

REDACTED

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080278-TL

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

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

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

13 [REDACTED]

14 [REDACTED] Core is the copper served side of
15 Verizon's telephone business.

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

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

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

COLL
DOR
GUY
HAY
SOS
TOP
AUM
CLK

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?

5 A. As of September 30, 2008, Verizon had [REDACTED] copper-based access lines.

6 Q. How many customers does Verizon serve in Florida using FIOS technology?

7 A. As of September 30, 2008, Verizon had [REDACTED] telephone customers served by FIOS.

8 Q. How many repair technicians were used for copper-based service from 2004 through
9 September 30, 2008?

10 A. Verizon had [REDACTED] technicians in 2004, [REDACTED] in 2005, [REDACTED] in 2006, [REDACTED] in 2007, and [REDACTED] in 2008.

11 Q. How many repair technicians were used for FIOS based service from 2004 through September
12 30, 2008?

13 A. Verizon had no technicians working FIOS in 2004, [REDACTED] in 2005, [REDACTED] in 2006, [REDACTED] in 2007, and
14 [REDACTED] in 2008.

15 Q. What do you conclude from this shift of workforce resources from copper based service to
16 FIOS?

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
25 Rule 25-4.085, F.A.C. An SGP allows the company to design a repair plan that fits the

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 it 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, [REDACTED]

14 [REDACTED] As a result, the
15 service quality declined to 49% for OOS and 68% for SA troubles.

16 Exhibit RAM-9, page 2, which is a page signed by Mr. John DePhillips, [REDACTED]

17 [REDACTED]
18 [REDACTED] This clearly shows, in my
19 opinion, that Verizon is understaffed as it tries to implement FIOS and maintain its Core service
20 under budgetary constraints.

21 Q. Does Verizon consider copper-based service a viable growth business?

22 A. No. As evidenced in Verizon's "Management's Discussion and Analysis", Exhibit RAM-10,
23 Verizon, under the title "Operational Efficiency," states that headcount reductions of about 9,200
24 have occurred in its wireline business. This is across Verizon's total footprint including other states,
25 but it clearly demonstrates that Verizon no longer considers copper-based service as a viable

1 business even though [REDACTED] of Verizon's customers in Florida are still served using copper-based
2 technology. Verizon has sold off its wireline business in several states. Its access lines in Hawaii
3 were sold in 2005. Access lines in Vermont, New Hampshire, and Maine were sold in 2008 with a
4 condition that Verizon would spend \$25,000,000 to correct past service problems when it sold to
5 Fairpoint.

6 Verizon's service quality has been a concern in other states as well. Maine, New Hampshire,
7 New York, Vermont, Massachusetts and West Virginia formally investigated Verizon's performance.
8 In some cases, significant fines or commitments to improve service have resulted.

9 Q. Do you believe the investment that Verizon has made in implementing FIOS should be a
10 consideration for Verizon missing the standards required by Rule 25-4.070, F.A.C.?

11 A. Verizon has invested many millions, if not over a billion, implementing FIOS service in its
12 service territory. Verizon reports service outages for FIOS based service as well as copper-based.
13 Just because the company elected to implement a new type of service does not relieve the company
14 from meeting the rule requirements. As previously stated, the company could have filed for a rule
15 waiver or SGP if it needed different requirements to fit its business plan.

16 Q. What do you believe is the appropriate penalty that should be assessed against Verizon for
17 willfully violating Rule 25-4.070, F.A.C.?

18 A. In Docket Number 991376-TL, Verizon settled its apparent violations of Rule 25-4.070(3)(a),
19 and Rule 25-4.066, F.A.C., for two million dollars. Following that settlement, Verizon implemented
20 procedures that met or exceeded the rule requirements for several years. Based on the information
21 discussed above regarding Verizon having knowledge that it was not complying with Rule 25-4.070,
22 F.A.C., and their continued lack of appropriate funding and staffing to meet the rule requirements, or
23 in the alternative, filing for a rule waiver or Service Guarantee Program, I believe penalties of \$2.62
24 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.

EXCHANGE	31-Jan LINES	31-Jan				31-Jan				31-Jan			
		TOT	OOS/24 MET	OBJ %	95% MET	TOT	NOS/72 MET	OBJ %	95% MET	TOT	I & T ORDERS/3 DAYS MET	OBJ %	90% MET
BARTOW	DAY	7	7	100%		2	2	100%		12	10	83%	
	MTD	239	226	95%		120	115	96%		146	131	90%	
	QTR	239	226	95%	Y	120	115	96%	Y	146	131	90%	Y
BRADENTON	DAY	32	30	94%		20	20	100%		62	54	87%	
	MTD	1335	1258	94%		715	698	98%		1352	1220	90%	
	QTR	1335	1258	94%		715	698	98%	Y	1352	1220	90%	Y
CLEARWATER	DAY	66	65	98%		36	34	94%		98	93	95%	
	MTD	2242	2116	94%		1000	920	92%		1824	1671	92%	
	QTR	2242	2116	94%		1000	920	92%		1824	1671	92%	Y
ENGLEWOOD	DAY	11	11	100%		7	7	100%		9	9	100%	
	MTD	550	515	94%		149	144	97%		191	168	88%	
	QTR	550	515	94%		149	144	97%	Y	191	168	88%	
FROSTPROOF	DAY	3	2	67%		2	2	100%		3	3	100%	
	MTD	150	140	93%		39	37	95%		103	95	92%	
	QTR	150	140	93%		39	37	95%	Y	103	95	92%	Y
HAINES CITY	DAY	25	24	96%		7	7	100%		19	16	84%	
	MTD	597	573	96%		316	309	98%		610	548	90%	
	QTR	597	573	96%	Y	316	309	98%	Y	610	548	90%	Y
HUDSON	DAY	21	21	100%		21	21	100%		29	29	100%	
	MTD	587	558	95%		302	264	87%		539	475	88%	
	QTR	587	558	95%	Y	302	264	87%		539	475	88%	
INDIAN LAKE	DAY	2	1	50%		0	0			1	1	100%	
	MTD	67	61	91%		14	13	93%		23	21	91%	
	QTR	67	61	91%		14	13	93%		23	21	91%	Y
LAKE WALES	DAY	40	39	98%		8	8	100%		10	9	90%	
	MTD	420	395	94%		159	149	94%		262	239	91%	
	QTR	420	395	94%		159	149	94%		262	239	91%	Y
LAKELAND	DAY	41	40	98%		15	15	100%		56	54	96%	
	MTD	1218	1189	98%	Y	637	620	97%	Y	1088	1018	94%	Y
	QTR	1218	1189	98%		637	620	97%		1088	1018	94%	
MULBERRY	DAY	3	2	67%		0	0			2	2	100%	
	MTD	77	75	97%		27	27	100%		62	60	97%	
	QTR	77	75	97%	Y	27	27	100%	Y	62	60	97%	Y
MYAKKA	DAY	2	2	100%		2	2	100%		2	2	100%	
	MTD	110	98	89%		42	42	100%		23	21	91%	
	QTR	110	98	89%		42	42	100%	Y	23	21	91%	Y
NEW PORT	DAY	8	8	100%		16	16	100%		46	42	91%	
	MTD	629	602	96%		353	323	92%		710	640	90%	
	QTR	629	602	96%	Y	353	323	92%		710	640	90%	Y
NORTH PORT	DAY	14	13	93%		5	5	100%		17	16	94%	
	MTD	505	473	94%		170	167	98%		385	328	85%	
	QTR	505	473	94%		170	167	98%	Y	385	328	85%	
PALMETTO	DAY	32	32	100%		5	5	100%		21	21	100%	
	MTD	738	701	95%		261	256	98%		349	310	89%	
	QTR	738	701	95%	Y	261	256	98%	Y	349	310	89%	
PLANT CITY	DAY	32	32	100%		9	9	100%		18	18	100%	
	MTD	507	477	94%		210	200	95%		254	231	91%	
	QTR	507	477	94%		210	200	95%	Y	254	231	91%	Y
POLK CITY	DAY	0	0			1	1	100%		1	1	100%	
	MTD	98	96	98%		47	46	98%		48	47	98%	
	QTR	98	96	98%	Y	47	46	98%	Y	48	47	98%	Y
SARASOTA	DAY	76	68	89%		28	27	96%		54	48	89%	
	MTD	2290	2044	89%		1005	951	95%	Y	1298	1162	90%	Y
	QTR	2290	2044	89%		1005	951	95%		1298	1162	90%	
ST PETE	DAY	70	67	96%		45	44	98%		78	70	90%	
	MTD	2133	2061	97%	Y	953	914	96%	Y	1580	1433	91%	Y
	QTR	2133	2061	97%		953	914	96%		1580	1433	91%	
TAMPA	DAY	141	138	98%		103	101	98%		260	226	87%	
	MTD	5292	5003	95%	Y	2884	2806	97%	Y	5900	5409	92%	
	QTR	5292	5003	95%		2884	2806	97%		5900	5409	92%	
TARPON SPRINGS	DAY	11	10	91%		7	7	100%		21	19	90%	
	MTD	422	386	91%		224	199	89%		364	339	93%	
	QTR	422	386	91%		224	199	89%		364	339	93%	
VENICE	DAY	26	26	100%		16	14	88%		27	22	81%	
	MTD	936	810	87%		451	396	88%		666	586	88%	
	QTR	936	810	87%		451	396	88%		666	586	88%	
WINTER HAVEN	DAY	12	11	92%		16	16	100%		38	36	95%	
	MTD	812	785	97%		393	382	97%		557	520	93%	
	QTR	812	785	97%	Y	393	382	97%	Y	557	520	93%	
ZEPHYRHILLS	DAY	15	15	100%		8	6	75%		13	11	85%	
	MTD	549	520	95%		282	271	96%		562	512	91%	
	QTR	549	520	95%	Y	282	271	96%	Y	562	512	91%	
FLORIDA TOTALS	DAY	690	664	96%		379	369	97%		897	812	91%	
	MTD	22503	21162	94%		10753	10249	95%	Y	18896	17184	91%	
	QTR	22503	21162	94%		10753	10249	95%		18896	17184	91%	Y

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Part 1 04160 MAY-4 88
Part 2
FPSC-COMMISSION CLERK

JANUARY 2008
 January 31, 2008

EXCHANGE		31-Dec	31-Jan	OBJ	95%	31-Jan	OBJ	95%	31-Jan	OBJ	90%
		VOICE LINES	TOT	OOS/24 MET	% MET	TOT	NOS/72 MET	% MET	TOT	I & T ORDERS/1 DAYS MET	% MET
BARTOW	DAY										
	MTD										
	QTR										
BRADENTON	DAY										
	MTD										
	QTR										
CLEARWATER	DAY										
	MTD										
	QTR										
ENGLEWOOD	DAY										
	MTD										
	QTR										
FROSTPROOF	DAY										
	MTD										
	QTR										
HAINES CITY	DAY										
	MTD										
	QTR										
HUOSON	DAY										
	MTD										
	QTR										
INDIAN LAKE	DAY										
	MTD										
	QTR										
LAKE WALES	DAY										
	MTD										
	QTR										
LAKELAND	DAY										
	MTD										
	QTR										
MULBERRY	DAY										
	MTD										
	QTR										
MYAKKA	DAY										
	MTD										
	QTR										
NEW PORT RICHEY	DAY										
	MTD										
	QTR										
NORTH PORT	DAY										
	MTD										
	QTR										
PALMETTO	DAY										
	MTD										
	QTR										
PLANT CITY	DAY										
	MTD										
	QTR										
POLK CITY	DAY										
	MTD										
	QTR										
SARASOTA	DAY										
	MTD										
	QTR										
ST PETE	DAY										
	MTD										
	QTR										
TAMPA	DAY										
	MTD										
	QTR										
TARPON SPRINGS	DAY										
	MTD										
	QTR										
VENICE	DAY										
	MTD										
	QTR										
WINTER HAVEN	DAY										
	MTD										
	QTR										
ZEPHYRHILLS	DAY										
	MTD										
	QTR										
FLORIDA TOTALS	DAY										
	MTD										
	QTR										

