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exchanges missed the SA repair standard. This indicates to me that with proper management, Verizon can meet the requirements of the rule. However, beginning in 2002 to the present we see an increasing number of exchanges failing to meet the OOS and SA standards as seen on pages 2 and 3 of Exhibit RAM-2.

Q. What do you believe caused Verizon to miss the standards of Rule 25-4.070, F.A.C., more often in 2007 than in 2000 and 2001?

A. When Verizon shifted its focus to the installation of FIOS beginning in 2004, the service quality for repairs within 24 hours for OOS and 72 hours for SA trouble reports began to decline. It also appears that Verizon is having difficulty clearing troubles within the standards of the rule regardless of the technology used. Exhibit RAM-4 contains data that Verizon used to monitor its compliance with the rule for 2008 for both technologies. Verizon states in a document titled "Southeast FL Service Overview", Exhibit RAM-5,

Core is the copper served side of

Verizon's telephone business.

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Q. Does the Commission consider the effects of weather on Verizon's ability to meet the service standards identified in Rule 25-4.070 F.A.C., Customer Trouble Reports?

A. Yes. The Commission takes into consideration the effect of weather on Verizon's repair performance. Rule 25-4.070, F.A.C., allows 5% of all OOS and 5% of all SA trouble reports to be missed. Plus, the measurement is over a full month for exchanges that have over 50,000 access lines which allows for better performance on clear days to offset some of the days when inclement weather inhibits repairs. For exchanges with fewer than 50,000 access lines the measurement is over an entire quarter. Verizon has 9 exchanges with more than 50,000 access lines and 15 exchanges with less as of January 1, 2008.

Lightning strikes and rain occur frequently in Verizon's service territory.

DOCUMENT NUMBER-DATE

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1 concerned about the budget. It doesn't appear from what has been provided that any discussions were 2 made in regard to seeking additional funds from the corporate level in order to meet the service 3 standards. 4 Q. How many customers does Verizon serve in Florida using copper-based technology? As of September 30, 2008, Verizon had copper-based access lines. 5 A. 6 Q. How many customers does Verizon serve in Florida using FIOS technology? 7 A. As of September 30, 2008, Verizon had telephone customers served by FIOS. How many repair technicians were used for copper-based service from 2004 through 8 Q. 9 September 30, 2008? 10 Verizon had technicians in 2004, in 2005, in 2006, in 2007, and in 2008. A. 11 Q. How many repair technicians were used for FIOS based service from 2004 through September 12 30, 2008? Verizon had no technicians working FIOS in 2004, and in 2005, and in 2006. In 2007, and 13 14 in 2008. 15 Q. What do you conclude from this shift of workforce resources from copper based service to FIOS? 16 17 A. Verizon is implementing FIOS to compete with other providers of video, telephone, and 18 Internet service. According to the data Verizon provided to staff, approximately 70% of Verizon's 19 customers are still being served via the copper-based service. Shifting the majority of Verizon's 20 workforce to FIOS support leaves the copper-based customers without repair services support capable 21 of complying with Rule 25-4.070, F.A.C. 22 The company had the option to request a rule waiver of Rule 25-4.070, F.A.C., if it could 23 show that such a waiver was in the public interest. Verizon continued to not comply with Rule 25-24 4.070, F.A.C., and did not file for a rule waiver or a Service Guarantee Program (SGP) in accord with

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1	company's needs while benefiting consumers. Failure to file for a rule waiver or SGP with continued
2	failing performance, in my opinion, willfully violates Rule 25-4.070, F.A.C.
3	Q. What actions did Verizon take to comply with Rule 25-4.070, F.A.C.?
4	A. It developed a "fluid" workforce that could be shifted to areas needing additional workforce.
5	In response to interrogatory number 27, Verizon states that is has the ability to use its fluid workforce
6	in the event of unusually high OOS trouble reports. Overtime could be offered, and contractors could
7	be used. Verizon improved its service using the fluid workforce in January (94%) and February
8	(90%) of 2008 by using overtime and additional resources, but this effort exceeded its budget. Even
9	with this additional effort, Verizon still did not meet the 95% standard for either month. Instead of
10	implementing further workforce to ensure meeting the rule, in March 2008, Verizon decreased the
11	workforce in an effort to recover some of the expenses that exceeded its budget in January and
12	February. In an e-mail, Exhibit RAM-8, between Russell Diamond, Interim Director, and John
13	DePhillips, Executive Director,
13 14	DePhillips, Executive Director, As a result, the
14	As a result, the
14 15	As a result, the service quality declined to 49% for OOS and 68% for SA troubles.
14 15 16	As a result, the service quality declined to 49% for OOS and 68% for SA troubles.
14 15 16 17	As a result, the service quality declined to 49% for OOS and 68% for SA troubles. Exhibit RAM-9, page 2, which is a page signed by Mr. John DePhillips,
14 15 16 17	As a result, the service quality declined to 49% for OOS and 68% for SA troubles. Exhibit RAM-9, page 2, which is a page signed by Mr. John DePhillips, This clearly shows, in my
114 115 116 117 118	As a result, the service quality declined to 49% for OOS and 68% for SA troubles. Exhibit RAM-9, page 2, which is a page signed by Mr. John DePhillips, This clearly shows, in my opinion, that Verizon is understaffed as it tries to implement FIOS and maintain its Core service
14 15 16 17 18 19 20	As a result, the service quality declined to 49% for OOS and 68% for SA troubles. Exhibit RAM-9, page 2, which is a page signed by Mr. John DePhillips, This clearly shows, in my opinion, that Verizon is understaffed as it tries to implement FIOS and maintain its Core service under budgetary constraints.
14 15 16 17 18 19 20 21	As a result, the service quality declined to 49% for OOS and 68% for SA troubles. Exhibit RAM-9, page 2, which is a page signed by Mr. John DePhillips, This clearly shows, in my opinion, that Verizon is understaffed as it tries to implement FIOS and maintain its Core service under budgetary constraints. Q. Does Verizon consider copper-based service a viable growth business?
14 15 16 17 18 19 20 21	As a result, the service quality declined to 49% for OOS and 68% for SA troubles. Exhibit RAM-9, page 2, which is a page signed by Mr. John DePhillips, This clearly shows, in my opinion, that Verizon is understaffed as it tries to implement FIOS and maintain its Core service under budgetary constraints. Q. Does Verizon consider copper-based service a viable growth business? A. No. As evidenced in Verizon's "Management's Discussion and Analysis", Exhibit RAM-10,

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-	business even though of Verizon's customers in Florida are still served using copper-based
	technology. Verizon has sold off its wireline business in several states. Its access lines in Hawaii
	were sold in 2005. Access lines in Vermont, New Hampshire, and Maine were sold in 2008 with a
	condition that Verizon would spend \$25,000,000 to correct past service problems when it sold to
	Fairpoint.
	Verizon's service quality has been a concern in other states as well. Maine, New Hampshire,
	New York, Vermont, Massachusetts and West Virginia formally investigated Verizon's performance.
	In some cases, significant fines or commitments to improve service have resulted.
	Q. Do you believe the investment that Verizon has made in implementing FIOS should be a
	consideration for Verizon missing the standards required by Rule 25-4.070, F.A.C.?
	A. Verizon has invested many millions, if not over a billion, implementing FIOS service in its
	service territory. Verizon reports service outages for FIOS based service as well as copper-based.
	Just because the company elected to implement a new type of service does not relieve the company
	from meeting the rule requirements. As previously stated, the company could have filed for a rule
	waiver or SGP if it needed different requirements to fit its business plan.
	Q. What do you believe is the appropriate penalty that should be assessed against Verizon for
	willfully violating Rule 25-4.070, F.A.C.?
	A. In Docket Number 991376-TL, Verizon settled its apparent violations of Rule 25-4.070(3)(a),
	and Rule 25-4.066, F.A.C., for two million dollars. Following that settlement, Verizon implemented
	procedures that met or exceeded the rule requirements for several years. Based on the information
	discussed above regarding Verizon having knowledge that it was not complying with Rule 25-4.070,
	F.A.C., and their continued lack of appropriate funding and staffing to meet the rule requirements, or
	in the alternative, filing for a rule waiver or Service Guarantee Program, I believe penalties of \$2.62
	million for a total of 262 apparent violations in 2007 and \$1.94 million for 194 apparent violations in

25 2008 are appropriate. The total amount of these two penalties is \$4.56 million.

