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Response 1a Page 3 of 4 – REDACTED	

## 2007 BUSINESS SALES CENTER

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# GLOSSARY OF ACRONYMS USED IN RESPONSE 1A

**NCO** = Number of Calls Offered (a count of all calls sent to the agent queue)

**NCH** = Number of Calls Handled (a count of all calls handled/answered by an agent)

**%ANS** = Percent Answered (percentage of offered calls that are handled/answered)

**Offered Load** = Offered calls adjusted for the abandons for forecasting purposes

**Busies** = Number of Offered Calls that reach a busy signal or recording

**ABAN** = Abandoned Calls (calls where the customer hangs up prior to being answered)

**%ABAN** = Percent Abandoned (percentage of offered calls that abandoned prior to being answered)

**AHT** = Average Handled Time (total time the agent spends handling a call - talk time plus work time)

**ATT** = Average Talk Time (time the rep spends actually talking to the customer during the call)

**AWT** = Average Work Time (time an agent spends completing a call after the customer has left the line)

**AOT** = Average out Time (time an agent spends on outbound calls)

**Hold Time** = Average time the customer is placed in hold after being answered so the agent can contact another person or department in conjunction in order to complete the customer's request

**AWVT** = Additional Element Work Time (since we do not have any other components/elements in our handling times this measure is not used in the business offices)

**ASA** = Average Speed of Answer (average number of seconds the customer waits to be answered after being sent to the agent queue)

**Unoff. SVL** = Unofficial Service Level (percentage of customers that are answered within a predetermined threshold - unofficial because this column is a measure of how this specific center answered calls sent to them instead of measuring all calls for a specific state regulatory requirement)

**APM =** Actual Positions Manned (number of agents actually signed in to take calls)

**%OCC** = Percent Occupancy (percentage of time agents are actually busy handling customer calls)

SIGN IN TIME = Total seconds that agents are signed in to the switch

**AVAIL TIME** = Total seconds that agents are signed in and available to take calls

**ACT WV** = Actual Work Volume (total seconds that agents are busy handling calls - includes ATT and AWT seconds)

ATT WV = Actual Talk Time Work Volume (total seconds agents are talking to customers)

**AWT WV** = Actual Work Time Work Volume (total seconds agents spend completing after call work)

**AOT WV** = Actual Out Time Work Volume (total seconds agents are on outbound calls)

**ACT CWV** = Actual Cumulative Work Volume (seconds agents are busy handling any aspect of the customer contact - includes ATT WV, AWT WV and AOT WV)

**HLDWV** = Hold Work Volume (actual seconds that customer are placed on hold by an agent)

CWS = Call Waiting Seconds (Actual number of seconds customers wait to be answered)

**DELAYS** = Number of calls answered after the predetermined threshold used to calculate service levels

**AUC** = Answered Under Cutoff (number of calls answered before the predetermined threshold used to calculate service levels)

**NOC** = Number of Out Calls (number of outbound calls made by agents)

**CAHT** = Cumulative Average Handling Time (average seconds agents are busy handling any aspect of the customer contact - includes ATT, AWT and AOT)

WV = Work Volume (total seconds agents spend handling additional elements - this column is not in use)

Thursday, May 31, 2007

### Response 1B Page 1 of 12

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Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

Saturday, June 30, 2007

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Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

#### Tuesday, July 31, 2007

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Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

#### Friday, August 31, 2007

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Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

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				Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND		• •
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	09/30/07												

Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

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Wednesday, October 31, 2007

	PSC MEASUREMENTS	Date Updated	TARGET		Suncoast Central	Suncoast North	Sunceast South	COASTAL DIVISION	Tampa South	Tampa North	Lake Haven	INLAND DIVISION	OBJ FL REGION MET
	005 24 HOURS	10/31/07		Day CMTD									
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		_				Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	
GENERAL BUSINESS	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION
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(Dispatched Only)			Prev M		·	<u></u>						
% 7 Day I Codes (Combined Bus)	10/24/07		CMTD									
7 Days in Arrears			Prev M									
	]			-	_	_						
		T + 5 - 6 - 7		Suncoast			COASTAL	Tampa	Tampa	Lake	INLAND	
	Date Updated	TARGET	1	Central	Suncoast North	Suncoast South	COASTAL DIVISION	Tampa South	Tampo North	i.ake Haven	INLAND DIVISION	FL REGION
% OOS Cleared < 24	Date Updated 10/31/07	TARGET	Day	Central								FL REGION
% OOS Cleared < 24 (Out of Service)			CMTD	Central								FL REGION
% OOS Cleared < 24 (Out of Service) NON PSC	10/31/07		CMTD Prev M	Central								FL REGION
% OOS Cleared < 24 (Out of Service)			CMTD	Central								FL REGION
% OOS Cleared < 24 (Out of Service) NON PSC	10/31/07		CMTD Prev M	Central		South						FL REGION
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% OOS Cleared < 24 (Out of Service) NON PSC % 30 Day Repeaters	10/31/07		CMTD Prev M Day CMTD	Central		South						FLREGION
% OOS Cleared < 24 (Out of Service) NON PSC % 30 Day Repeaters	10/31/07		CMTD Prev M Day CMTD Prev M	Central		South						FL REGION
% OOS Cleared < 24 (Out of Service) NON PSC % 30 Day Repeaters	10/31/07		CMTD Prev M Day CMTD Prev M Day	Central		South						FL REGION
% OOS Cleared < 24 (Out of Service) NON PSC % 30 Day Repeaters	10/31/07		CMTD Prev M Day CMTD Prev M Day CMTD Prev M	Central	North	South						FL REGION
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% OOS Cleared < 24 (Out of Service) NON PSC % 30 Day Repeaters % Repair Appristment orspanced	10/31/07 10/31/07 10/31/07		CMTD Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD	Central	North	South						<b>FL REGION</b>
<ul> <li>% OOS Cleared &lt; 24         <ul> <li>(Out of Service) NON PSC</li> <li>% 30 Day Repeaters</li> </ul> </li> <li>% Repair Approver orsparences</li> <li>% No Access - Consumer</li> </ul>	10/31/07 10/31/07 10/31/07 10/31/07		CMTD Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M	Central	North	South						<u>FLREGION</u>
<ul> <li>% OOS Cleared &lt; 24         <ul> <li>(Out of Service) NON PSC</li> <li>% 30 Day Repeaters</li> </ul> </li> <li>% Repair Approver orsparences</li> <li>% No Access - Consumer</li> </ul>	10/31/07 10/31/07 10/31/07		CMTD Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD	Central	North	South						FL REGION
<ul> <li>% OOS Cleared &lt; 24         <ul> <li>(Out of Service)</li> <li>NON PSC</li> <li>% 30 Day Repeaters</li> </ul> </li> <li>% Repair Apprisment orspance</li> <li>% No Access - Consumer</li> <li>% Installation Commit Met - DO</li> </ul>	10/31/07 10/31/07 10/31/07 10/31/07 10/31/07		CMTD Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD Prev M	Central	North	South						FL REGION
<ul> <li>% OOS Cleared &lt; 24         <ul> <li>(Out of Service)</li> <li>NON PSC</li> <li>% 30 Day Repeaters</li> </ul> </li> <li>% Repair Apprisment orspanced</li> <li>% No Access - Consumer</li> <li>% Installation Commit Met - DO         <ul> <li>Average Days to Install</li> </ul> </li> </ul>	10/31/07 10/31/07 10/31/07 10/31/07		CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD Prev M CMTD Prev M CMTD	Central	North	South		South				FL REGION
<ul> <li>% OOS Cleared &lt; 24         <ul> <li>(Out of Service)</li> <li>NON PSC</li> <li>% 30 Day Repeaters</li> </ul> </li> <li>% Repair Approver Dispatched</li> <li>% No Access - Consumer</li> <li>% Installation Commt Met - DO         <ul> <li>Average Days to Install                 <ul> <li>(Dispatched Only)</li> </ul> </li> </ul> </li> </ul>	10/31/07 10/31/07 10/31/07 10/31/07 10/31/07 10/31/07		CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD Prev M CMTD Prev M CMTD Prev M	Central	North	South						FL REGION
<ul> <li>% OOS Cleared &lt; 24         <ul> <li>(Out of Service)</li> <li>NON PSC</li> <li>% 30 Day Repeaters</li> </ul> </li> <li>% No Access - Consumer</li> <li>% Installation Commt Met - DO         <ul> <li>Average Days to Install</li> </ul> </li> </ul>	10/31/07 10/31/07 10/31/07 10/31/07 10/31/07		CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD Prev M CMTD Prev M CMTD	Central	North	South		South				FLREGION

Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

Prepared by: Service Center Administration 727-465-7222 .

