

Case Assignment and Scheduling Record

Section 1 - Division of Records and Reporting (RAR) Completes

Docket No. 930460-TL Date Docketed: 05/05/93 Title: Request for approval of tariff filing to provide employee concessions for residential service and to delete outdated language from the tariff of QUINCY TELEPHONE COMPANY. (T-93-159 filed 3/31/93)

Company: Quincy Telephone Company

Official Filing Date: 03/31/93
 Last Day to Suspend: 05/30/93 Expiration: _____

Referred to: ADM AFA APP CAF (CHJ) EAG GCL LEG RAR RRR WAW
 ("(") indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to RAR in 10 workdays.

Time Schedule

Program/Module A4(b)

Warning: This schedule is tentative and subject to revision

<u>Staff Assignments</u>	
OPR Staff	<u>J Strong</u>
Staff Counsel	<u>C Murphy</u>
OCRs ()	
()	
()	
()	

Current CASR revision level

0

Due Dates

Previous Current

1. Staff Recommendation	NONE	05/27/93
2. Agenda - Regular	NONE	06/08/93
3. Tariff Order - Automatic Closing	NONE	06/28/93
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		
26.		
27.		
28.		
29.		
30.		
31.		
32.		
33.		
34.		
35.		
36.		
37.		
38.		
39.		

Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with RAR: 05/28/93

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	DS	BR	CL	LA	JN		
X							

- Prehearing Officer

Commissioners					ADM
DS	BR	CL	LA	JN	
					X

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: 05/28/93



Public Service Commission

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

DATE: June 22, 1993

TO: Steve Tribble, Director of Records and Reporting

FROM: Susan F. Clark, Commissioner *SC*

RE: Letter from Daniel V. Gregory representing Quincy Telephone Company
(Docket No. 930460-TL)

I received the attached letter from Mr. Daniel V. Gregory, representing Quincy Telephone Company, on June 21, 1993. Mr. Gregory's letter addresses matters discussed at the June 8, 1993, Agenda Conference, relevant to Docket No. 930460-TL. Mr. Gregory's letter was provided to all parties to the proceeding (of which Quincy Telephone Company is the only party), and was provided to Mr. Jack Shreve, Public Counsel; however, the letter was not filed with the Division of Records and Reporting for inclusion in the official docket file. Therefore, I believe it would be appropriate for you to place this memorandum and attachments on the record of the above-referenced proceeding. Because the letter was distributed to all parties of record, and is being placed on the official record by this transmittal, it is unnecessary to provide notice of this communication to all parties to the docket or to inform them that they have 10 days from receipt of the notice to file a response.

JUL 27 1993

Ms. Clark

IF YOU NEED A COPY OF THIS LETTER
PLEASE CALL 800-955-5226
OR 904-955-5226

800-955-5226
904-955-5226



TELECOM

Quincy
Telephone Company

RECEIVED

JUN 21 1993

June 18, 1993

Mr. J. Terry Deason, Commissioner
FLORIDA PUBLIC SERVICE COMMISSION
101 East Gaines Street
Tallahassee, FL 32399-0850

Dear Commissioner Deason:

I heard, with more than a little concern, that during the last agenda conference you expressed a negative view of the service we provide in Quincy. While no one can claim to give perfect service all the time, we do feel our service is very far from "atrocious".

If you look at the picture over time, there have been major improvements, as shown in the attached chart of troubles per 100 access lines per month. We are proud of the improvements we have made and I am certain that every employee of Quincy Telephone Company understands the importance of providing excellent service to our customers.

In part, your observations may be based on the results of our last service quality audit. Although the total score did not achieve the theoretically perfect 75, we quickly fixed the limited number of problem areas so we could meet the numerical standard. Please review my correspondence with Alan Taylor on the topic, which is attached.

Also, your perception may be based on the unfortunate switch outages we have experienced. The last such incident was in July 1992. We have taken steps to insure that such incidents do not repeat themselves; most importantly, we are planning to install a new AT&T switch by the end of this year.

We are acutely aware that many of our customers are expecting us to provide new services. When customers see television advertisements for caller I. D. and other advanced services, they call us. If we don't have a service as quickly as Tallahassee residents, it may create the impression that we are not sensitive to their wants. Nothing could be further from the truth. As the telecommunications business changes rapidly, we know we have to satisfy our customers with advanced, quality communications.

On balance, I believe we are as customer focused as any telephone company. We have received frequent compliments from our customers on the quality of our service.

