



REPORT ON TELECOMMUNICATIONS  
SERVICE QUALITY

For

ACN Communications Services, Inc.

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

## ACN Communications Services, Inc.

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and

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 ACN Communications Services, Inc. (ACN), 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 ACN, 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 ACN'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 ACN correctly timed all of the calls yielding 100 percent timing accuracy for 1+ calls. ACN 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
<b>Timing Accuracy</b>					
1+	140	0	0	100%	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. ACN correctly billed all the calls. This resulted in 100 percent billing accuracy and therefore ACN 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
<b>Billing Accuracy</b>					
1+	140	0	0	100%	Y

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

ACN timed and billed all of the 140 1+ test calls using the timing increments and rates listed in its tariff. Staff concludes that ACN did bill per tariff.

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

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

<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>97% Objective Met</b>
<b>Timing Accuracy</b>					
Calling Card	144	0	0	100%	<b>Y</b>

#### 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. ACN correctly billed all of the calls. This resulted in 100 percent billing accuracy. We conclude that ACN met the 97 percent objective for the calling card billing accuracy.

<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>97% Objective Met</b>
<b>Billing Accuracy</b>					
Calling Card	144	0	0	100%	<b>Y</b>

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

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