



REPORT ON TELECOMMUNICATIONS  
SERVICE QUALITY

For

FLORIDA DIGITAL NETWORK, INC.  
d/b/a FDN COMMUNICATIONS

Chiefland Exchange

*April 2 - 13, 2007*

Division of Competitive Markets & Enforcement

August 16, 2007

# TABLE OF CONTENTS

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

# **Report on Telecommunications Service Quality**

**For**

## **Florida Digital Network, Inc. d/b/a FDN Communications**

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 Florida Digital Network, Inc. d/b/a FDN Communications (FDN), during the period of April 2 - 13, 2007. The test calls were conducted at a central office of the Chiefland 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 FDN, 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 139 1+ test calls over FDN’s network to verify the timing accuracy. The test calls were made to numbers outside the Chiefland exchange and outside the Gainesville LATA. The calls were direct dialed by dialing one plus the area code plus the seven-digit number. The results were that FDN correctly timed all of the calls yielding 100 percent timing accuracy for 1+ calls. FDN met the 97 percent timing accuracy objective.

<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>97% Objective Met</b>
<b>Timing Accuracy</b>					
1+	139	0	0	100%	<b>Y</b>

### **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. FDN underbilled all the calls. This resulted in 0 percent billing accuracy and therefore FDN did not meet the 97 percent billing accuracy objective.

In FDN’s response to the draft report, it stated that FDN mistakenly inputted the incorrect rate in the billing system for staff’s test account. Because of this, all the test calls were billed at a lower rate than what was listed in the tariff. FDN stated that this only affected staff’s test account. Since the incorrect rate was used during the time of the test, the results will not change.

<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>97% Objective Met</b>
<b>Billing Accuracy</b>					
1+	139	139	0	0%	<b>N</b>

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

Of the 139 1+ test calls, FDN charged a different rate than what was listed in its tariff, which caused the underbilling. Staff concludes that FDN did not bill per tariff.

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

Staff made 143 calling card test calls over FDN's network to verify the timing accuracy. The test calls were made to numbers outside the Chiefland exchange and outside the Gainesville LATA utilizing FDN's calling card. FDN 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	143	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. FDN correctly billed all of the calls. This resulted in 100 percent billing accuracy. We conclude that FDN 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	143	0	0	100%	<b>Y</b>

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

Of the 143 calling card test calls that staff conducted, FDN correctly timed and billed all of the calls. Staff concludes that FDN did bill according to its tariff.