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JANUARY 2008
 January 31, 2008

EXCHANGE	31-Jan VOICE LINES	31-Jan TOT	OOS/24		31-Jan TOT	NOS/72		31-Jan TOT	I & T ORDERS/3 DAYS	
			95% MET	OBJ %		95% MET	90% MET		95% MET	90% MET
BARTOW	DAY									
	MTD									
	QTR									
BRADENTON	DAY									
	MTD									
	QTR									
CLEARWATER	DAY									
	MTD									
	QTR									
ENGLEWOOD	DAY									
	MTD									
	QTR									
FROSTPROOF	DAY									
	MTD									
	QTR									
HAINES CITY	DAY									
	MTD									
	QTR									
HUDSON	DAY									
	MTD									
	QTR									
INDIAN LAKE	DAY									
	MTD									
	QTR									
LAKE WALES	DAY									
	MTD									
	QTR									
LAKELAND	DAY									
	MTD									
	QTR									
MULBERRY	DAY									
	MTD									
	QTR									
MYAKKA	DAY									
	MTD									
	QTR									
NEW PORT RICHEY	DAY									
	MTD									
	QTR									
NORTH PORT	DAY									
	MTD									
	QTR									
PALMETTO	DAY									
	MTD									
	QTR									
PLANT CITY	DAY									
	MTD									
	QTR									
POLK CITY	DAY									
	MTD									
	QTR									
SARASOTA	DAY									
	MTD									
	QTR									
ST PETE	DAY									
	MTD									
	QTR									
TAMPA	DAY									
	MTD									
	QTR									
TARPON SPRINGS	DAY									
	MTD									
	QTR									
VERICE	DAY									
	MTD									
	QTR									
WINTER HAVEN	DAY									
	MTD									
	QTR									
ZEPHYRHILLS	DAY									
	MTD									
	QTR									

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FLORIDA TOTALS	DAY
	MTD
	QTR

PREPARED BY SE MARKET AREA - SEMA

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EXCHANGE	29-Feb LINES	OBJ 95%				OBJ 95%				OBJ 90%			
		TOT	OOS/24 MET	%	MET	TOT	NOS/72 MET	%	MET	TOT	I & T ORDERS/3 DAYS MET	%	MET
BARTOW	DAY	7	5	71%		3	2	67%		6	4	67%	
	MTD	210	194	92%		66	60	91%		135	124	91%	
	QTR	449	420	94%		186	175	94%		281	255	91%	Y
BRADENTON	DAY	21	16	76%		20	17	85%		47	41	87%	
	MTD	1010	957	95%	Y	547	536	98%	Y	1218	1114	91%	Y
	QTR	2345	2215	94%		1262	1234	98%		2570	2334	91%	
CLEARWATER	DAY	102	54	53%		18	15	83%		59	55	93%	
	MTD	1627	1462	90%		738	684	93%		1317	1251	95%	Y
	QTR	3869	3578	92%		1738	1604	92%		3143	2922	93%	
ENGLEWOOD	DAY	9	9	100%		1	1	100%		18	18	100%	
	MTD	271	265	98%		135	129	96%		118	114	97%	
	QTR	821	780	95%	Y	284	273	96%	Y	309	282	91%	Y
FROSTPROOF	DAY	6	4	67%		1	0	0%		4	3	75%	
	MTD	85	75	88%		35	33	94%		71	64	90%	
	QTR	235	215	91%		74	70	95%	Y	174	159	91%	Y
HAINES CITY	DAY	13	8	62%		7	4	57%		27	26	96%	
	MTD	538	504	94%		234	225	96%		527	485	92%	
	QTR	1135	1077	95%	Y	550	534	97%	Y	1137	1033	91%	Y
HUOSON	DAY	10	8	80%		10	10	100%		37	30	81%	
	MTD	471	434	92%		220	209	95%		561	499	89%	
	QTR	1058	992	94%		522	473	91%		1100	974	89%	
INDIAN LAKE	DAY	1	0	0%		0	0	0%		0	0	0%	
	MTD	237	229	97%		23	23	100%		13	12	92%	
	QTR	304	290	95%	Y	37	36	97%	Y	36	33	92%	Y
LAKE WALES	DAY	14	9	64%		8	4	50%		14	11	79%	
	MTD	450	420	93%		153	143	93%		230	215	93%	
	QTR	870	815	94%		312	292	94%		492	454	92%	Y
LAKELAND	DAY	84	56	67%		17	11	65%		51	42	82%	
	MTD	1478	1349	91%		432	401	93%		937	876	93%	Y
	QTR	2696	2538	94%		1069	1021	96%		2025	1894	94%	
MULBERRY	DAY	3	3	100%		0	0	0%		5	5	100%	
	MTD	76	68	89%		39	36	92%		64	62	97%	
	QTR	153	143	93%		66	63	95%	Y	126	122	97%	Y
MYAKKA	DAY	5	4	80%		0	0	0%		2	1	50%	
	MTD	74	64	86%		44	43	98%		32	24	75%	
	QTR	184	162	88%		86	85	99%	Y	55	45	82%	
NEW PORT RICHEY	DAY	25	16	64%		5	3	60%		29	26	90%	
	MTD	513	452	88%		277	263	95%		727	676	93%	
	QTR	1142	1054	92%		630	586	93%		1437	1316	92%	Y
NORTH PORT	DAY	7	6	86%		3	1	33%		11	8	73%	
	MTD	345	286	83%		149	139	93%		358	301	84%	
	QTR	850	759	89%		319	306	96%	Y	743	629	85%	
PALMETTO	DAY	10	8	80%		7	4	57%		9	8	89%	
	MTD	339	317	94%		173	166	96%		260	237	91%	
	QTR	1077	1018	95%	Y	434	422	97%	Y	609	547	90%	Y
PLANT CITY	DAY	24	10	42%		12	8	67%		10	5	50%	
	MTD	501	401	80%		146	134	92%		241	214	89%	
	QTR	1008	878	87%		356	334	94%		495	445	90%	Y
POLK CITY	DAY	1	1	100%		0	0	0%		2	2	100%	
	MTD	81	73	90%		16	15	94%		40	37	93%	
	QTR	179	169	94%		63	61	97%	Y	88	84	95%	Y
SARASOTA	DAY	76	43	57%		32	25	78%		42	39	93%	
	MTD	1620	1396	86%		825	775	94%		1189	1066	90%	Y
	QTR	3910	3440	88%		1830	1726	94%		2487	2228	90%	
ST PETE	DAY	82	31	38%		19	13	68%		76	63	83%	
	MTD	1667	1516	91%		746	702	94%		1313	1238	94%	Y
	QTR	3800	3577	94%		1699	1616	95%		2893	2671	92%	
TAMPA	DAY	247	145	59%		101	81	80%		301	266	88%	
	MTD	4886	4427	91%		2403	2249	94%		6407	5874	92%	Y
	QTR	10178	9430	93%		5287	5055	96%		12307	11283	92%	
TARPON SPRINGS	DAY	20	9	45%		5	5	100%		20	16	80%	
	MTD	287	257	90%		184	168	91%		356	327	92%	
	QTR	709	643	91%		408	367	90%		720	666	93%	Y
VENICE	DAY	20	12	60%		10	9	90%		33	28	85%	
	MTD	804	688	86%		407	362	89%		551	481	87%	
	QTR	1740	1498	86%		858	758	88%		1217	1067	88%	
WINTER HAVEN	DAY	28	18	64%		11	10	91%		31	30	97%	
	MTD	642	601	94%		292	277	95%		528	493	93%	
	QTR	1454	1386	95%	Y	685	659	96%	Y	1085	1013	93%	Y
ZEPHYRHILLS	DAY	17	10	59%		4	4	100%		13	13	100%	
	MTD	349	324	93%		148	132	89%		355	324	91%	
	QTR	898	844	94%		430	403	94%		917	836	91%	Y
FLORIDA TOTALS	DAY	832	485	58%		294	227	77%		847	740	87%	
	MTD	18561	16759	90%		8432	7904	94%		17548	16108	92%	Y
	QTR	41064	37921	92%		19185	18153	95%		36444	33292	91%	

VZ 402

FEBRUARY 2008
~~FEBRUARY 2008~~
 February 29, 2008

EXCHANGE	DAY MTD QTR	31-Dec	29-Feb	OBJ 95%			29-Feb	OBJ 95%			29-Feb	OBJ 90%		
		VOICE LINES	TOT	OOS/24 MET	%	MET	TOT	NOS/72 MET	%	MET	I & T ORDERS/3 DAYS TOT	MET	%	MET
BARTOW	DAY MTD QTR													
BRADENTON	DAY MTD QTR													
CLEARWATER	DAY MTD QTR													
ENGLEWOOD	DAY MTD QTR													
FROSTPROOF	DAY MTD QTR													
HAINES CITY	DAY MTD QTR													
HUDSON	DAY MTD QTR													
INDIAN LAKE	DAY MTD QTR													
LAKE WALES	DAY MTD QTR													
LAKELAND	DAY MTD QTR													
MULBERRY	DAY MTD QTR													
MYAKKA	DAY MTD QTR													
NEW PORT RICHEY	DAY MTD QTR													
NORTH PORT	DAY MTD QTR													
PALMETTO	DAY MTD QTR													
PLANT CITY	DAY MTD QTR													
POLK CITY	DAY MTD QTR													
SARASOTA	DAY MTD QTR													
ST PETE	DAY MTD QTR													
TAMPA	DAY MTD QTR													
TARPON SPRINGS	DAY MTD QTR													
VENICE	DAY MTD QTR													
WINTER HAVEN	DAY MTD QTR													
ZEPHYRHILLS	DAY MTD QTR													
FLORIDA TOTALS	DAY MTD QTR													

REDACTED

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VZ 403

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FLORIDA REGION PSC EXCHANGE

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FEBRUARY 2008
FINAL REPORT
February 29, 2008

EXCHANGE		29-Feb	29-Feb	OBJ 95%		29-Feb	OBJ 95%		29-Feb		OBJ 90%	
		VOICE LINES	TOT	OOS/24 NET	%	NET	TOT	NOS/72 MET	%	MET	I & Y ORDERS/3 DAYS	TOT
BARTOW	DAY											
	MTD											
	QTR											
BRADENTON	DAY											
	MTD											
	QTR											
CLEARWATER	DAY											
	MTD											
	QTR											
ENGLEWOOD	DAY											
	MTD											
	QTR											
FROSTPROOF	DAY											
	MTD											
	QTR											
HAINES CITY	DAY											
	MTD											
	QTR											
HUDSON	DAY											
	MTD											
	QTR											
INDIAN LAKE	DAY											
	MTD											
	QTR											
LAKE WALES	DAY											
	MTD											
	QTR											
LAKELAND	DAY											
	MTD											
	QTR											
MULBERRY	DAY											
	MTD											
	QTR											
MYAKKA	DAY											
	MTD											
	QTR											
NEW PORT RICHEY	DAY											
	MTD											
	QTR											
NORTH PORT	DAY											
	MTD											
	QTR											
PALMETTO	DAY											
	MTD											
	QTR											
PLANT CITY	DAY											
	MTD											
	QTR											
POLK CITY	DAY											
	MTD											
	QTR											
SARASOTA	DAY											
	MTD											
	QTR											
ST PETE	DAY											
	MTD											
	QTR											
TAMPA	DAY											
	MTD											
	QTR											
TARPON SPRINGS	DAY											
	MTD											
	QTR											
VENICE	DAY											
	MTD											
	QTR											
WINTER HAVEN	DAY											
	MTD											
	QTR											
ZEPHYRHILLS	DAY											
	MTD											
	QTR											