Response 1B Page 7 of 12

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PSC MEASUREMENTS	Date Updated	TARGET		Central	North	Suncoast South	COASTAL DIVISION	Tampa South	Tampa North	Lake Haven	INLAND DIVISION	FL REGION
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GENERAL BUSINESS	Date Updated	TARGET		Suncoast Central	Suncoast North	Suncoast South	COASTAL DIVISION	Tampa South	Tampa North	Lake	INLAND	~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	OBJ
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(Combined Bus)			Prev M		с 	91. 19							jane j
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(Disparched Only)			Prev M						a start so sin 1 start series				
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7 Days in Arrears			Prev M		: <u> </u>								

				_									
				Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND		OBJ
CONSUMER	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGIÓN	MET
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Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

Monday, December 31, 2007

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PSC MEASUREMENTS	Date Updated	TARGET		Suncoast Central	Suncoast North	Suncoast South	COASTAL DIVISION	Tampa South	Tampo	Lake	INLAND		
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(Dispatched Only)			Prev M		· · · ·			1214					222
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				Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND		
CONSUMER	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION	( )
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	12/31/07								·				

Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.



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Thursday, January 31, 2008

PSC MEASUREMENTS	Date Updated	TARGET		Central	North	Suncoast South	COASTAL DIVISION	Tampa South	Tampa North	Lake Hoven	INLAND DIVISION	FL REGION
DOS 24 HOURS	01/31/08		Day								1	TE REDICIT
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I & T ORDERS / 3 DAYS	01/31/08		Day	·								
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				Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND	
GENERAL BUSINESS	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION

				Suncoast			COASTAL	Tampa					
GENERAL BUSINESS	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION	1
% Troubles Cird < 6	01/31/08		Day				1.						
(Combined Bus - MTTR < 6)			CMTD										
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(Combined Bus)			Prev M										
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% No Access - General Business	01/31/08		Day										
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			Prev M		<u></u>								
% Installation Commt Met - DO	01/31/08	na ser con	CMTD			het i							
(Combined Bus)		* 411	Prev M										<u>.</u>
Average Days to Install	01/31/08		CMTD										
(Dispatched Only)			Prev M			iner i d							
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% 7 Day I Codes (Combined Bus)	01/24/08	le transition d	CMTD	1993 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -									
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	01/24/08	TARGET			Suncoast North	Suncoast South	COASTAL DIVISION	<u>†</u>	Tampa North	Lake Haven	INLAND DIVISION	FL REGION	
7 Days in Arrears	L	TARGET		Suncoast				Tampa				FL REGION	
7 Days in Arrears	Date Updated	TARGET	Prev M	Suncoast				Tampa				FL REGION	
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7 Days in Arrears CONSUMER % OOS Cleared < 24 (Out af Service) NON PSC	Date Updated 01/31/08	TARGET	Prev M Day CMTD Prev M Day	Suncoast Central				Tampa				FL REGION	
7 Days in Arrears CONSUMER % OOS Cleared < 24 (Out af Service) NON PSC	Date Updated 01/31/08	TARGET	Prev M Day CMTD Prev M Day CMTD	Suncoast Central				Tampa				FL REGION	
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7 Days in Arrears CONSUMER % OOS Cleared < 24 (Out af Service) NON PSC % 30 Day Repeaters % No Access - Consumer % Installation Commt Met - DO	Date Updated 01/31/08 01/31/08 01/31/08 01/31/08 01/31/08		Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD Prev M	Suncoast Central				Tampa				FL REGION	
7 Days in Arrears CONSUMER % OOS Cleared < 24 (Out of Service) NON PSC % 30 Day Repeaters % No Access - Consumer	Date Updated 01/31/08 01/31/08 01/31/08 01/31/08		Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD	Suncoast Central				Tampa				FL REGION	
7 Days in Arrears CONSUMER % OOS Cleared < 24 (Out af Service) NON PSC % 30 Day Repeaters % No Access - Consumer % Installation Commt Met - DO	Date Updated 01/31/08 01/31/08 01/31/08 01/31/08 01/31/08		Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD Prev M	Suncoast Central				Tampa				FL REGION	
7 Days in Arrears CONSUMER % COS Cleared < 24 (Out af Service) NON PSC % 30 Day Repeaters % Repair Approvement Orspanchea % No Access - Consumer % Installation Commt Met - DO Average Days to Install	Date Updated 01/31/08 01/31/08 01/31/08 01/31/08 01/31/08		Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M Day CMTD Prev M CMTD Prev M CMTD Prev M	Suncoast Central				Tampa				FL REGION	

Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

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riday, February 29, 2008		_	_										
				Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND		0
PSC MEASUREMENTS	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION	м
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NOS 72 HOURS	02/29/08		Day										a an
			CMTD		· · · ·								
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I & T ORDERS / 3 DAYS	02/29/08	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Day							<u></u>		<u> </u>	
			CMTD					н А					
		b 20 10 30 30 30 30 30 30 30 30 30 30 30 30 30	Prev M										
			Frey M		<u></u>	·		<u> </u>	<u> </u>	11.1 <u>- 1</u> 323			
				Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND		· _ ·
GENERAL BUSINESS	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION	M
% Troubles Cird < 6	02/29/08		Day										1.1.1
(Combined Bus - MTTR < 6)			CMTD		1.1					la de la f			
. ,			Prev M	1. (* 1922) 17 July - State		m illuri							
% 30 Day Repeaters	02/29/08		Day				· · · · · · · · · · · · · · · · · · ·				terrent an an Argenter Andre an Argenter		
(Combined Bus)		the sector of the	CMTD						1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -				
(somened bas)			Prev M										
% Repair Appts Met DO'ed	02/29/08		···				ta ta jej stratovna ta je Na se		e da lavarda El de antaño d				
	02/29/08		Day		e, etc. Ser								
(Combined Bus)		and the second	CMTD										
			Prev M		<u> </u>		<u></u>					ing and the second second	
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			CMTD			i estatul	an a share a shere						
	· · · · ·		Prev M										
% Installation Commt Met - DO	02/29/08	l Murainski s	CMTD				I vr tiv						
(Combined Bus)			Prev M			н. <u>1</u> с.		n na san Na sa					
Average Days to Install	02/29/08	i entra da part	CMTD	and the second								- 49	
(Dispatched Only)			Prev M			n. 4							liter (
% 7 Day I Codes (Combined Bus)	02/22/08		CMTD	- : . · . ;									
7 Days in Arrears			Prev M										
	······································	)	1	<i>L</i>	<u> </u>	<u> </u>						<u></u>	
					Suncoast		COASTAL	Tampa	Tampa	Lake	INLAND		O
CONSUMER	Date Updated	TARGET	·	Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION	M
% OOS Cleared < 24	02/29/08		Day		s - 1								
(Out of Service)			CMTD										1 1
NON PSC	·······	<u></u>	Prev M			in an an A	و المحمد و الع						
% 30 Day Repeaters	02/29/08	·	Day										
			CMTD			·				~ 전체		이가 나가 단구	
			Prev M	$= -\mu h$									
• Керин Аррты мет слуратспец	02/29/08	a tating	Day	_		· · · · ·							e. j
			CMTD			· · · ·	· · · ·		<b>- [</b>				цт" 1
			Prev M				·						 
*	02/20/08	<u> </u>			· · · ·		<u> </u>	· · · · · · · · · · · · · · · · · · ·		<u> </u>			12.2

Month and results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial.