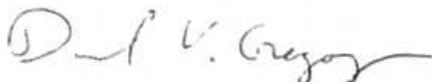
LTR: Deason - FPSC
June 18, 1993

2

If anyone has made an informal complaint or said anything negative to you about us, I would welcome the information. If there is something we are not doing or should be doing, we need to hear it. My door is always open to hear your concerns. I don't know that I can change your thinking in one letter, but many times things are not as they seem at first. We are always working hard to improve our business, and I believe the record shows that.

Again, if you have any information or suggestions as a result of any comments you may have had, we would welcome your input so that we can work to improve whatever may need improving.

Sincerely,



Daniel V. Gregory
Vice President & General Manager

DVG:dkw

Attachment

CC: All PSC Commissioners
Mr. Walter D'Haeseleer - FPSC
Mr. Bill Talbott - FPSC
Mr. Rob Vandiver - FPSC
Mr. Jack Shreve - Public Counsel



*Quincy
Telephone Company*

December 17, 1992

Mr. J. Alan Taylor, Chief
Bureau of Service Evaluation
FLORIDA PUBLIC SERVICE COMMISSION
101 East Gaines Street
Tallahassee, Florida 32399-0850

Dear Mr. Taylor:

We have received your letter confirming that you are satisfied with the corrective action taken to improve billing accuracy. However, you expressed concerns regarding Quincy's performance overall. I would like to respond to those concerns.

As discussed, it was mainly the trunk disconnect timing parameters and their effect on billing that resulted in the low score we received in the proposed weighting system index. Two other heavily weighted factors were business office answer time and adequacy of intercept services. I will address each factor.

- o Until the review by the Florida Public Service Commission, we believed that by following the LSSGR we were in compliance with industry standards for disconnect parameters. We did not anticipate the results shown in the evaluation. However, once we understood the situation properly we made the changes to our system the same day Mr. Frank Williamson and Mr. Elton Howell visited to conduct further testing.

- o In the case of business office answer time, we also made an immediate change. We had been using an automatic answering device on our main business office number, which in hindsight did not add to the quality of service we provided. The device was disconnected and we are now in compliance with FPSC rules on answer time. Our goals are the same - satisfied customers - and we have no desire or intent to work towards anything else.

LTR - Taylor
December 17, 1992
Page - 2

- o In the case of intercept services, we had been aware of an intermittent problem two weeks prior to the start of the service evaluation. We had been trouble shooting the Science Dynamics unit prior to the visit, however as of that time we had not yet isolated the problem. Once a particular card was changed the problem was corrected, as our subsequent traffic study reflects.

Were it not for these three items, our score would have been 75.0558 (-55.23 + 86.5377 + 23.9750 + 15.5335 + 4.2396). In each case corrections were made quickly, along with corrections for less heavily weighted items. While I do not deny that these criteria were not met at the precise time of the service audit, it is clear that making the corrections changes the picture substantially. I hope you agree.

We are proud of the service we provide, however we accept accurate criticisms made in good faith as the starting point for improvements. We are measured by the Florida Public Service Commission, our corporate management and our customers through our customer surveys. We diligently seek to meet the high standards of each of these important groups.

Please contact me if you have additional concerns or questions.

Sincerely,



Daniel V. Gregory
Vice President & General Manager

DVG:dkw

CC: Don McDonald
Richard Tudor
Public Counsel

DEC 08 1992

Commissioners:
 THOMAS M. BEARD, CHAIRMAN
 BETTY EASLEY
 J. TERRY DEASON
 SUSAN F. CLARK
 LUIS J. LAUREDO



DIVISION OF COMMUNICATIONS
 WALTER D'HAESELEER
 DIRECTOR
 (904) 488-1280

Public Service Commission

December 4, 1992

12-14-92
 XC: FP
 MT

Mr. Daniel V. Gregory
 Vice President & General Manager
 Quincy Telephone Company
 P. O. Box 189
 Quincy, Florida 32353-0189

Dear Mr. Gregory:

Based on your latest response to our service evaluation, we are satisfied with the corrective action taken to improve billing accuracy. However, we remain concerned with Quincy's performance overall.

Enclosed is a copy of our proposed weighting system index reflecting Quincy's performance as minus 55.23 points. The index standard is seventy five (75) points if all Commission standards are met exactly. Quincy is the first company to score below zero when the weighting factors were applied to its service evaluation results. This was due in large part to the eighty six (86) points Quincy lost on billing accuracy performance that has since been corrected. While this standard has not yet been formally adopted by the Commission, the analysis is provided for your review and confirms the need for Quincy to follow through with immediate corrective action in other areas as outlined and agreed upon previously.

