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# **Report on Telecommunications Service Quality**

**For**

## **Zone Telecom, Inc.**

Engineering Specialists of the Florida Public Service Commission's Division of Competitive Markets and Enforcement conduct test calls of 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 tariff evaluation.

The 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 on file with the Commission.

Staff performed an evaluation on Zone Telecom, Inc. (Zone), 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 evaluation, a series of test calls were generated to measure the timing of toll calls for billing analysis. To evaluate the accuracy of Zone, 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 300 1+ test calls over Zone's network to verify 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 Zone correctly timed 100 percent of the 1+ calls.

<b>Table 1 Inter-LATA 1+ Timing Accuracy</b>				
	<b>Total Number of Calls</b>	<b>Number of Calls Undertimed</b>	<b>Number of Calls Overtimed</b>	<b>Percent of Calls Correctly Timed</b>
<b>Timing Accuracy</b>				
1+	300	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. One hundred sixty (160) calls were billed at a lower rate than the tariff listing; however, Zone correctly billed 140 calls. The overall result was a 46.7 percent billing accuracy.

<b>Table 2 Inter-LATA 1+ Billing Accuracy</b>				
	<b>Total Number of Calls</b>	<b>Number of Calls Underbilled</b>	<b>Number of Calls Overbilled</b>	<b>Percent of Calls Correctly Billed</b>
<b>Billing Accuracy</b>				
1+	300	160	0	46.7%

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

Zone billed 160 test calls at a different rate than what was listed in the tariff. Staff concludes that Zone did not bill per tariff.

## IV. Inter-LATA Calling Card Timing Accuracy

Staff made 143 calling card test calls over Zone's network to verify the timing accuracy. The test calls were made to numbers outside the Madison exchange and outside the Tallahassee LATA utilizing Zone's calling card. Zone correctly timed 143 calls, which resulted in a 100 percent timing accuracy for its calling card calls.

<b>Table 3 Inter-LATA Calling Card Timing Accuracy</b>				
	<b>Total Number of Calls</b>	<b>Number of Calls Undertimed</b>	<b>Number of Calls Overtimed</b>	<b>Percent of Calls Correctly Timed</b>
<b>Timing Accuracy</b>				
Calling Card	143	0	0	100%

## 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. Zone billed 142 calls correctly with one other call billed incorrectly at the next six second increment. This resulted in a 99.3 percent billing accuracy for its calling card calls.

<b>Table 4 Inter-LATA Calling Card Billing Accuracy</b>				
	<b>Total Number of Calls</b>	<b>Number of Calls Underbilled</b>	<b>Number of Calls Overbilled</b>	<b>Percent of Calls Correctly Billed</b>
<b>Billing Accuracy</b>				
Calling Card	143	0	1	99.3%

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

Zone billed the 143 calling card test calls based upon the timing increment and rate listed in the tariff. Staff concludes that Zone did bill per tariff.