



# REPORT ON TELECOMMUNICATIONS SERVICE QUALITY

For

## QWEST COMMUNICATIONS CORPORATION

Lake Buena Vista Exchange

*February 12, 2007 through February 16, 2007*

Division of Competitive Markets & Enforcement

March 1, 2007

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# **Report on Telecommunications Service Quality**

**For**

## **Qwest Communications Corporation**

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 per tariff or a price list on file with Commission.

Staff performed a service evaluation on Qwest Communications Corporation (Qwest), during the period of February 12, 2007, through February 16, 2007. The test calls were conducted at a central office of the Lake Buena Vista 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. These tests were precisely timed to ensure that the elapsed times were the same for each carrier's series of calls. To evaluate the accuracy of each IXC, all test calls were completed using a computerized timing tester. Normally, calls are 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 Qwest’s network to verify the timing accuracy. The test calls were made to numbers outside the Lake Buena Vista exchange and outside the Orlando LATA. The calls were direct dialed by dialing one plus the area code plus the seven-digit number. The results were that Qwest timed all calls correctly yielding a 100 percent timing accuracy for 1+ calls. Qwest exceeded 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 Under Timed</b>	<b>Number of Calls Over Timed</b>	<b>Percent of Calls Correctly Timed</b>	<b>97% Objective Met</b>
<b>Timing Accuracy</b>					
1+	140	0	0	100.0%	<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. Qwest billed all of the calls correctly. This resulted in 100 percent billing accuracy and therefore Qwest did meet the 97 percent billing accuracy objective.

<b>Table 2 Inter-LATA 1+ Billing Accuracy</b>					
	<b>Total Number of Calls</b>	<b>Number of Calls Under Billed</b>	<b>Number of Calls Over Billed</b>	<b>Percent of Calls Correctly Billed</b>	<b>97% Objective Met</b>
<b>Billing Accuracy</b>					
1+	140	0	0	100.0%	<b>Y</b>

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

Of the 140 1+ test calls that staff made, Qwest billed all the calls correctly. Because of these results, Qwest did bill per tariff.

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

Staff made 143 calling card test calls over Qwest's network to verify the timing accuracy. The test calls were made to numbers outside the Lake Buena Vista exchange and outside the Orlando LATA utilizing Qwest's calling card. Qwest timed all calls correctly yielding 100 percent timing accuracy for its calling card calls and exceeded the 97 percent objective.

<b>Table 3 Inter-LATA Calling Card Timing Accuracy</b>					
	<b>Total Number of Calls</b>	<b>Number of Calls Under Timed</b>	<b>Number of Calls Over Timed</b>	<b>Percent of Calls Correctly Timed</b>	<b>97% Objective Met</b>
<b>Timing Accuracy</b>					
Calling Card	143	0	0	100.0%	<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. Qwest billed all of the calls correctly. This resulted in 100 percent billing accuracy exceeding the 97 percent objective.

<b>Table 4 Inter-LATA Calling Card Billing Accuracy</b>					
	<b>Total Number of Calls</b>	<b>Number of Calls Under Billed</b>	<b>Number of Calls Over Billed</b>	<b>Percent of Calls Correctly Billed</b>	<b>97% Objective Met</b>
<b>Billing Accuracy</b>					
Calling Card	143	0	0	100.0%	<b>Y</b>

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

Of the 143 calling card test calls that staff made, Qwest correctly charged all of the calls. Because of these results, Qwest did bill per tariff.