



REPORT ON TELECOMMUNICATIONS SERVICE QUALITY

For

Embarq Florida, Inc.

Belleview, Forest, Ocala, Ocklawaha, Salt Springs, Silver Spring Shores,
and Williston Exchanges

October 13 – November 14, 2008.

Division of Service, Safety & Consumer Assistance

October 13, 2009

Embarq Florida, Inc.

Telecommunications Service Quality Report

Summary

Staff performed a service evaluation on Embarq Florida, Inc. (Embarq), during the period of October 13 – November 14, 2008. The exchanges reviewed were Forest, Ocala, Oklawaha, Salt Springs, Silver Spring Shores and Williston. The categories staff evaluated were as follows:

- Answer Time, which includes Voice and TDD calls to both the Business and Repair Service Offices
- Adequacy of Directory Services, which includes a Directory Review and New Numbers in Directory Assistance
- Availability of Service (Installation)
- Repair Service, which includes Out-of-Service (OOS) Restored within 24 Hours, Service Affecting (SA) Restored within 72 Hours, and Rebates Required by Rule
- Safety, which includes Ground Deficiencies
- Subscriber Loops - Transmission
- Timing and Billing Accuracy, which includes Intra-LATA 1+, and Directory Assistance Billing
- 9-1-1 Emergency Service, which includes Voice and TDD call completions
- Service Guarantee Program (SGP) Rebates, which includes Installation SGP Rebates and Out-Of-Service SGP Rebates
- Periodic Report Review
- SGP Answer Time
- SGP Report Review
- Quality of Service Complaints Reported to the Commission

The service evaluation objectives are (1) to evaluate a company's performance based on service quality rules and standards; (2) to verify the service results the company reported to the Commission on a periodic basis; (3) to determine if the company has corrected, or is in the process of correcting, all deficiencies found in previous evaluations; and (4) to determine if the company is adhering to its service guarantee program approved by the Commission.

Embarq met the rule requirements in the following categories:

- Answer Time (Repair)
- Directory Assistance Billing
- Directory Review
- Subscriber Loop - Transmission
- SGP Answer Time

Findings

Adequacy of Directory Services:

New Numbers in Directory Assistance (DA):

Out of the 268 requests for numbers to DA, the DA operators found 263 of the numbers correctly. Some of the problems were that the DA operators would state that a number was not published when the number should have been published or the number was not found at all, even when a street address was given to the operator.

Corrective Action: None

Repair Service:

Out-of-Service Reports restored within 24 Hours:

Staff reviewed the third quarter of 2008 for the Forest, Ocklawaha, Salt Springs, Silver Spring Shores and Williston exchanges and September 2008 for Ocala exchanges. All of the exchanges failed to meet the standards.

Corrective Action:

Embarq states the results are in accordance with its stated goals in its Service Guarantee Program approved by the Commission.

Service Affecting Reports restored within 72 Hours:

Staff reviewed the third quarter of 2008 for the Forest, Ocklawaha, Salt Springs, Silver Spring Shores and Williston exchanges and September 2008 for Ocala exchanges. All of the exchanges failed to meet the standards.

Corrective Action:

Embarq states the results are in accordance with its stated goals in its Service Guarantee Program approved by the Commission.

Rebates Required by Rule:

During the repair ticket review, staff found 428 rebates were due to customers being out of service greater than 24 hours. Sixteen rebates were not credited to the customers. In most instances, the repair tickets were determined to be incorrectly coded. The tickets were initially coded as service affecting; however, upon review it was determined the customer experienced an out-of-service condition and should have been credited with a rebate.

Corrective Action:

Embarq has provided its customer service representatives with additional instructions pertaining to out-of-service conditions. All credits were issued to the accounts of the 16 customers that were affected by the miscoding of the trouble tickets.

9-1-1 Emergency Service:

TDD Calls:

Staff made 50 direct dialed calls to 9-1-1 services using the Telecommunications Device for the Deaf (TDD). Three of the calls failed to complete. The calls went to a fast busy or did not connect. This resulted in 47 calls completing to 9-1-1 services through the TDD, which is 94% completion. The rule requirement is 100%-completed calls to 9-1-1 services. During the last evaluation, in 2007, Embarq had the same problem where calls did not complete to 9-1-1 service using the TDD.

Corrective Action:

Embarq states it is not aware of any condition in its network that could have caused the failures. The company could not duplicate the results.

Safety – Ground Deficiencies:

A total of 104 New Installations were inspected with three (3) poor grounds. There was one poor ground in the Belleview, Silver Spring Shores and Williston Exchanges, respectively. In addition, a total of 531 random loop inspections were conducted in which 25 poor grounds were observed with the majority (16) occurring within the Salt Springs Exchange.