REDACTED

FLORIDA	DAY
TOTALS	MTD
	QTR

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VZ 404

1Q2008

MARCH 2008

March 31, 2008

FLORIDA REGION PSC EXCHANGE STA

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EXCHANGE	31-Mar LINES	OBJ 95%			OBJ 95%			OBJ 90%		
		TOT	OOS/24 MET %	% MET	TOT	NOS/72 MET %	% MET	TOT	I & T ORDERS/3 DAYS MET %	% MET
BARTOW	DAY	5	4	80%	4	2	50%	5	4	80%
	MTD	179	76	42%	55	29	51%	107	84	79%
	QTR	628	496	79%	241	204	85%	308	339	87%
BRADENTON	DAY	32	25	78%	18	15	83%	50	45	90%
	MTD	831	445	54%	377	279	74%	877	789	90%
	QTR	3176	2660	84%	1639	1513	92%	3447	3123	91%
CLEARWATER	DAY	69	35	51%	36	15	42%	52	44	85%
	MTD	1860	831	45%	655	364	56%	1043	879	84%
	QTR	5729	4409	77%	2393	1968	82%	4184	3801	91%
ENGLEWOOD	DAY	4	2	50%	5	2	40%	6	6	100%
	MTD	283	140	49%	73	44	60%	71	54	76%
	QTR	1104	920	83%	357	317	89%	380	336	88%
FROSTPROOF	DAY	2	0	0%	1	0	0%	3	2	67%
	MTD	82	32	39%	22	10	45%	49	38	78%
	QTR	317	247	78%	96	80	83%	223	197	88%
HAINES CITY	DAY	28	26	93%	6	4	67%	31	23	74%
	MTD	524	253	48%	202	137	68%	589	486	83%
	QTR	1659	1330	80%	752	671	89%	1726	1519	88%
HUDSON	DAY	16	4	25%	11	7	64%	20	15	75%
	MTD	699	473	68%	177	139	79%	471	393	83%
	QTR	1757	1465	83%	699	612	88%	1571	1367	87%
INDIAN LAKE	DAY	7	5	71%	1	0	0%	2	2	100%
	MTD	79	63	80%	14	7	50%	9	7	78%
	QTR	383	353	92%	51	43	84%	45	40	89%
LAKE WALES	DAY	7	2	29%	3	2	67%	7	7	100%
	MTD	385	161	42%	103	53	51%	136	109	80%
	QTR	1255	976	78%	415	345	83%	628	563	90%
LAKELAND	DAY	35	17	49%	13	3	23%	32	28	88%
	MTD	1083	368	34%	377	183	49%	784	621	79%
	QTR	3779	2906	77%	1446	1204	83%	2809	2515	90%
MULBERRY	DAY	0	0	0%	0	0	0%	1	1	100%
	MTD	90	52	58%	35	19	54%	50	40	80%
	QTR	243	195	80%	101	82	81%	176	162	92%
MYAKKA	DAY	6	2	33%	1	0	0%	0	0	0%
	MTD	79	34	43%	27	11	41%	18	12	67%
	QTR	263	196	75%	113	96	85%	73	57	78%
NEW PORT RICHEY	DAY	20	10	50%	9	7	78%	28	25	89%
	MTD	549	306	56%	265	218	82%	574	514	90%
	QTR	1691	1360	80%	895	804	90%	2011	1830	91%
NORTH PORT	DAY	12	3	25%	3	2	67%	8	8	100%
	MTD	338	199	59%	100	63	63%	267	155	58%
	QTR	1188	958	81%	419	369	88%	1010	784	78%
PALMETTO	DAY	10	5	50%	6	4	67%	14	13	93%
	MTD	378	186	49%	121	73	60%	179	146	82%
	QTR	1455	1204	83%	555	495	89%	788	693	88%
PLANT CITY	DAY	30	15	50%	0	0	0%	8	6	75%
	MTD	471	172	37%	113	43	38%	187	123	66%
	QTR	1479	1050	71%	469	372	80%	602	568	94%
POLK CITY	DAY	1	1	100%	3	2	67%	3	3	100%
	MTD	74	40	54%	26	13	50%	35	30	86%
	QTR	253	209	83%	89	74	83%	123	114	93%
SARASOTA	DAY	53	26	49%	23	11	48%	48	44	92%
	MTD	1437	679	47%	650	468	72%	995	817	82%
	QTR	5347	4119	77%	2480	2194	88%	3482	3045	87%
ST PETE	DAY	58	22	38%	29	19	66%	52	43	83%
	MTD	1651	649	39%	596	339	57%	1034	828	80%
	QTR	5451	4226	78%	2295	1955	85%	3927	3499	89%
TAMPA	DAY	172	109	63%	82	61	74%	282	252	89%
	MTD	5102	2827	55%	2187	1719	79%	5452	4760	87%
	QTR	15280	12257	80%	7474	6774	91%	17759	16043	90%
TARPON SPRINGS	DAY	10	4	40%	7	5	71%	11	10	91%
	MTD	285	115	40%	136	91	67%	297	252	85%
	QTR	994	758	76%	544	458	84%	1017	918	90%
VENICE	DAY	21	14	67%	23	16	70%	17	13	76%
	MTD	671	315	47%	282	204	72%	389	303	78%
	QTR	2411	1813	75%	1140	962	84%	1606	1370	85%
WINTER HAVEN	DAY	11	5	45%	9	6	67%	26	22	85%
	MTD	696	300	43%	196	120	61%	449	356	79%
	QTR	2150	1686	78%	881	779	88%	1534	1369	89%
ZEPHYRHILLS	DAY	4	2	50%	5	2	40%	11	7	64%
	MTD	278	128	46%	126	76	60%	291	249	86%
	QTR	1176	972	83%	556	479	86%	1208	1085	90%
FLORIDA TOTALS	DAY	613	338	55%	298	185	62%	717	623	87%
	MTD	18104	8844	49%	6915	4702	68%	14353	12045	84%
	QTR	59168	46765	79%	26100	22855	88%	50797	45337	89%

VZ 405

1Q2008

FLORIDA REGION PSC EXCHANGE STAT
CORNER

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MARCH 2008

~~CONFIDENTIAL~~

March 31, 2008

EXCHANGE	31-Mar COPPER LINES	31-Mar TOT	OBJ 95%		31-Mar TOT	OBJ 95%		31-Mar TOT	OBJ 90%	
			OOS/24 MET	% MET		NOS/72 MET	% MET		1 & T ORDERS/3 DAYS TOT	% MET
BARTOW	DAY MTD QTR									
BRADENTON	DAY MTD QTR									
CLEARWATER	DAY MTD QTR									
ENGLEWOOD	DAY MTD QTR									
FROSTPROOF	DAY MTD QTR									
HAINES CITY	DAY MTD QTR									
HUDSON	DAY MTD QTR									
INDIAN LAKE	DAY MTD QTR									
LAKE WALES	DAY MTD QTR									
LAKELAND	DAY MTD QTR									
MULBERRY	DAY MTD QTR									
MYAKKA	DAY MTD QTR									
NEW PORT RICHEY	DAY MTD QTR									
NORTH PORT	DAY MTD QTR									
PALMETTO	DAY MTD QTR									
PLANT CITY	DAY MTD QTR									
POLK CITY	DAY MTD QTR									
SARASOTA	DAY MTD QTR									
ST PETE	DAY MTD QTR									
TAMPA	DAY MTD QTR									
TARPON SPRINGS	DAY MTD QTR									
VENICE	DAY MTD QTR									
WINTER HAVEN	DAY MTD QTR									
ZEPHYRHILLS	DAY MTD QTR									

REDACTED

FLORIDA TOTALS	DAY MTD QTR
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VZ 406

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FLORIDA REGION PSC EXCHANGE STA

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MARCH 2008

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March 31, 2008

EXCHANGE	31-Mar VOICE LINES	31-Mar			31-Mar			31-Mar		
		TOT	OOS/24 MET %	OBJ 95% MET	TOT	NOS/72 MET %	OBJ 95% MET	TOT	I & T ORDERS/3 DAYS MET %	OBJ 90% MET
BARTOW	DAY									
	MTD									
	QTR									
BRADENTON	DAY									
	MTD									
	QTR									
CLEARWATER	DAY									
	MTD									
	QTR									
ENGLEWOOD	DAY									
	MTD									
	QTR									
FROSTPROOF	DAY									
	MTD									
	QTR									
HAINES CITY	DAY									
	MTD									
	QTR									
HUDSON	DAY									
	MTD									
	QTR									
INDIAN LAKE	DAY									
	MTD									
	QTR									
LAKE WALES	DAY									
	MTD									
	QTR									
LAKELAND	DAY									
	MTD									
	QTR									
MULBERRY	DAY									
	MTD									
	QTR									
MYAKKA	DAY									
	MTD									
	QTR									
NEW PORT RICHEY	DAY									
	MTD									
	QTR									
NORTH PORT	DAY									
	MTD									
	QTR									
PALMETTO	DAY									
	MTD									
	QTR									
PLANT CITY	DAY									
	MTD									
	QTR									
POLK CITY	DAY									
	MTD									
	QTR									
SARASOTA	DAY									
	MTD									
	QTR									
ST PETE	DAY									
	MTD									
	QTR									
TAMPA	DAY									
	MTD									
	QTR									
TARPON SPRINGS	DAY									
	MTD									
	QTR									
VENICE	DAY									
	MTD									
	QTR									
WINTER HAVEN	DAY									
	MTD									
	QTR									
ZEPHYRHILLS	DAY									
	MTD									
	QTR									

