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June 4, 2008 – **VIA OVERNIGHT MAIL**

Ann Cole, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

080000

Re: Service Quality Data Request – April 22, 2008

Dear Ms. Cole:

Attached are Verizon Florida LLC's responses to the above-referenced Staff Data Request. Please note that Verizon considers the documents submitted in the attached envelope to be proprietary and confidential business information and requests that they be treated confidentially pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006, Florida Administrative Code. Also enclosed are two redacted copies of the confidential documents.

If there are any questions regarding this matter, please call me at (678) 259-1449.

Sincerely,

Dulaney L. O'Roark III

cc: tas

Attachments

c: Beth Salak (w/a)

cc: [unclear]
cc: [unclear]
cc: [unclear]
cc: [unclear]
cc: [unclear]

cc: 1 copy
records

This claim of confidentiality was filed by or on behalf of a "telco" for Confidential DN 04801-08. The document is in locked storage pending advice on handling. To access the material, your name must be on the CASR. If undocketed, your division director must provide written permission before you can access it.

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**Verizon Florida LLC's Responses to
Commission Staff's Data Request Dated April 22, 2008**

1. Please provide monthly Florida management reports for the past 12 months which capture performance measures for the following areas:
 - a. Incoming call centers
 - b. Provisioning
 - c. Maintenance and Repair Centers

RESPONSE:

- a. Please see the confidential schedules submitted in response to Request No. 1a (**VZ 1 - VZ 6**) that reflect the incoming calls to the Florida Consumer Sales Solutions Center, which handles consumer inquiries relating to telephone, broadband and television services, and the Florida Business Sales Center, which handles business customer inquiries concerning telephone and broadband services. Verizon is not able to separate calls relating to telephone service and other services accurately. Verizon has included with the schedules a glossary of acronyms for the Commission's convenience. Please note that the schedules provide year-to-date information, which includes all data provided during the year for these management reports.
 - b. Please see the confidential schedules submitted in response to Request Nos. 1b and 1c (**VZ 7 – VZ 18**) relating to provisioning.
 - c. Please see the confidential schedules submitted in response to Request Nos. 1b and 1c (**VZ 19 – VZ 22**) relating to the Southeast Verizon Repair and Resolution Center, which handles most Florida telephone service repair calls, as well as telephone service repair calls from certain other parts of the country. Please note that the schedules provide year-to-date information, which includes all data provided during the year for these management reports.
2. Please provide monthly Florida management reports reflecting staffing levels for the past 12 months for the following areas:
 - a. Incoming call centers, by Center
 - b. Provisioning function, by Division
 - c. Maintenance and Repair Centers, by Division

RESPONSE:

- a. Please see the confidential schedules submitted in response to Request Nos. 2a, b and c (**VZ 23**). Please note that the schedules provide year-to-

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date information, which includes all data provided during the year for these management reports.

- b. Please see the confidential schedules submitted in response to Request Nos. 2a, b and c (VZ 23).
 - c. Please see the confidential schedules submitted in response to Request Nos. 2a, b and c (VZ 23).
3. Please provide the monthly number of customer orders received by product and by division for the past 12 months.

RESPONSE:

Please see the confidential computer disc submitted in response to Request No. 3 (VZ 24).

4. Please provide monthly Florida management reports identifying the number of consumer complaints received by Verizon from end-users, by Division and category, for the past 12 months.

RESPONSE:

Please see the confidential schedule submitted in response to Request No. 4 (VZ 25). Please note that the schedules provide year-to-date information, which includes all data provided during the year for these management reports.

5. Please provide monthly management reports reflecting Verizon's Incoming Call Center goals, performance targets and results for the past 12 months.

RESPONSE:

Please see the confidential computer disc submitted in response to Request No. 5 (VZ 26), which includes schedules and an explanation of the terms used in them.

6. a) Please provide a written description of all current Florida sales incentive programs including sales targets (in units and/or dollars) for specific products or product categories, total dollar sales targets, compensation incentives related to sales, prizes and awards related to sales.

RESPONSE:

Please see the confidential attachments submitted in response to Request No. 6a (VZ 27 – VZ 35).

b) Please provide a description of any changes within the last 12 months to the above sales program elements and requirements.

RESPONSE:

There have been no substantial changes to these programs in the last 12 months.

7. a) Does the company monitor the percentage of Florida employees with sales responsibilities who have met their targeted or required sales levels? If not, please explain why not?

RESPONSE:

Yes.

b) If the company does not currently monitor the percentage of Florida employees with sales responsibilities who meet their targeted or required sales levels, does the company have the capability to do so? If not, why not?

