

REQUEST FOR CHANGE TO AGENDA CONFERENCE  
HAND DELIVER

RECEIVED-FPSC  
09 DEC -3 PM 3:00  
COMMISSION  
CLERK

Date of Request: 12/3/2009 Date of Agenda Conference: 12/15/2009 Item No. \_\_\_\_\_

Docket No.: 000121A-TP Brief Title: Investigation of OSS PM Measures for ILECs

Requested by:  Staff  Other \_\_\_\_\_ (Name)

Please attach a copy of the written documentation filed (IF OTHER)

STAFF's Recommendation to Executive Suite (IF OTHER)  Approve Request  Deny Request

**ACTION REQUESTED [see APM 2.11]**

- Defer Item to Agenda Scheduled Date: \_\_\_\_\_
- Change Order of Item or Take Up at Time Certain
- Withdraw Item (not expected to return to Agenda)
- Late Filed Recommendation (must be filed no later than 3:00 p.m. on the date approved for late filing) **A copy of the front page of the recommendation must be provided to the Commission Clerk by 12 noon on the regular filing date for use as a place-holder during agenda preparation.**
- Add Item to Published Agenda [see Section 120.525(2), F.S.] – Issue an ADDENDUM and give Legal NOTICE
- Add Emergency Item to Published Agenda [see Section 120.525 (3), F.S.] – Issue an ADDENDUM and Give Fair NOTICE

Concise explanation, justification or comments (attach additional sheet if necessary):

Request additional time to complete staff analysis and review of recommendation until December 4, 2009 at 3:00 p.m.

Signature (Technical Staff): [Signature] Initials (Division Director or Designee): DM

Signature (Legal Staff): [Signature] Initials (General Counsel or Designee): LUH

**EXECUTIVE DIRECTOR:**

Recommendation to the Chairman's Office

Initials: MAB by BA

Comments:

Approve Request  Deny Request  
Date: 12/3/09

**CHAIRMAN'S OFFICE:**

Initials: [Signature]

Approve Request  Deny Request  
Date: 12-3-09

Executive Suite will send the original to the Office of Commission Clerk and return copy to the requesting staff after the Chairman's Office takes action on this request. Requesting staff should distribute copies to the Division Directors (OPR & OCR) and Attorney assigned to the docket.

DOCUMENT NUMBER-DATE

**CLK AGENDA  
STAFF COPIED**

11743 DEC-3 8

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

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**DATE:** December 3, 2009

**TO:** Office of Commission Clerk (Cole)

**FROM:** Office of Auditing and Performance Analysis (Mailhot, Harvey, Hallenstein)  
Office of the General Counsel (Teitzman, Morrow)

**RE:** Docket No. 000121A-TP – Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies. (AT&T FLORIDA TRACK)

**AGENDA:** 12/15/09 – Regular Agenda – Proposed Agency Action – Interested Persons May Participate

**COMMISSIONERS ASSIGNED:** All Commissioners

**PREHEARING OFFICER:** Carter

**CRITICAL DATES:** None

**SPECIAL INSTRUCTIONS:** None

**FILE NAME AND LOCATION:** S:\PSC\APA\WP\000121A.RCM.DOC

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#### Case Background

The Commission adopted a wholesale Performance Assessment Plan for the purpose of monitoring performance levels of Operations Support Systems (OSS) provided to Competitive Local Exchange Companies (CLECs) by Order No. PSC-01-1819-FOF-TP, issued September 10, 2001, in Docket No. 000121A-TP. The Order also recognizes the Commission's vested authority, per Section 364.01(3), Florida Statutes, to provide regulatory oversight necessary to ensure effective competition in the telecommunications industry. This docket has remained open since that time to address issues and concerns arising from OSS performance.