



REPORT ON TELECOMMUNICATIONS  
SERVICE QUALITY

For

**BROADWING COMMUNICATIONS, LLC.**

Sarasota Exchange

*April 24, 2006 through May 18, 2006*

Division of Competitive Markets & Enforcement

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# **Report on Telecommunications Service Quality**

**For**

## **Broadwing Communications, LLC**

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 Broadwing Communications, LLC (Broadwing), 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 135 1+ test calls over Broadwing’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 Broadwing timed all calls correctly except for three calls yielding a 97.8 percent timing accuracy for 1+ calls. Broadwing exceeded the 97 percent timing accuracy objective.

<b>Table 1 Inter-LATA 1+ Timing Accuracy</b>					
	<b>Total Number of Calls</b>	<b>Number of Calls Under Timed</b>	<b>Number of Calls Over Timed</b>	<b>Percent of Calls Correctly Timed</b>	<b>97% Objective Met</b>
<b>Timing Accuracy</b>					
1+	135	1	2	97.8%	<b>Y</b>

### 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. Broadwing did bill most of the calls correctly. This resulted in 97.8 percent billing accuracy and therefore did meet the 97 percent billing accuracy objective.

<b>Table 2 Inter-LATA 1+ Billing Accuracy</b>					
	<b>Total Number of Calls</b>	<b>Number of Calls Under Billed</b>	<b>Number of Calls Over Billed</b>	<b>Percent of Calls Correctly Billed</b>	<b>97% Objective Met</b>
<b>Billing Accuracy</b>					
1+	135	1	2	97.8%	<b>Y</b>

### III. Inter-LATA 1+ Billing per Tariff

Of the 135 1+ test calls that staff made, Broadwing charged 132 calls correctly. Because of these results, Broadwing did bill per tariff.

#### IV. Inter-LATA Calling Card Timing Accuracy

Staff made 180 calling card test calls over Broadwing’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 Broadwing’s calling card. Broadwing under timed 130 of the calls yielding 27.8 percent timing accuracy for its calling card calls and not meeting the 97 percent objective.

Broadwing’s response to the timing discrepancy was that Broadwing placed staff’s test account on a different rate plan than what staff found in its tariff. Broadwing has updated its tariff to reflect the method of timing of the calls that was used during the evaluation. Since Broadwing did not have an updated tariff before the evaluation, the results did not change.

<b>Table 3 Inter-LATA Calling Card Timing Accuracy</b>					
	<b>Total Number of Calls</b>	<b>Number of Calls Under Timed</b>	<b>Number of Calls Over Timed</b>	<b>Percent of Calls Correctly Timed</b>	<b>97% Objective Met</b>
<b>Timing Accuracy</b>					
Calling Card	180	130	0	27.8%	N

#### 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. Broadwing did not bill any of the calls correctly. This resulted in 0 percent billing accuracy.

Broadwing’s response to the billing discrepancy was that Broadwing placed staff’s test account on a different rate plan than what staff found in its tariff. Broadwing has updated its tariff to reflect the pricing that was used during the evaluation. Since Broadwing did not have an updated tariff before the evaluation, the results did not change. Broadwing failed to meet the 97 percent billing accuracy objective. It is significant to note the test calls were all under billed (see table 4).

<b>Table 4 Inter-LATA Calling Card Billing Accuracy</b>					
	<b>Total Number of Calls</b>	<b>Number of Calls Under Billed</b>	<b>Number of Calls Over Billed</b>	<b>Percent of Calls Correctly Billed</b>	<b>97% Objective Met</b>
<b>Billing Accuracy</b>					
Calling Card	180	180	0	0.0%	N

#### VI. Inter-LATA Calling Card Billing per Tariff

Of the 180 calling card test calls that staff made, Broadwing undercharged all of the calls and under timed 130 of the calls. Broadwing did not use a plan that was in its tariff for the test calls. Because of these results, Broadwing did not bill per tariff.