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Public Service Commission

August 2, 2010

AMENDED STAFF DATA REQUEST

J. Jeffrey Wahlen, Esq.
Ausley & McMullen
P.O. Box 391
Tallahassee, FL 32302

Re: Docket No. 100288-TL – Petition for waiver of requirements of Rules 25-4.0185, 25-4.066, 25-4.070, 25-4.073, and 25-4.110(6), F.A.C., relating to service quality or in the alternative a waiver of Rules 25-4.0815, F.A.C., relating to service quality reporting, or 25-4.073, F.A.C., relating to answer time requirements.

Dear Mr. Wahlen:

The Commission staff has reviewed the Amended Petition filed in the above-referenced docket and requests the following additional information in order to formulate a recommendation to the Commission on the matter.

1. Please explain what the phrase "reasonable customer service" means as it is used within paragraphs 36, 40 and 42 of the Amended Petition, and how the Small LECs will determine that "reasonable customer service" is being provided if the Commission grants the Amended Petition.
2. If the Commission waives the reporting requirements of Rule 25-4.0185, F.A.C., how will the Small LECs respond to a staff data request concerning new service orders, out of service and service affecting troubles for basic residential service customers? Will the Small LECs be willing and able to provide the relevant service orders and trouble tickets for those basic residential service customers for the period being reviewed?
3. Rules 25-4.066, Availability of Basic Local Telecommunications Service, and 25-4.070, Customer Trouble Reports for Basic Local Telecommunications Service, F.A.C., require 90 percent of new basic local telecommunications customers to receive service within three working days and troubles to be cleared within 24 or 72 hours, based upon the trouble severity being classified as either out-of-service or service

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affecting. How do the Small LECs determine whether the service quality objectives expressed in the rules are being met?

4. Regarding paragraph 44 of the Amended Petition, please clarify whether the commitment of the Small LECs to work with the Commission on an "individual customer complaint basis" refers to complaints received by the Commission from basic service customers or to all complaints filed with either the Commission or the respective Small LEC.

Please submit the requested additional information to the Office of the Commission Clerk by Monday, August 16, 2010. If you have any questions about this data request, please feel free to contact me at (850) 413-6224 or by e-mail at rgervasi@psc.state.fl.us; or Ray Kennedy at (850) 413-6584 or by e-mail at rkennedy@psc.state.fl.us.

Sincerely,



Rosanne Gervasi
Associate General Counsel

RG/md

cc: Office of the Commission Clerk
All Parties of Record