

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** August 26, 2009

**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

**FROM:** Lisa S. Harvey, Chief of Performance Analysis, Division of Regulatory Compliance

**RE:** Filing in Docket No. 000121C-TP

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Pursuant to Chapter 2.10, Section C.3, Administrative Procedures Manual (APM), please file the attached document in Docket No. 000121C-TP.

Thank you for your attention to this matter.

DOCUMENT NUMBER-DATE

08878 AUG 26 8

FPSC-COMMISSION CLERK

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STATE OF FLORIDA



DIVISION OF REGULATORY COMPLIANCE  
BETH W. SALAK  
DIRECTOR  
(850) 413-6600

# Public Service Commission

August 25, 2009

Mr. Frank App  
Verizon Florida LLC, TL710  
106 East College Avenue, Suite 710  
Tallahassee, FL 32301-7721

Dear Mr. App:

In a January 29, 2009 letter to Verizon, staff noted that Verizon's overall wholesale performance level provided to CLECs had declined in eight of twelve months during 2008, resulting in an 8.11 percent drop in compliance for the year. Measures OR-1 (FOC/LSC Notice Timeliness) and MR-2 (Customer Trouble Report Rate) were particularly troublesome. In response to staff's concerns, Verizon provided explanations and also furnished a remediation plan. Since that letter, staff has seen no improvement in performance.

From January 2009 through the most recent data month of June, Verizon overall performance has not improved. Twelve of the 29 measures approved by this Commission are currently below the 90<sup>th</sup> percentile in performance. In fact, nine of the 29 measures are even below the 80<sup>th</sup> performance percentile for the June data month.

In light of this general lack of improvement and low level of performance, staff requests that Verizon provide a specific, detailed 6-month remediation plan for improving the following metrics. These are metrics which performed below 90-percent compliance in at least three of the last six data months. The number in parenthesis represents the level of performance for June 2009.

- MR-2, Customer Trouble Report Rate (80.0)
- MR-4, Average Time to Respond (78.9)
- MR-5, Frequency of Repeat Troubles in 30-Day Period (87.5)
- OR-1, FOC/LSC Notice Timeliness (66.7)
- OR-2, Reject Timeliness, Flow Through (70.6)
- OR-5, Percent Flow Through Orders -- Received Electronically (66.7)
- PO-1, Average Response Time, Due Date Availability (50.0)
- PR-4, Percentage of Timely and Compliant Change Management Notices (76.0)
- PR-6, Percentage of Troubles in 30 Days for Special Service Orders (85.7)
- PR-7, Percentage of Orders Jeopardized (85.7)
- B-7, Recurring Change Completeness (66.7)
- B-8, Non-Recurring Change Completeness (33.3)

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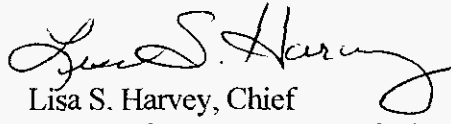
FPSC-COMMISSION CLERK

Verizon's reply should include, but is not be limited to:

- A root cause analysis of performance for each submeasure noted above,
- Specific remedial actions to improve performance for each submeasure, and
- The post-improvement target percentage (minimum 90-percent) for each submeasure,
- Implementation date(s) for remedial actions for each submeasure.

Please reply no later than September 24, 2009 with the completed plan and information. Staff will review the information and schedule a meeting to discuss additional actions, if any. Questions or concerns should be addressed to David Rich at 850-413-6830.

Sincerely,

  
Lisa S. Harvey, Chief  
Bureau of Performance Analysis

cc: Beth Salak, Director, Division of Regulatory Compliance  
Dale Mailhot, Assistant Director, Division of Regulatory Compliance