02/29/08

02/29/08

02/29/08

02/22/08

Day CMTD Prev M

CMTD Prev M

CMTD

Prev M

CMTD

Prev M

Prepared by: Service Center Administration 727-465-7222

% No Access - Consumer

% Installation Commt Met - DO

Average Days to Install

(Dispatched Only)

% 7 Day I Codes

7 Days in Arrears

PSC MEASUREMENTS	Date Updated	TARGET		Suncoast Central	Suncoast North	Suncoast South	COASTAL DIVISION	Tampa South	Tampa North	Lake Haven	INLAND DIVISION	FL REGION	OBJ MET
OOS 24 HOURS	03/31/08		Day		1. C			÷					
		1	CMTD										
			Prev M	1.1.1					·				清明之
NOS 72 HOURS	03/31/08	· · ·	Day				-						
		a statistica	CMTD			· .		1	a alla				
			Prev M	· · · · · · · · · · · · · · · · · · ·	5 <u></u> 781								
I & T ORDERS / 3 DAYS	03/31/08		Day										
			CMTD								네 집에 다르		
		1	Prev M		1. Angel					1.100			

	N 1 1 4 4 1	TARGET				Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND		
GENERAL BUSINESS	Date Updated 03/31/08	T	10	Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION	/ منتقد ا
(Combined Bus - MTTR < 6)	03/31/08		Day CMTD						14 A				1
(Combined Bus - MITTR ( D)										1			
% 30 Dev Desentance	03/31/08		Prev M	a dalah yang se				<u>y en a</u>					
% 30 Day Repeaters	03/31/00		Day CMTD	1									3. 1
(Combined Bus)					an sar i								
N. D	00/01/00		Prev M										
% Repair Appts Met DO'ed	03/31/08		Day										
(Combined Bus)			CMTD										
			Prev M		lat for a me								
% No Access - General Business	03/31/08		Day					· · · · ·					
			CMTD										
			Prev M		-								
% Installation Commt Met - DO	03/31/08		CMTD									日本会 首調	
(Combined Bus)		and the second	Prev M		X					신간 가지?			
Average Days to Install	03/31/08	a series and the series of the	CMTD										
(Dispatched Only)		the state of the state	Prev M				1. 1. A.		in thus				
% 7 Day I Codes (Combined Bus)	03/24/08		CMTD										
7 Days in Arreans		n marga dala	Prev M		· · · · · · · · · · · · · · · · · · ·								÷
	1												<b>.</b> .
				Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND		
CONSUMER	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION	1
% 005 Cleared < 24	03/31/08	and the second s	Day										1.1
(Out of Service)		1	CMTD										
NON PSC			Prev M		Alterne		·	Na secola					
% 30 Day Repeaters	03/31/08	1	Day							n etalli eta			<u>e</u> rd
-			CMTD										ē. :

				P 2 2	3 · · ·		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		F 6	1 ·	
(Out of Service)		1 1.	CMTD				· · ·				
NON PSC			Prev M	,				in the second			
% 30 Day Repeaters	03/31/08		Day		1990 - 1944 1990 - 1994		· · .		1	The set of the	
		1	CMTD		til i .						
		1	Prev M		·		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1				
A Kepur Apprs Mer Orspurchen	03/31/08		Day			Press.				1.1.1	
		-	CMTD	1.1.1		· · ·	ľ.			·	
		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	Prev M		1 de 1.						
% No Access - Consumer	03/31/08		Day			1.1.1.1				1. 1. 1.	
			CMTD		1	··· . ·					
			Prev M		and a start of						
% Installation Commt Met - DO	03/31/08		CMTD	1.1.1							
			Prev M								
Average Days to Install	03/31/08	Tan Tang	CMTD		1.						
(Dispatched Only)			Prev M								
% 7 Day I Codes	03/24/08		CMTD						· · · :		
7 Days in Arrears			Prev M		·					12、信	

Month end results MAY or MAY NOT tie to monthly results from QMR. All results are unofficial. Prepared by: Service Center Administration 727-465-7222 .

