Beverly Y. Menard Regulatory & Governmental Affairs Assistant Vice President (FL/GA)



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November 15, 2000

Mrs. Blanca S. Bayo Director, Division of Records and Reporting Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850

Dear Mrs. Bayo:

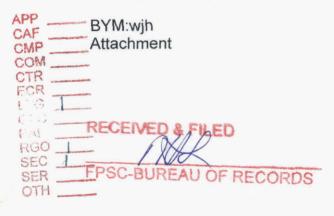
Pursuant to paragraph 52 of Appendix D of the FCC's June 16, 2000 order regarding the Bell Atlantic/GTE Merger, Verizon is providing service quality data in accordance with Table 1 of ARMIS Report No. 43-05 on a quarterly basis. This report provides data only on Interstate Interexchange switched and special access services. We are providing results for Florida only but the results for the other states are available upon request. Verizon is also making this data available to the Common Carrier Bureau of the FCC.

If you have any questions, please do not hesitate to call me.

Sincerely,

Beverly y. Menard

Beverly Y. Menard





FCC REPORT 43-05 ARMIS SERVICE QUALITY REPORT

COMPANY: VERIZON FLORIDA INC.

UNRESTRICTED VERSION

STUDY AREA: FLORIDA-GTE

PERIOD: JUL 2000 TO SEP 2000 COSA: GTFL TAB

SUBMISSION 01 TABLE I PAGE 1 OF 1

	Classification	Switched Access	Special Access	
Row			High Speed Special Access	All Special Access
		(aa)	(ab)	(ac)
INSTALL	ATION INTERVALS:			
0110 # Total Number of Orders or Circuits		916	N/A	3,233
0111 # Missed for Customer Reasons (MCR)		773	N/A	1,145
0112 % Commitments Met		96.20	N/A	91.00
0114 Average	Interval (in days)	43.4	N/A	25.4
REPAIR	INTERVALS:			
0120 # Total Trouble Reports		57	1,502	5,476
0121 Average Interval (in hours)		15.7	, 5.9	8.6

TABLE I - INSTALLATION AND REPAIR INTERVALS

(Interexchange Access)

Legend: # indicates items that are not dollars or percents % indicates items to be entered as a percent

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