REDACTED

FLORIDA	DAY
TOTALS	MTD
	QTR

PREPARED BY SE MARKET

VZ 407

April 30, 2008

EXCHANGE	31-Mar LINES	30-Apr			95%	30-Apr			95%	29-Apr			90%
		TOT	OOS/24 MET %	OBJ % MET		TOT	NOS/72 MET %	OBJ % MET		T & Y TOT	ORDERS/ MET	J % MET	
BARTOW	DAY	9	9	100%		2	2	100%		5	1	20%	
	MTD	249	170	68%		103	71	69%		107	88	82%	
	QTR	249	170	68%		103	71	69%		107	88	82%	
BRADENTON	DAY	21	19	90%		13	13	100%		34	27	79%	Y
	MTD	866	691	80%		528	467	88%		787	728	93%	
	QTR	866	691	80%		528	467	88%		787	720	93%	
CLEARWATER	DAY	46	44	96%		30	30	100%		45	31	69%	
	MTD	1867	1459	78%		895	715	80%		1011	884	87%	
	QTR	1867	1459	78%		895	715	80%		1011	884	87%	
ENGLEWOOD	DAY	8	7	88%		5	5	100%		6	4	67%	
	MTD	247	165	67%		115	75	65%		82	60	73%	
	QTR	247	165	67%		115	75	65%		82	60	73%	
FROSTPROOF	DAY	2	2	100%		0	0			0	0		
	MTD	118	82	69%		40	22	55%		36	30	83%	
	QTR	118	82	69%		40	22	55%		36	30	83%	
HAINES CITY	DAY	6	6	100%		8	8	100%		27	17	63%	
	MTD	631	453	72%		299	255	85%		410	349	85%	
	QTR	631	453	72%		299	255	85%		410	349	85%	
HUDSON	DAY	14	13	93%		6	6	100%		18	13	72%	
	MTD	461	351	76%		249	190	76%		413	365	88%	
	QTR	461	351	76%		249	190	76%		413	365	88%	
INDIAN LAKE	DAY	0	0			1	1	100%		1	1	100%	
	MTD	48	29	60%		27	22	81%		10	9	90%	
	QTR	48	29	60%		27	22	81%		10	9	90%	Y
LAKE WALES	DAY	8	8	100%		2	2	100%		5	5	100%	
	MTD	384	227	59%		154	119	77%		126	117	93%	
	QTR	384	227	59%		154	119	77%		126	117	93%	Y
LAKELAND	DAY	28	26	93%		15	15	100%		30	21	70%	
	MTD	1606	956	60%		604	426	71%		765	647	85%	
	QTR	1606	956	60%		604	426	71%		765	647	85%	
MULBERRY	DAY	5	5	100%		1	1	100%		1	1	100%	
	MTD	108	72	67%		46	31	67%		50	40	80%	
	QTR	108	72	67%		46	31	67%		50	40	80%	
HYAKKA	DAY	4	4	100%		4	4	100%		2	1	50%	
	MTD	89	56	63%		59	46	78%		22	15	68%	
	QTR	89	56	63%		59	46	78%		22	15	68%	
NEW PORT RICHEY	DAY	12	12	100%		23	23	100%		25	19	76%	
	MTD	437	344	79%		318	272	86%		418	381	91%	
	QTR	437	344	79%		318	272	86%		418	381	91%	Y
NORTH PORT	DAY	8	8	100%		5	5	100%		6	4	67%	
	MTD	396	305	77%		185	148	80%		256	188	73%	
	QTR	396	305	77%		185	148	80%		256	188	73%	
PALMETTO	DAY	8	7	88%		1	1	100%		11	9	82%	
	MTD	395	272	69%		190	141	74%		183	169	92%	
	QTR	395	272	69%		190	141	74%		183	169	92%	Y
PLANT CITY	DAY	28	16	57%		4	3	75%		9	8	89%	
	MTD	552	335	61%		187	133	71%		194	151	78%	
	QTR	552	335	61%		187	133	71%		194	151	78%	
POLK CITY	DAY	0	0			0	0			2	2	100%	
	MTD	82	68	83%		18	15	83%		40	38	95%	
	QTR	82	68	83%		18	15	83%		40	38	95%	Y
SARASOTA	DAY	36	26	72%		32	30	94%		33	24	73%	
	MTD	1379	1036	75%		819	687	84%		799	703	88%	
	QTR	1379	1036	75%		819	687	84%		799	703	88%	
ST PETE	DAY	45	44	98%		26	25	96%		45	29	64%	
	MTD	1649	1200	73%		851	648	76%		1121	941	84%	
	QTR	1649	1200	73%		851	648	76%		1121	941	84%	
TAMPA	DAY	145	134	92%		98	96	98%		206	159	77%	
	MTD	5052	4160	82%		2715	2382	88%		4630	4220	91%	Y
	QTR	5052	4160	82%		2715	2382	88%		4630	4220	91%	
TARPON SPRINGS	DAY	6	6	100%		6	6	100%		7	7	100%	
	MTD	279	227	81%		205	167	81%		237	216	91%	
	QTR	279	227	81%		205	167	81%		237	216	91%	Y
VENICE	DAY	13	11	85%		14	13	93%		10	5	50%	
	MTD	589	418	71%		407	322	79%		409	345	84%	
	QTR	589	418	71%		407	322	79%		409	345	84%	
WINTER HAVEN	DAY	32	32	100%		7	7	100%		17	13	76%	
	MTD	771	541	70%		347	243	70%		437	377	86%	
	QTR	771	541	70%		347	243	70%		437	377	86%	
ZEPHYRHILLS	DAY	12	12	100%		4	3	75%		10	6	60%	
	MTD	335	267	80%		150	112	75%		238	209	88%	
	QTR	335	267	80%		150	112	75%		238	209	88%	
FLORIDA TOTALS	DAY	494	451	91%		307	299	97%		555	407	73%	
	MTD	18590	13884	75%		9511	7709	81%		12781	11270	88%	
	QTR	18590	13884	75%		9511	7709	81%		12781	11270	88%	

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FLORIDA REGION PSC EXCHANGE STATS
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April 30, 2008

EXCHANGE	30-Apr COPPER LINES	30-Apr			30-Apr			30-Apr		
		TOT	OOS/24 MET	OBJ 95% MET	TOT	NOS/71 MET	OBJ 95% MET	TOT	I & T ORDERS/3 DAYS MET	OBJ 90% MET
BARTOW	DAY MTD QTR									
BRADENTON	DAY MTD QTR									
CLEARWATER	DAY MTD QTR									
ENGLEWOOD	DAY MTD QTR									
FROSTPROOF	DAY MTD QTR									
HAINES CITY	DAY MTD QTR									
HUDSON	DAY MTD QTR									
INDIAN LAKE	DAY MTD QTR									
LAKE WALES	DAY MTD QTR									
LAKELAND	DAY MTD QTR									
MULBERRY	DAY MTD QTR									
MYAKKA	DAY MTD QTR									
NEW PORT RICHEY	DAY MTD QTR									
NORTH PORT	DAY MTD QTR									
PALMETTO	DAY MTD QTR									
PLANT CITY	DAY MTD QTR									
POLK CITY	DAY MTD QTR									
SARASOTA	DAY MTD QTR									
ST PETE	DAY MTD QTR									
TAMPA	DAY MTD QTR									
TARPOH SPRINGS	DAY MTD QTR									
VENICE	DAY MTD QTR									
WINTER HAVEN	DAY MTD QTR									
ZEPHYRHILLS	DAY MTD QTR									
FLORIDA TOTALS	DAY MTD QTR									

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VZ 409

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APRIL 2008

April 30, 2008

~~FLORIDA REGION PSC EXCHANGE STA~~

EXCHANGE		30-Apr	30-Apr	OBJ	95%	30-Apr	OBJ	95%	30-Apr	OBJ	90%
		VOICE LINES	TOT	DOS/24 MET	% MET	TOT	NOS/72 MET	% MET	TOT	I & T ORDERS/3 DAYS	TOT MET % MET
BARTOW	DAY										
	MTD										
	QTR										
BRADENTON	DAY										
	MTD										
	QTR										
CLEARWATER	DAY										
	MTD										
	QTR										
ENGLEWOOD	DAY										
	MTD										
	QTR										
FROSTPROOF	DAY										
	MTD										
	QTR										
HAINES CITY	DAY										
	MTD										
	QTR										
HUDSON	DAY										
	MTD										
	QTR										
INDIAN LAKE	DAY										
	MTD										
	QTR										
LAKE WALES	DAY										
	MTD										
	QTR										
LAKELAND	DAY										
	MTD										
	QTR										
MULBERRY	DAY										
	MTD										
	QTR										
MYAKKA	DAY										
	MTD										
	QTR										
NEW PORT RICHEY	DAY										
	MTD										
	QTR										
NORTH PORT	DAY										
	MTD										
	QTR										
PALMETTO	DAY										
	MTD										
	QTR										
PLANT CITY	DAY										
	MTD										
	QTR										
POLK CITY	DAY										
	MTD										
	QTR										
SARASOTA	DAY										
	MTD										
	QTR										
ST PETE	DAY										
	MTD										
	QTR										
TAMPA	DAY										
	MTD										
	QTR										
TARPON SPRINGS	DAY										
	MTD										
	QTR										
VENICE	DAY										
	MTD										
	QTR										
WINTER HAVEN	DAY										
	MTD										
	QTR										
ZEPHYRHILLS	DAY										
	MTD										
	QTR										

REDACTED

FLORIDA	DAY
TOTALS	MTD
	QTR

PREPARED BY SE MARKET

VZ 410

4/28/2009 1:59 PM

May 31, 2008

EXCHANGE	30-Apr LINES	31-May			31-May			31-May		
		TOT	OOS/24 MET %	OBJ 95% MET	TOT	MOS/72 MET %	OBJ 95% MET	TOT	ORDERS/ TOT	ORDERS/ 3 DAYS MET %
BARTOW	DAY	8	7	88%	0	0		0	0	
BARTOW	MTD	172	169	98%	63	63	100%	104	97	93%
BARTOW	QTR	421	339	81%	166	134	81%	217	195	90%
BRADENTON	DAY	25	23	91%	15	15	100%	24	22	92%
BRADENTON	MTD	955	797	83%	446	434	97%	790	752	94%
BRADENTON	QTR	1820	1489	82%	974	901	93%	1636	1534	94%
CLEARWATER	DAY	28	28	100%	9	9	100%	8	6	75%
CLEARWATER	MTD	1192	1165	98%	642	634	99%	936	882	94%
CLEARWATER	QTR	3058	2624	86%	1537	1349	88%	2001	1829	91%
ENGLEWOOD	DAY	6	6	100%	0	0		0	0	
ENGLEWOOD	MTD	284	230	81%	78	75	96%	64	60	94%
ENGLEWOOD	QTR	531	395	74%	193	150	78%	151	126	83%
FROSTPROOF	DAY	0	0		1	1	100%	0	0	
FROSTPROOF	MTD	63	58	92%	25	25	100%	31	29	94%
FROSTPROOF	QTR	181	140	77%	65	47	72%	70	62	89%
HAINES CITY	DAY	7	7	100%	6	6	100%	1	0	0%
HAINES CITY	MTD	469	452	96%	212	210	99%	340	321	94%
HAINES CITY	QTR	1099	905	82%	511	465	91%	770	699	91%
HUDSON	DAY	5	5	100%	3	3	100%	6	6	100%
HUDSON	MTD	282	272	96%	164	163	99%	302	275	91%
HUDSON	QTR	742	623	84%	413	353	85%	731	656	90%
INDIAN LAKE	DAY	0	0		0	0		0	0	
INDIAN LAKE	MTD	20	19	95%	12	11	92%	6	5	83%
INDIAN LAKE	QTR	68	48	71%	39	33	85%	16	14	88%
LAKE WALES	DAY	5	5	100%	2	2	100%	1	0	0%
LAKE WALES	MTD	199	190	95%	102	101	99%	161	156	97%
LAKE WALES	QTR	583	417	72%	256	220	86%	299	284	95%
LAKELAND	DAY	38	28	74%	10	10	100%	7	5	71%
LAKELAND	MTD	941	902	96%	411	404	98%	660	635	96%
LAKELAND	QTR	2546	1858	73%	1015	830	82%	1459	1322	91%
MULBERRY	DAY	1	1	100%	0	0		0	0	
MULBERRY	MTD	73	71	97%	20	20	100%	36	35	97%
MULBERRY	QTR	181	143	79%	66	51	77%	86	75	87%
MYAKKA	DAY	1	1	100%	0	0		0	0	
MYAKKA	MTD	46	40	87%	28	27	96%	21	17	81%
MYAKKA	QTR	135	96	71%	87	73	84%	43	32	74%
NEW PORT RICHEY	DAY	12	10	83%	5	5	100%	10	8	80%
NEW PORT RICHEY	MTD	572	556	97%	275	271	99%	395	361	91%
NEW PORT RICHEY	QTR	1008	900	89%	593	543	92%	831	764	92%
NORTH PORT	DAY	8	8	100%	2	2	100%	4	3	75%
NORTH PORT	MTD	238	233	98%	132	128	97%	206	186	90%
NORTH PORT	QTR	634	538	85%	317	276	87%	473	385	81%
PALMETTO	DAY	4	4	100%	3	3	100%	3	2	67%
PALMETTO	MTD	253	234	92%	137	132	96%	164	148	90%
PALMETTO	QTR	647	506	78%	327	273	83%	353	324	92%
PLANT CITY	DAY	12	12	100%	5	5	100%	8	6	75%
PLANT CITY	MTD	480	461	96%	153	147	96%	255	238	93%
PLANT CITY	QTR	1032	796	77%	340	280	82%	450	391	87%
POLK CITY	DAY	1	1	100%	0	0		0	0	
POLK CITY	MTD	97	97	100%	28	27	96%	24	22	92%
POLK CITY	QTR	179	165	92%	46	42	91%	64	60	94%
SARASOTA	DAY	27	27	100%	28	28	100%	16	10	63%
SARASOTA	MTD	1110	1056	95%	694	681	98%	838	766	91%
SARASOTA	QTR	2488	2094	84%	1513	1360	90%	1677	1515	90%
ST PETE	DAY	35	35	100%	13	13	100%	6	2	33%
ST PETE	MTD	1229	1210	98%	665	661	99%	894	862	97%
ST PETE	QTR	2878	2410	84%	1516	1309	86%	2176	1991	91%
TAMPA	DAY	130	111	85%	44	40	91%	125	106	85%
TAMPA	MTD	3950	3765	95%	2124	2074	98%	4511	4187	93%
TAMPA	QTR	8989	7926	88%	4839	4456	92%	9363	8657	92%
TARPON SPRINGS	DAY	5	4	80%	1	0	0%	4	4	100%
TARPON SPRINGS	MTD	193	188	97%	122	121	99%	259	241	93%
TARPON SPRINGS	QTR	472	416	88%	327	288	88%	510	468	92%
VENICE	DAY	7	7	100%	6	6	100%	14	11	79%
VENICE	MTD	418	395	94%	267	264	99%	354	318	90%
VENICE	QTR	1006	813	81%	674	587	87%	772	676	88%
WINTER HAVEN	DAY	14	14	100%	4	4	100%	7	6	86%
WINTER HAVEN	MTD	592	579	98%	232	229	99%	496	463	93%
WINTER HAVEN	QTR	1363	1120	82%	579	472	82%	944	856	91%
ZEPHYRHILLS	DAY	2	2	100%	1	1	100%	3	2	67%
ZEPHYRHILLS	MTD	261	249	95%	115	112	97%	204	188	92%
ZEPHYRHILLS	QTR	596	516	87%	265	224	85%	459	416	91%
FLORIDA TOTALS	DAY	381	346	91%	158	153	97%	247	199	81%
FLORIDA TOTALS	MTD	14089	13388	95%	7147	7014	98%	12159	11344	93%
FLORIDA TOTALS	QTR	32657	27277	84%	16658	14724	88%	25551	23331	91%

