



REPORT ON TELECOMMUNICATIONS
SERVICE QUALITY

For

BELL ATLANTIC COMMUNICATIONS, INC.

Sarasota Exchange

April 24, 2006 through May 18, 2006

Division of Competitive Markets & Enforcement

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Report on Telecommunications Service Quality

For

Bell Atlantic Communications, Inc.

The Bureau of Telecommunications Service Quality, Certification, and Enforcement of the Florida Public Service Commission's Division of Competitive Markets and Enforcement conduct service quality evaluations of the telecommunications services provided by Interexchange Companies (IXCs) operating within the state of Florida. Section 364.08(1), Florida Statutes, mandates that "A telecommunications company may not charge, demand, collect, or receive for any service rendered or to be rendered any compensation other than the charge applicable to such service as specified in its schedule on file and in effect at that time. A telecommunications company may not refund or remit, directly or indirectly, any portion of the rate or charge so specified or extend to any person any advantage of contract or agreement or the benefit of any rule or regulation or any privilege or facility not regularly and uniformly extended to all persons under like circumstances for like or substantially similar service."

The service quality evaluation objectives for the Bureau are (1) to evaluate a company's timing and billing through a series of automated test calls; and (2) to verify that a company is billing per tariff or a price list on file with Commission.

A team of engineering specialists performed a service evaluation on Bell Atlantic Communications, Inc. (Bell Atlantic), during the period of April 24, 2006, through May 18, 2006. The test calls were conducted at a central office of the Sarasota exchange and included testing and subsequent analysis of the following areas:

- Inter-LATA 1+ Timing Accuracy
- Inter-LATA 1+ Billing Accuracy
- Inter-LATA 1+ Billing per Tariff
- Inter-LATA Calling Card Timing Accuracy
- Inter-LATA Calling Card Billing Accuracy
- Inter-LATA Calling Card Billing per Tariff

Rule 25-24.485(g) Florida Administrative Code, states, "Companies shall charge only the rates contained in their tariff." This rule applies to all sections of an evaluation.

During the service evaluation, a series of test calls were generated to measure the timing of toll calls for billing analysis. These tests were precisely timed to ensure that the elapsed times were the same for each carrier's series of calls. To evaluate the accuracy of each IXC, all test calls were completed using a computerized timing tester. Normally, calls are completed at each of the following timing intervals: 183, 182, 181, 180, 179, 178, 123, 122, 121, 120, 119, 118, 63, 62, 61, 60, 59, and 58 seconds.

Bills for these calls were analyzed and compared to the records generated by the tests for origination and time duration to develop the timing and billing accuracy summary. While the accuracy of our tests can be measured in hundredths of a second, we allow the company a tolerance of plus or minus one second.

I. Inter-LATA 1+ Timing Accuracy

Staff made 175 1+ test calls over Bell Atlantic’s network to verify the timing accuracy. The test calls were made to numbers outside the Sarasota exchange and outside the Tampa Market Area LATA. The calls were direct dialed by dialing one plus the area code plus the seven-digit number. The results were that Bell Atlantic timed all calls correctly yielding a 100 percent timing accuracy for 1+ calls. Bell Atlantic exceeded the 97 percent timing accuracy objective.

Table 1 Inter-LATA 1+ Timing Accuracy					
	Total Number of Calls	Number of Calls Under Timed	Number of Calls Over Timed	Percent of Calls Correctly Timed	97% Objective Met
Timing Accuracy					
1+	175	0	0	100.0%	Y

II. Inter-LATA 1+ Billing Accuracy

The test calls that were evaluated for timing accuracy, found in Table 1, were used to verify the 1+ billing accuracy. Bell Atlantic billed all of the calls correctly. This resulted in 100 percent billing accuracy exceeding the 97 percent billing accuracy objective.

Table 2 Inter-LATA 1+ Billing Accuracy					
	Total Number of Calls	Number of Calls Under Billed	Number of Calls Over Billed	Percent of Calls Correctly Billed	97% Objective Met
Billing Accuracy					
1+	175	0	0	100.0%	Y

III. Inter-LATA 1+ Billing per Tariff

Of the 175 1+ test calls, Bell Atlantic charged 175 calls correctly. Staff determined Bell Atlantic billed per tariff.

IV. Inter-LATA Calling Card Timing Accuracy

Staff made 140 calling card test calls over Bell Atlantic's network to verify the timing accuracy. The test calls were made to numbers outside the Sarasota exchange and outside the Tampa Market Area LATA utilizing Bell Atlantic's calling card. Bell Atlantic timed all calls correctly yielding 100 percent timing accuracy for its calling card calls exceeding the 97 percent objective.

Table 3 Inter-LATA Calling Card Timing Accuracy					
	Total Number of Calls	Number of Calls Under Timed	Number of Calls Over Timed	Percent of Calls Correctly Timed	97% Objective Met
Timing Accuracy					
Calling Card	140	0	0	100.0%	Y

V. Inter-LATA Calling Card Billing Accuracy

The same calls that were made for the calling card timing accuracy were also used to verify the calling card billing accuracy. Bell Atlantic did not bill any of the calls correctly. This resulted in 0 percent billing accuracy.

Bell Atlantic's response to the billing discrepancy was that Bell Atlantic's billing tables were incorrect. The billing tables have been corrected to reflect correct tariff prices. Bell Atlantic submitted a refund plan to credit the customers that were charged incorrectly. The refund plan will be brought before the Commission in Docket 060578-TI. Since Bell Atlantic did not have the billing table updated with the correct prices before the evaluation, the results did not change. Bell Atlantic failed to meet the 97 percent billing accuracy objective.

Table 4 Inter-LATA Calling Card Billing Accuracy					
	Total Number of Calls	Number of Calls Under Billed	Number of Calls Over Billed	Percent of Calls Correctly Billed	97% Objective Met
Billing Accuracy					
Calling Card	140	0	140	0.0%	N

VI. Inter-LATA Calling Card Billing per Tariff

Of the 140 calling card test calls that staff made, Bell Atlantic overcharged all of the calls. Bell Atlantic's response to staff stated that its billing tables were updated with the incorrect pricing for the rate plan that was in its tariff. Because of the incorrect billing table update, Bell Atlantic did not bill per tariff.