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October 25, 2000

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Mrs. Blanca S. Bayo
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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RECORDS AND REPORTING

Dear Mrs. Bayo:

Subject: Results from the FCC Carrier-to-Carrier Performance Plan

This letter is to make available the results from the Carrier-to-Carrier Performance Assurance Plan as described in the FCC's Order approving the Bell Atlantic/GTE merger (Memorandum Opinion and Order, CC Docket No. 98-184, released June 16, 2000).

These performance results will be made available on a monthly basis by the 25th day of the month following the completion of a calendar month until the relevant FCC merger condition sunsets. Data for the GTE Service Areas are being provided via Internet website access. September data results will be available on the WISE web site on October 25, 2000.

Instructions for obtaining website access to the performance results are attached. A timeline of relevant events that will occur over the coming months regarding the Federal Carrier-to-Carrier Performance Assurance Plan is also attached.

If you have any questions, you may contact me at (813) 483-2526.

Sincerely,

Beverly Y. Menard

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BYM:wjh
Enclosures:

- Timeline of relevant dates
- Instruction for obtaining website access
- Data results

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FPSC-RECORDS/REPORTING

Timeline for Federal Carrier-to-Carrier Performance Assurance Plan Applicable to Verizon States and Jurisdictions

Initial Reporting of C2C Results (Prior to Voluntary Payments)

October 25, 2000	Reports (Sept. data) made available to FCC, state PUCs, CLECs
November 25, 2000 November 27, 2000	GTE reports (Oct. data) made available to FCC, state PUCs and CLECs via web access BA reports (Oct. data) made available to 13 state PUCs via letter filing
December 25, 2000	Both BA and GTE reports (Nov. data) made available to FCC, PUCs, CLECs via web BA reports will no longer provided by letter

Collocation Performance and Payments – Relevant GTE Service Areas

January 1, 2001	Performance results for two collocation provisioning submeasures (NP-2-01 and NP-2-05) in relevant GTE Service Areas begin counting toward potential voluntary Payments to the U.S. Treasury under the Federal Carrier-to-Carrier Performance Assurance Plan, depending on actual performance
April 25, 2001	File first monthly report from which any voluntary payments would be computed based on three months of collocation provisioning performance (NP-2-01 and NP-2-05)
May 25, 2001	Make first voluntary payment to U.S. Treasury associated with the two collocation submeasures for GTE Service Areas (if required by actual collocation provisioning performance)

Overall C2C Performance and Payments – Relevant BA and GTE Service Areas

April 1, 2001	Performance results for all other performance metrics in plan in relevant BA and GTE Service Areas begin counting toward potential voluntary payments to the U.S. Treasury under the Federal Carrier-to-carrier Performance Plans, depending on actual performance
July 25, 2001	File first monthly report from which any voluntary payments would be computed based on three months of actual performance results --- BA and GTE Service Areas.
August 24, 2001	First voluntary payments made to U.S. Treasury associated with the all other metrics for BA and GTE Service Areas (if required by actual performance)

ACCESS TO CLEC PERFORMANCE MEASURES - FCC

Getting access to WISE: WISE (Wholesale Internet Service Engine) ID and Password request form.

Go to: www.gte.com/wise on the Worldwide WEB in Netscape version 4.5

Select any state on the map and click it

Once on the page titled Verizon Communications CLEC Support Web Site, select CLEC Performance Measures from the WISE drop box located under OSS Internet Gateways.

Once on the page titled Welcome to CLEC Performance Measures Support, scroll down to the screen titled Where to Begin. Select FCC Employee. This choice will take you to CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM – FCC

Once on that page review the steps for submitting a request, complete the request template, and click submit.

If you have any problems or questions, please contact Diane Ottinger at 972/718-8784 or Leola Kemp at 972/718-3133

VERIZON - Former GTE States
FCC Performance Measures
CLEC and Regulatory Monthly Report

State: FLORIDA

Period: September 2000

DESCRIPTION	CLEC AGG NUM	CLEC AGG DENOM	CLEC AGG RESULT	BENCH -MARK	ILEC AGG NUM	ILEC AGG DENOM	ILEC AGG RESULT	Z-SCORE	SMPL ERROR	ILEC STD DEV.
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BI-2-01 Timeliness of Carrier Bill

	52	52	100.00	98.00						
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MR-2-01 Network Trouble Report Rate

ICN	0	57,436	.00		11	312,581	.00			
Resale POTS	606	59,823	1.01		44,444	2,281,644	1.95	16.17	.001	.14
Spc	1	38	2.65		668	104,705	.64	-80		
UNE Loop Des	0	55	.00		408	17,517	2.33			
UNE Loop NonDes	14	3,293	.43		3,904	518,070	.75	2.16	.002	.09
UNE Loop xDSL Capable	30	1,088	2.76		585	8,638	6.77	4.79	.008	.26
UNE Transport Des	4	1,148	.35		110	29,045	.38			