Corrective Action:

The reported deficiencies for new installations were corrected. The observed deficiencies during the random loop inspection were corrected which were attributed primarily to sandy soil conditions.

Service Guarantee Program (SGP) Rebates:

Installation SGP Rebates:

In reviewing the service orders, staff found 159 instances where an SGP installation credit was due to customers. Embarq only provided 154 of the automatic credits to its customers. In the instances where Embarq failed to provide an automatic credit, the company recorded the reason that the order was not completed on time was due to “Plant Load or Plant Facilities.”

Corrective Action:

The five instances where a credit was not automatically applied were due to a coding error. The facilities related situation noted on the orders did not qualify the orders for exclusion. The representative should have corrected the orders before routing to dispatch for completion.

Out-Of-Service SGP Rebates:

In reviewing the repair tickets, staff found 276 instances where an SGP Out-of-Service credit was due to customers. Embarq only provided 269 of those automatic credits to its customers. As mentioned in the Rebate Required by Rule section, there were tickets initially marked as service-affecting that were re-classified to an out-of-service condition.

Corrective Action:

The seven instances where a credit was not automatically applied were due to the trouble ticket being coded as Service Affecting instead of Out-of-Service. The appropriate credits were made manually in the system and posted to the affected customer accounts.

Immediately following the summary and findings is a series of charts depicting the results of the categories that were evaluated. In the instances where Embarq failed to meet the established standard, the results are highlighted in yellow.

Embarq Florida, Inc.

Telecommunications Service Quality Report

Charts

Answer Time - Business Office						
	Total Calls	Calls Failed	% of Calls Offered	Calls Answered	Calls Answered in 55 sec.	% Answered w/i Std.
Voice	150	2	98.7%	147	123	83.7%
TDD	50	0	100.0%	47	47	100%

Standards: 95% of the calls shall be offered within 15 seconds after the last digit is dialed when the company uses an IVRU. 90% of the calls shall be answered within 55 seconds after being transferred to a live attendant. Rule 24-4.073 (b) and (c) F.A.C., Answering Time applies.

Answer Time - Repair Service						
	Total Calls	Calls Failed	% of Calls Offered	Calls Answered	Calls Answered in 55 sec.	% Answered w/i Std.
Voice	150	1	99.3%	146	142	97.3%
TDD	59	0	100.0%	49	41	83.7%

Standards: 95% of the calls shall be offered within 15 seconds after the last digit is dialed when the company uses an IVRU. 90% of the calls shall be answered within 55 seconds after being transferred to a live attendant. Rule 25-4.073 (b) and (c) F.A.C., Answering Time applies.

DID NOT MEET STANDARD

Directory Reviewed			
Name / Date of Directory	Total Items Reviewed	Items in Compliance with Std.	% of Items in Compliance with Std.
Marion County March 2008	40	40	100%
Williston 2007	20	20	100 %

Standards: 100% of the items reviewed for the directory shall comply with Rule 25-4.040 F.A.C., Telephone Directories; Directory Assistance and Rule 25-4.079, F.A.C., Hearing/Speech Impaired Persons.

New Numbers in Directory Assistance			
Calls Made to DA	Requests for Numbers	Total found in DA	% Found in DA
268	268	263	98.1%

Standard: 99% of new service orders shall be listed in Directory Assistance (DA) within 48 hours of competition of the order. Rule 25-4.040 (5) F.A.C., Telephone Directories; Directory Assistance applies.

Availability of Service (Installation) - 1st Qtr 08						
Exchange	Total Orders Reviewed	Orders Excluded	Orders Delayed for Const.	Net Orders	Orders Completed w/i Std.	% Orders Completed w/i Std.
Forest	238	3	0	235	230	97.9%
Ocklawaha	197	11	0	186	182	97.8%
Salt Springs	56	2	1	53	53	100.0%
Silver Spring Shores	512	9	3	500	467	93.4%
Williston	251	1	0	250	243	97.2%
Availability of Service (Installation) - 2nd Qtr 08						
Exchange	Total Orders Reviewed	Orders Excluded	Orders Delayed for Const.	Net Orders	Orders Completed w/i Std.	% Orders Completed w/i Std.
Forest	150	2	0	148	137	92.6%
Ocklawaha	141	9	3	129	125	96.9%
Salt Springs	43	1	0	42	29	90.0%
Silver Spring Shores	376	2	1	373	362	97.1%
Williston	229	5	4	220	211	95.9%

