

990649B-TP

GTE
 Florida Carrier Access NRC Study
 Base Productive Hours (BPO)

	A	B	C	D	E	F	G	H	I	J
	TEAM B	TEAM E	TEAM A	TEAM C	TEAM D	TOTAL SC BPO HOURS	MANUAL ORDER INPUT	TOTAL LESS MANUAL	QUALITY TEAM	
	A ¹	B ¹	C ¹	D ¹	E ¹	F = Sum (A..E)	G ²	H = F - G	I ¹	
SPECIALS	2,398	2,681	7,853	3,312	3,689	19,933	2,299	17,634	1,377	
SWITCHED	3,199	1,509	2,822	1,104	7,211	15,845	894	14,951	446	

	A	B	C	D
	CO-ORDINATORS	SR. ADMIN	UNGUIDED	
TOTAL	2,240	1,920	1,556	

3	MOG	256 PROJ	960
4	ESC	1600 SC	960
5	SC	384	

- 6 Note 1: Productive hours are obtained from summary reports provided by GTE Resource Management
- 7 Note 2: The manual BPO hours were calculated by multiplying the 0.56 extra hours to process a manual order times the manual order volume from Support 3.1 and 4.2.
- 8
- 9 Note 3: Each "Team" represents a group within GTE that serves a particular IC or group of ICs. GTE applied labels A through D to prevent the release of this competitive data.

2647

3/16/07 (entire document)
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PSC-02 -0631
 This confidentiality request was filed by or for a "telco" for DN *04658-02*. No ruling is required unless the material is subject to a request per 119.07, FS, or is admitted in the record per Rule 25-22.006(8)(b), FAC.
(x-ref. DN 02595-02)
appeal
 DOCUMENT NUMBER - DATE
 04658 APR 29 88
 FPSC-COMMISSION CLERK
 Support - 2.0

	A	B	C	D	E	F	G	H	I	J																		
	NCC TEAM			SPRINT TEAM			ATT TEAM			MCI TEAM			OCC TEAM			QUALITY TEAM			COORDINATORS			SR. ADMIN			UNGUIDED			
	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	JAN	FEB	TOTALS	
1	NCC			SPRINT			ATT			MCI			OCC			QUALITY			COORDINATORS			SR. ADMIN			UNGUIDED			
	SPECIALS	1356	1016	2372	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	SWITCHED	1455	1698	3153	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
2	SPRINT			ATT			MCI			OCC			QUALITY			COORDINATORS			SR. ADMIN			UNGUIDED						
	SPECIALS	0	0	0	1358	1323	2681	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	SWITCHED	0	46	46	826	683	1508.8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
3	ATT			MCI			OCC			QUALITY			COORDINATORS			SR. ADMIN			UNGUIDED									
	SPECIALS	0	26	26	0	0	0	3893	3960	7853	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	SWITCHED	0	0	0	0	0	0	1382	1440	2822	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
4	MCI			OCC			QUALITY			COORDINATORS			SR. ADMIN			UNGUIDED												
	SPECIALS	0	0	0	0	0	0	1692	1620	3312	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	SWITCHED	0	0	0	0	0	0	564	540	1104	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
5	OCC			QUALITY			COORDINATORS			SR. ADMIN			UNGUIDED															
	SPECIALS	0	0	0	0	0	0	0	0	0	1902	1787	3689	0	0	0	0	0	0	0	0	0	0	0	0	0		
	SWITCHED	0	0	0	0	0	0	0	0	0	3541	3670	7211	0	0	0	0	0	0	0	0	0	0	0	0	0		
6	QUALITY			COORDINATORS			SR. ADMIN			UNGUIDED																		
	SPECIALS	0	0	0	0	0	0	0	0	0	684	693	1377	0	0	0	0	0	0	0	0	0	0	0	0	0		
	SWITCHED	0	0	0	0	0	0	0	0	0	210	236	446	0	0	0	0	0	0	0	0	0	0	0	0	0		
7	COORD			SR. ADMIN			UNGUIDED																					
	SPECIALS	0	0	0	0	0	0	0	0	0	0	0	0	1120	1120	2240	960	960	1920	0	0	0	0	0	0	0		
	SWITCHED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
8	SR. ADMIN			UNGUIDED																								
	SPECIALS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	SWITCHED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
9	UNGUIDED			TOTALS																								
	SWITCHED	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	778	778	1556		
	TOTALS	NCC TEAM			SPRINT TEAM			ATT TEAM			MCI TEAM			OCC TEAM			QUALITY TEAM			COORDINATORS			SR. ADMIN			UNGUIDED		
	SPECIALS	1356	1042	2398	1358	1323	2681	3893	3960	7853	1692	1620	3312	1902	1787	3689	684	693	1377	1120	1120	2240	960	960	1920	0	0	0
	SWITCHED	1455	1744	3199	826	683	1508.8	1382	1440	2822	564	540	1104	3541	3670	7211	210	236	446	0	0	0	0	0	0	778	778	1556