MR-3-01 % Missed Repair Commitment

Resale POTS	34	606	5.61		1,731	44,444	3.89	-2.17	.008	.19
Spc	1	2	50.00		214	668	32.04	.10		
UNE Loop Des	1	4	25.00		129	408	31.62			
UNE Loop NonDes	1	14	7.14		108	3,904	2.77	-45		
UNE Loop xDSL Capable	4	30	13.33		67	585	11.45	-.09		
UNE Transport Des	2	4	50.00		61	110	55.45			

MR-4-01 Mean Time to Repair

Resale POTS	11,551	606	19.06		743,633	44,444	16.73	-3.40	.685	16.74
Spc	16	2	8.24		4,521	668	6.77	-.09	15.537	21.94
UNE Loop Des	14	4	3.58		3,331	408	8.16	.34	13.470	26.81
UNE Loop NonDes	230	14	16.44		40,419	3,904	10.35	-2.27	2.677	10.00
UNE Loop xDSL Capable	520	30	17.34		10,114	585	17.29	-.01	6.324	33.78

UNE Transport Des	21	4	5.16		440	110	4.00	- .46	2.533	4.98
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MR-4-08 % Out of Service > 24 Hours

Individual metrics may not match other state reports as definitions may vary.

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State: FLORIDA

Period: September 2000

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Resale POTS	34	606	5.61		3,422	44,444	7.70	1.92	.011	.27
Spc	0	2	.00		13	668	1.95			
UNE Loop Des	0	4	.00		8	408	1.96			
UNE Loop NonDes	0	14	.00		88	3,904	2.25			
UNE Loop xDSL Capable	2	30	6.67		62	585	10.60			
UNE Transport Des	0	4	.00		1	110	.91			

MR-5-01 % Repeat Reports within 30 Days

Resale POTS	33	606	5.45		4,838	44,444	10.89	4.27	.013	.31
Spc	0	2	.00		96	668	14.37			
UNE Loop Des	0	4	.00		55	408	13.48			
UNE Loop NonDes	0	14	.00		498	3,904	12.76			
UNE Loop xDSL Capable	0	30	.00		111	585	18.97			
UNE Transport Des	0	4	.00		9	110	8.18			

NP-2-01 % On Time Response to Request for Physical Collocation

	7	7	100.00	95.00						
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OR-1-02 % On Time LSC-Flow Through

Resale POTS	361	367	98.37	95.00						
Spc	279	292	95.55	95.00						

OR-1-04 % On Time LSC < 10 Lines (No Flow Through)

Resale POTS w/ < 10 Lines	3,248	3,292	98.66	95.00						
UNE Loop Des w/ < 10 Lines	484	521	92.90	95.00						
UNE Loop xDSL Capable w/ < 10 Lines	698	705	99.01	95.00						
UNE Platform w/ < 10 Lines	0	1	.00	95.00						

OR-1-05 % On Time LSC < 10 Lines (Specials-No Flow Through)

Spc w/ < 10 Lines	638	641	99.53	95.00						
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Period: September 2000

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OR-1-06 % On Time LSC >= 10 Lines (No Flow Through)

Resale POTS w/ 10+ Lines	166	166	100.00	95.00						
Spc w/ 10+ Lines	14	14	100.00	95.00						
UNE Loop Des w/ 10+ Lines	10	10	100.00	95.00						

OR-1-12 % On Time FOC

ICN	50	50	100.00	95.00						
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OR-2-02 % On Time LSR Reject-Flow Through

Resale POTS	858	913	93.98	95.00						
Spc	107	126	84.92	95.00						

UNE Loop Des	82	98	83.67	95.00						
UNE Loop xDSL Capable	43	46	93.48	95.00						

OR-2-04 % On Time LSR Reject < 10 Lines (No Flow Through)

Resale POTS w/ < 10 Lines	783	808	96.91	95.00						
UNE Loop Des w/ < 10 Lines	165	174	94.83	95.00						
UNE Loop xDSL Capable w/ < 10 Lines	142	146	97.26	95.00						

OR-2-05 % On Time LSR Reject < 10 Lines (Specials-No Flow Through)

Spc w/ < 10 Lines	314	326	96.32	95.00						
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OR-2-06 % On Time LSR Reject >= 10 Lines (No Flow Through)

Resale POTS w/ 10+ Lines	130	131	99.24	95.00						
Spc w/ 10+ Lines	9	9	100.00	95.00						
UNE Loop Des w/ 10+ Lines	28	28	100.00	95.00						

OR-5-01 % Flow Through-Total

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Resale	659	5,247	12.56							
UNE	0	1,232	.00							

