



REPORT ON TELECOMMUNICATIONS SERVICE QUALITY

For

WINDSTREAM FLORIDA, INC.

Alachua, Brooker, High Springs, Melrose, and Waldo Exchanges

February 4 – March 14, 2008

Division of Service, Safety & Consumer Assistance

January 21, 2009

Windstream Florida, Inc.

Telecommunications Service Quality Report

Summary

Staff performed a service evaluation on Windstream Florida, Inc. (Windstream), during the period of February 4 – March 14, 2008. The exchanges reviewed were Alachua, Brooker, High Springs, Melrose, and Waldo. 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)
- Subscriber Loops, Transmission
- Repair Service, which includes Out-of-Service (OOS) Restored within 24 Hours, Service Affecting (SA) Restored within 72 Hours, and Rebates
- Periodic Report Review
- Safety, which includes Ground Deficiencies
- Timing and Billing Accuracy, which includes Intra-LATA 1+ and calling card, 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
- SGP Answer Time
- SGP Report Review

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.

Windstream met the rule requirements in the following categories:

- Answer Time, which includes Voice and TDD calls to both the Business and Repair Service Offices
- Availability of Service (Installation)
- Repair Service, which includes Out-of-Service (OOS) Restored within 24 Hours, and Service Affecting (SA) Restored within 72 Hours
- 9-1-1 Emergency Service, which includes Voice and TDD call completions

In the periodic report review, staff examined the year 2007 for the exchanges being evaluated and found that the reports required by rule were in agreement with the records that

were examined. Staff found deficiencies in several other categories listed below. Where the company did not meet the standards, Windstream was notified by the draft report.

Adequacy of Directory Services:

Directory Review:

Staff reviewed Windstream's telephone directory labeled Alachua, Bradford, Columbia & Union Counties dated March 2007. The amounts listed for Directory Assistance (DA), Line Verification, and Emergency Line Interrupt did not match the prices listed in the company's tariff. The telephone directory listed the local DA price as \$0.50 and the national DA price as \$0.85. The tariff listed the price for local DA as \$0.37 and the national DA price as \$1.25. The telephone directory also listed the prices for the Line Verification and Emergency Line Interrupt as \$2.50 and \$5.00, respectively. The tariff listed the prices for Line Verification and Emergency Line Interrupt as \$4.50 and \$9.00, respectively. In addition, the telephone directory did not have an explanation for the discontinuance of service procedure.

Corrective Action:

Windstream responded to the draft report that it will correct the prices in the directory for Directory Assistance, Line Verification and Emergency Line Interrupt services. The next publication date for the directory will be March 2009. Windstream will also include an explanation for the discontinuance of service procedures.

New Number in Directory Assistance:

Out of the 104 requests for numbers to DA, the DA operator found 72 of the numbers correctly. There also appears to be an issue with the national DA (386-555-1212) when used through the Telecommunications Device for the Deaf (TDD). The national DA operators had problems finding the numbers when the call was placed through the TDD, but when the call was placed through a regular voice telephone, the DA operator could find the number.

Corrective Action:

Windstream stated that it has contacted the DA provider, Verizon, and is working with them to insure timing accuracy in the processes of updating the listings. Windstream also investigated the issues related to DA when it is used through the TDD. It found that in those instances the missing listings were due to late updating rather than the listings not in the database at all.

Subscriber Loops:

Transmission:

In the Waldo exchange, 100 loops were tested for transmission requirements. Six of those loops were deemed unsatisfactory. Five of the loops had high power influence and the other loop had a high loss reading.

Corrective Action:

Windstream has corrected the bonding on the loops with high power influence. Windstream stated that this had a marginal effect on the power influence readings. It has also

ordered and installed an AC induction-neutralizing coil for the route that these loops are located. Windstream has ordered and installed extender cards in the Digital Loop Carrier (DLC) on the loop with high loss readings.