January 31, 2008

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JANUARY 2008 January 31, 2008

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Docket No.: 080278-TL

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JANUARY 2008

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TAMPA	DAY	ŀ	247	145	59%		101	81	80%	ander:	301	266	88%.	
	OTR		4886 10178	4427 9430	91%		2403 5287	2249 5055	94% 96%		6407 12307	5874 11283	92%	Y
TARPON	DAY	┢	20	9	45%	_	5	5			20	16	80%	
SPRINGS	MID		287	257			184	168	91%		356	327	92%	
MCM CC	QTR		709	643		藤田藤	408	367	90%		720	666	93%	y
VENICE	DAY		20 804	688			10 407	9 362	90%		33 551	28 481	85% B/%	
	QTR		1740	1498	86%		858	758	88%	2004-0-20-3	1217	1067	88%	KELLER
WINTER	DAY	ſ	28	18	64%		11	(O	91%		31	30	97%	
HAVEN	MTO	ŧ	642	601	94%		292	277	957,		528	493	93%	
7E DUVOLITA LO	QTR	-	1454	1386	95%		685	659	96%	Y	1085	1013	93%	Y
ZEPHYRHILLS	MID		349	10 324	59% 93%	5	148	132	100% 89%		13 355	13 324	91%	
	QTR	1	898	844			430	403			917	836	91%	Y
			,											
FLORIDA	DAY	l'	832	485			294	227	77%		847	740	87%	
TOTALS	MIC		18561	16759 37921			8432 19185	7904 18153				16108	9 ? 7	Y
	QTR	-1	1 41004	21361	3 (%	1	12102	19127	95%		J0444	33292	91%	

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FEBRUARY 2008 FINAL 37030/08 February 29, 2008

EXCHANGE	VOICE	19-feb	005/24	MET	ror	NO5/72 MET %) 95% MET	T& TORDERS/3 DAYS TOT MET % MET
ARTOW I	DAY	101	MET 4	MET	101	1161 10		101 1101 76 7761
	MT0							
	QTR							
	DAY							
	MTD							
	QTR							
	DAY							
ļ	мто							
	QTR							
	DAY							
	MLD.							
	QTR							
	DAY							
	QTR.							
	DAY							
	нто							
	QTR							
HUDSON	DAY							
	итто							
	QTR							
	DAY							
	нто							
	QTR							
LAKE WALES	DAY							
	OTR							
LAKELAND	DAY							
O II CO II IO	мпо							
	QTR							
MULBERRY	DAY							
	MID							
	QTR							
HYAKKA	DAY				О.			
	QTR				K	EDACT	ΕD	
NEW PORT	DAY							
RICHEY	МТО							
	QTR							
NORTH	DAY							
PORT	мпо							
	QTR							
PALMETTO	DAY							
	МТО							
OLANCE CODY	QTR DAY							
PLANT CITY	MTD							
	QTR							
POLK CITY	DAY							
. Dat crt.	МТО							
	QTR							
SARASOTA	DAY							
	МПО							
	QTR							
ST PETE	DAY							
	MID							
	QTR							
TAMPA	DAY							
	MTD							
TARPON	QTR DAY							
SPRINGS	MTD							
OLIVII (O.)	QTR							
VENICE	DAY							
	нто							
1	QTR							
WINTER	DAY							
HAVEN	мпо							
	QTR							
ZEPHYRHILLS								
	MTD							
	QTR							
FLORIDA	DAY							
FLORIDA TOTALS	DAY							

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FEBRUARY 2008 MNASAR 12208 February 29, 2008

EXCHANGE	[29-Feb VOICE	29-Feb	005/24		29 Feb	NOS/72	3 95%	1&YC	RDEAS/3	
BARTOW	DAY	LINES	TOT	MET	HET #	101	MET %	MET	TOT	MET 9	MET
	MID										
	QTR	_									
BRADENTON	DAY	-									
	мто										
# 5 A D L L A W 6 A	QTR	-									
CLEARWATER	MTD										
	QTR										
ENGLEWOOD	DAY	-									
	мто										
	QTR	_									
FROSTPROOF	DAY										
	MTD										
HAINES CITY	QTR	-									
DAINES (111	DAY										
	QTR										
HUOSON	DAY	-									
	мто										
	QTR										
INDIAN LAKE	DAY										
	МТО										
LAKE WALES	QTR DAY	•									
a ne mula	HILD										
	QTR										
LAKELAND	DAY	•									
	WLD										
MA DCOOL	QTR										
MULBERRY	DAY										
	QTR										
MYAKKA	DAY	•									
	мто										
	QTR					RE	DACTE	D			
NEW PORT	DAY							_			
RICHEY	MID										
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PALMETTO	DAY										
	MIO										
M ANY COY	QTR										
PLANT CITY	DAY										
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POLK CITY	DAY										
	нто										
	QTR										
SARASOTA	וייי										
	нто										
CT NCTC	QTR										
ST PETE	DAY										
	MTD QTR										
TAMPA	DAY										
	MTO										
	QTR										
TARPON	DAY										
SPRINGS	MTD										
(Purce	QTR										
/ENICE	DAY										
	ОТМ										
MINTER	QTR DÁY										
HAVEN	HTD										
	QTR										
ZEPHYRHIUS	DAY										
	мпо										
	QTA										
FLORIDA	DAY										
TOTALS	MTO QTR										

MARCH 2008 FORT MARCH 31, 2008

		31-Mar	31-Mar		081	95%	11-Mar		OB)	95%	31-Mar		08)	900
EXCHANGE		LINES	101	OOS/:	24 46	MET	101	NOS/		MET	1 & Y 0	ROERS MET		YS MET
BARTOW	DAY		5	4	80'A		4	2	50%		5	4	50°A	
	МТО		179	76	12%	amenti bira	55	29	51%	YESSEN T	107	84	79%	KENTER.
BRADENTON	DAY		628	496	79%	逐級	18	204	83%	120.00	308 S0	339 4S		30 10
SHAUCIKTUR	MID		6)1	945		類類	377	279			877	789	90%	Y
	QTR		3176	2660	84%	39257763	1639	1513	92%	KITCH COMPANY	3447	3123	91	
CLEARWATER	DAY		69	35	51%		36	15	12%		52	44	85%	
	МПР		1860	831		學學	655	364			1043	879	í	ØŊ.
ENGLEWOOD	QTR		5729	4409	37%		2393 S	1968	82% 40%		4184 6	3801	91%	-
FUCCEANOON	MTD		283	140	19%		. 3 73	44	60%		71	54	76%	
	QTR		1104	920	63%	菱礁	357	317	89%	数值	380	336		
FROSTPROOF	DAY		2	0	0%		1	0	0%]	2	67%	
	мго		82	32	19%	vitorot-mener	22	10	15%	nethert kreiting	49	38	18%	idan P
HATHEC CON	QTR		317	247			96	<u>60</u>	_~~		223	197		
HAINES CITY	MTO		28 524	26 253	93%		6 202	L37	68%		31 589	23 486	14%	1
	QTR		1659	1330	80%	鐵鐵	752	671	69%		1726	1519		器的
HUDSON	DAY	'	16	4	25%		11	7	61%		20	15	15%	
	MTD		699	473	68%		177	139	79%		471	393	63%	
44.01444444	QTR		1757	1465	83%	30	699	612			1571	1367	6714	
indian lake	MID		7 79	5 63	71%		1 14	0	0% 50%	ľ	2	2 7	100% 78%	
	QTR		383	353	92%	30.2	51	43	34%		45	40		1
LAKE WALES	DAY	_	7	2	29%		3	2	67%		7	7	100%	
	MLD		385	161	124		103	53	\$1%	Maze sa	136	109	80%	
LAKELAND	QTR		1255	976	19%		412	345 3	83%	建矿	. 62B	563 28	90% 88%	Ľ
UKELAND	MED		1083	368		3178	377	183	19%		784	621		W.
	QTR		3779	2906	77%	CONS. PARIO	1446	1204	13%	PRESENTATION OF THE PERSON NAMED IN COLUMN TWO IN COLUMN T	2809	2515	90%	-
MULBERRY	DAY		0	0			0	٥			1	1	100%	
	MTD		90	52	56%		35	19	51%	in the second	SO	40	80%	
MYAKKA	QTR DAY	_	243	195	13%	ENE.	101	82	81%		176	162	92%	
HIMO	ME		79	34	43%		27	11	11%		18	12	67%	
<u> </u>	QTR		263	196	75%	翼 溪	113	96	15%	沙沙	73	57	78%	鋞
NEW PORT	DAY		20	10	\$0%	1	9	7	76%		28	25	89%	1
RICHEY	QTR	i	549 1691	306 1360	56%		265 895	218 604	90%	120 AS	574 2011	\$14 1830	90%	١,
NORTH	DAY		12)	25%	404	3	2	57%		8	8	100%	一
PORT	нто		338	199	59%		100	63	63%		267	LSS	58%	L.
	QTR	_	1188	958	81%	SAME.	419	369	85%	ENE	1010	784		37
PALMETTO	HTD		378	18 6	50% 19%	1	121	73	67% 60%		179	13 146	93% 82%	
	QTR		1455	1204	83%	Introduction.	555	495			788	693	48%	3.1
PLANT CITY	DAY	_	30	15	50%		0	0			8	6	75%	
	MTD		471	172	37%		113	43)\$%		187	123	667.	_
POLK CITY	QTR	_	1479	1050	71%	-377	469	377	60%		602	<u>\$68</u>	83%	150
POUR CITY	DAY		1 74	1 40	100% \$4%	t	3 26	13	67% 50%	1	35	30	100%	
	QTR	ļ	253	209		经证	89	74	83%	Institution.	123	114	13%	
SARASOTA	DAY		53	26	444	1	. 23	U	18%		48	44	9246	
	MTD	•	1437	679				468			4	817	Lì%	
	QTR	—	5347	4119	77%		2480	2194	.66%		3482	3045	17%	-
STPETE	DAY	•	1651	22 549	36%	*******	29 596	19 339	66%	· 整件等	52 1034	43 828	83%	
	QTR	L	5451	4226	397 789		2295	1955	15W	-	3927	3499	19%	۳
TAMPA	DAY	_	172	109			82	61	74%		202	252		┪
	МТО	ļ	5102	2827		200		1719	79%	極機		4760		麵
	QTR	· •	15280	12257		·	7474	6774	91%	_	17759	16043		-
TARPON	DAY	li .	10	4			, ,	5	71%	1	11	10 252		ŀ
SPRINGS	MTO QTR		285	115 758			L36 544	91 458	67%		- 297 1017	918	90%	1
VENICE	DAY		21	14			23	16	20%		17			•
	MTC	4	671	315				204	72%	學學	389	303		数
	QTR		2411	(813			1140	962	84%		1606	1370	es%.	Ĺ
WINTER	DAY	1	11	5			9	6	67%	1	26	22		
HAVEN	MTE		696	300		**********	196	120			449	356		
70000000000	QTR	} -	2150	1686	_	· MANUS		779				1369		
ZEPHYRHILLS	S DAY	Ł	278	128			126	2 76	407 607	1	291	7 249		1
i	QTE		1176	972				479			i.l	1085	90%	
		11	L			10.1011								•
	14"													
FLORIDA	DAY	 ग	613)38			298	185	627	·	717	623		
FLORIDA TOTALS			613 18104 59168	338 8844 46765	49		6915	185 4702 22855	683		14353	623 12045 45337	84%	腦

