



REPORT ON TELECOMMUNICATIONS SERVICE QUALITY

For

First Communications, LLC

Madison Exchange

September 10 – October 16, 2007

Division of Competitive Markets & Enforcement

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Report on Telecommunications Service Quality

For

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Engineering Specialists 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 364.04, Florida Statutes, states that a ". . . company shall file with the commission, and shall print and keep open to public inspection, schedules showing the rates, tolls, rentals, contracts, and charges of that company for service to be performed within the state." Florida statutes are implemented by rules and the rules that apply to IXCs and are found within the Florida Administrative Code (F.A.C.) Specifically, Rule 25-24.485(g), F.A.C., states, "Companies shall charge only the rates contained in their tariff." Staff utilizes the tariff that is currently on file with Commission during the service evaluation.

The service evaluation objectives 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 according to its tariff or a price list on file with the Commission.

Staff performed a service evaluation on First Communications, during the period of September 10 - October 16, 2007. The test calls were conducted at a central office within the Madison 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

During the service evaluation, a series of test calls were generated to measure the timing of toll calls for billing analysis. To evaluate the accuracy of First Communications, all test calls were completed using a computerized timing tester. Calls were 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 139 1+ test calls over First Communication's network to verify the timing accuracy. The test calls were made to numbers outside the Madison exchange and outside the Tallahassee LATA. The calls were direct dialed by dialing one plus the area code plus the seven-digit number. The results were that First Communications correctly timed all of the calls yielding a 100 percent timing accuracy for its 1+ calls.

Table 1 Inter-LATA 1+ Timing Accuracy				
	Total Number of Calls	Number of Calls Undertimed	Number of Calls Overtimed	Percent of Calls Correctly Timed
Timing Accuracy				
1+	139	0	0	100%

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 found in Table 2. First Communications under billed all the calls resulting in a 0 percent billing accuracy.

Table 2 Inter-LATA 1+ Billing Accuracy				
	Total Number of Calls	Number of Calls Underbilled	Number of Calls Overbilled	Percent of Calls Correctly Billed
Billing Accuracy				
1+	139	139	0	0%

III. Inter-LATA 1+ Billing per Tariff

First Communications timed and billed all of the 139 1+ test calls using the timing increments in its tariff. Staff's test calls were billed at \$0.10 per minute instead of the \$0.199 listed in the tariff. Staff concludes that First Communications did not bill per tariff.

IV. Inter-LATA Calling Card Timing & Billing Accuracy

Staff was given calling card instructions but was unable to place any calls across the company's network. A busy signal was received after dialing the access number and access code.