

BellSouth Telecommunications, Inc  
Undocketed Matter  
Information on Extended Calling Service  
FPSC Data Request  
March 31, 2004  
Item No. 3  
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REQUEST: Provide the amount of annual revenue received by your company from residential ECS calls for the years 1999 through 2003.

RESPONSE: The requested data are not available for 1999. The monthly billed revenues, aggregated for each of the years 2000-2003, are:

1999	No Data Available
2000	[REDACTED]
2001	[REDACTED]
2002	[REDACTED]
2003	[REDACTED]

AUS \_\_\_\_\_  
CAF \_\_\_\_\_  
CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
MMS \_\_\_\_\_  
SEC   I    
OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

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REQUEST: How many ECS calls does an average Florida residential customer of your company make monthly?

RESPONSE: The average number of calls for all residential customers is [REDACTED]. The average number of calls for residential customers making ECS calls is [REDACTED].

BellSouth performed an analysis of ECS usage based on December 2003 customer billing. All of the data related to ECS usage provided in these data requests are based upon this analysis.

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**REQUEST:** Provide the number and percent of your Florida residential customers that make five or more ECS calls per month.

**RESPONSE:** [REDACTED] residential accounts [REDACTED] made 5 or more ECS calls in the study period.



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**REQUEST:** What would be the annual revenue impact of providing a free allowance of five ECS calls per month to your residential customers in Florida?

**RESPONSE:** A free allowance of 5 ECS calls per residential account would have an annual revenue impact of [REDACTED]

**REQUEST:** Provide the amount of annual revenue received by your company from business ECS calls for the years 1999 through 2003.

**RESPONSE:** The requested data are not available for 1999. The monthly billed revenues, aggregated for each of the years 2000-2003, are:

1999	No Data Available
2000	
2001	
2002	
2003	

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REQUEST: How many ECS calls does an average Florida business customer of your company make monthly?

RESPONSE: The average number of calls for all business customers is [REDACTED]  
The average number of calls for business customers making ECS calls is [REDACTED]

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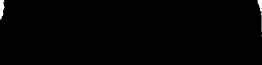


**REQUEST:** Provide the number and percent of your Florida business customers that make five or more ECS calls per month.

**RESPONSE:** [REDACTED] business accounts [REDACTED] made 5 or more ECS calls in the study period.

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**REQUEST:** Provide the total number of residential ECS calls made over each of the last five years.

**RESPONSE:** The requested data are not available for 1999. The total number of residential ECS calls for each of the years 2000-2003, is:


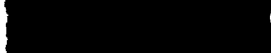
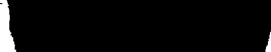

1999	No Data Available
2000	
2001	
2002	
2003	



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**REQUEST:** Provide the total number of business ECS calls made over each of the last five years.


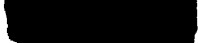
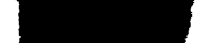


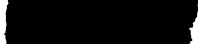
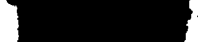

**RESPONSE:** The requested data are not available for 1999. The total number of business ECS calls for each of the years 2000-2003, is:

1999	No Data Available
2000	
2001	
2002	
2003	

REQUEST: Does your company capture the durations of ECS calls? If so, please answer the following:

- a) What was the average duration of ECS calls for residential customers over each of the last five years?
- b) What was the average duration of ECS calls for business customers over each of the last five years?


RESPONSE: Yes. The requested data are not available for 1999. The average duration of ECS calls for each of the years 2000-2003, is:

- a) Residential Customers
  - 1999 No Data Available
  - 2000 
  - 2001 
  - 2002 
  - 2003 
- b) Business Customers
  - 1999 No Data Available
  - 2000 
  - 2001 
  - 2002 
  - 2003 

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**REQUEST:** Provide the average business bill (including long distance) for all customers for each of the last five years.

**RESPONSE:** The requested data are not available for 1999-2001. The average business monthly revenues are:

1999	No Data Available
2000	No Data Available
2001	No Data Available
2002	
2003	