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MARCH 2008 March 31, 2008

EXCHANGE	31-Mar COPPER	31-Mar	005/2	(B) 4	7370	31-Mar	NO5/72	95%	1 & T ORDERS/3 DAYS
EXCHANGE	LINES	101	MET	96	MET	TOT	MET 46	MET	FOT MET 46 MET
	PAY	-T" -							
	ጠወ								
	QTR								
	MTD T								
	gra								
	DAY								
	мто								
	QTR								
NGLEWOOD	DAY								
	мто								
	QTR								
	DAY								
	QTR								
	DAY								
	MTD								
	QTR								
	DAY								
i	то								
INDIAN LAKE	QTR								
INDIAN DAK	MTD								
	QIR								
LAKE WALES	DAY								
i	мпо								
	QTR								
LAKELAND	DAY								
	MTD QTR								
MULBERRY	DAY								
I-IOEDE IOCT	мго								
	QTR								
MYAKKA	DAY								
	MTD					ומ	TOACT	-C-D	
NEW PORT	DAY					RI	EDACT	EU	
RICHEY	MTD								
TGG ICT	QTR								
NORTH	DAY								
PORT	WLO.								
<u> </u>	QTR								
PALMETTO	MTD								
	QTR								
PLANT CITY	DAY								
1	HULD								
<u></u>	QTR								
POLK CITY	DAY								
İ	МТО								
SARASOTA	DAY								
SAIGESUIX	HTD								
1	QTR.								
ST PETE	DAY								
	нто								
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TAMPA	DAY								
ŀ	мпо								
24555	QTR								
TARPON SPRINGS	DAY								
34.ITI.402	QTR								
VENICE	DAY								
	мто								
	QTR								
WINTER	DAY								
HAVEN	мто								
	QTR								
ZEPHYRHILL									
1	мто								
l	QTR								
[m. +=:=	1.5.1								
FLORIDA TOTALS	DAY								
A RECENT	HTO] I								
TOTAL	QTR								

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FLORIDA REGION PSC EXCHANGE STATE

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MARCH 2008 BUREAU OBE March 31, 2008

EXCHANGE		31-Mar VOICE LINES	31-Mar TOT	00\$/24 MET %) 95% MET	tor	NOS/72 MET %	- 1	I & T ORD	ERS/J DAYS	S
BARTOW	DAY	LINES	101	11/12 76	MET		מיצי ויוויז	me i į	101 1	MET 46 ME	
	MTO										
	QTR	-									
HOTHSOARB	DAY										
	MTO										
CI CADIMATED.	QTR	_									
CLEARWATER	MTD										
	QTR										
ENGLEWOOD	DAY	-									
	мто										
	QTR	_									
FROSTPROOF	DAY										
	МПО										
JANUSC CITY	QTR	-									
HAINES CITY	DAY										
	QTR										
HUDSON	DAY	_									
	мто										
	QTR	_									
INDIAN LAKE	DAY										
	MTD QTR										
LAKE WALES	DAY	-									
DIKE WALL	MIO										
	QTR										
LAKELAND	DAY	_									
	MID										
	QTR	_									
MULBERRY	MID										
	QTR										
MYAKKA	DAY	_									
	ню										
	QTR	_				6-6					
NEW PORT	DAY					RED	ACTED)			
RICHEY	MTD QTR										
NORTH	DAY	-									
PORT	HIO										
	QTR	_									
PALMETTO	DAY										
	MTD										
PLANT CITY	QTR DAY	_									
CONTR. CETT	нто										
	QTR										
POLK CITY	DAY	_									
	ню										
	QTR										
SARASOTA	DAY										
	HID										
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ST PETE	DAY										
	OTR										
TAMPA	DAY	••									
	нтр										
	QTR										
TARPON	DAY	-									
SPRINGS	ΜŢΟ										
	QTR	_									
VENICE	DAY										
	HID										
WINTER	QTR										
WINTER HAVEN	MTD										
1017511	QTR										
ZEPHYRHIUS	DAY	-									
	нто										
	QTR										
		-									
FLORI DA	DAY	_									
TOTALS	нто										
	QTR										

