



## REPORT ON TARIFF COMPLIANCE

For

**Dial-Around Telecom, Inc.**

Panama City Exchange

*June 16 – July 23, 2008*

Division of Service, Safety & Consumer Assistance

*October 30, 2008*

# **Report on Tariff Compliance**

**For**

## **Dial-Around Telecom, Inc.**

Engineering Specialists of the Florida Public Service Commission's Division of Service, Safety and Consumer Assistance 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 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 the 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.

During the period of June 16 – July 23, 2008, staff performed an evaluation on Dial-Around Telecom, Inc., (Dial-Around). The test calls were conducted at a central office within the Panama City exchange and included testing and subsequent analysis of the following areas:

- Inter-LATA 1010 Dial Around Service Timing Accuracy
- Inter-LATA 1010 Dial Around Service Billing Accuracy
- Inter-LATA 1010 Dial Around Service 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 Dial-Around, 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 1010 Dial Around Service Timing Accuracy**

Staff made 113 1010 dial around test calls over Dial-Around's network to verify timing accuracy. The test calls were made to numbers outside the Panama City exchange and outside the Panama City LATA. The calls were direct dialed by dialing 1010 plus the Dial-Around company code, plus one, and a ten-digit number. Based upon an e-mail that supplied the timing increments, it appears Dial-Around correctly timed all 113 test calls. However, the current tariff on file with the Commission needs to be updated to reflect the 1010 service provided by Dial-Around.

## **II. Inter-LATA 1010 Dial Around Service Billing Accuracy**

The test calls that were evaluated for timing accuracy above were used to verify the 1010 dial around billing accuracy. The overall result was all 113 test calls were billed according to the rate supplied by an e-mail.

## **III. Inter-LATA 1010 Dial Around Service Billing per Tariff**

Dial-Around billed the 113 test calls with the rates and timing increments listed in an e-mail sent to staff. Dial-Around's tariff did not list any 1010 dial around services. Staff concludes that Dial-Around did not bill per tariff.