

Ruth Nettles

000121A-TP

From: Raquel Tully
Sent: Tuesday, January 12, 2010 2:03 PM
To: Ruth Nettles; Dorothy Menasco
Subject: FW: FL Public Service Commission Tier II Payment
Attachments: FL Public Service Commission Tier II Report November 2009.xlsx

From: JOHNSON, JERRY E (ATTOPS) [mailto:jj1881@att.com]
Sent: Tuesday, January 12, 2010 1:58 PM
To: greg.follensbee@att.com; Jerry Hallenstein; SIRIANNI, MARYROSE (ATTSI); David Rich; Raquel Tully; Lisa Harvey
Cc: HAWKINS, SHEILA (ATTOPS); DRUMMOND, MARYLEE (ATTOPS); JOHNSON, JERRY E (ATTOPS); GARNER, TREVA H (ATTOPS); RAINWATER JR., TOMMY (ATTOPS); PATE, RON (ATTOPS); MILLER, GLEN D (ATTOPS); DYSART, WILLIAM R (ATTOPS); HATCH, TRACY W (Legal)
Subject: FL Public Service Commission Tier II Payment

In compliance with Florida Public Service Commission Order No. PSC-10-0016-PCO-TP, issued January 5, 2010, in Docket No. 000121A-TP, no Tier II payment was processed for November 2009 activity. Attached is a spreadsheet of the remedy amounts withheld and previous months adjustments by submetric. If you require any additional information, please advise.

Jerry E. Johnson

Area Mgr. - Regulatory Relations

AT&T Southeast Network Services

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1/12/2010

**Florida PSC Tier II Report
November 2009**

| | | | | | |
|---|--|----|-----------|------------------|--|
| 200806 | OAAT - Ordering Average Answer Time | | \$ | (17,010.00) | |
| 200903 | PSC Fee for Reposting Reports | | \$ | (35,200.00) | |
| 200907 | Percent of Software Errors Corrected in X (10, 30, 45) Business Days | | \$ | 1,000.00 | |
| 200907 | Percent of Software Errors Corrected in X (10, 30, 45) Business Days | | \$ | 28.60 | |
| 200908 | Percent of Software Errors Corrected in X (10, 30, 45) Business Days | | \$ | 2,000.00 | |
| 200908 | Percent of Software Errors Corrected in X (10, 30, 45) Business Days | | \$ | 36.82 | |
| 200909 | LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours | | \$ | 4,485.00 | |
| 200909 | Order Completion Interval - UNE xDSL - without conditioning | | \$ | 345.00 | |
| 200909 | Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL | | \$ | 805.00 | |
| 200909 | Percent Missed Installation Appointments - UNE Loops - Design | | \$ | 625.67 | |
| 200909 | Out of Service (OOS) > 24 hours - UNE Loops Non-Design | | \$ | 8,860.33 | |
| 200909 | Percent of Software Errors Corrected in X (10, 30, 45) Business Days | | \$ | 2,000.00 | |
| 200909 | Percent of Software Errors Corrected in X (10, 30, 45) Business Days | | \$ | 17.10 | |
| 200910 | Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design | | \$ | 625.67 | |
| 200910 | Percent Missed Installation Appointments - UNE Loops - Design | | \$ | 715.33 | |
| 200910 | Out of Service (OOS) > 24 hours - UNE Loops Non-Design | | \$ | 11,076.33 | |
| 200910 | LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours | | \$ | 4,140.00 | |
| 200910 | Percent of Software Errors Corrected in X (10, 30, 45) Business Days | | \$ | 2,000.00 | |
| 200911 | Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design | \$ | 625.67 | | |
| 200911 | Out of Service (OOS) > 24 hours - UNE Loops Non-Design | \$ | 12,238.00 | | |
| 200911 | LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours | \$ | 4,485.00 | | |
| 200911 | Percent of Software Errors Corrected in X (10, 30, 45) Business Days | \$ | 2,000.00 | | |
| 200911 | Service Order Accuracy -- UNE-P | \$ | 60.00 | | |
| | TOTALS | | \$ | 19,408.67 | \$ (13,449.15) \$ 5,959.52 |
| <p>NOTE: In accordance with Order No. PSC-10-0016-PCO-TP, issued January 5, 2010, in Docket No. 000121A-TP, AT&T is withholding Tier 2 payments that may become due and payable under the current SEEM Plan on or after January 5, 2010, including interest subject to corporate undertaking until the Commission renders a final decision regarding AT&T's request to eliminate Tier 2 penalties.</p> | | | | | |

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