April 30, 2008

EXCHANGE	- }	31-Mar	30-Apr	005/	08J 24	95%	30-Apr	NOS		33%	29-Apr	RDERS	(80 (3 p.	
CACHATOL .		LINES	TOT	MET	46	MET	101	MET	%	MET	TOT	MET	40 40	ME
WOTAK	DAY		9	9	100%		}	2	100%		5	l	}0%	
	MIO		249	170	68%	instructi	100	71	69%	10111-1-101	107	88	62%	L
	QTR		249	170	68%	30 W	103	71			107	88	82%	1
BRADENTON	DAY		21	(9	90Y	DSS/VEKY)	13	()	100%	H-100 (12)	34	27)9%	
	MT0 QTR		866 866	691 691	80% 80%		528 528	467 467	68%		787 787	726 720	93%	Y
LEARWATER	DAY		46	44	96%		30	30	100%		45	11	93%	
LECARTATER	MIO		1867	1459		差8國	895	715		2003	1011	884		
	QTR		1867	1459	18%	CHANCE OF THE	895	715	BQ%	*ELTER	1011	884	87%	LEST
ENGLEW000	DAY		8	7	18%		5	5	100%		6	4	67%	_
	мто		24)	165	674	,	115	75	65%		82	60	13%	ŀ
	QTR		247	165	67%	强魔	115	75	65%		62	60	73%	袭.
FROSTPROOF	DAY		Σ	. 2	100%		O.	0			0	0		
	MTD		118	82	69%		40	22	55%	Sport of the Park	36	30	8 3%	II PO A
HAINES CITY	QTR		118	82			40			類成業	36	30	83%	X
TAINES CITT	DAY		631	453	12%	1	299	8 255	85%	i	27 410	17 349	63%	
	QTR		631	453	72%	建 (基	299	555	85%	24.2	410	349	85% 85%	
HUDSON	DAY		14	13	93%	ATTA LABOR.	6	6	100%	- Price Server	18	13	12%	[354).
	МТО		461	351	76%	1	249	190	76%		413	365	88%	
	QTR		461	351	16%		249	190	76%	和复	413	365	88%	氮
INDIAN LAKE	DAY		0	0			1	1	100%		1	1	100%	
	MTD		48	29	60%	and provide and	27	22	81%	-	10	9	90%	
LAKE WALES	QTR	· ,	48	29		調整	27	- 22		25 (3)	10	9	90%	<u> </u>
LAKE WALES	DAY		. 9 384	6 227	100%	:	. 154	119	100% 27%		126	5 L17	100%	ĺ
	QTR		384	227		36 (4)	154	119			126	117	93%	١,
LAKELAND	DAY		28	26	93%	MEAN PARTY.	15	15	100%	district section	30	21	70%	Н
	OTM.		1606	956	60%	800	604	426	71%	ETE.	765	647	85%	2
	QTR	_	1606	956	60%		604	426	72%		765	647	85%	
MULBERRY	DAY		5	5	100%		L	1	100%		t	1	100%	
	MID		198 108	72 72	67%	建	16 46	31 31	67%		50 50	40	80%	2987
MYAKKA	QTR DAY	-	108	- 1	100%	100 A 100 A	40		100%		30	40	50%	(2)
1118000	нто		89	56	63%	}	59	46	78%		22	15	68%	
	QTR		89	56	63%		59	45	78%	**	22	iś	68%	變
NEW PORT	DAY		12	12	100%		23	23	100%		25	19	16%	
RICHEY	MID		437	344	79%		318	271	86%		418	38 (91%	
NOOTH	QTR	-	137	344		200	318	272	B6%		418	381	91%	_
NORTH PORT	DAY		396	8 305	100% 73%	}	5 185	5 148	100%		256	4 188	67% 73%	
·	QTR		196	305	7770	通磁	185	148		300	256	188	23%	12
PALMETTO	DAY		в	7	88%	77-1-26-26	1	1	100%	1000	11	9	02%	23.
	мто		395	272	69%		190	141	79%		183	169	92%	
	QTR	<u> </u>	395	277	6974	海原	190	141	74%	機模	183	169	92%	
PLANT CITY	DAY		28	16	57%	\	4	3	75%		9	8	894	
	MTD		552	335	61%	4794272032 4794272032	187	133	71%	MANAGARAN MANAGARAN	194	151	/8%	loi-
POLK CTTY	QTR DAY	⊢	552	335	61%	强爆	187	133	11.%		194	151	76%	2.
POCK CITT	MID		82	68	83%	1	16	15	83%	}	40	2 36	100% 95%	ĺ
	QTR		82	68	13%	製河	18	15	-	鐵砂鐵	40	38	95%	
SARASOTA	DAY	 	36	26	727	98,1-25-1	32	30	917		33	24	73%	
	МПО	ŧ	1379	1036	15%	類型製	819	687	B1%	锁摩	799	703	86%	獬
	QTR	L	1379	1036	75%		819	687	84%		799	703	88%	Γ
ST PETE	DAY		45	44	98%		26	52	96%		45	29	64%	
	MID		1649	1200			851	648		ALE	1121	941	84%	匫
	QTR		1649	1200	73%		851	648	76%		1121	941	14%	ļ.,
TAMPA	DAY		145	LJ4			98	96	98%		206	159	77%	
	MID		5052	4160 4160		翻翼	2715	2382		層壓	4630	4220	91%	
TARPON	QTR DAY		6	1100		 	2715	2382 8	100%		4630	4220 7	91%	•
SPRINGS	МТО	1	279	227		t	205	167	61%	i .	237	216	91%	L.
31741103	QTR	1	279	227				167		變變	237	216	91%	
VENICE	DAY		11	11			14	13	93%		10	5	50%	1
	МПО	,	589	418	2174		407	322	19%	数	409	345	84%	踸
	QTR	1_	589	418			407	322	19%		409	345	817.	Γ
WINTER	DAY	T	32	32	100%		7.	7	(00%	,	17	13	75%	Γ
HAVEN	МПС	·	771	541			347	243	70%		437	377	86%	
	QTR	1	771	541		100		243	10%	建工版	437	377	86%	ෂ
ZEPHYRHILLS			12	12		4	4	3	75%	1	10	6	60%	l
	MTE		335	267			150	112	75%		238	503	86%	lane.
	QTR	L	335	267	80%		150	112	754	AND THE STATE	238	209	68%	Œ
FI CDES:	Te:	T	1 40:				1 305	200			1			
FLORIDA	DAY		494	451			307	299	97%		555	407	13%	
TOTALS	MITE		18590	13884		- 勝頂	9511	7709			1270.	11270	88%	7

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APRIL 2008 April 30, 2008

EXCHAN(i E	30-Apr COPPER	30-Apr	005/2	4	95%			105	[71	, ,,,,	30-Apr	RDERS	08) 9 /3 0AY
BARTOW	DAY	LINES	101	MET	-46	MET		101	MET	46	MET	101		96 N
	Мго													
Dha DEN TON	QTR	-												
BRADENTON	DAY													
	MTD QTR													
CLEARWATER	DAY	_												
	MTD													
C. C. C. C.	QTR													
ENGLEWOOD	MTD													
	QTR													
FROSTPROOF		-												
	MTO													
HATAICC CTOX	QTR	•												
HAINES CTTY	MTD													
	QTR													
HUDSON	DAY													
	MTD													
INDIAN LAKE	QTR													
INDIAN DAKE	DAY													
_	QTR													
LAKE WALES	DAY													
	МПО													
AKELAND	DAY													
Juic O 410	МТО													
	QTR													
MULBERRY	DAY													
	MTD QTR													
TYAKKA	DAY													
	MTO													
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IEW PORT UCHEY	MATO													
	QTR						_							
IORT H	DAY						K	ED.	AC	TEC)			
ORT	MID													
ALMETTO	DAY													
	MTD													
	QTR													
CANT CITY	DAY													
	MTD QTR													
OLK CITY	DAY													
	MTD													
	QTR													
ARASOTA	DAY													
	OTR													
TPETE	DAY													
	MTD													
	QTR													
ÁMPA	DAY													
	HTD QYR													
ARPON	CAY													
PRINGS	MTD													
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APRIL 2008 April 30, 2008

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PREPARED BY SE MARKET

30-Apr OB) 95% 30-Apr OBJ 95% 30-Apr OB) 90% EXCHANGE ADICE 005/24 NOS/72 NET % 1 & T ORDERS/3 DAYS TOY MET 46 MET LINES TOT TOT BARTOW DAY MTD QYR BRACENTON DAY MUD QTR CLEARWATER DAY MTN QTR ENGLEWDOD DAY аты QTR FROSTPROOF DAY мто QTR MAINES CITY DAY MTD QTR HUDSON DAY MTO INDIAN LAKE DAY MTO QTA LAKE WALES DAY MTD QTR LAKELAND DAY MTD QTA MULBERRY DAY 1110 QTR MYAKKA DAY MT0 QTR NEW PORT DAI RICHEY MTD REDACTED QTR NORTH DAY PORT нто QTR PALMETTO OAY MTO QTR PLANT CITY DAY кто QTR POLK CITY DAY мто QTR SARASOTA DAY MTD QTR ST PETE DAY HTD QTR TAMPA DAY HTD QTR TARPON DAY MAD QΤΑ VENICE DAY MITD QTR WINTER DAY HAVEN MTD QTR ZEPHYRHILLS DAY MTD QTR FLORIDA DAY TOTALS MTD

