Dorothy Menasco

000121A-TP

From:	Raquel Tully
Sent:	Monday, November 15, 2010 8:05 AM
To:	Dorothy Menasco
Subject:	FW: FL Public Service Commission Tier II Payment
Attachments:	FL Public Service Commission Tier II Report September 2010.xlsx

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From: JOHNSON, JERRY E (ATTOPS) [mailto:jj1881@att.com]
Sent: Sunday, November 14, 2010 4:30 PM
To: greg.follensbee@att.com; Jerry Hallenstein; SIRIANNI, MARYROSE (ATTSI); David Rich; Raquel Tully; Lisa Harvey
Cc: HAWKINS, SHEILA (ATTOPS); DRUMMOND, MARYLEE (ATTOPS); JOHNSON, JERRY E (ATTOPS); GARNER, TREVA H (ATTOPS); RAINWATER JR., TOMMY (ATTOPS); PATE, RON (ATTOPS); MILLER, GLEN D (ATTOPS); DYSART, WILLIAM R (ATTOPS); HATCH, TRACY W (Legal)
Subject: FL Public Service Commission Tier II Payment

In compliance with Florida Public Service Commission Order No. PSC-10-0016-PCO-TP, issued January 5, 2010, in Docket No. 000121A-TP, no Tier II payment was processed for September 2010 activity. Attached is a spreadsheet of the remedy amounts withheld and previous months' adjustments by submetric. If you require any additional information, please advise.

Jerry E. Johnson

Area Mgr. - Regulatory Relations

AT&T Southeast Network Services

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<<FL Public Service Commission Tier II Report September 2010.xlsx>>

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FPSC-COMMISSION CLERK

11/15/2010

Florida PSC Tier II Report
September 2010

Failure Year / Month	Submetric	RMDY_UNIT_AMT	Previous Months Adjustments	Total Withheld
200806	OAAT - Ordering Average Answer Time		$ (17,010.00)	
200903	PSC Fee for Reposting Reports		$ (35,200.00)	
200907	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 1,000.00	
200907	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 28.60	
200908	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
200908	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 36.82	
200909	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 4,485.00	
200909	Order Completion Interval - UNE xDSL - without conditioning		$ 345.00	
200909	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		$ 805.00	
200909	Percent Missed Installation Appointments - UNE Loops - Design		$ 625.67	
200909	Out of Service (OOS) > 24 hours - UNE Loops Non-Design		$ 8,860.33	
200909	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
200909	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 17.10	
200910	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design		$ 625.67	
200910	Percent Missed Installation Appointments - UNE Loops - Design		$ 715.33	
200910	Out of Service (OOS) > 24 hours - UNE Loops Non-Design		$ 11,076.33	
200910	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 4,140.00	
200910	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
200911	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design		$ 625.67	
200911	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 4,485.00	
200911	Out of Service (OOS) > 24 hours - UNE Loops Non-Design		$ 12,238.00	
200911	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
200912	Out of Service (OOS) > 24 hours - UNE Loops Non-Design		$ 10,146.67	
200912	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
200912	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design		$ 421.00	
200912	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 6,210.00	
201001	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 6,210.00	
201001	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
201001	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		$ 920.00	
201002	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		$ 920.00	
201002	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 6,210.00	
201002	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
201003	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		$ 1,035.00	
201003	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 7,245.00	
201003	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
201004	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		$ 805.00	
201004	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 5,865.00	
201004	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 3,000.00	
201004	Order Completion Interval - UNE Loop Design		$ 881.00	
201005	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 5,175.00	
201005	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 3,000.00	
201005	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL		$ 805.00	
201005	Order Completion Interval - UNE Loop Design		$ 996.00	
201006	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 3,105.00	
201006	Customer Trouble Report Rate - Local Interconnection Trunks		$ 180.33	
201006	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
201007	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
201007	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 4,830.00	
201008	Out of Service (OOS) > 24 hours - Resale POTS		$ 21,848.00	
201008	Non-Coordinated Customer Conversions		$ 4,140.00	
201008	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours		$ 6,555.00	

201008	Percent of Software Errors Corrected in X (10, 30, 45) Business Days		$ 2,000.00	
201008	Coordinated Customer Conversions Hot Cuts Timeliness - UNE Loops w/o IDLC		$ 1,035.00	
201008	Coordinated Customer Conversions Hot Cuts Timeliness - UNE Loops w IDLC		$ 1,380.00	
201009	Percent Provisioning Troubles within X days of Service Order Completion - UNE xDSL	$ 1,495.00		
201009	Percent Provisioning Troubles within X days of Service Order Completion - UNE Loops - Design	$ 766.00		
201009	Out of Service (OOS) > 24 hours - Resale POTS	$ 18,373.33		
201009	Non-Coordinated Customer Conversions	$ 7,590.00		
201009	LNP Disconnect Timeliness (Non-Trigger) UnScheduled hours	$ 5,865.00		
201009	Percent of Software Errors Corrected in X (10, 30, 45) Business Days	$ 2,000.00		
201009	Coordinated Customer Conversions Hot Cuts Timeliness - UNE Loops w/o IDLC	$ 1,035.00		
201009	Coordinated Customer Conversions Hot Cuts Timeliness - UNE Loops w IDLC	$ 690.00		
	TOTALS	**$ 37,814.33**	**$ 122,817.52**	**$ 160,631.85**

NOTE: In accordance with Order No. PSC-10-0016-PCO-TP, issued January 5, 2010, in Docket No. 000121A-TP, AT&T is withholding Tier 2 payments that may become due and payable under the current SEEM Plan on or after January 5, 2010, including interest subject to corporate undertaking until the Commission renders a final decision regarding AT&T's request to eliminate Tier 2 penalties.