OR-5-03 % Flow Through-Achieved

Resale	659	1,278	51.56							
PO-1-02 Avg Response Time-Service Appointment Scheduling										
	4,470	691	6.47							
PO-1-03 Avg Response Time-Address Verification										
	38,765	5,471	7.09							
PO-1-04 Avg Response Time-Service Availability										
	5	1	5.00							
PO-1-05 Avg Response Time-Request for Telephone Number										
	7	8,880	.00							
PO-1-06 Avg Response Time-Facility Availability										
	1,010,944	317	3,189.10							
PO-1-07 % CSR Queries On Time-Manual										
	513	530	96.79	95.00						
PO-1-08 % CSR Queries On Time-WISE										
	2,670	2,684	99.48	95.00						
PO-2-02 OSS Interface Availability - Scheduled Hours										
<i>Individual metrics may not match other state reports as definitions may vary.</i>										
<p>VERIZON - Former GTE States</p> <p>FCC Performance Measures</p> <p>CLEC and Regulatory Monthly Report</p> <p>State: FLORIDA</p> <p>Period: September 2000</p>										
DESCRIPTION	CLEC AGG NUM	CLEC AGG DENOM	CLEC AGG RESULT	BENCH -MARK	ILEC AGG NUM	ILEC AGG DENOM	ILEC AGG RESULT	Z-SCORE	SMPL ERROR	ILEC STD DEV.
WISE CSR Requests	510	510	99.97	99.50						

WISE Ordering	510	510	99.97	99.50						
WISE Pre-Ordering	509	510	99.74	99.50						
WISE Repair	623	624	99.82	99.50						

PR-3-08 % Completed in 5 Days - No Dispatch

Resale POTS NonDisp	1,707	1,732	98.56		114,928	126,267	91.02	-10.90	.007	.29
UNE Loop NonDes NonDisp	4	115	3.48		2,442	3,560	68.60	14.81	.044	.46

PR-3-09 % Completed in 5 Days - Dispatch

Resale POTS Disp	1,806	1,892	95.45		15,481	21,003	73.71	-20.58	.011	.44
UNE Loop NonDes Disp	8	148	5.41		2,442	3,560	68.60	16.23	.039	.46

PR-4-01 % Missed Due Dates - Designed Services

ICN	3	26	11.54		4	78	5.13	-.71		
Spc	4	11	36.36		247	972	25.41	-.52		
UNE Loop Des	4	46	8.70		0	1	.00	1.37		

PR-4-02 Average Delay Days - Total

ICN	65	3	21.67		26	4	6.50	-5.65	2.682	3.51
Resale POTS	400	165	2.42		12,115	3,814	3.18	1.31	.572	7.20
Spc	4	4	1.00		3,302	247	13.37	1.13	10.950	21.73
UNE Loop Des	4	4	1.00							
UNE Loop NonDes	39	19	2.05		2,086	551	3.79	1.03	1.688	7.23
UNE Loop xDSL Capable	231	66	3.50		316	94	3.36	-.18	.769	4.79

PR-4-04 % Missed Due Dates - Dispatch

Resale POTS Disp	146	1,892	7.72		3,324	21,003	15.83	9.26	.009	.37
UNE Loop NonDes Disp	18	148	12.16		551	3,560	15.48	1.09	.030	.36
UNE Loop xDSL Capable Disp	66	276	23.91		88	307	28.66	1.27	.038	.45

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VERIZON - Former GTE States

FCC Performance Measures

CLEC and Regulatory Monthly Report

State: FLORIDA

Period: September 2000

DESCRIPTION	CLEC AGG NUM	CLEC AGG DENOM	CLEC AGG RESULT	BENCH -MARK	ILEC AGG NUM	ILEC AGG DENOM	ILEC AGG RESULT	Z-SCORE	SMPL ERROR	ILEC STD DEV.
PR-4-05 % Missed Due Dates - No Dispatch										
Resale POTS NonDisp	19	1,736	1.09		490	126,267	.39	-4.70	.002	.06
UNE Loop NonDes NonDisp	1	115	.87		551	3,560	15.48	4.26	.034	.36
UNE Loop xDSL Capable NonDisp	0	1	.00		6	1,263	.48			
PR-5-03 % Orders Held for Facilities > 60 Days										
ICN	0	26	.00		0	78	.00			
Resale POTS	0	3,628	.00		4	147,270	.00			
Spc	0	11	.00		0	972	.00			
UNE Loop Des	0	46	.00		0	1	.00			
UNE Loop NonDes	0	263	.00		2	3,560	.06			
UNE Loop xDSL Capable	0	277	.00		0	1,570	.00			
PR-6-01 % Installation Troubles reported within 30 Days										
ICN	0	94	.00		0	201	.00			
Spc	0	12	.00		47	1,526	3.08			
UNE Loop Des	0	65	.00		0	1	.00			
UNE Transport Des	0	1	.00		9	774	1.16			
PR-6-02 % Installation Troubles reported within 7 Days										
Resale POTS	132	3,628	3.64		5,451	147,270	3.70	.20	.003	.19
UNE Loop NonDes	2	263	.76		0	3,560	.00	-2.60		
UNE Loop xDSL Capable	9	277	3.25		117	1,570	7.45	2.46	.017	.26

PR-9-01 % On time Performance

	19	33	57.58						
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