Repair Service:

Rebates:

During the repair ticket review, staff found that 295 rebates should have been credited to customers for being out of service greater than 24 hours. None of the 295 rebates was made. Windstream operates under a Service Guarantee Program, which waives some of the service quality rules. However, the rebates that staff found were instances where the trouble report time included a Sunday or a Holiday. Windstream's SGP states "Sundays or holidays are not covered by the SGP and will be calculated and credited to customers consistent with Rule 25-4.110(6), F.A.C."

Corrective Action:

Windstream will provide a total of \$1,075.73 in Out-of-Service rebates for the period of July 2006 through December 2007. July 2006 is when Windstream started the Service Guarantee Program (SGP) and December 2007 is the end of the review period of the evaluation. Windstream will provide the automatic rebates consistent with Rule 25-4.110(6), F.A.C. on a forward basis.

Timing and Billing Accuracy:

Directory Assistance Billing:

Staff made 97 calls to DA. According to Windstream's tariff, there are no allowances for calls to DA, so all the calls are billable. Windstream billed 95 calls. Staff concludes that Windstream did not bill per tariff. Staff found that six calls were charged local DA rates when they should have been charged national DA rates. In addition, three calls were charged the national DA rate when they should have been charged the local DA rate.

Corrective Action:

Windstream attributed the incorrectly rated calls to the DA provider, Verizon. Windstream has brought this to Verizon's attention and they have corrected the problem going forward.

Service Guarantee Program (SGP) Rebates:

Installation SGP Rebates:

In reviewing the service orders, staff found 26 instances where an SGP Installation credit was due to customers. Windstream only provided 22 of the automatic credits to its customers.

Corrective Action:

Windstream stated there was a human error that inadvertently caused the customers not to receive the SGP rebate. It has provided credits to the customers who did not receive the credits automatically.

Out-of-Service SGP Rebates:

In reviewing the repair tickets, staff found 27 instances where an SGP Out-of-Service credit was due to customers. Windstream provided 24 of those automatic credits to its customers.

Corrective Action:

Windstream stated there was a human error that inadvertently caused the customers not to receive the SGP rebate. It has provided credits to the customers who did not receive the credits automatically.

Immediately following the summary is a series of charts depicting the results of the categories that were evaluated. In the instances where Windstream failed to meet the established standard, the results will be highlighted in yellow. The final chart depicts the number of Windstream service quality complaints received by the Commission in 2007. The trend line indicates a downward trend.

Windstream 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	149	0	100.0%	147*	142	96.6%
TDD	50	0	100.0%	50	50	100.0%

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.

* There were two calls that were busy for the business office voice.

Answer Time - Repair Service						
	Total Calls	Calls Failed	% of Calls Offered	Calls Answered	Calls Answered in 55 sec.	% Answered w/i Std.
Voice	149	1	99.3%	141*	139	98.6%
TDD	50	0	100.0%	49*	46	93.9%

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.

* There were seven calls that were busy for the repair service voice and one call that was busy for the repair service TDD.

Directory Reviewed			
Name / Date of Directory	Total Items Reviewed	Items in Compliance with Std.	% of Items in Compliance with Std.
Alachua, Bradford, Columbia & Union Counties March 2007	22	19	86.4%

Standard: 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.

DID NOT MEET STANDARD

New Numbers in Directory Assistance			
Calls Made to DA	Requests for Numbers	Total found in DA	% Found in DA
131	104	72	69.2%

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 07						
Exchange	Total Orders Reviewed	Orders Excluded	Orders Delayed for Const.	Net Orders	Orders Completed w/i Std.	% Orders Completed w/i Std.
Alachua	269	48	3	218	214	98.2%
Brooker	59	0	1	58	55	94.8%
High Springs	185	2	0	183	179	97.8%
Melrose	74	0	1	73	71	97.3%
Waldo	69	0	3	66	65	98.5%

Availability of Service (Installation) - 2nd Qtr 07						
Exchange	Total Orders Reviewed	Orders Excluded	Orders Delayed for Const.	Net Orders	Orders Completed w/i Std.	% Orders Completed w/i Std.
Alachua	223	36	1	186	183	98.4%
Brooker	27	0	0	27	27	100.0%
High Springs	168	0	2	166	160	96.4%
Melrose	83	0	1	82	80	97.6%
Waldo	73	0	0	73	70	95.9%

