

990750-TP

Michael Thomas Direct Testimony – Exhibit MT-2  
Florida (State)  
January – June 1999 (Reporting Period)  
August 5, 1999 (Date of Report)

**EXHIBIT MT.2**

| CATEGORY   | TOTAL | EDI | FACSIMILE |
|--|-------|-----|-----------|
| Percentage of Local Service Request Orders ("LSRs") submitted for the period Jan-June                      |       | 81% | 19%       |
| Percentage of LSR's completed in <5 days   | 53%   | 55% | 41%       |
| Percentage of LSR's completed in 5-10 days   | 31%   | 33% | 22%       |
| Percentage of LSR's completed in >10 days  | 11%   | 10% | 15%       |
| Percentage of LSR's not Completed  | 5%    | 2%  | 22%       |
| Percentage of Firm Order Confirmation's (FOC's) Received within 48 hours or less for those LSR's completed | 32%   | 32% | 28%       |
| Percentage of FOC's received after 48 hours of submitting the LSR  | 68%   | 67% | 72%       |
| Percentage of FOC's where due date was met   | 38%   | 42% | 21%       |

**DECLASSIFIED**  
6-23-01  
**CONFIDENTIAL**

**EXHIBIT A**

DOCUMENT NUMBER-DATE

10533 SEP-28

FPSC-RECORDS/REPORTING