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## Wednesday, April 30, 2008

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PSC MEASUREMENTS	Date Updated	TARGET		Suncoast Central	Suncoast North	Suncoast South	COASTAL DIVISION	Tompa South	Tampa North	Lake Haven	INLAND DIVISION	FL REGION	OB
OOS 24 HOURS	04/30/08		Day				· · · ·			1		TE REBION	- 19 m m
			CMTD										
			Prev M			A	·						h d
NOS 72 HOURS 04/30/0	04/30/08		Day										ianga m
			CMTD						÷.				÷
			Prev M								ae di Ba		. 1 <sup>16</sup>
LATORDERS/3DAYS	04/30/08		Day										
			CMTD										운영감 인사인
			Prev M		1.00					an said			- 32-

GENERAL BUSINESS	Date Updated	TARGET		Suncoast Central	Suncoast North	Suncoast South	COASTAL DIVISION	Tampa South	Tampa North	Lake Haven	INLAND DIVISION	FL REGION	•
% Troubles Cird < 6	04/30/08		Day						1		011101014	FL REGIUN	<u>ار</u>
(Combined Bus - MTTR < 6)			CMTD			Mart Toria							
			Prev M						<i>.</i>				
% 30 Day Repeaters	04/30/08		Day										
(Combined Bus)		and the second	CMTD				l la la la						2
			Prev M										
% Repair Appts Met DO'ed	04/30/08		Day										ł
(Combined Bus)			CMTD										
	]		Prev M		2. <sup>11</sup>		a ser a tra						
% No Access - General Business	04/30/08		Day	i contra de						natan nagat Tara ta Art			F
			CMTD								아파는 김사		j.
		1	Prev M										20
% Installation Commt Met - DO	04/30/08		CMTD					27	<u></u>		<u>n an an</u>		
(Combined Bus)			Prev M	· · · · · · · · ·									1
Average Days to Install	04/30/08		CMTD					<u></u>					
(Dispatched Only)			Prev M										
% 7 Day I Codes (Combined Bus)	04/23/08	1	CMTD									<u> </u>	[
7 Days in Arrears			Prev M						1.1		· . · · · . ·		Ľ.
	· · · · <u></u>		· · · · · · · · · · · · · · · · · · ·							<u></u> 1			р÷-
				Suncoast	Suncoast	Suncoast	COASTAL	Tampa	Tampa	Lake	INLAND		• •
CONSUMER	Date Updated	TARGET		Central	North	South	DIVISION	South	North	Haven	DIVISION	FL REGION	
% OOS Cleared < 24	04/30/08		Day						T	1.1.2			ا 143
(Out of Service)			CMTD			ini i			<u> </u>				seis c n c
NON PSC			Prev M										e of
% 30 Day Repeaters	04/30/08		Day		at the second						······		
			CMTD			11							••••
ла керол жррта жет отаратства			Prev M						<u>tr</u>				e c
~ Kepur Approver Dispurched	04/30/08		Day										
			CMTD										
			Prev M										1,12 9/2 (
% No Access - Consumer	04/30/08		Day							<u></u>			8.7
		and the second	loay	1 S. S. 1997				- 6- 6	- 11 - E	1.1	and the second	internation de la constante	
			CMTD										

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	Prepared by: Service Center Administration
	727-465-7222



All results are unofficial.

% Installation Commt Met - DO

Average Days to Install

(Dispatched Only)

7 Days in Arrears

% 7 Day I Codes

04/30/08

04/30/08

04/23/08

Month end results MAY or MAY NOT tie to monthly results from QMR.

## Customer Response - West 2007 Call Volumes, Hours, CAHT, OEW, Force & Calls per on Duty Hr

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Call Volumes-Rep Answered	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Totai-07	YTD
Southeast														
SE VRRC		in in				landi di second						A contract of the second	n i i i	
Call Volumes-Voice Portal	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	УТО
Se VRRC	n <u>ess</u> u a <u>nn</u> a	1999 and									2 E 🙀		in the second	
Call Volumes-Total Contacts	Jan-07	Feb-07	Mar-07	Apr-07	May~07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07		
Southeast									· · · ·	<u> </u>				, 10
SE VRRC		· ·				······································					÷		1 - A - B	
CAHT	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	УТЪ
Southeast														
SE VRRC		: ·						in an			1 A.S.		۰.	
Productive Hours	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	УТД
Southeast					1									
SE VRRC			n n Wydd Aper 		s an the b			· · · · · · · ·			. · · ·		1	
Overtime Hours	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-
<u>Southeast</u> SE VRRC			an t		egy general de Trype de la constante			1. // // H	j		· .			
Associate Force	Jan-07	Feb-07	Mar-07	Арг-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-
<u>Southeast</u> SE VRRC														
Calls/Productive Hours	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	5ep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-
<u>Southeast</u> SE VRRC														