VZ 411

2Q2008

FLORIDA REGION PSC EXCHANGE STATS
COPPER

Docket No.: 080278-TL

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MAY 2008

VENICE NOW QUARTERLY REPORTING

May 31, 2008

EXCHANGE	31-May COPPER LINES	31-May			31-May			31-May		
		TOT	OOS/24 MET	OBJ 95% MET	TOT	NOS/72 MET	OBJ 95% MET	TOT	1 & T ORDERS/3 DAYS MET	OBJ 90% MET
BARTOW	DAY MTD QTR									
BRADENTON	DAY MTD QTR									
CLEARWATER	DAY MTD QTR									
ENGLEWOOD	DAY MTD QTR									
FROST PROOF	DAY MTD QTR									
HAINES CITY	DAY MTD QTR									
HUDSON	DAY MTD QTR									
INDIAN LAKE	DAY MTD QTR									
LAKE WALES	DAY MTD QTR									
LAKELAND	DAY MTD QTR									
MULBERRY	DAY MTD QTR									
MYAOKA	DAY MTD QTR									
NEW PORT RICHEY	DAY MTD QTR									
NORTH PORT	DAY MTD QTR									
PALMETTO	DAY MTD QTR									
PLANT CITY	DAY MTD QTR									
POLK CITY	DAY MTD QTR									
SARASOTA	DAY MTD QTR									
ST PETE	DAY MTD QTR									
TAMPA	DAY MTD QTR									
TARPOH SPRINGS	DAY MTD QTR									
VENICE	DAY MTD QTR									
WINTER HAVEN	DAY MTD QTR									
ZEPHYRHILLS	DAY MTD QTR									
FLORIDA TOTALS	DAY MTD QTR									

REDACTED

PREPARED BY SE MARKET

VZ 412

4/28/2009 1:59 PM

MAY 2008

~~VENICE IN NOW QUARTERLY REPORTING~~
May 31, 2008

~~VENICE IN NOW QUARTERLY REPORTING~~

EXCHANGE	31-May VOICE LINES	31-May				31-May				31-May			
		TOT	OOS/24 MET	%	OBJ 95% MET	TOT	NOS/72 MET	%	OBJ 95% MET	TOT	I & T ORDERS/3 DAYS MET	%	OBJ 90% MET
BARTOW	DAY												
	MTD												
	QTR												
BRADENTON	DAY												
	MTD												
	QTR												
CLEARWATER	DAY												
	MTD												
	QTR												
ENGLEWOOD	DAY												
	MTD												
	QTR												
FROSTPROOF	DAY												
	MTD												
	QTR												
HAINES CITY	DAY												
	MTD												
	QTR												
HUDSON	DAY												
	MTD												
	QTR												
INDIAN LAKE	DAY												
	MTD												
	QTR												
LAKE WALES	DAY												
	MTD												
	QTR												
LAKELAND	DAY												
	MTD												
	QTR												
MULBERRY	DAY												
	MTD												
	QTR												
MYAKKA	DAY												
	MTD												
	QTR												
NEW PORT RICHEY	DAY												
	MTD												
	QTR												
NORTH PORT	DAY												
	MTD												
	QTR												
PALMETTO	DAY												
	MTD												
	QTR												
PLANT CITY	DAY												
	MTD												
	QTR												
POLK CITY	DAY												
	MTD												
	QTR												
SARASOTA	DAY												
	MTD												
	QTR												
ST PETE	DAY												
	MTD												
	QTR												
TAMPA	DAY												
	MTD												
	QTR												
TARPON SPRINGS	DAY												
	MTD												
	QTR												
VENICE	DAY												
	MTD												
	QTR												
WINTER HAVEN	DAY												
	MTD												
	QTR												
ZEPHYRHILLS	DAY												
	MTD												
	QTR												

REDACTED

FLORIDA	DAY
TOTALS	MTD
	QTR

PREPARED BY SE MARK

VZ 413

June 30, 2008

VENICE IN NOW REPORTING QUARTER

EXCHANGE	31-May LINES	30-Jun			30-Jun			28-Jun		
		FOT	OOS/24 MET %	95% MET	FOT	NOS/72 MET %	95% MET	1 & Y TOT	ORDERS/D MET %	90% MET
BARTOW	DAY	23	18	78%	3	2	67%	0	0	
	MTD	310	240	77%	78	64	82%	108	100	93%
	QTR	731	579	79%	244	198	81%	325	295	91%
BRADENTON	DAY	48	47	98%	10	9	90%	21	16	76%
	MTD	1016	940	93%	427	413	97%	732	675	92%
	QTR	2836	2429	86%	1401	1314	94%	2368	2209	93%
CLEARWATER	DAY	49	44	90%	21	19	90%	5	3	60%
	MTD	1530	1364	89%	615	537	87%	884	818	93%
	QTR	4588	3988	87%	2152	1886	88%	2885	2647	92%
ENGLEWOOD	DAY	7	7	100%	3	3	100%	1	1	100%
	MTD	212	195	92%	87	82	94%	75	69	92%
	QTR	743	590	79%	280	232	83%	226	195	86%
FROSTPROOF	DAY	3	2	67%	0	0		0	0	
	MTD	127	100	79%	22	19	86%	39	35	90%
	QTR	308	240	78%	87	66	76%	109	97	89%
HAINES CITY	DAY	36	36	100%	5	3	60%	9	8	89%
	MTD	599	502	84%	177	157	89%	398	365	92%
	QTR	1690	1407	83%	688	622	90%	1168	1064	91%
HUDSON	DAY	14	13	93%	8	5	63%	5	3	60%
	MTD	497	423	85%	166	143	86%	250	220	88%
	QTR	1239	1046	84%	579	496	86%	981	876	89%
INDIAN LAKE	DAY	1	1	100%	0	0		0	0	
	MTD	43	34	79%	4	3	75%	5	4	80%
	QTR	111	82	74%	43	36	84%	21	18	86%
LAKE WALES	DAY	35	26	74%	12	7	58%	2	2	100%
	MTD	649	512	79%	108	88	81%	136	120	88%
	QTR	1232	929	75%	364	308	85%	435	404	93%
LAKELAND	DAY	70	59	84%	20	9	45%	7	7	100%
	MTD	1253	1035	83%	350	302	86%	625	578	92%
	QTR	3799	2893	76%	1365	1132	83%	2084	1900	91%
MULBERRY	DAY	11	10	91%	3	1	33%	0	0	
	MTD	138	112	81%	38	29	76%	47	45	96%
	QTR	319	255	80%	104	80	77%	133	120	90%
MYAKKA	DAY	3	3	100%	0	0		0	0	
	MTD	114	103	90%	34	34	100%	17	14	82%
	QTR	249	199	80%	121	107	88%	60	46	77%
NEW PORT RICHEY	DAY	15	15	100%	9	6	67%	9	7	78%
	MTD	517	459	89%	249	217	87%	384	347	90%
	QTR	1525	1359	89%	842	760	90%	1215	1111	91%
NORTH PORT	DAY	9	9	100%	1	1	100%	3	2	67%
	MTD	407	382	94%	98	93	95%	203	181	89%
	QTR	1041	920	88%	415	369	89%	676	566	84%
PALMETTO	DAY	13	12	92%	3	3	100%	2	0	0%
	MTD	508	438	86%	146	141	97%	138	114	83%
	QTR	1155	944	82%	473	414	88%	491	438	89%
PLANT CITY	DAY	29	25	86%	6	3	50%	3	1	33%
	MTD	762	620	81%	176	135	77%	282	252	89%
	QTR	1794	1416	79%	516	415	80%	732	643	88%
POLK CITY	DAY	6	5	83%	0	0		2	0	0%
	MTD	129	103	80%	24	20	83%	21	14	67%
	QTR	308	268	87%	70	62	89%	85	74	87%
SARASOTA	DAY	47	43	91%	17	17	100%	14	13	93%
	MTD	1134	1041	92%	579	566	98%	744	686	92%
	QTR	3622	3135	87%	2092	1934	92%	2421	2201	91%
ST PETE	DAY	48	47	98%	13	12	92%	6	5	83%
	MTD	1842	1757	95%	706	685	97%	926	878	95%
	QTR	4720	4167	88%	2222	1994	90%	3102	2859	92%
TAMPA	DAY	270	234	87%	123	86	70%	117	104	89%
	MTD	8885	7192	81%	2705	2301	85%	4545	4047	89%
	QTR	17874	15118	85%	7544	6757	90%	13908	12704	91%
TARPON SPRINGS	DAY	14	14	100%	2	2	100%	1	1	100%
	MTD	367	313	85%	136	120	88%	237	211	89%
	QTR	839	729	87%	463	408	88%	747	679	91%
VENICE	DAY	13	12	92%	10	10	100%	8	8	100%
	MTD	433	395	91%	250	236	94%	281	254	90%
	QTR	1439	1208	84%	924	823	89%	1053	930	88%
WINTER HAVEN	DAY	38	26	68%	13	9	69%	10	6	60%
	MTD	724	572	79%	246	207	84%	382	352	92%
	QTR	2087	1692	81%	825	679	82%	1326	1208	91%
ZEPHYRHILLS	DAY	4	4	100%	3	3	100%	2	1	50%
	MTD	310	278	90%	93	84	90%	142	130	92%
	QTR	906	794	88%	358	308	86%	601	546	91%
FLORIDA TOTALS	DAY	806	712	88%	285	210	74%	225	188	84%
	MTD	22506	19310	85%	7514	6676	89%	11601	10509	91%
	QTR	55163	46387	84%	24172	21400	89%	37152	33840	91%