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May 31, 2008

EXCHANGE		30-Apr	31-May	005/	081	95%	31-May	HOS	(8)	95%	Di-May	10000		904/
EACHANGE		LINES	TOT	MET		MET	101	MOS,	172	MET	TOT	ROEILS MET	(1 G,	atis Met
BARTOW	DAY.		В	7	58%		0	0			0	0	<u>-</u>	
	мть		172	169	98%	l	63	63	100%	[104	97	93%	1
	QTR		421	339	81%	E-10.00	166	134	\$1%	製化学	217	195	90%	Y
BRADENTON	DAY		25	33	91%	December 1	21	15	100%	í I	24	22	92%	
	MID		955	797			446 974	434 901	97%	۲	798	752	94%	Y
CLEARWATER	QTR DAY		1820	1489 28	100%		9/4	901	93%		1636	1534	94%	ļ
CLEARWATER	MD		1192	1165	98%	,	642	634	99%	Y	936	6 883	15% 94%	Y
	QTR		3058	2624	86%) ')	1537	1349	18%	•	2001	1829	93%	'
ENGLEWOOD	DAY		5	6	100%		0	0			0	0		·
	МТО		284	230	81%		78	75	96%		61	60	94%	
	QTR		531	395	71%	医 亚酸	193	150	78%	湯川素	151	126	83%	
FROSTPROOF	DAY		0	0			ı	1	100%		0	0		
	MTD		63	58	92%		25	25	100%	n Sietze Wasser	31	29	91%	(MARTINITY OF
HAINES CITY	QTR DAY		181	140	73%		65	47	7 } 7		70	62		E U.
UVIIACO CI LI	MTD		469	452	96%	1 1	212	210	99%		340	321	0%]
	QTR		1099	905	82%	1202	511	465	91%		770	699	91% 91%	Y
HUDSON	DAY	-	5	5	100%		3	3	100%		6	6	100%	
	мпо		282	272	96%	[164	163	99%		303	275	91%	1
	QTR		742	623	64%		413	353	85%	輸送	731	656	90%	Υ
INDIAN LAKE	DAY		Q	0		1	Q	0			0	D		
	HTD		20	19	95%	#SYTTHEM	12	11	92%	de Constitution of	6	5	8)%	
LAVE WALEE	QTR		68	48							16	- 14		
LAKE WALES	MTD		S 199	190	95%		103	2 101	99%		1 161	0 156	0%	
	OTR		583	417	72%	3357	256	220	86%	SOE:	299	284	97%	γ
LAKELAND	DAY		38	28	74%	Parties 1	10	10	100%	Self-Triber	7	5	717.	- `-
	нто		941	902	96%	Y	411	404	98%	۲	660	635	96%	¥
	QTR	_	2546	(858)	75%		1015	830	82%		1459	1322	91%	
MULBERRY	DAY		l t	1	100%	1 1	0	0			0	0		
	MTD		181	71 143	97%	NAME OF THE OWNER, OWNER, OWNE	20	20	100%	Section 1	36	35	97%	nerow.
MYAKKA	DAY		101	143	79%	MARK	66	21	///	黨(禁	86	<u>25</u>	67%	
	MTD		1 46	40	67-4	li	28	27	96%		21	17	81%	
	QTR		l3s	96			87	73	84%	W	43	32	74%	
NEW PORT	DAY		12	10	83%		Š	5	100%	2101131	10	8	80%	***************************************
RICHEY	MTD		572	556	97%		275	271	99%	Semantina P	395	361	91%	
Noom.	OTR		1008	900	591/4		593	543	85%	AUS	831	764	924	Y
NORTH PORT	DAY		238	8 233	100% 98%] }	2		100%		306	3	75%	
CORT	QTR		634	538	85%		132 317	128 276	97% 87%	ŠŒ.	206 473	186 385	90%	Z V
PALMETTO	DAY		4	4	100%	ASSESSED OF THE PARTY OF THE PA	3	3	100%	DOMPNING.	- ",	- 303	67%	ST. FIF
	МПО		253	234	92%	[[137	132	96%	· {	164	146	90%	
	QTR		647	506	75%		327	273	1)%	1976	353	324	92%	Υ
PLANT CITY	DAY	_	12	12	100%		5	Š	100%		8	6	75%	_
	MTD		480	461	96%		153	147	95%	Parameter	255	238	93%	
hour stray	QTR		1032	796		MORE!	340	280_	15.4	A	450	391	87%	
POLK CITY	DAY		1	97	100%	1 1	0	0		J	0	0		
	OTR		179	165	92%		28 46	27 42.	96% 91%	现线至	24 64	22 60	91%	Y
SARASOTA	DAY	_	27	27	100%	27,32,32,	₹8	28	1004	9.64	16	10	63%	
	мто		1110	1056	95%	v	694	6B1	28%	Y	838	266	91%	Y
	QTA		2488	2094	817,		1513	1368	90%		1677	1515	90%	
ST PETE	DAY		35	35	100%		13	13	100%		6	2))%	
	MtD		1229	1510	98%	, ,	665	661	19%	Y	994	962	97%	Y
#11.41	QTR		2878	2410	64%		1516	1309	16%		2176	1991	91%	
TAMPA	DAY		130	2200	85%		44	40)[%		125	106	92%	
	MTD		3950 8989	3765 7926	95%	1 [2124	2074	7774	Y	4511	4187	9)%	Y
TARPON	DAY		5 5	7926	85%	+	4839	4456	92%		9363	8657	92%	
SPRINGS	MTD		193	188	97%	, ,	122	121	19%		259	241	93%	
2. /4/14/3	QTR		472	416			327	288			\$10	468	92%	Υ
VENICE	DAY		7	7	100%	7	6	6	100%	Carl Park	14	11	79%	
	МТО		418	395			267	264	99%	٧	354	318	90%	Y
	QTR		1006	813	81 %		674	587	67%		772	676	88%	
WINTER	DAY	,	14	14	100%		4	4	300%	,	7	6	66%	
HAVEN	MID		592	579	98%	L	535	229	99%		496	463	93%	
	QTR	L .	1363	1120			579	472	12%		944	856	91%	Y
ZEPHYRHILLS		1	2	2	100%		1	1	100%		3	2	67%	
	MTD	,	261	249	95%	المعجمين	lis	112	17%	THE REAL PROPERTY.	204	188	91%	
	QTR	L .	596	\$16	17%		<u>\$65</u>	224	85%		459	416	91%	<u>r</u>
El Octo	1	Γ.	1 56.			,						100		
FLORIDA	DAY		14089	346	91%		158 7147	153	97%		247	199	61%	
TOTALE			. 14/14/0	13388	95%	l Y	/14/	7014	98%	Y 1	12159	11 144	93%	Y
TOTALS	QTR		32657	27277	84%		16658		88%			23331	91%	

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MAY 2008

PREPARED BY SE MARKET

VENICE NOW QUARTERLY RESORTING

		-Мау	31-May		9376	31-May	HQS/72	95%	1 & T ORDERS/3 DAY
EXCHANGE		PPER INES	101	005/24 MET %	MET	101	MET %	MET	TOT MET % M
	DAY			-	'	Ŷ	,		
	иго отя								
MOENTON	DAY								
	MTO TR								
EARWATER	DAY								
	МΤО								
NGLEW000	QTR								
	MID)								
ROSTPROOF	DAY								
103171001	мто								
MINES CITY	DAY								
MINES CITT	мто								
	QTR								
¶UD\$ON	MTD								
	QTR								
INDIAN LAKE	MTD								
	QTR								
LAKE WALES	MTD								
	QTR								
LAKELAND	DAY								
	QTR								
MULBERRY	DAY								
	QTR	•							
MYAKKA	DAY					ЮE	3.6.O.T.	_	
	QTR	-				KEL	DACTE	D	
NEW PORT RICHEY	MTO								
	QTR	-							
PORT	DAY								
L	QTR								
PALMETTO	DAY								
	QTR								
PLANT CITY	DAY								
	QTR								
POLK CITY	MTD								
	QTR								
SARASOTA	DAY MTD								
	QTR	L							
ST PETE	DAY								
	QTR								
TAMPA	DAY	h							
1	OTM QTR								
TARPON	DAY	Τ							
SPRINGS	MTC								
VENICE	DAY								
	MT								
WINTER	QTI DA								
HAVEN	MT	이							
	QT ILLS DA								
ZEPHYRH	MI MI								
	QT								
C=	DA	Υl							
	100	V . E							
FLORIDA		ro∫ι							

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FLORIDA REGION PSC EXCHANGE STATS

