

**Diamond Williams**

090550-TL

**From:** Scobie, Teresa A (Terry) [terry.scobie@verizon.com]  
**Sent:** Wednesday, August 25, 2010 10:51 AM  
**To:** Filings@psc.state.fl.us  
**Cc:** O'Roark, Dulaney L; David Christian; Kampert, Deborah B (Debby)  
**Subject:** Docket No. 090550-TL - Verizon Florida Call Answer Time Letter  
**Attachments:** 090550 VZ FL Call Answer Time ltr-8-25-10.pdf



The attached is submitted for filing in Docket No. 090550-TL on behalf of Verizon Florida LLC by

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The attached document consists of a total of two pages - cover letter and Certificate of Service.

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8/25/2010

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**August 25, 2010 – VIA ELECTRONIC MAIL**

Ann Cole, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 090550-TL  
Petition of Verizon Florida LLC for Variance from Rules 25-4.0185 and 25-4.073,  
F.A.C.

Dear Ms. Cole:

In a memorandum dated July 15, 2010, Staff administratively approved a request by Verizon Florida LLC ("Verizon") for a three-month extension of a variance permitting Verizon to report call answer time for all residential customer lines instead of just for basic local telecommunications service lines. Verizon had requested the extension because it had not yet completed testing of the software changes it had made to implement basic-only reporting. That testing has now been successfully completed. Verizon therefore will begin filing call-answer-time reports for basic lines for the period ending September 30, 2010.

Verizon appreciates Staff's cooperation and assistance as Verizon has worked through this process.

Sincerely,

s/ Dulaney L. O'Roark III

Dulaney L. O'Roark III

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DOCUMENT NUMBER-DATE

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**CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that copies of the foregoing were sent via U.S. mail on August 25, 2010 to:

Staff Counsel  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Joint Administrative Procedures Committee  
The Holland Building, Room 120  
Tallahassee, FL 32399-1300

s/ Dulaney L. O'Roark III

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