Availability of Service (Installation) - 3rd Qtr 08						
Exchange	Total Orders Reviewed	Orders Excluded	Orders Delayed for Const.	Net Orders	Orders Completed w/i Std.	% Orders Completed w/I Std.
Forest	170	3	0	167	159	95.2%
Ocklawaha	141	2	1	138	131	94.9%
Salt Springs	44	2	0	42	37	90.0%
Silver Spring Shores	396	17	0	379	346	91.3%
Williston	236	3	4	229	215	93.9%

Availability of Service (Installation) - September 08						
Exchange	Total Orders Reviewed	Orders Excluded	Orders Delayed for Const.	Net Orders	Orders Completed w/i Std.	% Orders Completed w/i Std.
Ocala	762	27	0	735	672	91.4%

Standard: 90% of Services Orders shall be completed within 3 days, on the appointment day, or on the customer request if greater than 3 days. Exchanges with less than 50,000 access lines shall be aggregated and reported quarterly; exchanges with at least 50,000 access lines shall be reported monthly. Rule 25-4.066 F.A.C., Availability of Service applies.

Out-of-Service Reports Restored Within 24 Hours 3rd Qtr 2008			
Exchange	# of OOS Reports	# of OOS Reports Cleared w/i 24 Hrs.	% of OOS reports Cleared w/i Std.
Forest	340	300	88.2%
Ocklawaha	403	360	89.3%
Salt Springs	118	105	89.0%
Silver Spring Shores	603	541	89.7%
Williston	735	646	82.8%

Out-of-Service Reports Restored Within 24 Hours September 2008			
Exchange	# of OOS Reports	# of OOS Reports Cleared w/i 24 Hrs.	% of OOS reports Cleared w/i Std.
Ocala	1300	1122	86.3%

Standard: 95% of Out-of-Service Repair Tickets shall be cleared within 24 hours or on the appointment day. Exchanges with less than 50,000 access lines shall be aggregated and reported quarterly; exchanges with at least 50,000 access lines shall be reported monthly. Rule 25-4.070 F.A.C., Customer Trouble Reports applies.

Service Affecting Reports Restored Within 72 Hours - 3rd Qtr 2008			
Exchange	# of SA Reports	# of SA Reports Cleared w/i 72 Hrs.	% of SA Reports Cleared w/i Std.
Forest	44	38	86.4%
Ocklawaha	38	25	65.8%
Salt Springs	22	22	100 %
Silver Spring Shores	64	39	61.9%
Williston	104	59	56.7%

Service Affecting Reports Restored Within 72 Hours –September 2008			
Exchange	# of SA Reports	# of SA Reports Cleared w/i 72 Hrs.	% of SA Reports Cleared w/i Std.
Ocala	186	78	42.4%

Standard: 95% of Service Affecting Repair Tickets shall be cleared within 72 hours or on the appointment day. Exchanges with less than 50,000 access lines shall be aggregated and reported quarterly; exchanges with at least 50,000 access lines shall be reported monthly. Rule 25-4.070 F.A.C., Customer Trouble Reports applies.

Repair Service Rebates Required by Rule – 3rd Quarter 2008				
Exchange	Rebates Due	Rebates Given	% of Rebates Given	100% Std Met?
Forest	41	41	100.0%	Y
Ocklawaha	43	43	100.0%	Y
Salt Springs	13	13	100.0%	Y
Silver Spring Shores	63	60	95.2%	N
Williston	90	85	94.4%	N
Repair Service Rebates Required by Rule – September 2008				
Exchange	Rebates Due	Rebates Given	% of Rebates Given	100% Std Met?
Ocala	178	172	96.6%	N

Standard: 100% of the rebate shall be automatically credited to the customer if the service remains out-of-service in excess of 24 hours computed on a continuous basis, Sundays and holidays included. Rule 25-4.070 (1)(b), F.A.C. Customer Trouble Reports applies.

Safety - Ground Deficiencies			
Exchange	Loops Tested	Poor Grounds	% of Adequate Grounds
New Installs			
Bellevue	28	1	96.4%
Forest	8	0	100.0%
Ocala	32	0	100.0%
Ocklawaha	11	0	100.0%
Salt Springs	0	0	
Silver Spring Shores	16	1	93.8%
Williston	9	1	88.9%
Random Loops			
Bellevue	49	1	98.0%
Forest	94	4	95.7%
Ocala	78	3	96.2%
Ocklawaha	89	0	100.0%
Salt Springs	100	16	84.0%
Silver Spring Shores	30	0	100.0%
Williston	91	1	98.9%

Standard: Rule 25-4.038, F.A.C. Safety applies.