## Customer Response - West 2007 Cail Volumes, Hours, CAHT, OEW, Force & Calls per on Duty Hr

## REDACTED

.

OEW	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u> SE VRRC		at : 1.124			ni in the training the second	<u> </u>								
Occupancy	Jan-07	Feb-07	Mar-07	Apr-07	Μαγ-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u> SE VRRC					ining and states in the second se Second second	1 H = 1 - 1								
Admin/Offline Time		Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	لــــــــــــــــــــــــــــــــــــ
<u>Southeast</u> SE VRRC		en Bilang												
Surplus Hours	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Total-07	YTD-07
<u>Southeast</u> SE VRRC				-							n di si Alfredita Alfredita			

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## Customer Response – West 2008 Call Volumes, Hours, CAHT, OEW, Force & Calls per on Duty Hr

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### REDACTED

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Call Volumes-Rep Answered	Jan-08	Feb-08	Mar-08	Арг-08	May-08	Jun-08	Jul-08	Aug-08	5ep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-
<u>Southeast</u>														
SE VRRC												en e		
Call Volumes-Voice Portal	Jan-08	Feb-08			May-08	Jun-08		Aug-08	5ep-08					
Southeast					1129-00			A09-00	3ep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-
SE VRRC						(1) (1) (1)						Todore (Loseas) Laste (Trockering		
Call Volumes-Total Contacts	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08		
<u>Southeast</u> SE VRRC				<u>la astronomi angan s</u> Tangan sa magananga						- 1				
CAHT	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	УТD-4
<u>Southeast</u> SE VRRC	n urau a Tajur			rom sin 20 April Aliperativa inte				ing star	ini in the second s Second second	- 10 mar - 10 mar - 10 mar		i su		
Productive Hours	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	
<u>Southeast</u> SE VRRC	1.4.3 7.15				wir <sub>y</sub>		i de la composición d La composición de la c				Alexandra (Maria) Alexandra (Maria)			Are da
Overtime Hours	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	5ep-08	Oct-08	Nov-08	Dec-08	Total-08	УТD-0
<u>Southeast</u> SE VRRC								14 (k.	in ,	21.92 <sup>7</sup> 11.02				
Associate Force	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-0
<u>Southeast</u> SE VRRC														
Calls/Productive Hours	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-0
<u>Southeast</u> SE VRRC		с., с. с.		· .			. **	1. r			V			

### Customer Response - West 2008 Call Volumes, Hours, CAHT, OEW, Force & Calls per on Duty Hr

OEW	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
Southeast														
SE VRRC		n a standard an									n an trainn References (			
Occupancy	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
Southeast														
SE VRRC					:		÷ (1921).							
Admin/Offline Time	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
<u>Southeast</u>														
SE VRRC			ليه بن: 				1993 - A				in dana (Wine A Marine Carlos - A Marine Carlos - A			
Surplus Hours	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08

Surplus Hours	Jan-08 Feb-08	Mar-08 Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Total-08	YTD-08
Southeast												
SE VRRC												
												]

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#### Response to Data Request Question 2a, 2b and 2c. REDACTED



CSSC = Consumer Sales Solution Center BSBC = Business Sales Center

## 2008 Florida Management

2008 Florida Management	2008 Florida Associates
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Provisioning & Maintenance Repair Center CSSC BSBC	2008 Florida Associates         Jan       Feb       Mar       Apr       May       Jun       Jul       Aug       Sep       Oct       Nov       Dec         Provisioning &       Maintenance       Repair Cemter       CSSC       SBSC       SBSS       SSSS       SSSS       SSSS       SSSS       SSSS       SSSS       SSSS       SSSS       SSSS
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# SERVICE QUALITY DATA REQUEST VERIZON FLORIDA LLC RESPONSE TO DR NO. 3 SEE PROPRIETARY CD – VZ 24

