



REPORT ON TELECOMMUNICATIONS SERVICE QUALITY

For

LightYear Network Solutions, LLC.

Molino Exchange

July 30 – August 10, 2007

Division of Competitive Markets & Enforcement

September 18, 2007

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Report on Telecommunications Service Quality

For

LightYear Network Solutions, LLC.

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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 364.08(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 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 LightYear Network Solutions, LLC. (LightYear), during the period of July 30 – August 10, 2007. The test calls were conducted at a central office of 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

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. To evaluate the accuracy of LightYear, 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 140 1+ test calls over LightYear’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 LightYear correctly timed all of the calls, but one, yielding 99.3 percent timing accuracy for 1+ calls. LightYear met the 97 percent timing accuracy objective.

Table 1 Inter-LATA 1+ Timing Accuracy					
	Total Number of Calls	Number of Calls Undertimed	Number of Calls Overtimed	Percent of Calls Correctly Timed	97% Objective Met
Timing Accuracy					
1+	140	1	0	99.3%	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 found in Table 2. LightYear correctly billed all the calls except for the one call that was undertimed. This resulted in 99.3 percent billing accuracy and therefore LightYear met the 97 percent billing accuracy objective.

Table 2 Inter-LATA 1+ Billing Accuracy					
	Total Number of Calls	Number of Calls Underbilled	Number of Calls Overbilled	Percent of Calls Correctly Billed	97% Objective Met
Billing Accuracy					
1+	140	1	0	99.3%	Y

III. Inter-LATA 1+ Billing per Tariff

Even though LightYear undertimed and underbilled one call out of the 140 1+ test calls, it used the timing increments and rates listed in its tariff. Staff concludes that LightYear did bill per tariff.

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IV. Inter-LATA Calling Card Timing Accuracy

Staff made 144 calling card test calls over LightYear’s network to verify the timing accuracy. The test calls were made to numbers outside the Molino exchange and outside the Pensacola LATA utilizing LightYear’s calling card. LightYear correctly timed all of the calls, which resulted in 100 percent timing accuracy for its calling card calls. It met the 97 percent objective.

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 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.¶

Table 3 Inter-LATA Calling Card Timing Accuracy

	Total Number of Calls	Number of Calls Undertimed	Number of Calls Overtimed	Percent of Calls Correctly Timed	97% Objective Met
Timing Accuracy					
Calling Card	144	0	0	100%	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. LightYear correctly billed all of the calls. This resulted in 100 percent billing accuracy. We conclude that LightYear met the 97 percent objective for the calling card billing accuracy.

Table 4 Inter-LATA Calling Card Billing Accuracy

	Total Number of Calls	Number of Calls Underbilled	Number of Calls Overbilled	Percent of Calls Correctly Billed	97% Objective Met
Billing Accuracy					
Calling Card	144	0	0	100%	Y

VI. Inter-LATA Calling Card Billing per Tariff

Of the 144 calling card test calls that staff conducted, LightYear correctly timed and billed all of the calls using the timing increments and rates listed in its tariff. Staff concludes that LightYear did bill according to its tariff.