Availability of Service (Installation) - 3rd Qtr 07						
Exchange	Total Orders Reviewed	Orders Excluded	Orders Delayed for Const.	Net Orders	Orders Completed w/i Std.	% Orders Completed w/i Std.
Alachua	276	40	1	235	228	97.0%
Brooker	43	0	1	42	41	97.6%
High Springs	212	0	3	209	206	98.6%
Melrose	91	1	1	89	87	97.8%
Waldo	64	0	2	62	59	95.2%

Availability of Service (Installation) - 4th Qtr 07						
Exchange	Total Orders Reviewed	Orders Excluded	Orders Delayed for Const.	Net Orders	Orders Completed w/i Std.	% Orders Completed w/i Std.
Alachua	171	14	0	157	153	97.5%
Brooker	43	0	0	43	43	100.0%
High Springs	144	0	1	143	140	97.9%
Melrose	74	1	0	73	73	100.0%
Waldo	57	0	0	57	57	100.0%

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.

Subscriber Loops - Transmission				
Exchange	Total Loops Tested	Number of Unsatisfactory Loops	Number of Satisfactory Loops	% of Satisfactory Loops
Alachua	100	1	99	99.0%
Brooker	100	1	99	99.0%
High Springs	100	0	100	100.0%
Melrose	90	1	89	98.9%
Waldo	100	6	94	94.0%
Company Total	490	9	481	98.2%

Standard: 98% of loops tested shall have satisfactory transmission requirements. Rule 25-4.072 F.A.C., Transmission Requirements applies.

Out-of-Service Reports Restored Within 24 Hours - 1st Qtr 2007					
Exchange	Reports Reviewed	Excluded Reports	# of OOS Reports	# of OOS Reports Cleared w/i 24 Hrs.	% of OOS reports Cleared w/i Std.
Alachua	273	17	188	187	99.5%
Brooker	100	8	68	68	100.0%
High Springs	173	29	111	109	98.2%
Melrose	134	14	81	80	98.8%
Waldo	91	7	60	58	96.7%

Out-of-Service Reports Restored Within 24 Hours - 2nd Qtr 2007					
Exchange	Reports Reviewed	Excluded Reports	# of OOS Reports	# of OOS Reports Cleared w/i 24 Hrs.	% of OOS reports Cleared w/i Std.
Alachua	442	11	385	383	99.5%
Brooker	52	6	29	28	96.6%
High Springs	229	28	173	173	100.0%
Melrose	177	28	112	111	99.1%
Waldo	74	13	46	46	100.0%

Out-of-Service Reports Restored Within 24 Hours - 3rd Qtr 2007					
Exchange	Reports Reviewed	Excluded Reports	# of OOS Reports	# of OOS Reports Cleared w/i 24 Hrs.	% of OOS reports Cleared w/i Std.
Alachua	264	16	195	194	99.5%
Brooker	91	8	64	64	100.0%
High Springs	356	22	269	263	97.8%
Melrose	247	10	193	191	99.0%
Waldo	118	11	88	86	97.7%

Out-of-Service Reports Restored Within 24 Hours - 4th Qtr 2007					
Exchange	Reports Reviewed	Excluded Reports	# of OOS Reports	# of OOS Reports Cleared w/i 24 Hrs.	% of OOS reports Cleared w/i Std.
Alachua	238	32	159	157	98.7%
Brooker	60	11	43	43	100.0%
High Springs	269	26	196	192	98.0%
Melrose	348	34	276	276	100.0%
Waldo	133	11	103	103	100.0%

Standards: 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 - 1st Qtr 2007			
Exchange	# of SA Reports	# of SA Reports Cleared w/i 72 Hrs.	% of SA Reports Cleared w/i Std.
Alachua	68	68	100.0%
Brooker	24	24	100.0%
High Springs	33	33	100.0%
Melrose	39	39	100.0%
Waldo	24	24	100.0%

