



Southern Bell

150 South Monroe Street
Suite 400
Tallahassee, Florida 32301

A. M. Lombardo
Assistant Vice President - Regulatory Relations

March 15, 1993

Mr. Steve Tribble
Director, Division of Records and Reporting
Florida Public Service Commission
101 East Gaines Street
Tallahassee, Florida 32301

~~92060-TN~~

Re: MFR Filing Update

Dear Mr. Tribble:

BellSouth Telecommunications, Inc. d/b/a Southern Bell Telephone and Telegraph Company ("Southern Bell") hereby submits thirty five (35) copies of the attached 3/15/93 MFR Update to its May 1, 1992 Minimum Filing Requirements (MFRs).

Included in this MFR update is a complete replacement for MFR Schedule F3 to correct the calculations found on page 4 of 12, line 16 (Percent of troubles found okay inside) and to adjust the page numbering.

Please call me at 222-1201 if you have any additional questions.

Sincerely,

A. M. Lombardo

ACK	<u>✓</u>
AFM	<u>3</u>
ADP	_____
CFE	_____
CMU	<u>_____</u>
CTF	_____
EAS	_____
LES	<u>1</u>
LVI	<u>6</u>
OPD	_____
RCH	_____
SEC	<u>1</u>
WAS	_____
OTB	_____

cc: All Parties of Record (Letter only)

Attachments

RECEIVED & FILED
[Signature]

Productivity Measures - Service Performance

FLORIDA PUBLIC SERVICE COMMISSION

Company Southern Bell Telephone & Telegraph Co.

Docket No. 920260-TL

Test Year 1991

Schedule F-3

Page 1 of 12

Witness Responsible

C. Shagnea

Bob Williams

Ben North

J. Funderburg

W. S. Reid

Check Whether Data Is:

Historic [X] or Projected []

Average [X] or year End []

Line No.	Productivity Measures	1987	1988	Percent Increase		1990	Percent Increase		1991	Average Annual Percent Increase		Reasons for Trend
				(Decre.)	(Decre.)		(Decre.)	(Decre.)		(Decre.)	(Decre.)	
1.	Total Station (Installation Work, Manhours ("C" Hours)/Inward Access Lines.	0.04	0.06	50.00%	0.10	66.67%	0.10	0.00%	0.07	-30.00%	21.67%	Note 1
2.	Total Station Rearrangement and Changes Work, Manhours ("M" Hours) /Inward Access Lines.	0.60	1.00	66.67%	1.20	20.00%	1.13	-5.83%	1.41	24.78%	26.41%	Note 1
3.	Total Station Repair Work, Manhours ("R" Hours)/Access Lines In Service.	0.13	0.00	-100.00%	0.00	0.00%	0.00	0.00%	0.04	100.00%	0.00%	Note 2
4.	Total Outside Plant Construction Work, Manhours ("C" Hours)/100 Conductor miles placed.	138.42	139.88	1.05%	189.44	35.43%	215.93	13.98%	223.54	3.52%	13.50%	Note 3

Supporting Schedules:

Recap Schedules

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Line No.	Productivity Measures	1987	1988	Percent Increase (Decre.)	1989	Percent Increase (Decre.)	1990	Percent Increase (Decre.)	1991	Percent Increase (Decre.)	Average Annual Percent Increase (Decre.)	Reasons for Trend
5.	Total Outside Plant Rearrangements and Change Work Manhours ("M" Hours)/100 Conductor miles placed.	1.60	1.77	10.63%	2.36	33.33%	2.46	4.24%	2.53	2.85%	12.76%	Note 3
6.	Total Outside Plant Repair Work Manhours ("R" Hours)/100 Conductor miles service.	8.29	7.37	-11.10%	7.55	2.44%	7.50	-0.66%	6.49	-13.47%	-5.70%	Note 4
7.	Total Central Office Equipment Rearrangements, and Change Work Manhours ("M" Hours)/Access Lines In Service.	0.37	0.32	-13.51%	0.31	-3.13%	0.29	-6.45%	0.29	0.00%	-5.77%	Note 5
8.	Total Central Office Equipment Repair Work Manhours ("R" Hours)/Access lines in service.	0.31	0.25	-19.35%	0.27	8.00%	0.26	-3.70%	0.26	0.00%	-3.76%	Note 6

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Line No.	Productivity Measures	1987	1988	Percent Increase		1989	Percent Increase		1990	Percent Increase		1991	Percent Increase		Average Annual Percent Increase (Decre.)	Reasons for Trend
				(Decre.)	(Decre.)		(Decre.)	(Decre.)		(Decre.)	(Decre.)					
9.	Percent of orders for new servi completed within 3 days.	0.98	0.98	-0.14%	97.97%	0.41%	0.97	-0.63%	96.53	-0.81%	-0.29%	Note 7				
10.	Percent of service interruptions cleared within 24 hours.	0.95	0.97	1.60%	96.80%	-0.10%	0.97	0.20%	0.96	-1.18%	0.13%	Note 8				
11.	Average clearing time to restore an outside plant trouble. (Hours)	13:50	14:31	7.64%	15:53	7.18%	16:44	6.64%	N/A	7.15%	Note 9					
12.	Average clearing time to restore a central office trouble.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Note 10						
13.	Average clearing time to restore a station trouble.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Note 11						