Subscriber Loops - Transmission				
Exchange	Total Loops Tested	Number of Unsatisfactory Loops	Number of Satisfactory Loops	% of Satisfactory Loops
Bellevue	100	2	98	98.0%
Forest	102	3	99	97.1%
Ocala	116	1	115	99.1%
Ocklawaha	100	0	100	100.0%
Salt Springs	100	1	99	99.0%
Silver Spring Shores	99	0	99	100.0%
Williston	100	0	100	100.0%
Company Total	717	7	710	99.1%

Standard: Rule 25-4.072 F.A.C., Transmission Requirements applies. An unsatisfactory loop describes a condition where the parameter (loss, noise, balance, loop current) being measured is not within the recommended or acceptable limits as defined within the ANSI/IEEE std. 820-1984.

Timing and Billing - Intra-LATA				
	Number of Calls	Calls Under timed	Calls Over timed	% Correctly Timed
Timing Accuracy				
1+	140	1	1	98.57%
Billing Accuracy	Under billed		Over billed	
1+	140	1	1	99.29%
Billing Per Tariff				Yes or No
1+				Yes

Standard: Timing and billing accuracy for intra-LATA calls shall not be less than 97%. Rule 25-4.077 Metering and Recording Equipment applies. Test conducted prior to repeal of Rule 25-4.077 on November 20, 2008

Directory Assistance – Billing								
Central Office	Telephone Number	Calls Made	Allowance	Billable Calls	Calls Billed	Variance	% Correctly Billed	Billed per Tariff
Ocala	352-622-5858	223	0	223	223	0	100%	Y
Ocala	352-622-2710	66	All-TDD	0	0	0	100%	Y

Standards: 97% of calls to DA shall be billed correctly and in accordance with the company's tariff on file with the Commission. Rule 25-4.077 Metering and Recording Equipment, and Rule 25-4.115, F.A.C., Directory Assistance applies. Testing conducted prior to repeal of Rule 25-4.077 on November 20, 2008

9-1-1 Emergency Service						
Area	NXX	Calls Made	Busy Calls	Failed Calls	Calls Completed	% of Calls Completed
Voice Calls						
Marion	352-622	150	1	0	149	99.3%
TDD Calls						
Marion	352-622	50	1	0	49	98.0%

Standard: 100% of calls to 911 Emergency Service shall be completed by the company. Rule 25-4.081, F.A.C. Emergency 911 Access applies.

Installation SGP Rebates			
Month	Rebates Due	Rebates Given	% of Rebates Given
January-2008	16	16	100.0%
February-2008	4	3	75.0%
March-2008	7	7	100.0%
April-2008	9	9	100.0%
May-2008	2	2	100.0%
June-2008	15	15	100.0%
July-2008	17	16	94.1%
August-2008	12	12	100.0%
September-2008	77	74	95.3%

Standard: Service Guarantee Plan states the company shall make an automatic credit to the customer for failure to install service on the agreed upon commitment date. Docket No. 050918-TL and Order No. PSC-06-0068-PAA-TL, issued April 25, 2005, applies.

Out-of-Service SGP Rebates			
Month	Rebates Due	Rebates Given	% of Rebates Given
January-2008	NE	NE	
February-2008	NE	NE	
March-2008	NE	NE	
April-2008	NE	NE	
May-2008	NE	NE	
June-2008	NE	NE	
July-2008	14	14	100.0%
August-2008	113	113	100.0%
September-2008	149	142	95.3%

Standard: Service Guarantee Plan states the company shall make an automatic credit to the customer for out-of-service condition greater than 24 hours. Docket No. 050918-TL and Order No. PSC-06-0068-PAA-TL, issued April 25, 2005, applies.

The following is a chart by month of the SGP rebates provided for the Ocala District for the evaluation period:

Service Guarantee Rebates—Ocala District										
	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Total
OOS	\$4,411	\$2,721	\$3,553	\$3,458	\$2,134	\$9,452	\$9,452	\$9,452	\$4,705	\$49,340
SO	\$4,925	\$2,350	\$3,050	\$2,900	\$2,225	\$4,225	\$6,100	\$6,200	\$4,375	\$36,350

SGP Answer Time

During the evaluation, staff observed an average speed of answer (ASA) of 23.5 seconds and 17.6 seconds for the Business and Repair offices respectively. Embarq reported, the ASA for the Business and Repair office as 56 seconds and 19 seconds, respectively in October 2008 and as 69 seconds and 27 seconds, respectively during November 2008. It is noted that Embarq reports 100% Rule Accessibility for both the Business and Repair Offices while staff observed several failures by Embarq to complete calls to both Business and Repair Offices during the evaluation.

Quality of Service Complaints Reported to the Commission												
	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
Number of Customer Complaints	9	15	13	19	28	16	25	30	22	16	15	12