RESPONSE:

Not applicable.

c) If the company does currently monitor the percentage of Florida employees with sales responsibilities who meet their targeted or required sales levels, please indicate the percentage of employees with sales responsibilities who have met their targeted or required sales levels for each of the last 12 months. If possible, please separate by position and/or sales center.

RESPONSE:

Please see the confidential schedule submitted in response to Request No. 7c (VZ 36).

8. a) Please describe the company's current practices regarding the monitoring of sales calls to detect and deter Florida employees from adding unauthorized products to a customer's account. (Please include how frequently done, is monitoring done remotely or sitting with employee, is employee aware when monitoring is in progress, what notes or records are made, how situations are resolved when violations occur).

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 8 (VZ 37 – VZ 38).

b) Please describe any efforts to track calls from customers who report unauthorized additions of services or products to their accounts. (Please include any investigation done to determine which employee placed the order in question, who conducts this investigation, what disciplinary or corrective action was taken).

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 8 (VZ 37 – VZ 38).

c) If a particular sales is determined to have been improper, does the company remove the sales credit, and/or any related compensation, from the employee responsible? If so, please explain the process.

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 8 (VZ 37 – VZ 38).

d) If the company does track calls from Florida customers who report unauthorized additions of services or products to their accounts, please provide the numbers of such calls reported to each of the last 12 months.

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 8 (VZ 37 – VZ 38).

e) Please describe any other controls currently in place that are designed to detect or deter Florida employees from adding unauthorized products to a customer's account.

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 8 (VZ 37 – VZ 38).

f) Please describe any changes made regarding monitoring practices within the last year.

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 8 (VZ 37 – VZ 38).

9. a) Does Verizon Florida require employees to disclose the rate for the least expensive one party basic local exchange service?

RESPONSE:

Yes. Verizon requires such disclosure if the customer does not specify the service he or she would like.

b) Are employees required to disclose this option during any particular point in the call? If so, please describe any instructions and scripts given to employees with sales responsibility regarding whether and when to disclose options for basic telephone service.

RESPONSE:

If the customer does not specify the service he or she would like, the consultant will include this option among the available services. Consultants are not provided with a script for this purpose.

10. a) Please describe what criteria are currently used in evaluating the performance of Florida employees with sales responsibilities regarding quality of customer service provided. Please describe any changes made to the criteria within the last year.

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 10 (VZ 39).

b) Please describe how this evaluation is communicated to the employees and how it is recorded and maintained.

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 10 (VZ 39).

c) Are annual or more frequent evaluations of sales efforts and customer service quality performed? Please describe.

RESPONSE:

Please see the confidential attachment submitted in response to Request No. 10 (VZ 39).

11. a) Please describe any ethics training provided to customer service employees.

RESPONSE:

All employees receive code of ethics training in Verizon. New employees receive the training before they begin taking calls, and all employees are periodically required to be recertified.

- b) Please describe whether and how this training addresses providing quality customer service.

RESPONSE:

Code of ethics training includes acceptable sales practices and customer treatment. In addition, Verizon Florida's call center has established a formal set of guidelines, which are specific to customer service and appropriate sales practices. All Florida sales employees receive this training.

- c) Please describe whether and how this training addresses addition of unauthorized service or products to customer accounts, or other improper sales activities.

RESPONSE:

Verizon's training addresses this issue, informing employees that they must speak with the customer and the customer must agree or request services before an employee enters the order. The Florida guidelines further outline consequences for unethical sales activity, up to and including termination.

12. Does the company issue sales verification or welcome letters to customers whose accounts have recently had products or services added as a means of verifying the legitimacy of the sale? If not, why not.

RESPONSE:

Yes, the company provides welcome letters for new service orders as well as order confirmation letters for new product orders.

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STATE OF FLORIDA



OFFICE OF COMMISSION CLERK
ANN COLE
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(850) 413-6770

Public Service Commission

ACKNOWLEDGEMENT

DATE: June 5, 2008

TO: Dulaney L. O'roark III

FROM: Ruth Nettles, Office of Commission Clerk

RE: Acknowledgement of Receipt of Confidential Filing

This will acknowledge receipt of a **CONFIDENTIAL DOCUMENT** filed in Docket Number 080000 or, if filed in an undocketed matter, concerning Service Quality Data Request - April 22, 2008[provided on hard copy and 2 CDs], and filed on behalf of Verizon. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Marguerite Lockard, Deputy Clerk, at (850) 413-6770.

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