Residence	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- UNE Digital Loop DS1	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- UNE ISDN	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- 2W Analog Loop w/LNP Design	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- 2W Analog Loop w/LNP Non Design	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- UNE Other Non Design	\$ 700.00		
Firm Order Confirmation Timeliness (Partially Mechanized) -- UNE xDSL (ADSL-HDSL-UCL)	\$ 700.00		
LNP ADTI and Disconnect Timeliness Interval Distribution - Non-Trigger	\$ 5,950.00		
Maintenance Average Duration Non Dispatch -- UNE Line Sharing	\$ 10,400.00		
Maintenance Average Duration Non Dispatch -- UNE ISDN (includes UDC)	\$ 10,400.00		
Maintenance Average Duration Non Dispatch -- UNE xDSL (ADSL-HDSL-UCL)	\$ 10,400.00		
Order Completion Interval Distribution (Dispatch < 10) -- UNE Combo Other	\$ 10,400.00		
Order Completion Interval Distribution (Dispatch < 10) -- 2W Analog Loop Design	\$ 10,400.00		
Order Completion Interval Distribution (Dispatch < 10) -- 2W Analog Loop w/LNP Design	\$ 10,400.00		
Order Completion Interval Distribution (Dispatch < 10) -- 2W Analog Loop w/LNP Non Design	\$ 10,400.00		
Order Completion Interval (Dispatch < 10) -- UNE UDC/IDSL	\$ 10,400.00		
Order Completion Interval Distribution (Non Dispatch < 10) -- 2W Analog Loop Design	\$ 10,400.00		
Order Completion Interval Distribution (Non Dispatch < 10) -- 2W Analog Loop w/LNP Design	\$ 10,400.00		
Order Completion Interval Distribution (Non Dispatch < 10) -- 2W Analog Loop w/LNP Non Design	\$ 10,400.00		
Order Completion Interval Distribution (Non Dispatch < 10) -- 2W Analog Loop Non Design	\$ 10,400.00		

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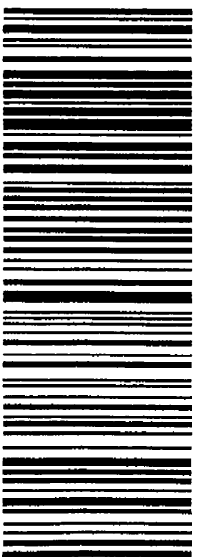
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