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Public Service Commission

January 30, 2009

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COMMISSION
CLERK

Mr. Frank App
Verizon Florida LLC, TL710
106 East College Avenue, Suite 710
Tallahassee, FL 32301-7721

Re: Performance Monitoring, Docket 000121C

Dear Mr. App:

At the conclusion of the 2008 data year, staff notes with growing concern the downward trend of Verizon performance during the last twelve months. Stated simply, such an overall and continuing decline in service is unsatisfactory.

Staff observed that from January (92.18 percent) to December (84.16 percent) performance fell 8.02 percent. In eight of twelve data months, Verizon compliance declined. Particularly troublesome are measures OR-1 (FOC/LSC Notice Timeliness) and MR-2 (Customer Trouble Report Rate). OR-1 was the least compliant submeasure for five of the twelve data months and MR-2 for three.

Please provide a detailed explanation for:

- the downward trend in compliance from January through December 2008,
- recurring non-compliant performance of OR-1 and MR-2,
- a root cause analysis for failures in OR-1 and MR-2,
- the plans to improve OR-1 and MR-2 performance, and
- actions currently underway or planned to improve overall performance.

Responses should be filed in Docket 000121C no later than February 16, 2009. Questions or concerns should be addressed to David Rich at (850) 413-6830.

Sincerely,

A handwritten signature in black ink, appearing to read "David F. Rich".

David F. Rich
Operations Review Specialist
Bureau of Performance Analysis

Enclosures

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Mr. Frank App
Page 2
January 30, 2009

cc: Beth Salak, Director, Division of Regulatory Compliance
Dale Mailhot, Assistant Director, Division of Regulatory Compliance
Lisa Harvey, Chief, Bureau of Performance Analysis

Verizon Performance - 2008