Docket No.: 080278-TL

MAY 2008 May 31, 2008

- VENTREINOW:QUARTERUX:REPORTING: /

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EXCHANGE		31-May VOICE	11-May	005/24	UD) 3376	31-May		1 95%	J1-May	08) 90%
		THES	101		ন্ত্ৰদ 🚜	101	NOS/72 MET %	MET	I & T ORDERS,	B DAYS
BARTOW	DAY						······································			10 110 1
	MTD									
00 4 0 0 4 1 2 4	OTR									
MOTHEGRAR	DAY									•
	QTR									
QEARWATER	DAY									
COMMICE	MID									
	QTR									
ENGLEWOOD	DAY									
	MID.									
	QTA									
FROSTPROOF	DAY									
	MID									
LIAINEC CTTV	QTA									
HAINES CITY	DAY									
	QTR									
HUDSON	DAY									
	MTD									
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INDIAN LAKE	DAY									
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LAKE WALES	DAY									
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LAKELAND	DAY									
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NEW PORT	QTI									
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NOTE!	QTA									
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	-4\									
FLORIDA	DAY									
	MID									
PLATOT										
TOTALS	QTR									

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June 30, 2008

VENICE NOW REPORTING QUARTER

445H-116#		31-Мау	30-)		005/2	B)	95%	30-Jun	NO5/)BJ	95%	18-Jun 18 YO		0 B)	
EXCHANGE		LINES	Ţ (от			MET	гот	MET	%_	MET	TOT	MET		4ET
ARTOW	DAY		Ι,	23		78%		78	2 64	67%	i	10 6	100	93%	
	MTD ATD			110 '31	240 579	אית מים	2016	78 244	198	82 % 81 %	#.176	325	295	91%	Y
RADENTON	DAY		 	48	47	98"	SCHOOL STREET	10	9	90%	PRESS AND AND	21	16	16%	
	мто		10	116	940	93%	NOTE	427	413	97%	Y	732	675	92%	¥
	QTR		28		2429	86%		1401	1314	94%		2368	2209	331/4	
LEARWATER	DAY		۱,	49 30	44 1364	90%		21 615	19 537	90%	WAS TO	884	B18	60% 93%	Y
	OTA ATO		1	588 588	3988	177	een a	2152	1886	88%	SEE, 15%	2885	2647	92 %	
HGLEWOOD	DAY		†	7	7	100%))	DOY		1		100%	
	мто		1	212	195	92%	ereriale	87	92	94%	ABSTANCES.	75 226	69 1 95	92%	ZNA.
ROSTPROOF	QTR	_		743	590 2	79% 67%	NIK	280	533	1)%	20第	. 246	193	00 A	1111
KOSIPKOOF	MYD			127	100	19%		22	19	66%		39	35	90°%	
	QTR		<u></u>	308	240	78%	WIND	87	66	16%	塞	109	97	$\overline{}$	
HAINES CITY	DAY		Γ.	36		100%		177	3 157	60%		9 398	18 365	92%	
	OTR		1 '	599 690	502 1407	81%		688	622	90%		1168	1064	91%	Y
HUDSON	DAY		+	14	13	53%	SALES SAN	8	5	63%		5	3	60%	
	MTD			497	423	85%	urana a la	166	143	85%	Server 1	250	220	58%	er er er
	QTR	<u> </u>	17	239	1046	84%	*60	579	496	16%	A LONG	981	876 0	89%	500
INDIAN LAKE	MTO		1	1 43	l 34	100% 79%		4)	75%	1	Š	4	10%	
	QTR			111	82	74%		4.3	36	84%		21	18		PN.
LAKE WALES	DAY			35	26	71%		12	,	\$8%		2		100%	
	MID	1		649 232	512 929	79%		108	68 308	81% 85%	3 (12)	1)6 435	120 404	93%	¥
LAKELÁND	QTR	 	 	70	59	34%	NAME OF THE OWNER, OWNER, OWNE	20	9	457	Control of the Contro	7	7	100%	
OMEGNID	мпо]	,	253	1035	13%	1000		302	56%	300	525	578	92%	Y
	QTA	<u> </u>	3	799	2893	76%	ļ	1365	1132	83%		2084	1900	91%	
MULBERRY	DAY		1	11 138	10	91% 81%	1	38	} 29))%)6%		47	45	96%	
	MTD QTR	1		319	255	80%	HOU		80			133	120	90%	Y
MYAKKA	DAY	Γ	T))	100%		0	0			0 17	0 14	1 34r	
	МТО	1		114 249	103 199	90%]4)4 (07	100%	Lawrence	60	46	82% 27%	
NEW PORT	QTR	╁	+	15	15	100%	MOBSASA	9	6	67%	Part Assessment	9	,	18%	
RICHEY	МТО			517	459	\$ 9%		249	217	47%		384	347	90%	Y
	QTR	1	+	9	1359	100%	N/E	842	760	100%	STATE OF	1215	1111	91% 67%	- '-
NORTH PORT	MTC	1	}	407	382	54%		98	9)	959		203	181	897.	
	QTR		1	1041	920	88%	REAL PROPERTY.		769		· MILE	676	566	84%	80
PALMETTO	DAY	1		13	17	92%		146	141	1009	1	138	0 114	0% 83%	
	QTR			508 1155	438 944	86% 83%	Lawrence .	I	4)4	53°/	Lawrenzeson	491	43B	89%	TENES
PLANT CITY	DAY	-	+-	29	25	147	_	6	3	50%		1	1	100%	
	МТ		1	762	620	917		176	135	277		282 732	252 643	19%	200
	QTE		4	1794	1416	139	NAME OF TAXABLE PARTY.	516 0	115	60%		734	073	0%	100000
POLK CITY	MT		- 1	6 129	703	807	1	24	50	8)%		21	14	67%	
	QTI			308	268	874			62	897	-		74		
SARASOTA	DA	र्ग	T	47	43	915		17	17	100	1	744	1) 686	93% 92%	
	МП	1	1	1134 3622	1041 3135			\$79 2092	566 1934	989 929		2421	2201	71%	
ST PETE	QT DA		+	48	47	_	-	13		_		6		63%	1
-1,2,4	М			1842	1757	954		706	685	971		926			L
	QT	R	1	1720	4167		-	2222				3102			-
TAMPA	DA			270	234 7192	874	* S	123 数 2705				117 4545			-
	MT QT			0085 17874	15118			7544			1	13908			
TARPON	9		+	14	14			7	. 2	100	×	1			
SPRINGS	М	D.		367	313			136				237			
	्श		4-	839	725 17		' M	463			* * 1919	77/			+-
VENICE	0/	ייי ייסי	J	£3 433	399			250				28		901	
	•	TR.		1439	1200		· (40)				· (20)	105	930	485	180
WINTER		AY	1	38	21	_		j.				10			
HAVEN	M	ro	1	724	57			240				387			
		ra		2087	169		× 1988			1 100	* B		1206		_
ZEPHYRHILI	•	AY TD		4 310		4 100 A 94)%)%	9			1	14			
	,	TD TR		906			· 180	أحسب							
L	T_		٠												- r
FLORIDA	10	AY	T	808			8%	28			17.	22			4
TOTALS	Н	mo :		22506			574 474	751	4 6671 2 2140		W EN		1 1050° 2 3384°		
1		TR.		55163											

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JUNE 2008 STNAU 2008 June 30, 2008

VENTGE NOW QUARTERLY REPORTING

EXCITANGE	30-Jun COPPER	30-3un TOT	005/24 MET %	95% MET	30-Jun TOT	NOS/72 MET %	MET	I & T ORDERS/3 D TOT MET %	AYS MET
ARTOW E	LINES	1	112.1						
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	DAY DAY								
	4LD								
	QTR .								
	DAY! MTD								
	QTR								
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	MTO QTR								
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HATNES CITY	OAY OAY								
IIAIIAES CALL	нто								
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FLORIDA REGION PSC EXCHANGE STATS

Docket No.: 080278-TL

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JUNE 2008 FIRATE TO 087 June 30, 2008

PREPARED BY SE MARKE

VENTCERIOW QUARTERBY REPORTING

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July 31, 2008

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3Q2008 FILA 8/2008 JULY 2008 July 31, 2008

HLORIDA REGION PSC EXCHANGE STATS CORRED CORRED CORRED

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EXCHANGE		30-Jun COPPER	31-Jul TOT	005/24 MET %	95% MET		NOS/72 MET %	MET	31-30l (& 1 0 101	RDERS/	08) 909 3 DAYS % MET
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302008 FINAL - 8/8/08 JULY 2008 July 31, 2008

FLORIDA REGION PSC EXCHANGE STATS PROPERTY OF THE PROPERTY OF

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		31-Jul	31-10	OB	95%	31-3ul		95%	31-Jul 00) 90° 8 T ORDERS/3 DAYS
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August 31, 2008

