

**Eric Fryson**

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**From:** Cooper, Roberta G <Roberta.G.Cooper@centurylink.com>  
**Sent:** Friday, March 15, 2013 12:39 PM  
**To:** Filings@psc.state.fl.us  
**Cc:** Masterton, Susan S; Khazraee, Sandy A  
**Subject:** Docket No. 000121B-TP-CenturyLink's Correction to FL PMP  
**Attachments:** Docket No 000121B-TP CenturyLink's FL PMP CORRECTION 3-15-13.pdf

Filed on Behalf of: Susan S. Masterton  
Senior Corporate Counsel  
CenturyLink  
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Docket No. \_\_\_\_\_ 000121B \_\_\_\_\_

Title of filing: Correction to CenturyLink's Florida Performance Measurements Plan

Filed on behalf of: CenturyLink

No of pages: \_\_\_\_\_ 5 \_\_\_\_\_

Description: Correction to CenturyLink's Florida Performance Measurements Plan

**Roberta Cooper**  
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DOCUMENT NUMBER-DATE

01325 MAR 15 2013

FPSC-COMMISSION CLERK



March 15, 2013

**FILED ELECTRONICALLY**

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

**RE: CORRECTION**

Docket No.: 000121B-TP, Administrative filing to request revisions to CenturyLink's Florida Performance Measurements Plan (PMP) consistent with recent revisions to the CenturyLink Nevada Performance Measurements Plan

Dear Ms. Cole:

Attached please find three replacement pages for the filing CenturyLink made on February 1, 2013 in Docket 000121B-TP. The original filing was CenturyLink's proposed revisions to its performance measurement standards which had been previously approved by the Nevada Commission and subsequently filed for approval in Florida in compliance with Order No. PSC-03-0067-PAA-TP.

This correction is to remove reference to discontinuance of the root cause analysis reporting which CenturyLink does on a monthly basis, which was inadvertently struck in the original filing. The February 1<sup>st</sup> filing consisted of two complete sets of the Florida PMP, one with the changes shown in redline and one with the changes accepted as if approved. Therefore, this correction removes the strike through of the language in the redlined version of the PMP document found in Attachment 3 and adds the existing language back in to the final version of the PMP document found in Attachment 2.

DOCUMENT NUMBER-DATE

01325 MAR 15 2013

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Page 2  
Ms. Cole  
March 14, 2013

Copies are being served on the parties in this docket pursuant to the attached certificate of service.

If you have any questions regarding this electronic filing, please do not hesitate to call me at (850) 599-1560 or you may contact Sandy Khazraee at (850) 847-0173.

Sincerely,

/s/ Susan S. Masterton  
Susan S. Masterton

Enclosures

cc: Adam Teitzman  
Greg Fogleman  
Jessica Miller  
Kiwaniis Curry  
Mark Long

**SUSAN S. MASTERTON**  
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**CERTIFICATE OF SERVICE  
DOCKET NO. 000121B-TP**

I hereby certify that a true and correct copy of the foregoing has been served upon the following by electronic mail delivery and/or U.S. Mail this 15<sup>th</sup> day of March, 2013.

Florida Public Service Commission Greg Fogleman Jessica Miller Kiwani Curry Mark Long Office of General Counsel 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850	AT&T Sonia Daniels 1200 Peachtree Street, #400 Atlanta, GA 30309 <a href="mailto:soniadaniels@att.com">soniadaniels@att.com</a>
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/s/ Susan S. Masterton  
Susan S. Masterton

## *CenturyLink Performance Measurement Plan*

If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, CenturyLink shall provide to the Commission a report of root cause analysis on a monthly basis. CenturyLink's root-cause analysis shall include a plan for corrective action with key activities and critical completion dates for implementation.

CenturyLink will report affiliate results to the Commission, Bureau of Consumer Protection and CLECs under proprietary information provisions.

### **General Exclusions**

Published results will not include the following:

- Queries, orders, or maintenance tickets initiated by CenturyLink for administrative purposes.
- Data impacted by customer-caused reasons.
- Data impacted by CenturyLink dependence on a third party (not including CenturyLink affiliates or agents within CenturyLink's control).
- Service results for products and services outside of Interconnection and Resale Agreements between CenturyLink and CLEC's
- Products subject to TRRO relief shall be excluded for all non-impaired wire centers.