VZ 414

2Q2008

FLORIDA REGION PSC EXCHANGE STATS
COPPER

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JUNE 2008

~~FINAL REPORT~~
June 30, 2008

VENICE NOW QUARTERLY REPORTING

EXCHANGE	30-Jun COPPER LINES	30-Jun			30-Jun			30-Jun		
		TOT	OOS/24 MET	OBJ 95% MET	TOT	NOS/72 MET	OBJ 95% MET	TOT	I & T ORDERS/3 DAYS MET	OBJ 90% MET
BARTOW	DAY MTD QTR									
BRADENTON	DAY MTD QTR									
CLEARWATER	DAY MTD QTR									
ENGLEWOOD	DAY MTD QTR									
FROSTPROOF	DAY MTD QTR									
HAINES CITY	DAY MTD QTR									
HUDSON	DAY MTD QTR									
INDIAN LAKE	DAY MTD QTR									
LAKE WALES	DAY MTD QTR									
LAKELAND	DAY MTD QTR									
MULBERRY	DAY MTD QTR									
MYAKKA	DAY MTD QTR									
NEW PORT RICHEY	DAY MTD QTR									
NORTH PORT	DAY MTD QTR									
PALMETTO	DAY MTD QTR									
PLANT CITY	DAY MTD QTR									
POLK CITY	DAY MTD QTR									
SARASOTA	DAY MTD QTR									
ST PETE	DAY MTD QTR									
TAMPA	DAY MTD QTR									
TARPON SPRINGS	DAY MTD QTR									
VENICE	DAY MTD QTR									
WINTER HAVEN	DAY MTD QTR									
ZEPHYRHILLS	DAY MTD QTR									

REDACTED

FLORIDA TOTALS	DAY MTD QTR
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PREPARED BY SE MARKET

VZ 415

2Q2008

FLORIDA REGION PSC EXCHANGE STATS

Docket No.: 080278-TL

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JUNE 2008

~~FINANCIAL~~

June 30, 2008

~~VENICE NOW QUARTERLY REPORTING~~

EXCHANGE	30-Jun VOICE LINES	30-Jun			30-Jun			30-Jun		
		TOT	005/24 MET %	OBJ 95% MET	TOT	NOS/72 MET %	OBJ 95% MET	TOT	I & T ORDERS/3 DAYS MET %	OBJ 90% MET
BARTOW	DAY									
	MTD									
	QTR									
BRADENTON	DAY									
	MTD									
	QTR									
CLEARWATER	DAY									
	MTD									
	QTR									
ENGLEWOOD	DAY									
	MTD									
	QTR									
FROSTPROOF	DAY									
	MTD									
	QTR									
HAINES CITY	DAY									
	MTD									
	QTR									
HUDSON	DAY									
	MTD									
	QTR									
INDIAN LAKE	DAY									
	MTD									
	QTR									
LAKE WALES	DAY									
	MTD									
	QTR									
LAKELAND	DAY									
	MTD									
	QTR									
MULBERRY	DAY									
	MTD									
	QTR									
MYAKKA	DAY									
	MTD									
	QTR									
NEW PORT RICHEY	DAY									
	MTD									
	QTR									
NORTH PORT	DAY									
	MTD									
	QTR									
PALMETTO	DAY									
	MTD									
	QTR									
PLANT CITY	DAY									
	MTD									
	QTR									
POLK CITY	DAY									
	MTD									
	QTR									
SARASOTA	DAY									
	MTD									
	QTR									
ST PETE	DAY									
	MTD									
	QTR									
TAMPA	DAY									
	MTD									
	QTR									
TARPON SPRINGS	DAY									
	MTD									
	QTR									
VENICE	DAY									
	MTD									
	QTR									
WINTER HAVEN	DAY									
	MTD									
	QTR									
ZEPHYRHILLS	DAY									
	MTD									
	QTR									

REDACTED

FLORIDA TOTALS	DAY
	MTD
	QTR

PREPARED BY SE MARKE

VZ 416

July 31, 2008

EXCHANGE	LINES	30-Jun			31-Jul			31-Jul			31-Jul		
		TOT	OOS/24 MET %	95% MET	TOT	NOS/72 MET %	95% MET	TOT	I & T ORDERS/3 DAYS TOT	OBS MET %	90% MET		
BARTOW	DAY	15	14	93%	7	4	57%	9	8	89%			
	MTD	384	332	86%	123	100	81%	123	114	93%			
	QTR	384	332	86%	123	100	81%	123	114	93%	Y		
BRADETON	DAY	28	25	89%	14	13	93%	35	30	86%			
	MTD	916	870	95%	432	419	97%	785	728	93%	Y		
	QTR	916	870	95%	432	419	97%	785	728	93%	Y		
CLEARWATER	DAY	69	55	80%	20	19	95%	51	42	82%			
	MTD	1710	1553	91%	690	568	82%	989	890	90%	Y		
	QTR	1710	1553	91%	690	568	82%	989	890	90%	Y		
EHGLEWOOD	DAY	7	7	100%	4	4	100%	7	7	100%			
	MTD	247	233	94%	116	110	95%	88	79	90%			
	QTR	247	233	94%	116	110	95%	88	79	90%	Y		
FROSTPROOF	DAY	4	4	100%	3	3	100%	3	3	100%			
	MTD	181	163	90%	50	42	84%	56	52	93%			
	QTR	181	163	90%	50	42	84%	56	52	93%	Y		
HAINES CITY	DAY	37	34	92%	19	19	100%	13	11	85%			
	MTD	993	877	88%	290	257	89%	432	402	93%			
	QTR	993	877	88%	290	257	89%	432	402	93%	Y		
HUDSON	DAY	17	14	82%	5	5	100%	14	12	86%			
	MTD	599	501	84%	230	194	84%	315	286	91%			
	QTR	599	501	84%	230	194	84%	315	286	91%	Y		
INDIAN LAKE	DAY	0	0		0	0		1	1	100%			
	MTD	54	53	98%	13	13	100%	6	5	83%			
	QTR	54	53	98%	13	13	100%	6	5	83%	Y		
LAKE WALES	DAY	14	13	93%	2	2	100%	7	7	100%			
	MTD	656	560	85%	179	143	80%	157	147	94%			
	QTR	656	560	85%	179	143	80%	157	147	94%	Y		
LAKELAND	DAY	50	50	100%	28	28	100%	24	23	96%			
	MTD	1666	1433	86%	603	463	77%	701	643	92%	Y		
	QTR	1666	1433	86%	603	463	77%	701	643	92%	Y		
MULBERRY	DAY	4	3	75%	1	1	100%	2	1	50%			
	MTD	115	109	95%	48	40	83%	41	39	95%			
	QTR	115	109	95%	48	40	83%	41	39	95%	Y		
MYAKKA	DAY	6	5	83%	2	2	100%	0	0				
	MTD	186	146	78%	53	50	94%	17	10	59%			
	QTR	186	146	78%	53	50	94%	17	10	59%	Y		
NEW PORT RICHEY	DAY	14	12	86%	16	12	75%	19	16	84%			
	MTD	562	519	92%	295	257	87%	505	445	88%			
	QTR	562	519	92%	295	257	87%	505	445	88%	Y		
NORTH PORT	DAY	11	10	91%	5	5	100%	10	8	80%			
	MTD	348	317	91%	136	125	92%	227	183	81%			
	QTR	348	317	91%	136	125	92%	227	183	81%	Y		
PALMETTO	DAY	15	15	100%	8	8	100%	2	1	50%			
	MTD	439	407	93%	163	150	92%	162	151	93%			
	QTR	439	407	93%	163	150	92%	162	151	93%	Y		
PLANT CITY	DAY	17	17	100%	12	11	92%	7	6	86%			
	MTD	890	822	92%	291	226	78%	230	196	85%			
	QTR	890	822	92%	291	226	78%	230	196	85%	Y		
POLK CITY	DAY	3	3	100%	2	2	100%	3	3	100%			
	MTD	183	172	94%	34	26	76%	39	34	87%			
	QTR	183	172	94%	34	26	76%	39	34	87%	Y		
SARASOTA	DAY	59	52	88%	30	29	97%	48	41	85%			
	MTD	1571	1437	91%	657	615	94%	951	854	90%	Y		
	QTR	1571	1437	91%	657	615	94%	951	854	90%	Y		
ST PETE	DAY	68	67	99%	22	21	95%	44	40	91%			
	MTD	1800	1727	96%	794	767	97%	1117	1044	93%	Y		
	QTR	1800	1727	96%	794	767	97%	1117	1044	93%	Y		
TAMPA	DAY	293	274	94%	108	102	94%	221	189	86%			
	MTD	9234	7290	79%	3161	2561	81%	5325	4817	90%	Y		
	QTR	9234	7290	79%	3161	2561	81%	5325	4817	90%	Y		
TARPON SPRINGS	DAY	14	14	100%	2	2	100%	16	13	81%			
	MTD	361	327	91%	153	132	86%	263	235	89%			
	QTR	361	327	91%	153	132	86%	263	235	89%	Y		
VENICE	DAY	19	17	89%	7	6	86%	14	12	86%			
	MTD	572	484	85%	283	250	88%	304	270	89%			
	QTR	572	484	85%	283	250	88%	304	270	89%	Y		
WINTER HAVEN	DAY	47	47	100%	12	12	100%	7	7	100%			
	MTD	963	884	92%	344	292	85%	395	372	94%			
	QTR	963	884	92%	344	292	85%	395	372	94%	Y		
ZEPHYRHILLS	DAY	15	15	100%	3	3	100%	9	9	100%			
	MTD	317	303	96%	122	115	94%	198	180	91%			
	QTR	317	303	96%	122	115	94%	198	180	91%	Y		
FLORIDA TOTALS	DAY	826	767	93%	332	313	94%	566	490	87%			
	MTD	24947	21519	86%	9260	7915	85%	13426	12176	91%	Y		
	QTR	24947	21519	86%	9260	7915	85%	13426	12176	91%	Y		

VZ 417

3Q2008
 REMARKS:
 JULY 2008
 July 31, 2008

FLORIDA REGION PSC EXCHANGE STATS
 COPPER
 JULY LINE COUNTS SAME AS JUNE

Docket No.: 080278-FL
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EXCHANGE	30-Jun COPPER LINES	31-Jul				31-Jul				31-Jul			
		TOT	OOS/24 MET	OBJ %	95% MET	TOT	NOS/72 MET	OBJ %	95% MET	TOT	I & T ORDERS/3 DAYS	OBJ %	90% MET
BARTOW	DAY MTD QTR												
BRADENTON	DAY MTD QTR												
CLEARWATER	DAY MTD QTR												
ENGLEWOOD	DAY MTD QTR												
FROSTPROOF	DAY MTD QTR												
HAINES CITY	DAY MTD QTR												
HUDSON	DAY MTD QTR												
INDIAN LAKE	DAY MTD QTR												
LAKE WALES	DAY MTD QTR												
LAKELAND	DAY MTD QTR												
MULBERRY	DAY MTD QTR												
MYACKA	DAY MTD QTR												
NEW PORT RICHEY	DAY MTD QTR												
NORTH PORT	DAY MTD QTR												
PALMETTO	DAY MTD QTR												
PLANT CITY	DAY MTD QTR												
POLK CITY	DAY MTD QTR												
SARASOTA	DAY MTD QTR												
ST PETE	DAY MTD QTR												
TAMPA	DAY MTD QTR												
TARPON SPRINGS	DAY MTD QTR												
VENICE	DAY MTD QTR												
WINTER HAVEN	DAY MTD QTR												
ZEPHYRHILLS	DAY MTD QTR												
FLORIDA TOTALS	DAY MTD QTR												