EXCHANGE	l.	31-Jul	31-Aug	005/2	081 14	95%			01	:		LATOR	DERS/3	DAYS	5
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	QTA	.l_	254	241		, Y		6	82	85.4	335 (8)	<u>86</u>	- 80	93%	<u> </u>
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	QTR						RE	DACTE	ED	
NORTH	DAY									
PORT	MTD									
PALMETTO	QTR DAY									
PALIFICATIO	MID									
	QTR									
PLANT CITY										
	мтр									
	QTA									
POLK CITY	DAY									
Į.	QTR									
SARASOTA										
	мто									
	QTR									
ST PETE	DAY									
1	МТО									
-	QTR									
TAMPA	MID									
i	QTR									
TARPON	DAY									
SPRINGS	МТО									
	QTR									
VENICE	DAY									
	МТО									
	QTR									
	BAY									
WINTER	MTD									
HAVEN	LORG									
HAVEN										
	ILLS DAY									
HAVEN	IILLS DAY									
HAVÉN	ILLS DAY									
ZEPHYRH	IILLS DAY MTO QTR									
HAVEN	IILLS DAY MTO QTR									

VZ 421

3Q2008 - 1997/98 AUGUST 2008 August 31, 2008

FLORIDA REGION PSC EXCHANGE STATS

Docket No.: 080278-TL

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EXCHANGE		VOICE LINES	31-Aug TOT	083 005/24 MET %	MET	ror	OB NOS/72 MET %	MET	TOT MET % MET
MRTOW	DAY		n	^	ī	1			
	ОТН								
	DAY	-							
KADENTON	MTD								
	QTR								
LEARWATER	DAY								
	DTM								
HGLEWOOD	QTR DAY								
MOCEWOOD	4UD								
	QTR								
ROSTPROOF	ĐAY	-							
	MTD								
IAINES CTTY	DAY	-							
mastes City	мтр								
	QTR	_							
IUDSON	DAY								
	QTR.								
NDTAN LAKE	DAY	-							
	МПО								
	QTR	_							
LAKE WALES	DAY								
	MTD QTR								
LAKELAND	DAY	-							
04420	МΤО								
	QTR	_							
MULBEARY	DAY								
	QTR								
МУАККА	DAY	_							
	MTO								
	QTR	_							
NEW PORT RICHEY	MTD								
	QTR					DEI	DACTE	`	
NORTH	DAY	_				KEL	JACTE	,	
PORT	МО								
PALMETTO	QTR	-							
	MTD								
	QTR	.							
PLANT CITY	DAY								
	MTO QTR								
POLK CITY	DAY	-							
	отм								
	QTR	_							
SARASOTA	DAY	Ì							
	QTR	Ì							
ST PETE	DAY								
	МТС								
	QTR								
TAMPA	DAY								
	HT C								
TARPON	DAY								
SPRINGS	нто	, l							
	QT.								
VENICE	DAY								
	MT(
WINTER	DA								
HAVEN	MT	1							
	QT								
ZEPHYRHILLS	DA	7							
1	MT								
L	QT	<u>L</u>							
FLORIDA	DA	7							
	MI								
TOTALS									

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September 30, 2008

EXCHANGE	T	31-Aug	30-\$ep	005/	OBJ	95%	30-Sep	NOC	08)	95%	29-Sep			90%
		LINES	707	MET	4	MET	101	MOS/	96	MET	TOT	DADERS	44 94	MET
BARTOW	DAY		8 187	162	50% 87%		6	6	100%		\$	4	B0*/a	1
	QTR		885	773	87%	THE P	115 338	108 299	94% 88%	劉 齊	110 342	105 325	95%	[
BRADENTON	DAY		33	32	91%		4	4	100%		36	31	89 %	 -
' l	мто		158	777	95%	r	389	361	93%	語文學	820	776	95%	Y
CLEARWATER	DAY		305B 47	2868	94%		1324	1245	94%		2434	2260	91%	<u> </u>
CLARWATER	MTO		1\$15	1424	94%	無機能	722	נ9 וטל	97%	Y	58 1059	53 1007	91% 95%	
L	QTR		5024	4618	92%	230/5283	2179	1979	91%	} '	3030	2790	92%	j '
ENGLEWOOD	DAY		5	5	100%		5	5	100%		6	6	100%	
	мто		188	172	91%	KENTYASE.	113	93	82%	ALKST CASES	94	86	91%	1
FROSTPROOF	DAY		665	606	91%	題N篮	314	275	100%		290	256	86%	羅羅
	мтр		80	71	89%		15	37	82%		38	35	92%	{
	QTR		416	363	87%	数值	140	115	62%	数据	143	133	91%	Y
HAINES CITY	DAY		42	29	69%		Σ	2	100%		27	26	96%	
	MTD QTR		613 2017	540 203 9	88% 88%	30373 3	235 781	213 710	91%		481 1406	447 1300	93%	1
HUDSON	DAY		20	20	100%	30 (8)	5	4	91%	強い数	1300	1300	92% 100%	<u> </u>
	мто	·	326	311	95%		178	169	95%		278	263	95%	1
	QTR		1,364	1212	89%	軍配	596	529	89%		844	778	92%	y
INDIAN LAKE	DAY		5	2	100%		0	0			D	0		
	MTD QTR		52 152	52 137	90%	變通	35 10	7 30	70% 85%		4 14	3 12	75% 86%	
LAKE WALES	DAY	-	11	7	64%	CONT. CARE	9	8	89%	PS 12000	9	8	89%	tar name
	мто		321	285	89%		146	127	87%	l laboration and	158	148	94%	ĺ
LAKELAND	QTR		1525	1306			481	403	81%	30.00	474	433	91%	Y
CARCEDO 110	MTD		37 1031	34 963	92%		15 486	12 418	80% 86%	劉瑟	50 894	47 841	94% 94%	Y
	QTA		4032	3627	90%	1887.084	1610	1352	61%	(325) SEE	2439	2257	93%	'
MULBERRY	DAY	_]	3	3	100%		5	4	80%		4	4	100%	
	MID		89 343	78 319	85%	25.30	40 136	37	93%	Series.	39	36	92%	١
MYAKKA	DAY		343	4	93%		120	119	*00%		125	116	93%	Υ
	мто		121	114	94%		32	29	91%		17	16	94%	
W04 50 07	QTR		566	502	89%	翻翻	127	114	90%	题發	57	46		
NEW PORT RICHEY	MTD		14 417	405	97%		7 218	7 216	100% 97%		22 479	21 459	95%	
	QTR		1476	1383	91%	變形類	811	747		羅()逐	1488	1379	95% 93%	
NORTH	DAY		16	16	100%		3	3	100%	Avian roger	14	- II	79%	,
PORT	МТО		329	303	92%	PERKETTERS	142	119	81%	USEK ZOMBY	215	172	60*	See Say
PALMETTO	QTR		996	922	93%	10 NG	4(1	360	100%	表電	663	512	100%	WIF
	мто		223	199	89°A.		140	124	89%		159	144	91%	
	QTR		1080	967	90%		459	101	87%		486	412	91%	۲.
PLANT CITY	MTD		4	3	75%	} }	10	10	100%)	8	8	100%	
	QTR		461 2105	435 1940	91%	题繁	195 737	182 640	93% 87%	370	262 226	246 649	94%	
POLK CITY	DAY		1	1	100%	H-T-K-HON BOI	i	1	100%	genous contract	5	3	60%	- Alleson
	MID		144	136	94%		35	31	89%		40	33	83%	
SARASOTA	QTR	<u> </u>	466	434	93%	经	97	80		理學	118	103	_	和政
34/05014	MTD		40 1158	36 1054	90%		21 651	20 582	95%	1877	47 905	42 806	89%	
	QTR		4387	4036	92%		1930	1738	90%	3627FE	2796	2503	90%	
ST PETE	DAY		37	34	92%		23	20	87%		57	53	13%	
	MID		1359	1274		劉漢	609	559			1066	1002	94%	Y
TAMPA	QTR	-	4835 177	4633 164	96%		2107 87	1984 82	94%		3312 268	3080 229	93%	
LOUIS	MTD		4926	46 28	93%	377	2246	2138	91% 95%	¥	5113	4797	65% 94%	Y
	QTR		20902	16088	87%	Maryit-SEE!	8253	7334	69%		15735	14432	92"	
TARPON	DAY	-	9	8	119%		5	4	80%		15	14	93%	
SPRINGS	MTD	ŀ	228	218	96%	200332002	129	126	96%		320	304	95Ye	
VENICE	QTR.		913	846	92%		443	408	92%		870 17	795 14	81%	۲
CHICL	MID		519	448	86%		257	205	30%		329	291	88%	
	QTR		1566	1369			807	680		翻翻	932	816		
WINTER	DAY		27	26	%%		14	12	86%		28	26	93%	
HAVEN	MID		792	694	88%	Traces and a	322	273	85%		451	426	92%	
	QTR DAY	-	2638	2401 8		透过影	9 59 5	830		泰斯	1315	1219	93%	Υ
7EPHYDHILL'S	UNI	J.	208	202	97%		85	5 64	10 0% 99%,	. 1	13	12 187	92%	L
ZEPHYRHILLS	MTO				/	t l						447	2779	
ZEPHYRHILLS	MTO QTR	ļ.	818	787	96%	Υ	325	309	15%	Y	567	529	93%	Y
<u> </u>					96%	<u> </u>	325	309	15%	Y .	567	529	93%	Y
FLORIDA	QTR DAY	4	818 570	787 517	91%		261	243	93%		718	642	89%	
<u> </u>	QTR	ı	818	787	91%			243 6939	93%		718 13530		_	Y