Service Affecting Reports Restored Within 72 Hours - 2nd Qtr 2007			
Exchange	# of SA Reports	# of SA Reports Cleared w/i 72 Hrs.	% of SA Reports Cleared w/i Std.
Alachua	46	46	100.0%
Brooker	17	17	100.0%
High Springs	28	28	100.0%
Melrose	37	37	100.0%
Waldo	15	15	100.0%

Service Affecting Reports Restored Within 72 Hours - 3rd Qtr 2007			
Exchange	# of SA Reports	# of SA Reports Cleared w/i 72 Hrs.	% of SA Reports Cleared w/i Std.
Alachua	53	52	98.1%
Brooker	19	19	100.0%
High Springs	65	64	98.5%
Melrose	44	44	100.0%
Waldo	19	19	100.0%

Service Affecting Reports Restored Within 72 Hours - 4th Qtr 2007			
Exchange	# of SA Reports	# of SA Reports Cleared w/i 72 Hrs.	% of SA Reports Cleared w/i Std.
Alachua	47	47	100.0%
Brooker	6	6	100.0%
High Springs	47	47	100.0%
Melrose	38	38	100.0%
Waldo	19	19	100.0%

Standards: 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			
2007 Month	Rebates Due	Rebates Given	% of Rebates Given
January	6	0	0.0%
February	4	0	0.0%
March	7	1	14.3%
April	7	0	0.0%
May	3	0	0.0%
June	13	0	0.0%
July	24	0	0.0%
August	82	0	0.0%
September	7	0	0.0%
October	10	0	0.0%
November	6	0	0.0%
December	126	1	0.8%

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 and Docket No. 050938-TP, Order No. PSC-06-0425-PAA-TP, issued May 19, 2006, applies.

Safety - Ground Deficiencies			
Exchange	Loops Tested	Poor Grounds	% of Adequate Grounds
New Installs			
Alachua	25	0	100.0%
Brooker	11	0	100.0%
High Springs	25	2	92.0%
Melrose	17	0	100.0%
Waldo	15	0	100.0%
Random Loops			
Alachua	73	0	100.0%
Brooker	87	1	98.9%
High Springs	74	1	98.6%
Melrose	68	0	100.0%
Waldo	81	1	98.8%

Standards: 100% of new service installations shall have adequate grounding on the loops.
92% of randomly inspected loops shall have adequate grounding. Rule 25-4.038, F.A.C. Safety applies.

Timing and Billing - Directory Assistance								
Central Office	Telephone Number	Calls Made	Allowance	Billable Calls	Calls Billed	Variance	% Correctly Billed	Billed per Tariff
Alachua	386-418-0853	97	0	97	95	2	97.9%	N
Alachua	386-418-2294	34	All-TDD	0	0	0	100.0%	Y

Standard: 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.

9-1-1 Emergency Service						
Area	NXX	Calls Made	Busy Calls	Failed Calls	Calls Completed	% of Calls Completed
Voice Calls						
Alachua	418	150	0	0	150	100.0%
TDD Calls						
Alachua	418	50	0	0	50	100.0%

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			
2007 Month	Rebates Due	Rebates Given	% of Rebates Given
January	2	2	100.0%
February	2	2	100.0%
March	4	4	100.0%
April	1	1	100.0%
May	9	8	88.9%
June	1	1	100.0%
July	2	2	100.0%
August	0	0	None Found
September	3	1	33.3%
October	1	1	100.0%
November	0	0	None Found
December	1	0	0.0%

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. 050938-TP and Order No. PSC-06-0425-PAA-TP, issued May 19, 2006, applies.

Out-of-Service SGP Rebates			
2007 Month	Rebates Due	Rebates Given	% of Rebates Given
January	1	1	100.0%
February	3	2	66.7%
March	2	2	100.0%
April	2	2	100.0%
May	0	0	None Found
June	2	1	50.0%
July	3	2	66.7%
August	6	6	100.0%
September	2	2	100.0%
October	4	4	100.0%
November	2	2	100.0%
December	0	0	None Found

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. 050938-TP and Order No. PSC-06-0425-PAA-TP, issued May 19, 2006, applies.

Quality of Service Complaints Reported to the Commission												
	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
Number of Customer Complaints	4	4	1	0	0	0	3	2	1	3	1	1