REDACTED

VZ 418

██████████ VOICES
 JULY JUNE COUNT SAME AS JUNE

EXCHANGE	31-Jul VOICE LINES	31-Jul			31-Jul			31-Jul		
		OOS/24 TOT	OBJ MET	95% MET	NOS/72 TOT	OBJ MET	95% MET	I & T ORDERS/3 DAYS TOT	OBJ MET	90% MET
BARTOW	DAY MTD QTR									
BRADENTON	DAY MTD QTR									
CLEARWATER	DAY MTD QTR									
ENGLEWOOD	DAY MTD QTR									
FROSTPROOF	DAY MTD QTR									
HAINES CITY	DAY MTD QTR									
HUDSON	DAY MTD QTR									
INDIAN LAKE	DAY MTD QTR									
LAKE WALES	DAY MTD QTR									
LAKELAND	DAY MTD QTR									
MULBERRY	DAY MTD QTR									
MYAKKA	DAY MTD QTR									
NEW PORT RICHEY	DAY MTD QTR									
NORTH PORT	DAY MTD QTR									
PALMETTO	DAY MTD QTR									
PLANT CITY	DAY MTD QTR									
POLK CITY	DAY MTD QTR									
SARASOTA	DAY MTD QTR									
ST PETE	DAY MTD QTR									
TAMPA	DAY MTD QTR									
TARPON SPRINGS	DAY MTD QTR									
VENICE	DAY MTD QTR									
WINTER HAVEN	DAY MTD QTR									
ZEPHYRHILLS	DAY MTD QTR									
FLORIDA TOTALS	DAY MTD QTR									

REDACTED

VZ 419

August 31, 2008

EXCHANGE	LINES	31-Jul			31-Aug			31-Aug			30-Aug		
		TOT	OOS/24 MET %	OBJ 95% MET	YOT	NOS/72 MET %	OBJ 95% MET	TOT	1 & T ORDERS/3 DAYS MET %	OBJ 90% MET			
BARTOW	DAY	4	1	25%	1	0	0%	1	1	100%			
	MTD	314	279	89%	100	91	91%	109	106	97%			
	QTR	698	611	88%	223	191	86%	232	220	95%	Y		
BRADENTON	DAY	14	14	100%	6	6	100%	20	15	75%			
	MTD	1321	1221	92%	503	465	92%	829	756	91%	Y		
	QTR	2237	2091	93%	935	884	95%	1614	1484	92%			
CLEARWATER	DAY	21	19	90%	6	4	67%	16	14	88%			
	MTD	1799	1641	91%	767	710	93%	982	893	91%	Y		
	QTR	3509	3194	91%	1457	1278	88%	1971	1783	90%			
ENGLEWOOD	DAY	6	6	100%	1	1	100%	4	3	75%			
	MTD	230	201	87%	85	72	85%	108	91	84%			
	QTR	477	434	91%	201	182	91%	196	170	87%			
FROSTPROOF	DAY	3	1	33%	0	0		0	0				
	MTD	155	129	83%	45	36	80%	49	46	94%			
	QTR	336	292	87%	95	78	82%	105	98	93%	Y		
HAINES CITY	DAY	17	6	35%	3	2	67%	7	5	71%			
	MTD	711	622	87%	256	240	94%	493	451	91%			
	QTR	1704	1499	88%	546	497	91%	925	853	92%	Y		
HUDSON	DAY	7	7	100%	0	0		4	4	100%			
	MTD	439	400	91%	188	166	88%	251	229	91%			
	QTR	1038	901	87%	418	360	86%	566	515	91%	Y		
INDIAN LAKE	DAY	0	0		0	0		0	0				
	MTD	46	32	70%	12	10	83%	4	4	100%			
	QTR	100	85	85%	25	23	92%	10	9	90%	Y		
LAKE WALES	DAY	7	6	86%	2	2	100%	1	1	100%			
	MTD	548	461	84%	156	133	85%	159	138	87%			
	QTR	1204	1021	85%	335	276	82%	316	285	90%	Y		
LAKELAND	DAY	9	3	33%	8	4	50%	22	16	73%			
	MTD	1335	1231	92%	521	471	90%	844	773	92%	Y		
	QTR	3001	2664	89%	1124	934	83%	1545	1416	92%			
MULBERRY	DAY	0	0		0	0		0	0				
	MTD	139	132	95%	48	42	88%	45	41	91%			
	QTR	254	241	95%	96	82	85%	86	80	93%	Y		
MYAKKA	DAY	5	3	60%	0	0		0	0				
	MTD	259	242	93%	42	35	83%	23	20	87%			
	QTR	445	388	87%	95	85	89%	40	30	75%			
NEW PORT RICHEY	DAY	4	2	50%	2	2	100%	13	13	100%			
	MTD	497	459	92%	298	274	92%	504	475	94%			
	QTR	1059	978	92%	593	531	90%	1009	920	91%	Y		
NORTH PORT	DAY	2	2	100%	1	1	100%	1	1	100%			
	MTD	319	302	95%	133	116	87%	221	187	85%			
	QTR	667	619	93%	269	241	90%	448	370	83%			
PALMETTO	DAY	5	3	60%	1	0	0%	2	2	100%			
	MTD	418	361	86%	156	127	81%	165	147	89%			
	QTR	857	768	90%	319	277	87%	327	298	91%	Y		
PLANT CITY	DAY	5	4	80%	1	1	100%	6	5	83%			
	MTD	754	683	91%	251	232	93%	234	207	89%			
	QTR	1644	1505	92%	542	458	85%	464	403	87%			
POLK CITY	DAY	0	0		0	0		0	0				
	MTD	139	126	91%	28	23	82%	39	36	92%			
	QTR	322	298	93%	62	49	79%	78	70	90%	Y		
SARASOTA	DAY	17	7	41%	5	5	100%	22	15	68%			
	MTD	1658	1545	93%	612	540	88%	940	843	90%	Y		
	QTR	3229	2982	92%	1269	1156	91%	1891	1697	90%			
ST PETE	DAY	25	25	100%	1	1	100%	8	6	75%			
	MTD	1676	1632	97%	704	658	93%	1129	1034	92%	Y		
	QTR	3476	3359	97%	1498	1425	95%	2246	2078	93%			
TAMPA	DAY	97	85	88%	29	27	93%	116	91	78%			
	MTD	6742	6170	92%	2846	2635	93%	5297	4804	91%	Y		
	QTR	15976	13460	84%	6007	5196	86%	10622	9635	91%			
TARPON SPRINGS	DAY	3	3	100%	1	1	100%	9	7	78%			
	MTD	324	301	93%	161	150	93%	287	256	89%			
	QTR	685	628	92%	314	282	90%	550	491	89%			
VENICE	DAY	15	15	100%	1	1	100%	9	6	67%			
	MTD	475	437	92%	267	225	84%	299	255	85%			
	QTR	1047	921	88%	550	475	86%	603	525	87%			
WINTER HAVEN	DAY	20	14	70%	5	2	40%	4	0	0%			
	MTD	883	823	93%	293	265	90%	459	421	92%			
	QTR	1846	1707	92%	637	557	87%	854	793	93%	Y		
ZEPHYRHILLS	DAY	3	3	100%	0	0		3	2	67%			
	MTD	293	282	96%	118	110	93%	180	162	90%			
	QTR	610	585	96%	240	225	94%	378	342	90%	Y		
FLORIDA TOTALS	DAY	289	229	79%	74	60	81%	268	207	77%			
	MTD	21474	19712	92%	8590	7826	91%	13650	12375	91%	Y		
	QTR	46421	41231	89%	17850	15742	88%	27076	24565	91%			

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REDACTED

EXCHANGE	31-Aug COPPER LINES	31-Aug				31-Aug				31-Aug			
		TOT	00S/24 MET	%	95% MET	TOT	NOS/72 MET	%	95% MET	TOT	1 & T ORDERS/3 DAYS MET	%	90% MET
BARTOW	DAY MTD QTR												
BRADENTON	DAY MTD QTR												
CLEARWATER	DAY MTD QTR												
ENGLEWOOD	DAY MTD QTR												
FROSTPROOF	DAY MTD QTR												
HAINES CITY	DAY MTD QTR												
HUDSON	DAY MTD QTR												
INDIAN LAKE	DAY MTD QTR												
LAKE WALES	DAY MTD QTR												
LAKELAND	DAY MTD QTR												
MULBERRY	DAY MTD QTR												
MYAKKA	DAY MTD QTR												
NEW PORT RICHEY	DAY MTD QTR												
NORTH PORT	DAY MTD QTR												
PALMETTO	DAY MTD QTR												
PLANT CITY	DAY MTD QTR												
POLK CITY	DAY MTD QTR												
SARASOTA	DAY MTD QTR												
ST PETE	DAY MTD QTR												
TAMPA	DAY MTD QTR												
TARPON SPRINGS	DAY MTD QTR												
VENICE	DAY MTD QTR												
WINTER HAVEN	DAY MTD QTR												
ZEPHYRHILLS	DAY MTD QTR												
FLORIDA TOTALS	DAY MTD QTR												

REDACTED

VZ 421

3Q2008
 AUGUST 2008
 August 31, 2008

FLORIDA REGION PSC EXCHANGE STATS

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EXCHANGE	31-Aug VOICE LINES	31-Aug				31-Aug				31-Aug			
		TOT	005/24 MET	OBJ %	95% MET	TOT	NOS/72 MET	OBJ %	95% MET	I & T ORDERS/3 DAYS TOT	MET	OBJ %	90% MET
BARTOW	DAY MTD QTR												
BRADENTON	DAY MTD QTR												
CLEARWATER	DAY MTD QTR												
ENGLEWOOD	DAY MTD QTR												
FROSTPROOF	DAY MTD QTR												
HAINES CITY	DAY MTD QTR												
HUDSON	DAY MTD QTR												
INDIAN LAKE	DAY MTD QTR												
LAKE WALES	DAY MTD QTR												
LAKELAND	DAY MTD QTR												
MULBERRY	DAY MTD QTR												
MYAKKA	DAY MTD QTR												
NEW PORT RICHEY	DAY MTD QTR												
NORTH PORT	DAY MTD QTR												
PALMETTO	DAY MTD QTR												
PLANT CITY	DAY MTD QTR												
POLK CITY	DAY MTD QTR												
SARASOTA	DAY MTD QTR												
ST PETE	DAY MTD QTR												
TAMPA	DAY MTD QTR												
TARPON SPRINGS	DAY MTD QTR												
VENICE	DAY MTD QTR												
WINTER HAVEN	DAY MTD QTR												
ZEPHYRHILLS	DAY MTD QTR												
FLORIDA TOTALS	DAY MTD QTR												