3Q2008 FINAL 10/8/08 SEPTEMBER 2008 September 30, 2008

FLORIDA REGION PSC EXCHANGE STATS

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EXCHANGE	30-Sep COPPER LINES	30-Sep TOT	083 008/24 MET % 1	Sep TOT	08) NOS/72 MET %	MET :	JO-Sep 08J 90° I&TORDERS/J DAYS TOT NET % MET
BARTOW	DAY			 		-	
	мто]						
	QTR						
	DAY						
	мто						
	QTR						
CLEARWATER	DAY						
	мтр						
	QTR						
ENGLEWOOD	DAY						
	MTD						
	QTR						
FROSTPROOF	DAY						
	MTD						
HAINES CITY	QTR DAY						•
HAINES CITT	MTD						
	QTR						
HUDSON	DAY						
	аты						
	[dus].						
INDIAN LAKE	DAY						
	МТО						
	QTR						
LAKE WALES	DAY		-				
	MTD						
	QTR						
LAKELAND	DAY HTO						
	QTR						
MULBERRY	DAY						
1-10 CDE1444	мто						
1	QTR						
MYAKKA	DAY						
]	нто]						
<u></u>	QTR						
NEW PORT	DAY						
RECHEY	MTD					_	
NORTH	DAY			REC	ACTE)	
PORT	MID						
I OK!	QTR						
PALMETTO	DAY						
ł	HULD						
	QTR						
PLANT CITY	DAY						
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POLK CITY	DAY						
ļ	MTD)						
SARASOTA	DAY						
SAIOSOTA	HTTO						
	QTR						
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TARPON	DAY						
SPRINGS	MID						
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VENICE	DAY						
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WINTER	OAY						
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ZEPHYRHI							
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100000	Towl						
FLORIDA	DAY						
TOTALS	MTO 1						
	QTR						

VZ 424

EDIAL 1018/08 SEPTEMBER 2008 September 30, 2008

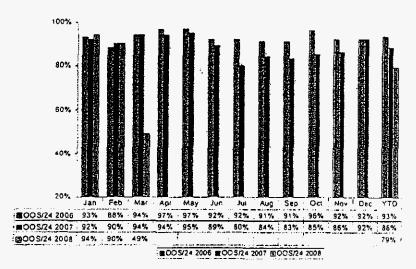
THE SHIP WOLLD STREET

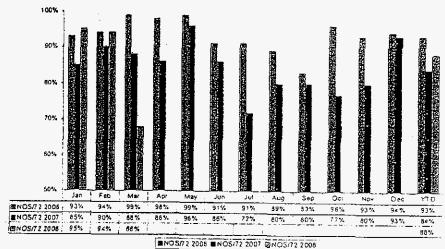
Docket No.: 080278-TL

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EXCHANGE		JO-Sep VOICE LINES	701	OOS/I	!વ ૧૪ _૦	MET	101	NOS/12 MET ₩	MET	I & T ORDERS/3 DAYS TOT MET % MET
ARTOW	DAY		ļ <u>'-</u>			- 				
	MTD									
RADENTON	DAY									
JODERION .	MTD									
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ROSTPROOF	MTD									
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10110000	QTR	_								
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MYAKKA	BAY									
	OLK MLD									
NEW PORT	DAY	-								
RICHEY	HTD						RFF	ACTED)	
NORTH	QTR:	-								
PORT	МТО									
PALMETTO	QTR DAY									
PALITATIO	MTD									
	QTR	_								
PLANT CITY	DAY									
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POLK CITY	DAY	_								
	QTR	I								
SARASOTA	DAY	-								
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	QTR									
VENICE	DAY	ļ								
	MTD QTR									
WINTER	DAY									
HAVEN	нто									
'5 <u>1</u> 2122	QTR									
ZEPHYRHILLS	DAY									
	QTR									
		_								
FLORIDA	DAY									
TOTALS	MTE									







Customer (&T Orders with 3 Day Commitments 2006-2008 90% Objective

95%,
90%,
85%,
80%,
1m Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec YTD
8 IAT Orders 3 Days 2006 93%, 96%, 96%, 97%, 97%, 95%, 94%, 96%, 94%, 96%, 95%, 95%, 95%, 95%,
1m IAT Orders 3 Days 2007 93%, 93%, 96%, 94%, 95%, 90%, 99%, 93%, 92%, 91%, 90%, 92%, 92%, 193%, 1

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VZ 664

VZ 667

Confidential Exhibit RAM - 8 Page 1 of 1

CONFIDENTIAL

Russell 8. Diamond/EMPL/FL/Verizon 03/21/2008 09:08 AM To john.dephillips@one.verizon.com@VZNotes

cc_kwame.k.trotman@one.verizon.com@VZNotes

bcc

Subject Fw: March 2008 Week Four for Hours

Thanks,

Russ Diamond Interim Director - Southeast DRC/EVRC 813-989-7500 Office 813-758-7929 Cell 813-899-4626 Fax

---- Forwarded by Russell B. Diamond/EMPL/FL/Verizon on 03/21/2008 09:05 AM ----

Kenneth Dee Batha/EMPL/FL/Verizon 03/19/2008 09:43 AM

kwame.k.trotman@one.verizon.com@VZNotes, Russell 8.
Diamond/EMPU/FL/Verizon@VZNotes,
joe.tombrana@one.verizon.com@VZNotes,
john.dephillips@one.verizon.com@VZNotes
ruth.white@one.verizon.com@VZNotes, Kenneth Dee
Batha/EMPL/FL/Verizon@VZNotes, Regina H.
cc Crosby/EMPL/FL/Verizon@VZNotes, Lynne B.
Bickers/EMPL/FL/Verizon@VZNotes, Brent P.
Christopher/EMPL/FL/Verizon@VZNotes

Subject March 2008 Week Four for Hours

Kwame, Joe & Russ,

Thank you Kenny

REDACTED

Kenneth Dee Batha Financial Planning & Analysis 813-483-2632 OFFICE 813-221-7364 FAX Tampa, FL kenny.batha@verizon.com

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CONFIDENTIAL



john.dephillips@one.verizon.c om@VZNotes 03/17/2008 10:44 AM

To Russell B. Diamond/EMPL/FL/Verizon@VZNotes, kwame.k.trotman@one.verizon.com@VZNotes
cc carol.chipman@one.verizon.com@VZNotes

bcc

Subject FW: Core load

Russ, please f/u on Friday with a report that I can send out

John DePhillips Executive Director 813-483-1210

----Original Message----

From: Surinder, Narasimhan (Suri) Sent: Monday, March 17, 2008 8:11 AM

To: Dephillips, John F. Subject: Re: Core load

Suri Surinder Senior Vice President/General Manager Southeast Region Verizon Telecom 813-483-1200

REDACTED

From: Dephillips, John F.
To: Surinder, Narasimhan (Suri)
Sent: Sun Mar 16 17:39:18 2008

Subject: RE: Core load

Already worked through that with Russ:

John DePhillips
Executive Director
813-483-1210
----Original Message----

From: Surinder, Narasimhan (Suri) Sent: Sunday, March 16, 2008 5:31 PM

To: Dephillips, John F.

Confidential Exhibit RAM - 9 Page 2 of 2

CUMPIDENTIAL

Subject: Re: Core load

3 .

Suri Surinder Senior Vice President/General Manager Southeast Region Verizon Telecom 813-483-1200

REDACTED

---- Original Message From: Dephillips, John F.
To: Surinder, Narasimhan (Suri)
Sent: Sun Mar 16 17:23:49 2008
Subject: Core load

John DePhillips

Executive Director

013-403-1210