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# Response 4

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# Florida Core Consumer Complaints by Business Process Received April 2007-March 2008

Billing	\pr	May				2007						2008		
Dilling		<b>IVICIA</b>	<u>Jun</u>	<u>Jul</u>	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Dilling														
Provisioning														
Repair														
Engineering														
Other														
Total														

# SERVICE QUALITY DATA REQUEST VERIZON FLORIDA LLC RESPONSE TO DR NO. 5 SEE PROPRIETARY CD – VZ 26

ATTACHMENT 6a

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# REDACTED

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# Response 6a Attachment 1 - REDACTED

# Sales targets (in units or dollars)

	Busir				
Month	Strategic	General	Consumer Sales		
April 2007					
May 2007					
June 2007					
July 2007					
August 2007	······································				
September 2008					
October 2007					
November 2007		·····			
December 2007					
January 2008					
February 2008					
March 2008					

(1)

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(2)

Response 6a Attachment 2 - REDACTED

# **Consumer Sales Center Incentive Award Structure**

% Threshold Met (1)	Required to meet Monthly Quota	Monthly Base Award (2)	Monthly Bonus Award in Revenue	Quarterly Bonus (3)
			Points	

(1) (2) (3)

VZ 29

2008 Sales Incentive Compensation Plan

Business Unit:Regional Business SalesSales Channel:Business Sales & Billing Centers: Business Solutions CenterSales Position:Business Sales Representative (FL)Effective Date:January 1, 2008

# **RESPONSE 6a Attachment 3**

# REDACTED

# **ENTIRE DOCUMENT IS PROPRIETARY**

NOS. VZ 30 – VZ 35

# Response 7c- REDACTED

	Business	Sales (1)	
Month	Strategic	General	Consumer Sales
April 2007			
May 2007			
June 2007			
July 2007			
August 2007			
September 2008			
October 2007			
November 2007			
December 2007			
January 2008			
February 2008			
March 2008			

# Percentage of Employees who have met their sales targets

(1)

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# **RESPONSE TO REQUEST 8 (a-f)**

a) Please describe the company's current practices regarding the monitoring of sales calls to detect and deter Florida employees from adding unauthorized products to a customer's account. (Please include how frequently done, is monitoring done remotely or sitting with employee, is employee aware when monitoring is in progress, what notes or records are made, how situations are resolved when violations occur).

# **RESPONSE:**

# REDACTED

b) Please describe any efforts to track calls from customers who report unauthorized additions of services or products to their accounts. (Please include any investigation done to determine which employee placed the order in question, who conducts this investigation, what disciplinary or corrective action was taken).

## **RESPONSE:**

## REDACTED

c) If a particular sales is determined to have been improper, does the company remove the sales credit, and/or any related compensation, from the employee responsible? If so, please explain the process.

## **RESPONSE:**

## REDACTED

d) If the company does track calls from Florida customers who report unauthorized additions of services or products to their accounts, please provide the numbers of such calls reported to each of the last 12 months.

## **RESPONSE:**

# REDACTED

e) Please describe any other controls currently in place that are designed to detect or deter Florida employees from adding unauthorized products to a customer's account.

## **RESPONSE:**

# REDACTED

f) Please describe any changes made regarding monitoring practices within the last year.

## **RESPONSE:**

## REDACTED

VZ 38

# RESPONSE TO REQUEST 10 (a-c)

10. a) Please describe what criteria are currently used in evaluating the performance of Florida employees with sales responsibilities regarding quality of customer service provided. Please describe any changes made to the criteria within the last year.

# **RESPONSE:**

# REDACTED

b) Please describe how this evaluation is communicated to the employees and how it is recorded and maintained.

# **RESPONSE:**

# REDACTED

c) Are annual or more frequent evaluations of sales efforts and customer service quality performed? Please describe.

# **RESPONSE:**

# REDACTED