REDACTED

VZ 422

September 30, 2008

EXCHANGE	31-Aug LINES	30-Sep				30-Sep				29-Sep				
		TOT	OOS/24 MET	OBJ %	95% MET	TOT	NGS/72 MET	OBJ %	95% MET	TOT	1 & T TOT	ORDERS/3 DAYS MET	OBJ %	90% MET
BARTOW	DAY	8	4	50%		6	6	100%		5	4	80%		
	MTD	187	162	87%		115	108	94%		110	105	95%		
	QTR	885	773	87%		338	299	88%		342	325	95%		Y
BRADENTON	DAY	33	32	97%		4	4	100%		38	34	89%		
	MTD	821	777	95%	Y	389	361	93%		820	776	95%		Y
	QTR	3058	2868	94%		1324	1245	94%		2434	2260	93%		
CLEARWATER	DAY	47	44	94%		19	19	100%		58	53	91%		
	MTD	1515	1424	94%		722	701	97%	Y	1059	1007	95%		Y
	QTR	5024	4618	92%		2179	1979	91%		3030	2790	92%		
ENGLEWOOD	DAY	5	5	100%		5	5	100%		6	6	100%		
	MTD	188	172	91%		113	93	82%		94	86	91%		
	QTR	665	606	91%		314	275	88%		290	256	88%		
FROSTPROOF	DAY	4	4	100%		2	2	100%		3	3	100%		
	MTD	80	71	89%		45	37	82%		38	35	92%		
	QTR	416	363	87%		140	115	82%		143	133	93%		Y
HAINES CITY	DAY	42	29	69%		2	2	100%		27	26	96%		
	MTD	613	540	88%		235	213	91%		481	447	93%		
	QTR	2317	2039	88%		781	710	91%		1406	1300	92%		Y
HUDSON	DAY	20	20	100%		5	4	80%		13	13	100%		
	MTD	326	311	95%		178	169	95%		278	263	95%		
	QTR	1364	1212	89%		596	529	89%		844	778	92%		Y
INDIAN LAKE	DAY	2	2	100%		0	0			0	0			
	MTD	52	52	100%		10	7	70%		4	3	75%		
	QTR	152	137	90%		35	30	86%		14	12	86%		
LAKE WALES	DAY	11	7	64%		9	8	89%		9	8	89%		
	MTD	321	285	89%		146	127	87%		158	148	94%		
	QTR	1525	1306	86%		481	403	84%		474	433	91%		Y
LAKELAND	DAY	37	34	92%		15	12	80%		50	47	94%		
	MTD	1031	963	93%		486	418	86%		894	841	94%		Y
	QTR	4032	3627	90%		1610	1352	84%		2439	2257	93%		
MULBERRY	DAY	3	3	100%		5	4	80%		4	4	100%		
	MTD	89	78	88%		40	37	93%		39	36	92%		
	QTR	343	319	93%		136	119	88%		125	116	93%		Y
MYAKKA	DAY	4	4	100%		3	3	100%		1	1	100%		
	MTD	121	114	94%		32	29	91%		17	16	94%		
	QTR	566	502	89%		127	114	90%		57	46	81%		
NEW PORT RICHEY	DAY	14	14	100%		7	7	100%		22	21	95%		
	MTD	417	405	97%		218	216	99%		479	459	96%		
	QTR	1476	1383	94%		811	747	92%		1488	1379	92%		Y
NORTH PORT	DAY	16	16	100%		3	3	100%		14	11	79%		
	MTD	329	303	92%		142	119	84%		215	172	80%		
	QTR	996	922	93%		411	360	88%		663	542	82%		
PALMETTO	DAY	9	8	89%		4	4	100%		10	10	100%		
	MTD	223	199	89%		140	124	89%		159	144	91%		
	QTR	1080	967	90%		459	401	87%		486	412	91%		Y
PLANT CITY	DAY	4	3	75%		10	10	100%		8	8	100%		
	MTD	461	435	94%		195	182	93%		262	246	94%		
	QTR	2105	1940	92%		737	640	87%		726	649	89%		
POLK CITY	DAY	1	1	100%		1	1	100%		5	3	60%		
	MTD	144	136	94%		35	31	89%		40	33	83%		
	QTR	466	434	93%		97	80	82%		118	103	87%		
SARASOTA	DAY	40	36	90%		21	20	95%		47	42	89%		
	MTD	1158	1054	91%		661	582	88%		905	806	89%		
	QTR	4387	4036	92%		1930	1738	90%		2796	2503	90%		
ST PETE	DAY	37	34	92%		23	20	87%		57	53	93%		
	MTD	1359	1274	94%		609	559	92%		1066	1002	94%		Y
	QTR	4835	4633	96%		2107	1984	94%		3312	3080	93%		
TAMPA	DAY	177	164	93%		87	82	94%		268	229	85%		
	MTD	4926	4628	94%		2246	2138	95%	Y	5113	4797	94%		Y
	QTR	20902	18088	87%		8253	7334	89%		15735	14432	92%		
TARPON SPRINGS	DAY	9	8	89%		5	4	80%		15	14	93%		
	MTD	228	218	96%		129	126	98%		320	304	95%		
	QTR	913	846	93%		443	408	92%		820	795	97%		Y
VENICE	DAY	12	11	92%		6	6	100%		17	14	82%		
	MTD	519	448	86%		257	205	80%		329	291	88%		
	QTR	1566	1369	87%		807	680	84%		932	816	88%		
WINTER HAVEN	DAY	27	26	96%		14	12	86%		28	26	93%		
	MTD	792	694	88%		322	273	85%		461	426	92%		
	QTR	2638	2401	91%		959	830	87%		1315	1219	93%		Y
ZEPHYRHILLS	DAY	8	8	100%		5	5	100%		13	12	92%		
	MTD	208	202	97%		85	84	99%		189	187	99%		
	QTR	818	787	96%	Y	325	309	95%	Y	567	529	93%		Y
FLORIDA TOTALS	DAY	570	517	91%		261	243	93%		718	642	89%		
	MTD	16108	14945	93%		7550	6939	92%		13530	12630	93%		Y
	QTR	62529	56176	90%		25400	22681	89%		40606	37195	92%		

VZ 423

EXCHANGE	10-Sep COPPER LINES	10-Sep			10-Sep			10-Sep		
		TOT	OOS/24 MET	OBJ 95% MET	TOT	NOS/72 MET	OBJ 95% MET	TOT	I & T ORDERS/3 DAYS MET	OBJ 90% MET
BARTOW	DAY MTD QTR									
BRADENTON	DAY MTD QTR									
CLEARWATER	DAY MTD QTR									
ENGLEWOOD	DAY MTD QTR									
FROSTPROOF	DAY MTD QTR									
HAINES CITY	DAY MTD QTR									
HUDSON	DAY MTD QTR									
INDIAN LAKE	DAY MTD QTR									
LAKE WALES	DAY MTD QTR									
LAKELAND	DAY MTD QTR									
MULBERRY	DAY MTD QTR									
MYAKKA	DAY MTD QTR									
NEW PORT RICHEY	DAY MTD QTR									
NORTH PORT	DAY MTD QTR									
PALMETTO	DAY MTD QTR									
PLANT CITY	DAY MTD QTR									
POLK CITY	DAY MTD QTR									
SARASOTA	DAY MTD QTR									
ST PETE	DAY MTD QTR									
TAMPA	DAY MTD QTR									
TARPON SPRINGS	DAY MTD QTR									
VENICE	DAY MTD QTR									
WINTER HAVEN	DAY MTD QTR									
ZEPHYRHILLS	DAY MTD QTR									
FLORIDA TOTALS	DAY MTD QTR									

REDACTED

VZ 424

EXCHANGE	30-Sep VOICE LINES	30-Sep			30-Sep			30-Sep		
		TOT	OOS/24 MET %	OBJ 95% MET	TOT	NOS/22 MET %	OBJ 95% MET	TOT	I & T ORDERS/3 DAYS MET %	OBJ 90% MET
BARTOW	DAY MTD QTR									
BRADENTON	DAY MTD QTR									
CLEARWATER	DAY MTD QTR									
ENGLEWOOD	DAY MTD QTR									
FROSTPROOF	DAY MTD QTR									
HAINES CITY	DAY MTD QTR									
HUDSON	DAY MTD QTR									
INDIAN LAKE	DAY MTD QTR									
LAKE WALES	DAY MTD QTR									
LAKELAND	DAY MTD QTR									
MULBERRY	DAY MTD QTR									
MYAKKA	DAY MTD QTR									
NEW PORT RICHEY	DAY MTD QTR									
NORTH PORT	DAY MTD QTR									
PALMETTO	DAY MTD QTR									
PLANT CITY	DAY MTD QTR									
POLK CITY	DAY MTD QTR									
SARASOTA	DAY MTD QTR									
ST PETE	DAY MTD QTR									
TAMPA	DAY MTD QTR									
TARPON SPRINGS	DAY MTD QTR									
VENICE	DAY MTD QTR									
WINTER HAVEN	DAY MTD QTR									
ZEPHYRHILLS	DAY MTD QTR									
FLORIDA TOTALS	DAY MTD QTR									

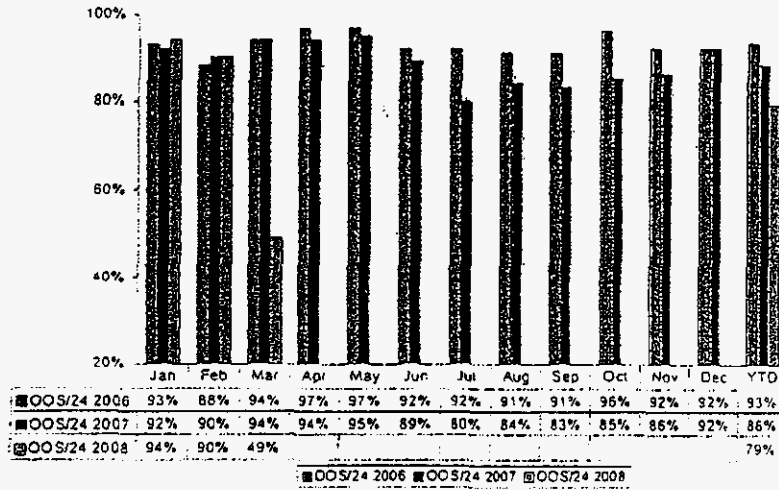
REDACTED

VZ 425

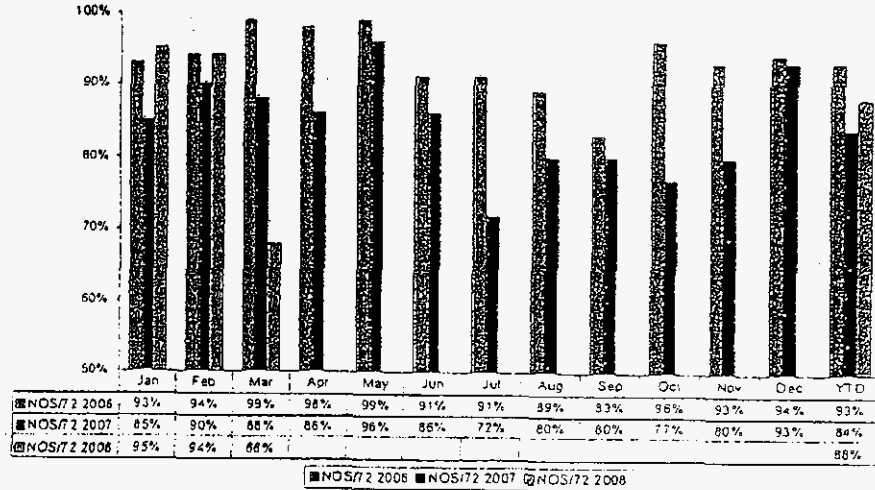
Trends



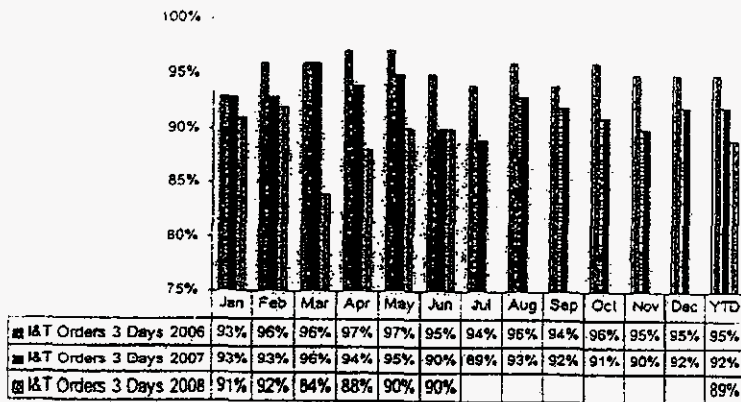
Customer Trouble Out of Service 24 hour Commitment 2006-2008
95% Objective



Customer Trouble Not out of Service 72 hour Commitment 2006-2008
95% Objective



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



REDACTED

VZ 661



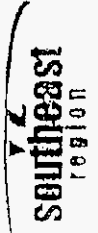
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Drivers

REDACTED

Recovery Plan

REDACTED



Page 0017

Q2 Commitments

REDACTED

southeast
REGION

Page 9 of 9



REDACTED

CONFIDENTIAL

Russell B.
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

To kwame.k.trotman@one.verizon.com@VZNotes, Russell B.
Diamond/EMPL/FL/Verizon@VZNotes,
joe.lombrana@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

VZ 517

CONFIDENTIAL



john.dephillips@one.verizon.com
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

----- Original Message -----

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

Subject: Re: Core load

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
813-483-1210