#### *CenturyLink dependence on a third party*

If CenturyLink dependence on a third party is not specifically noted in this document, CenturyLink will contact parties of record from this docket to discuss implementation of the data exclusion. CenturyLink will request a meeting within 30 days and propose 5 potential meeting times to occur during business hours. If any party does not respond within 10 days, the meetings will be scheduled without their input.

CenturyLink will propose two meeting dates/times based on maximum availability of parties and request attendance at both. Any party who cannot make one or both meetings and wishes to request an alternate date/time must contact CenturyLink within 5 days. Contingent upon the willingness of parties to schedule meetings in a timely manner, CenturyLink will make every attempt to schedule meeting dates/times that are amenable to all parties.

At least 10 days prior to the first scheduled meeting, CenturyLink will distribute relevant documentation/information to parties.

During the first meeting, CenturyLink will describe the situation and answer questions from parties. If parties agree this constitutes a valid case of dependence on a third party, CenturyLink will implement this exclusion in the reporting system and communicate the intended implementation date.

If parties are not in agreement at the end of the first meeting, the second meeting will be utilized to resolve open issues. Additional meetings may be scheduled if parties are willing.

If parties cannot reach agreement, and CenturyLink wishes to pursue the exclusion, CenturyLink will initiate an expedited hearing process in accordance with the Commission's rules.

## *CenturyLink Performance Measurement Plan*

At least 30 days prior to implementation of a new exclusion, CenturyLink will publish a notification on the reporting website.

For this purpose, CenturyLink will provide the excluded data within 15 days upon request by any affected party and Commission Staff, for the first three reporting dates following implementation of a new exclusion.

## Embarq CenturyLink Performance Measurement Plan

If there is noncompliance at the aggregate level in three consecutive months for a given level of disaggregation, Embarq CenturyLink shall provide to the Commission a report of root cause analysis on a monthly basis. Embarq CenturyLink's root-cause analysis shall include a plan for corrective action with key activities and critical completion dates for implementation.

Embarq CenturyLink will report affiliate results to the Commission, Bureau of Consumer Protection and CLECs under proprietary information provisions.

### General Exclusions

Published results will not include the following:

- Queries, orders, or maintenance tickets initiated by Embarq CenturyLink for administrative purposes.
- Data impacted by customer-caused reasons.
- Data impacted by Embarq CenturyLink dependence on a third party (not including Embarq CenturyLink affiliates or agents within Embarq CenturyLink's control).
- Service results for products and services outside of Interconnection and Resale Agreements between Embarq CenturyLink and CLEC's
- Products subject to TRRO relief shall be excluded for all non-impaired wire centers.

#### *Embarq CenturyLink dependence on a third party*

If Embarq CenturyLink dependence on a third party is not specifically noted in this document, Embarq CenturyLink will contact parties of record from ~~Docket No. 000121B-TP (EMBARQ-FLORIDA TRACK~~this docket) to discuss implementation of the data exclusion.

Embarq CenturyLink will request a meeting within 30 days and propose 5 potential meeting times to occur during business hours. If any party does not respond within 10 days, the meetings will be scheduled without their input.

Embarq CenturyLink will propose two meeting dates/times based on maximum availability of parties and request attendance at both. Any party who cannot make one or both meetings and wishes to request an alternate date/time must contact Embarq CenturyLink within 5 days. Contingent upon the willingness of parties to schedule meetings in a timely manner, Embarq CenturyLink will make every attempt to schedule meeting dates/times that are amenable to all parties.

At least 10 days prior to the first scheduled meeting, Embarq CenturyLink will distribute relevant documentation/information to parties.

During the first meeting, Embarq CenturyLink will describe the situation and answer questions from parties. If parties agree this constitutes a valid case of dependence on a third party, Embarq CenturyLink will implement this exclusion in the reporting system and communicate the intended implementation date.

If parties are not in agreement at the end of the first meeting, the second meeting will be utilized to resolve open issues. Additional meetings may be scheduled if parties are willing.