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Line No.	Productivity Measures	1987	1988	Percent Increase		Percent Increase		Percent Increase		Percent Increase		Average Annual Percent Increase (Decre.)	Reasons for Trend
				(Decre.)	1989	(Decre.)	1990	(Decre.)	1991	(Decre.)			
14.	Percent of troubles where a dispatch was made.	0.62	0.62	0.40%	60.50%	-1.80%	0.62	1.30%	0.61	-0.58%	-0.17%	Note 12	
15.	Percent of troubles found okay outside.	12.60%	11.90%	-0.70%	12.60%	0.70%	12.70%	0.10%	14.29%	1.59%	0.42%	Note 13	
16.	Percent of troubles found okay inside.	1.10%	1.17%	0.07%	1.00%	-0.17%	1.16%	0.16%	1.36%	0.20%	0.07%	Note 14	
17.	Average answer time for operator response - (Seconds) (Toll)	2.10	3.00	42.86%	3.10	3.33%	3.10	0.00%	3.04	-1.94%	11.06%	Note 15	
		**											
18.	Average work time for operator call - (Seconds) (Toll)	29.10	26.50	-8.93%	25.10	-5.28%	25.80	2.79%	24.81	-3.84%	3.82%	Note 16	
		**											

** Official July 1987

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Line No.	Productivity Measures	1987	1988	Percent Increase		1990	Percent Increase		1991	Average Annual Percent Increase		Reasons for Trend
				(Decre.)	(Decre.)		(Decre.)	(Decre.)		(Decre.)	(Decre.)	
19.	Average answer time for directory assistance response per contact (Seconds)	5.80	6.00	3.45%	6.00	0.00%	6.00	0.00%	5.94	-1.00%	0.61%	Note 17
20.	Average work time for directory assistance operator per call. (Seconds)	21.00	21.00	0.00%	20.40	-2.86%	20.30	-0.49%	20.42	0.59%	-0.69%	Note 18
21.	Average answer time for business office response per contact:											Note 19
	Florida Res	N/A	N/A		35%	N/A	0.81	46.00%	0.80	-1.00%	24.50%	
	Florida Bus	N/A	N/A		80%	N/A	0.89	9.00%	0.85	-4.00%	6.50%	

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				(Decre.)	1989	(Decre.)	1990	(Decre.)	1991	(Decre.)	(Decre.)	
22.	Average work time for service representative per contact: (Minutes)											Note 20
	NF Res	N/A	N/A	7.93	N/A	6.97	-12.11%	6.34	-9.04%	-10.58%		
	SF Res	N/A	N/A	9.00	N/A	7.18	-20.22%	6.92	-3.62%	-11.92%		
	NF Bus	N/A	N/A	7.48	N/A	6.90	-7.75%	6.75	-2.17%	-4.96%		
	SF Bus	N/A	N/A	8.96	N/A	7.17	-19.98%	7.04	-1.81%	-10.90%		
23.	Average answer time for repair service per service call. (Seconds)	10.60	13.10	23.58%	10.8	-17.56%	15.00	38.89%	6.10	-59.33%	-3.61%	Note 21
24.	Average work time per repair clerk per call. (Seconds)	123.00	129.00	4.88%	127	-1.55%	123.00	-3.15%	110.00	-10.57%	-2.60%	Note 22

Supporting Schedules:

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Line No.	Productivity Measures	1987	1988	Percent Increase (Decre.)	1989	Percent Increase (Decre.)	1990	Percent Increase (Decre.)	1991	Percent Increase (Decre.)	Average Annual Percent Increase (Decre.)	Reasons for Trend
25.	Company productivity measures:											
	Employees per 10,000 access lines all departments w/o BSS	49.81	46.58	-6.52%	44.15	-5.18%	41.33	-6.39%	35.52	-14.06%	-8.04%	Note 23
	Expenses per average access line:	472.27	552.22	16.93%	540.29	-2.16%	534.13	-1.14%	532.81	-0.25%	3.35%	Note 23

Supporting Schedules:

Recap Schedules

Southern Bell Florida Productivity

Note 1. Total Station (Installation Work, Manhours ("C" Hours)/Inward Access Lines.

Increase from 1988 to 1989 due to recombination of Advanced Systems Inc. (CPE) functions. Downward shift from 1990 to 1991 due to decrease in deployment of the more efficient fiber technology.

Note 2: Total Station Rearrangement and Changes Work, Manhours ("M" Hours)/Inward Access Lines.

Upward shift from 1987 to 1988 associated with implementation of accounts rewrite (USOAR) 1/1/88. Implementation of Sub from 1988 to 1989. Significant increase from 1990 to 1991 resulted from account change mandated in FCC Docket 88-57, shifting Network Term plant (Intra-building cable) to Station accounts.

Note 3: Total Station Repair Work, Manhours ("R" Hours)/Access Lines In Service.

