



REPORT ON TELECOMMUNICATIONS  
SERVICE QUALITY

For

Coast International, Inc.

Molino Exchange

*July 30 – August 10, 2007*

Division of Competitive Markets & Enforcement

October 23, 2007

## TABLE OF CONTENTS

<b>Category</b>	<b>Page No.</b>
I. <b>Inter-LATA 1+ Timing Accuracy</b> .....	2
II. <b>Inter-LATA 1+ Billing Accuracy</b> .....	2
III. <b>Inter-LATA 1+ Billing per Tariff</b> .....	2
IV. <b>Inter-LATA Calling Card Timing Accuracy</b> .....	2
V. <b>Inter-LATA Calling Card Billing Accuracy</b> .....	3
VI. <b>Inter-LATA Calling Card Billing per Tariff</b> .....	3

# Report on Telecommunications Service Quality

For

**Coast International, Inc.**

Deleted: Supra Telecommunications  
and Information Systems

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 Coast International, Inc. (Coast), during the period of July 30 – August 10, 2007. The test calls were conducted at a central office within the Molino 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 Coast, 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 141 1+ test calls over Coast's network to verify the timing accuracy. The test calls were made to numbers outside the Molino exchange and outside the Pensacola LATA. The calls were direct dialed by dialing one plus the area code plus the seven-digit number. The results were that Coast correctly timed all of the calls yielding a 100 percent timing accuracy for its 1+ calls.

	<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+	141	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. Coast correctly billed all the calls resulting in a 100 percent billing accuracy.

	<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+	141	0	0	100%

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

Coast timed and billed all of the 141 1+ test calls using the timing increments and rates listed in its tariff. Staff concludes that Coast did bill per tariff.

**Deleted:** Staff reviewed s

## IV. Inter-LATA Calling Card Timing Accuracy

Staff made 147 calling card test calls over Coast's network to verify the timing accuracy. The test calls were made to numbers outside the Molino exchange and outside the Pensacola LATA utilizing Coast's calling card. Coast undertimed seven calls, which resulted in a 95.2 percent timing accuracy for its calling card calls.

Coast's response to the draft report was that its call detail records for the seven calls that were undertimed was one second less in duration than staff's records. This resulted in those calls being billed as a one minute call instead of a two minute call.

**Deleted:** ¶

For the first quarter of 2006, January 1, 2006, through March 31, 2006, 742 service orders were reviewed for the Englewood exchange. Four orders were excluded from the calculation. The orders were excluded because the connection of the service happened the month before the order was closed. Orders are also excluded when there is a delay for construction of facilities to provide service to the end user. Out of the net orders of 738, 698 orders were completed either within three days, on the appointment day and time, or on the day that the customer requested, if it was greater than three days. This resulted in 94.6 percent of service orders completed within standards for the exchange of Englewood for the first quarter of 2006. The standard is 90 percent so this result was above standards.¶

	<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	147	7	0	95.2%

## 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. Coast underbilled the same seven calls that were undertimed. This resulted in a 95.2 percent billing accuracy as table 4 indicates.

	<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	147	7	0	95.2%

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

Even though Coast undertimed and underbilled seven of the 147 calling card test calls, Coast did use the timing increments and rates listed in its tariff. Staff concludes that Coast is billing the calling card using the timing increments and rates found within its tariff.