- 10 Note 1: Productive hours are obtained from summary reports provided by GTE Resource Management
- 11 Note 2: Service Consultants are loaned between groups depending upon the work load. This is captured above by the times under different work groups.
- 12 Note 3: The time period studied (Jan and Feb) had an abnormally high overtime rate compared to historical average and expected future rates. Therefore, overtime was capped at the 12% historical average.

MOG	256	PROJ	960
ESC	1600	SC	960
SC	384		

2648

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**NRC COST STUDY INFORMATION REQUEST
APC**

State: Florida

A APC WORK CENTER AND LOCATION	B JOB TITLE	C JOB DUTIES	D TOTAL PRODUCTIVE HOURS
APC-LAKELAND	Assignment Clerk	Select Assignment	6362.65
APC-LAKELAND	Admin Support Clerk	Administration	286.47
APC-TAMPA	Assignment Clerk	Select Assignment	9064.51
APC-TAMPA/LAKELAND	Complex Line Assignor	SPAG Assignment	7821.14
APC-TAMPA	Complex Line Assignor	Open Market Transition Coord	1825.95
APC-TAMPA	Admin Support Clerk	Administration	237.18
APC-CLEARWATER	Assignment Clerk	Select Assignment	17432.47
APC-CLEARWATER	Customer Inquiry Advocate	Pending Order Inquiry	6349.12
APC-CLEARWATER	Complex Line Assignor	SPAG Assignment	8400.76
APC-TAMPA	Admin Support Clerk	Administration	670.42
APC-BRADENTON	Assignment Clerk	Select Assignment	4301.92

2649

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**NRC COST STUDY INFORMATION REQUEST
BRPC and OUTSIDE PLANT (OSP)**

State: Florida
A

B

C

D

BRPC and OSP	JOB TITLE	JOB DUTIES	TOTAL PRODUCTIVE HOURS
BRPC-FLORIDA	Facility Clerk	Administration-Non Message	5,012.56
BRPC-FLORIDA	Facility Clerk	Administration-Message	716.08
BRPC-FLORIDA	Facility Clerk	SOE-Non Message	2,577.25
BRPC-FLORIDA	Facility Clerk	SOE-Message	604.55
BRPC-FLORIDA	Desgin Tech	SOE-Non Message	548.20
BRPC-FLORIDA	Desgin Tech	SOE-Message	128.60
BRPC-FLORIDA	Facility Clerk	Circuit Design-DS0	562.95
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-DS0	276.55
BRPC-FLORIDA	Design Technician	Circuit Design-DS0	4,964.53
BRPC-FLORIDA	Business Response Specialist	Circuit Design-DS0	138.78
BRPC-FLORIDA	Facility Clerk	Circuit Design-HiCaps	463.63
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-HiCaps	201.66
BRPC-FLORIDA	Design Technician	Circuit Design-HiCaps	4,582.66
BRPC-FLORIDA	Business Response Specialist	Circuit Design-HiCaps	101.20
BRPC-FLORIDA	Facility Clerk	Circuit Design-Message	15.03
BRPC-FLORIDA	Admin Support Clerk	Circuit Design-Message	14.38
BRPC-FLORIDA	Design Technician	Circuit Design-Message	2,466.00
BRPC-FLORIDA	Business Response Specialist	Circuit Design-Message	7.21
BRPC-FLORIDA	Facility Clerk	Hi-Cap Prework	1,272.00
BRPC-FLORIDA	Assignor	Hi-Cap Prework	2,172.00
BPRC-IN	DBM	Switch Updates	2,678.00
OSP - FLORIDA	Level 5	Cable Splicer	13,155.00
OSP - FLORIDA	Construction Splicer - Access Design	Cable Splicer	1,440.00
OSP - FLORIDA	Level 5	Cable Splicer	12,300.00
OSP - FLORIDA	Construction Splicer - Access Design	Cable Splicer	3,600.00
OSP - FLORIDA	Level 5	Cable Splicer	12,570.00

2650

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