Please feel free to contact Don McDonald or me if you have any questions.

Sincerely,

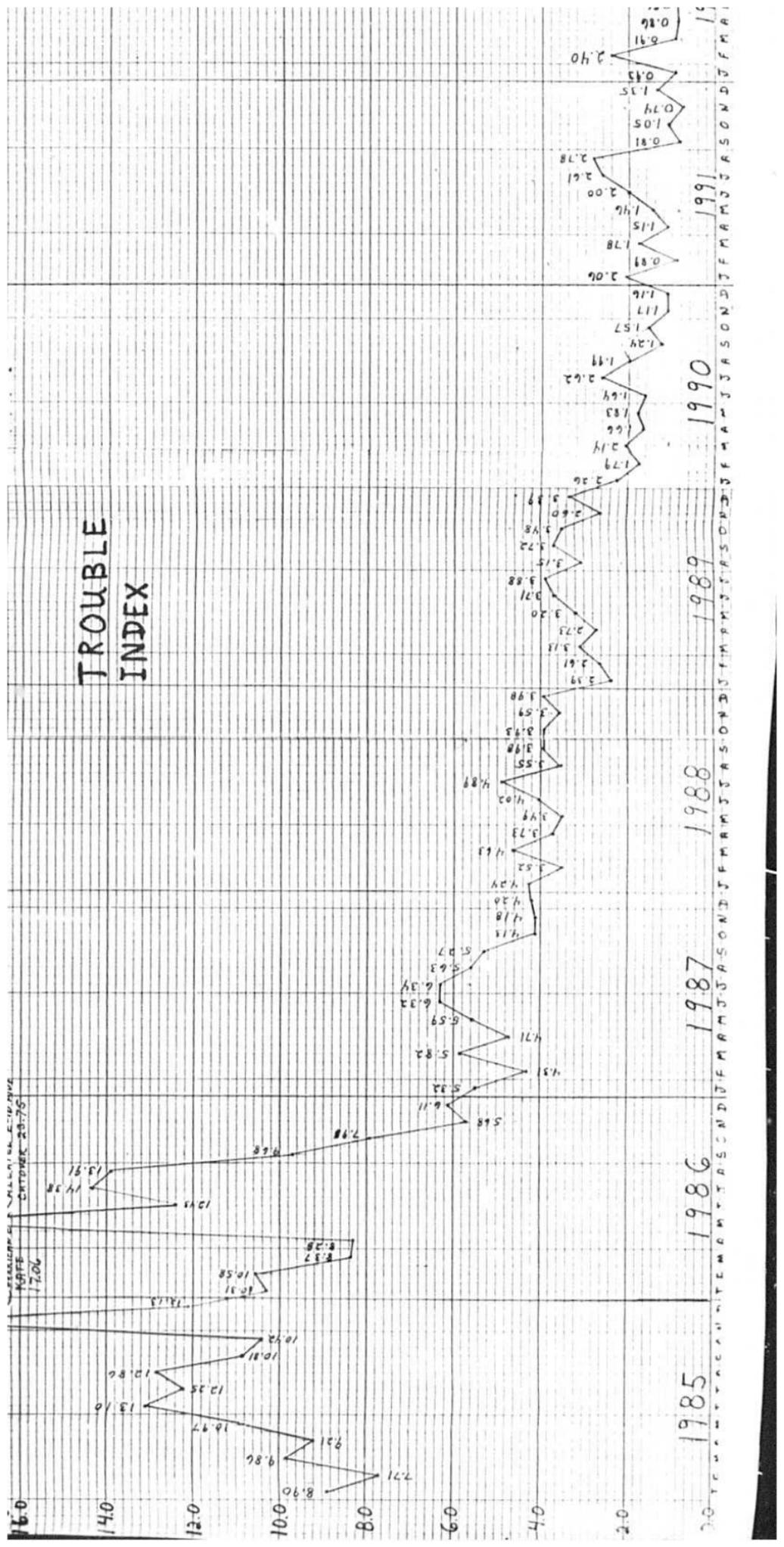
A handwritten signature in cursive script, appearing to read "J. Alan Taylor".

J. Alan Taylor, Chief
 Bureau of Service Evaluation

Attachment

c: Don McDonald
 Richard Tudor
 Public Counsel

TROUBLE INDEX



RESERVED FOR
KAPPA
1706
CANTON 23-76

1985 1986 1987 1988 1989 1990 1991
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC