



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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

RECEIVED-FPSC
AUG 20 AM 11:15
RECORDS AND REPORTING

DATE: AUGUST 20, 1998

TO: DIRECTOR, DIVISION OF RECORDS AND REPORTING (BARRETT)

FROM: DIVISION OF COMMUNICATIONS (BARRETT)
DIVISION OF LEGAL SERVICES (WATTS) CW MCB

RE: DOCKET NO. 980974-TL - REQUEST FOR APPROVAL OF TARIFF FILING TO BUNDLE TOUCH-CALLING (TOUCHTONE) INTO THE BASIC RATE FOR LOCAL TELECOMMUNICATION SERVICE BY NORTHEAST FLORIDA TELEPHONE COMPANY, INC. (T-98-0980, FILED ON 07/22/98)

AGENDA: SEPTEMBER 1, 1998 - REGULAR AGENDA - TARIFF FILING - INTERESTED PERSONS MAY PARTICIPATE

CRITICAL DATES: COMPANY REQUESTED SEPTEMBER 1, 1998 EFFECTIVE DATE

SPECIAL INSTRUCTIONS: NONE

FILE NAME AND LOCATION: S:\PSC\LEG\WP\980974.RCM

DISCUSSION OF ISSUES

ISSUE 1: Should Northeast's proposed tariff filing to bundle touch-calling into the basic rate for local telecommunication service be approved effective September 1, 1998?

RECOMMENDATION: Yes. Northeast's proposed tariff filing to bundle touch-calling into the basic rate for local telecommunication service should be approved effective September 1, 1998. Existing customers who do not subscribe to touch-calling, will be grand fathered at the current rates for a period of two (2) years or until a change in the customer class of service, service is transferred to a different location, or service is disconnected. (Barrett)

DOCUMENT NUMBER-DATE

08938 AUG 20 88

FPSC-RECORDS/REPORTING

STAFF ANALYSIS: On July 22, 1998, Northeast Florida Telephone Company, Inc. (Northeast or the Company), a rate base regulated company, submitted a tariff filing to bundle touch-calling into the basic rate for local telecommunication service (see Attachment A). The Company proposes to eliminate touch-calling as an optional feature and bundle it with its monthly basic rate. As a result, new customers will not have an option of selecting touch-calling because it will already be included in the basic rate. Existing customers who do not subscribe to touch-calling, will be grand fathered at the current rates of \$8.00 for residential subscribers and \$22.90 for business subscribers, respectively. These subscribers will be grand fathered for a period of two (2) years. This rate schedule will expire when a customer's class of service changes, service is transferred to a different premises, or when service is disconnected, or until August 31, 2000, whichever event occurs first. The two (2) year allowance provides an opportunity to prepare for the elimination of touch calling as a service offering for the small number of customers affected by this action. Staff notes that trend analysis data indicate that an increasing number of subscribers are requesting touch-calling service and, consequently, the number of customers without touch-calling service is declining. The combined growth rate for subscriptions to touch calling service over the last two (2) years has totaled nearly five (5) percent. This total represents business and residential customers in all of the Company's exchanges.

New customers, and existing customers with touch-calling, will be rated at \$9.00 for residential and \$24.40 for business customers. The Company has requested an effective date of September 1, 1998.

Northeast states that the vast majority of subscribers already subscribe to touch-calling. The Company's most recent data (June 1998) indicate that more than ninety-five percent (95%) of residential customers and ninety-seven percent (97%) of business customers subscribe to touch-calling (see Attachment B).

Staff notes that Section 364.02 (2), Florida Statutes, defines "basic local telecommunications service" as:

...voice-grade, flat rate residential and flat rate single line business local exchange services which provide dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multi-frequency dialing, and access to the following: emergency services such as "911," all locally available interexchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing. For a local exchange telecommunications company, such term shall include any extend area service route, and extended calling service in existence or ordered by the commission on or before July 1, 1995.

The statutory definition of basic service is consistent with the Company's request to bundle touch-calling in with the basic rate.

Staff believes that there will be minimal financial impact, if any, on the Company. Since the cost of providing touch-calling is virtually zero, staff knows of no other financial implications. Therefore, staff recommends that Northeast's proposed tariff filing to bundle touch-calling into the basic rate for local telecommunication service should be approved effective September 1, 1998.

ISSUE 2: Should this docket be closed?

RECOMMENDATION: Yes. If the Commission approves staff's recommendation in Issue 1, this tariff should become effective on September 1, 1998. If a protest is filed within 21 days from the issuance date of the Order, the tariff should remain in effect pending resolution of the protest. If no timely protest is filed, this docket should be closed. (Watts)

STAFF ANALYSIS: If the Commission approves staff's recommendation in Issue 1, this tariff should become effective on September 1, 1998. If a protest is filed within 21 days from the issuance date of the Order, the tariff should remain in effect pending resolution of the protest. If no timely protest is filed, this docket should be closed.

08 AUG 20 11 9 59

MAIL ROOM

Northeast Florida Telephone Company, Inc.

August 6, 1998

Ms. Ann Shelfer
Division of Communications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Ann:

Re: Authority #T98-0980, Tariff Filing to Eliminate Touch-Calling Services

As we discussed yesterday, enclosed are the following pages which need to replace the original pages included with the Tariff Filing that Northeast submitted to Mr. D'Haeseleer on July 21, 1998:

Section A3: First Revised Page 11 and First Revised Page 12

These pages reflect a change from an "Exception Rate" schedule for current customers, who do not subscribe to touch-calling service, to a "Grandfathered Basic Service Rate" schedule that will expire when a customer's class of service changes, service is transferred to a different premises, service is disconnected by the customer, service is disconnected for nonpayment or until August 31, 2000, whichever event occurs first. This allows customers currently subscribed to Rotary-Calling service a period of up to two years in which to prepare for the elimination of this service offering.

Northeast's proposed new rate schedule will include Touch-Calling service as part of Northeast's basic exchange rates. Rotary-Calling service will no longer be offered. An effective date of September 1, 1998 is requested for implementation of this service offering by the Company.

Please note that the rate schedule for those rotary customers, who will be grandfathered up to a period of two years from the effective date of this filing, mirrors the basic local exchange rate they are presently paying. In addition, the rate schedule for customers who subscribe to Touch-Calling service will be equal to the current basic local exchange rate plus the rate each is presently paying for Touch-Calling.

Northeast requests that this tariff filing be approved by the Florida Public Service Commission ("Commission"), because the documentation submitted with this filing supports the fact that there has been a significant increase in the number of residential customers subscribing to Touch-Calling service over the last two years. Company statistics indicate that the percentage of residential customers subscribing to Touch-Calling service has climbed from 91% to almost 96% from the

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period of July 1996 to June 1998. The total number of residential and business customers who subscribe to Touch-Calling service has increased from 92% to a little over 96% within the same time frame. Northeast believes that this trend will continue and should be close to 100% by the end of the year 2000.

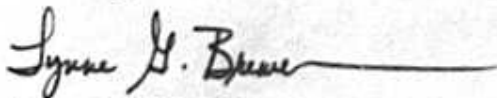
Please note that the Florida Legislature has recognized that Touch-Calling ("dual tone multifrequency dialing") service is a part of "basic local telecommunications service," as defined in Florida Statutes, Chapter 364.02(2). Also, it appears that other LECs (Local Exchange Carriers) in Florida already have approved tariffs which include Touch-Calling service in the basic local exchange rate.

Since Northeast has demonstrated the significant growth of Touch-Calling subscribers over the last twenty-four months and the Legislature has included this service in its definition of basic local telecommunications service, Northeast respectfully requests that the Commission approve its filing to allow the Company to include Touch-Calling service in its basic local exchange rate effective September 1, 1998.

If you have any questions concerning the revisions submitted with this letter or the tariff filing submitted by Northeast to eliminate Touch-Calling Services, please contact me at (904)259-0639.

Thank you for your assistance in this matter.

Sincerely,



Lynne G. Brewer
Director - Revenue Requirements & Regulatory Affairs

Enclosures

NORTHEAST FLORIDA
TELEPHONE COMPANY, INC.Second Revised INDEX Page 3
Cancels First Revised INDEX Page 3I N D E X

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Rates and Charges	A15.3	3	
Blocking and Screening (Public Telephone Access Service for CPE)	A7.3.3	14	
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Blocking, Pay Per Call (900 Service)	A13.3	7	
Broadcast of Recordings of Telephone Conversations	A2.2.4	6	
Business Basic Exchange Rates:	A3.4.1	10	
Directory Assistance Service & Charges	A3.8.2	22	
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PBX Trunks	A3.4.1	12	
Verification and Emergency Interrupt Service	A3.10.2	27	(D)
Business Designations (Directory)	A6.2.1	6	
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By: Gladys R. Walker, President

Effective:

NORTHEAST FLORIDA
TELEPHONE COMPANY, INC.Second Revised INDEX Page 24
Cancels First Revised INDEX Page 24I N D E X

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(D)

By: Gladys R. Walker, President

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TELEPHONE COMPANY, INC.Second Revised INDEX Page 25
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By: Gladys R. Walker, President

Effective:

NORTHEAST FLORIDA
TELEPHONE COMPANY, INC.Second Revised INDEX Page 28
Cancels First Revised INDEX Page 28I N D E X

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TIE Line Trunks	A3.4.1	13
Toll Restrictions, Customized Code Restrictions (CCR)	A13.1	2
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(D)

By: Gladys R. Walker, President

Effective:

NORTHEAST FLORIDA
TELEPHONE COMPANY, INC.

First Revised Page 11
Cancels Original Page 11

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 MONTHLY EXCHANGE RATES (Cont'd.)

A3.4.1 Flat Rate Service (Cont'd.)

B. Residence and Business Basic Exchange Rates (D)

1. Basic Service Rates

(a) Residence:

	Individual Monthly Rate	
Exchange		
Macclenny	\$ 9.00	(I)
Sanderson	\$ 9.00	(I)

(b) Business:

	Individual Monthly Rate		(*M)(T)
Exchange			
Macclenny	\$24.40	(I)	
Sanderson	\$24.40	(I)	

(c) Key Systems:

	Individual Monthly Rate		(*M)(T)
Exchange			
Macclenny	\$36.00	(I)	
Sanderson	\$36.00	(I)	

2. Exception Rate (D)(N)

The Exception Rate Schedule applies to those customers not subscribing to the Company's Touch-Calling service as of August 31, 1998. Customers will continue to qualify for the Exception Rate until the class of service changes, service is transferred to a different premises, service is disconnected by the Customer, service is disconnected for nonpayment, or until such time as the Company is otherwise authorized to remove or modify the Exception Rate Schedule.

(a) Residence:

	Individual Monthly Rate		(D)(N)
Exchange			
Macclenny	\$ 8.00		
Sanderson	\$ 8.00		

(*M) Same page move.

Material previously appearing on this page now on page 12.

By: Gladys R. Walker, President

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NORTHEAST FLORIDA
 TELEPHONE COMPANY, INC.

First Revised Page 12
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A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 MONTHLY EXCHANGE RATES (Cont'd.)

A3.4.1 Flat Rate Service (Cont'd.)

B. Residence and Business Basic Exchange Rates (Cont'd.)

2. Exception Rate (Cont'd.)

(b) Business:

<u>Exchange</u>	<u>Individual Monthly Rate</u>
Macclenny	\$ 22.90
Sanderson	\$ 22.90

(c) Key Systems and PBX Trunks:

<u>Exchange</u>	<u>Individual Monthly Rate</u>
Macclenny	\$ 34.50
Sanderson	\$ 34.50

(D) (M)

(D)(N)

(D)(N)(M)

C. PBX Trunks

Individual (T)(*M)
Monthly Rate (T)(*M)

1. Two-Way or Outward Commercial Flat Rate Trunks

\$ 36.00¹ (I)(*M)

Note 1: The preceding exception rate for key systems and PBX trunks may apply.

(T)(*M)(D)
 (N)

2. Inward Commercial Flat Rate Trunks

(a) The monthly rate for an inward commercial flat rate trunk is the same as the individual line business flat rate in the controlling rate area.

(b) Inward trunks are furnished only in addition to flat rate trunks, and their telephone numbers must be consecutive therewith except where provision of a divided trunk group is specified by the Company.

(D)
 |
 (D)

(*M) Same page move.

Material now on this page previously appeared on page 11.

By: Gladys R. Walker, President

Effective:

NORTHEAST FLORIDA
TELEPHONE COMPANY, INC.First Revised Page 13
Cancels Original Page 13**A3. BASIC LOCAL EXCHANGE SERVICE****A3.4 MONTHLY EXCHANGE RATES (Cont'd.)****A3.4.1 Flat Rate Service (Cont'd.)****C. PBX Trunks (Cont'd.)****3. Night, Sunday, and Holiday Service**

(T)

A private branch exchange subscriber may be furnished with additional central office numbers to assist in handling incoming calls at periods, outside of business hours, when the private branch exchange is not attended. Each such additional number is bridged upon one of the subscriber's PBX trunks, for association, by cord or switch, with an on-premise station line of the PBX. All calls for the additional number are then directed to that station. Only one PBX station line shall be connected to each such number. The monthly charge for each Night, Sunday and Holiday number, including the directory listing, is \$5.00.

4. Tie Line Trunks

(T)

(a) Tie lines offered under the provisions of this tariff section are circuits connecting two private branch exchange systems, or a main and a subsidiary private branch exchange system, where: (a) the switching equipment of both private branch exchange systems is located in the same exchange area; (b) both private branch exchanges are flat rate, or both are message rate, except where it is established that neither a flat rate nor a message rate system so connected will be used to supplement the other; (c) suitable facilities are available; and (d) no unusual expense is involved.

(b) The rates shown hereinafter contemplate the furnishing of facilities to provide the following types of tie line service:

I. Regular (terminating-only type) tie line service suitable for connections between on-premise private branch exchange stations, which are stations associated with and located in the same premise as the switching equipment of each of the two private branch exchange systems, hereinafter termed systems, in which the tie line terminates, and for connection of such an on-premise station of either system, via the tie line, to a central office trunk of the other system, to originate or to receive a local or toll telephone call.

By: Gladys R. Walker, President

Effective:

NORTHEAST FLORIDA
TELEPHONE COMPANY, INC.First Revised Page 14
Cancels Original Page 14**A3. BASIC LOCAL EXCHANGE SERVICE****A3.4 MONTHLY EXCHANGE RATES (Cont'd.)****A3.4.1 Flat Rate Service (Cont'd.)****C. PBX Trunks (Cont'd.)****4. Tie Line Trunks (Cont'd.)**

(T)

(b) (Cont'd.)

II. Tandem (through and terminating type) tie line service suitable for connections with on-premise stations and with central office trunks to the extent and for the purposes specified in paragraph (b)I above, and for connections of such tandem tie line, at either system, to tandem tie lines connecting such system to any other system, for the purpose of providing inter-private branch exchange service to on-premise stations.

(c) The charges for tie lines are as follows:

- I. A regular tie line is provided subject to any applicable mileage charge.
- II. A tandem tie line connecting systems which are located in the same premise or the same building, as defined in Section A1 of this Tariff, is provided subject to a monthly charge of \$2.50 plus the applicable mileage charges if the two systems are not located in the same premise.

By: Gladys R. Walker, President

Effective:

NORTHEAST FLORIDA
TELEPHONE COMPANY, INC.First Revised Page 15
Cancels Original Page 15**A3. BASIC LOCAL EXCHANGE SERVICE****A3.4 MONTHLY EXCHANGE RATES (Cont'd.)****A3.4.1 Flat Rate Service (Cont'd.)****C. PBX Trunks (Cont'd.)****4. Tie Line Trunks (Cont'd.)**

(T)

(c) (Cont'd.)

- III. A tandem tie line connecting systems which are located in different buildings (i.e., not in the same premise or building) is provided subject to a monthly charge of \$7.50 plus applicable mileage charges.
- IV. If other types of connections are desired, such as connection of any tie line to an off-premise station, which is a PBX station not on the same premises as the PBX switching equipment with which such off-premise station is associated, or if special types of terminal apparatus are required, additional charges based upon any additional costs thus incurred may apply.
- V. One service connection charge applies to the establishment of each tie line.

By: Gladys R. Walker, President

Effective:

NORTHEAST FLORIDA
TELEPHONE COMPANY, INC.Second Revised Page 10
Cancels First Revised Page 10**A4. SERVICE CHARGES****A4.3 SCHEDULE OF CHARGES (Cont'd.)****A4.3.1 Multi-Element Service Charges (Cont'd.)****B. Access Line Connection Charge**

	<u>Nonrecurring Charge</u>	
1. Per Access Line or Trunk:		(D)
(a) Residence	\$20.00	
(b) Link-Up (50% of Residence charge)	\$10.00	
(c) Business	\$20.00	
		(D)

By: Gladys R. Walker, President

Effective:

**NORTHEAST FLORIDA TELEPHONE COMPANY
TOUCH-CALLING TARIFF FILING
COMPARISON OF TOTAL COMPANY TOUCHTONE AND ROTARY CUSTOMERS Attachment B
JULY 1996 THROUGH JUNE 1998**

Mo/Yr	Total Co. Business Touchtone Customers	Total Co. Residential Touchtone Customers	Total Company Touchtone Customers	Percent Total Co. Touchtone Customers	Total Co. Business Rotary Customers	Total Co. Residential Rotary Customers	Total Company Rotary Customers	Percent Total Co. Rotary Customers	Total Company All Customers
Jul '96	1378	5492	6870	92.03%	49	546	595	7.97%	7465
Aug '96	1366	5464	6830	91.91%	49	552	601	8.09%	7431
Sep '96	1364	5471	6835	92.13%	49	535	584	7.87%	7419
Oct '96	1394	5497	6891	92.47%	48	513	561	7.53%	7452
Nov '96	1424	5515	6939	92.66%	48	502	550	7.34%	7489
Dec '96	1437	5551	6988	92.69%	48	503	551	7.31%	7539
Jan '97	1453	5595	7048	93.03%	45	483	528	6.97%	7576
Feb '97	1477	5666	7143	93.25%	45	472	517	6.75%	7660
Mar '97	1489	5714	7203	93.39%	45	465	510	6.61%	7713
Apr '97	1499	5757	7256	93.53%	44	458	502	6.47%	7758
May '97	1516	5769	7285	93.70%	44	446	490	6.30%	7775
Jun '97	1532	5771	7303	93.77%	44	441	485	6.23%	7788
Jul '97	1541	5778	7319	93.87%	44	434	478	6.13%	7797
Aug '97	1564	5761	7325	93.95%	44	428	472	6.05%	7797
Sep '97	1598	5975	7573	95.68%	44	298	342	4.32%	7915
Oct '97	1598	6010	7608	95.66%	44	301	345	4.34%	7953
Nov '97	1635	6055	7690	95.74%	44	298	342	4.26%	8032
Dec '97	1637	6045	7682	95.76%	44	296	340	4.24%	8022
Jan '98	1632	6070	7702	95.77%	44	296	340	4.23%	8042
Feb '98	1669	6132	7800	95.86%	44	293	337	4.14%	8137
Mar '98	1676	6205	7881	95.96%	44	288	332	4.04%	8213
Apr '98	1723	6267	7990	96.06%	44	284	328	3.94%	8318
May '98	1734	6284	8018	96.12%	44	280	324	3.88%	8342
Jun '98	1761	6311	8072	96.21%	42	276	318	3.79%	8390
AVERAGE	1546	5840	7385	94.27%	45	404	449	5.73%	7834

NOTE: "Total Company Business Touchtone Customers" includes Company Official Access Lines.

**NORTHEAST FLORIDA TELEPHONE COMPANY
TOUCH-CALLING TARIFF FILING
TOUCHTONE/ROTARY CALLING PATTERNS
JULY 1996 THROUGH JUNE 1998**

Mo/Yr	No. of New Business Customers	No. of New Bus. Cust's w/Touchtone	No. of New Bus. Cust's w/Rotary	No. of New Residential Customers	No. of New Res. Cust's w/Touchtone	No. of New Res. Cust's w/Rotary	Total No. of New Customers	Total No. of New Customers w/Touchtone	Percent of Total New Cust's w/Touchtone	Total No. of New Customers w/Rotary	Percent of Total New Cust's w/Rotary
Jul '96	9	13	-4	16	45	-29	25	58	232%	-33	-132%
Aug '96	-12	-12	0	-22	-28	6	-34	-40	118%	6	-16%
Sep '96	-2	-2	0	-10	7	-17	-12	5	-42%	-17	142%
Oct '96	29	30	-1	4	26	-22	33	56	170%	-23	-70%
Nov '96	30	30	0	7	18	-11	37	48	130%	-11	-30%
Dec '96	13	13	0	37	38	1	50	49	98%	1	2%
Jan '97	13	16	-3	24	44	-20	37	60	162%	-23	-62%
Feb '97	24	24	0	60	71	-11	84	95	113%	-11	-13%
Mar '97	12	12	0	41	48	-7	53	60	113%	-7	-13%
Apr '97	9	10	-1	36	43	-7	45	53	118%	-8	-18%
May '97	17	17	0	0	12	-12	17	29	171%	-12	-71%
Jun '97	16	16	0	-3	2	-5	13	18	138%	-5	-38%
Jul '97	9	9	0	0	7	-7	9	16	178%	-7	-78%
Aug '97	23	23	0	-23	-17	-6	0	6	0%	-6	0%
Sep '97	34	34	0	84	214	-130	118	248	210%	-130	-110%
Oct '97	0	0	0	38	35	3	36	35	92%	3	8%
Nov '97	37	37	0	42	45	-3	79	82	104%	-3	-4%
Dec '97	2	2	0	-12	-10	-2	-10	-8	80%	-2	20%
Jan '98	-5	-5	0	25	25	0	20	20	100%	0	0%
Feb '98	36	36	0	59	62	-3	95	93	103%	-3	-3%
Mar '98	8	8	0	68	73	-5	76	81	107%	-5	-7%
Apr '98	47	47	0	58	62	-4	105	109	104%	-4	-4%
May '98	11	11	0	13	17	-4	24	28	117%	-4	-17%
Jun '98	25	27	-2	23	27	-4	48	54	113%	-6	-13%
TOTAL	376	396	-11	565	864	-299	941	1260	134%	-310	-33%

NOTE: "New Business Customers w/Touchtone" may include Company Official Access Lines.

NORTHEAST FLORIDA TELEPHONE COMPANY
TOUCH-CALLING TARIFF FILING
PERCENTAGE OF BUSINESS/RESIDENTIAL TOUCHTONE CUSTOMERS TO TOTAL CUSTOMERS
JULY 1996 THROUGH JUNE 1998

Mo/Yr	Total Co. Business Touchtone Customers	Total Co. Business Rotary Customers	Total Company Business Customers	Percent Business Touchtone Customers	Total Co. Residential Touchtone Customers	Total Co. Residential Rotary Customers	Total Company Residential Customers	Percent Residential Touchtone Customers	Total Company Touchtone Customers	Total Company Rotary Customers	Total Company All Customers	Percent Total Co. Touchtone Customers
Jul '96	1378	49	1427	96.57%	5492	546	6038	90.96%	6870	595	7465	92.03%
Aug '96	1366	49	1415	98.54%	5464	552	6016	90.82%	6830	601	7431	91.91%
Sep '96	1364	49	1413	96.53%	5471	535	6006	91.09%	6835	584	7419	92.13%
Oct '96	1394	48	1442	96.67%	5497	513	6010	91.46%	6891	561	7452	92.47%
Nov '96	1424	48	1472	96.74%	5515	502	6017	91.66%	6939	550	7489	92.66%
Dec '96	1437	48	1485	96.77%	5551	503	6054	91.69%	6968	551	7539	92.69%
Jan '97	1453	45	1498	97.00%	5595	483	6078	92.05%	7048	528	7576	93.03%
Feb '97	1477	45	1522	97.04%	5686	472	6138	92.31%	7143	517	7660	93.25%
Mar '97	1489	45	1534	97.07%	5714	465	6179	92.47%	7203	510	7713	93.39%
Apr '97	1489	44	1543	97.15%	5757	458	6215	92.63%	7256	502	7758	93.53%
May '97	1516	44	1560	97.18%	5769	446	6215	92.82%	7285	490	7775	93.70%
Jun '97	1532	44	1576	97.21%	5771	441	6212	92.90%	7303	485	7788	93.77%
Jul '97	1541	44	1585	97.22%	5778	434	6212	93.01%	7319	478	7797	93.87%
Aug '97	1534	44	1608	97.26%	5761	428	6189	93.08%	7325	472	7797	93.95%
Sep '97	1598	44	1642	97.32%	5975	298	6273	95.25%	7573	342	7915	95.68%
Oct '97	1598	44	1642	97.32%	6010	301	6311	95.23%	7608	345	7953	95.66%
Nov '97	1635	44	1679	97.38%	6055	298	6353	95.31%	7690	342	8032	95.74%
Dec '97	1637	44	1681	97.38%	6045	296	6341	95.33%	7682	340	8022	95.76%
Jan '98	1632	44	1678	97.37%	6070	296	6366	95.35%	7702	340	8042	95.77%
Feb '98	1668	44	1712	97.43%	6132	293	6425	95.44%	7800	337	8137	95.86%
Mar '98	1676	44	1720	97.44%	6205	288	6493	95.53%	7881	332	8213	95.96%
Apr '98	1723	44	1767	97.51%	6267	284	6551	95.69%	7990	328	8318	96.06%
May '98	1734	44	1778	97.53%	6284	280	6564	95.73%	8018	324	8342	96.12%
Jun '98	1781	42	1803	97.67%	6311	276	6587	95.81%	8072	318	8390	96.21%
AVERAGE	1546	45	1591	97.16%	5840	404	6243	93.53%	7385	449	7834	94.27%

NOTE: "Total Company Business Touchtone Customers" includes Company Official Access Lines.