Significant increase from 1990 to 1991 resulted from account changes mandated in FCC Docket 88-57, shifting Network Term Plant (Intra-building cable) to Station accounts.

Note 4: Total Outside Plant Construction Work, Manhours ("C" Hours)/100 Conductor miles placed.

Year-to-year deviations represent the impact of deploying Fiber Optic technology and the associated shift in complexity term economical considerations for high density development for fiber and the new labor functions for electronic installation.

Note 5: Total Outside Plant Rearrangements and Change Work Manhours ("M" Hours)/100 Conductor miles placed.

Upward shift from 1987 to 1988 associated with implementation of accounts rewrite (USOAR) 1/1/88. Implementation of Sub from 1988 to

Southern Bell Florida Productivity

1989. Increase from 1990 to 1991 resulted from account changes mandated in FCC Docket 88-57, shifting Network Plant (Intra-building cable) to Station accounts.

Note 6: Total Outside Plant Repair Work Manhours ("R" Hours)/100 Conductor miles in service.

Significant decrease from 1990 to 1991 resulted from account changes mandated in FCC Docket 88-57, shifting Network Term (Intra-building cable) to Station accounts.

Note 7: Total Central Office Equipment Rearrangements and Change Work Manhours ("M" Hours)/Access Lines In Service.

The downward trend is due to the conversion of electromechanical and analog switching equipment to digital central offices, implementation of CCS7, centralization of control centers, and deployment of state of the art operational support systems (e.g., BellSouth Communications Network (BSCN), Mechanized Automatic Message Accounting Tracking Verification (MATV), Subscriber Loop Carrier (SLC) 96, etc.).

Note 8: Total Central Office Equipment Repair Work Manhours ("R" Hours)/Access Lines In Service.

The downward trend is due to the conversion of electromechanical and analog switching equipment to digital central offices, implementation of CCS7, centralization of control centers, and deployment of state of the art operational support systems (e.g., BellSouth Communications Network (BSCN), Mechanized Automatic Message Accounting Tracking Verification (MATV), Subscriber Loop Carrier (SLC) 96, etc.).

Note 9: Percent of orders for new service completed within 3 days.

1991 continues a flat trend line and indicates our continued emphasis on the FPSC Schedule 2 objectives.

Note 10: Percent of service interruptions cleared within 24 hours.

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The high percentage of Out-of-Service restorals within 24 hours is the result of Company efforts to meet FPSC objectives.

Note 11: Average clearing time to restore an outside plant trouble. (Hours)

Overall receipt to clear times used on the previous MMFR are not available for 1991. Information relating specifically to outside plant clearing times is not available for the years requested.

Note 12: Average clearing time to restore a central office trouble.

There is not an average clearing time for central office troubles maintained at this time. Some clearing times are monitored for special service troubles cleared in the central office but not all central office troubles. Central office troubles (not special service) are monitored on reports per 100 access line basis.

Note 13: Average clearing time to restore a station trouble.

Average clearing time data for station troubles is not available for the test years.

Note 14: Percent of troubles where a dispatch was made.

The dispatch rate for customer trouble reports has remained stable within a range of 1.8%.

Note 15: Percent of troubles found okay outside.

A constant percentage of dispatched trouble reports do not have an identifiable cause.

Note 16: Percent of troubles found okay inside.

Central office replacement of analog switches with digital switches and weather during 1991.

Note 17: Average answer time for operator response - (Seconds) (Toll)

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Trend indicates average answer time for operator responses (Toll) was handled efficiently.

Efficiency accomplished through:

- o scheduling
- o mechanization of collect and third party calls

Note 18: Average work time for operator per call - (Seconds) (Toll)

Efficiencies due to mechanization in:

- o collect calls
- o third party calls

Note 19: Average Answer time for directory assistance response per contact.
(Seconds)

Trend indicates average answer time for operator responses (Directory Assistance) was handled more efficiently. Efficiency realized due to:

- o scheduling
- o installation of digital automatic call distributors (DACD)
- o installation of intelligent workstations (MPX)

Note 20: Average work time for for directory assistance operator per call.
(Seconds)

Efficiencies in average work time (Directory Assistance) due to:

- o reduced response time on data base queries from installation of Digital Automatic Call Distributors (DACD)
- o installation of intelligent workstations (MPX)

Southern Bell Florida Productivity

Note 21: Average Answer time for business office per contact.

- o Increased force 6% from 1989 to 1990. Held flat 1990-1991.
- o Measurement is 80% of calls answered within 20 seconds.

Note 22: Average work time for service representative per contact. (Minutes)

- o sales contacts down due to economy
- o other contacts do not require as much time
- o increased productivity and experience level of employees
- o Average work time for North and South Florida Residence and Business offices.

Note 23: Average answer time for repair service per call. (Seconds)

Improvements due to:

- o improved scheduling techniques
- o productivity improvement programs

Note 24: Average work time for repair clerk per call. (Seconds)

Decrease in average work time due to:

- o management emphasis on productivity improvement programs

Note 25: Company productivity measures.

Various productivity measures are used by different departments. However, the only overall company measurements identified are employees per 10,000 access lines and expenses per average access lines.