

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

IN RE: Adoption of Rule ) DOCKET NO. 910748-TL  
25-4.080, F.A.C., Weighted ) ORDER NO. PSC-92-0744-NOR-TL  
Measurement of Quality of ) ISSUED: 07/30/92  
Service. )  
\_\_\_\_\_ )

NOTICE OF RULEMAKING

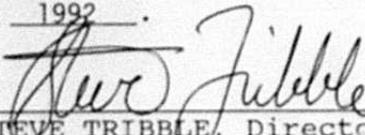
NOTICE is hereby given that the Commission, pursuant to section 120.54, Florida Statutes, has initiated rulemaking to adopt Rule 25-4.080, F.A.C., relating to weighted measurement of quality of service.

The attached Notice of Rulemaking will appear in the August 7, 1992, edition of the Florida Administrative Weekly. If requested, a hearing will be held at the following time and place:

9:30 a.m., Tuesday, September 22, 1992  
Room 122, Fletcher Building  
101 East Gaines Street  
Tallahassee, Florida

Written requests for hearing and written comments or suggestions on the rule must be received by the Director, Division of Records and Reporting, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, FL 32399, no later than August 28, 1992.

By Direction of the Florida Public Service Commission, this  
30th day of July, 1992.

  
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STEVE TRIBBLE, Director  
Division of Records & Reporting

( S E A L )

WEW  
amd4080.cjp

DOCUMENT NUMBER-DATE  
08432 JUL 30 1992  
PSC-RECORDS/REPORTING

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FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 910748-TL

RULE TITLE:

RULE NO.:

Weighted Measurement of Quality of Service

25-4.080

PURPOSE AND EFFECT: The purpose of this new rule is to introduce another tool which the Commission can utilize in its effort to accurately measure the quality of service provided by local exchange telephone companies. This tool is a weighted index system that, when used, results in an overall average score for quality of service. The Commission will be able to consider this average score in determining rates charged by the local exchange telephone companies.

SUMMARY: The rule authorizes the Commission to utilize a weighted index system when considering the adequacy of service provided by a local exchange telephone company. The system contains various quality of service measures currently contained in Commission rules and weights them according to their importance in the provision of acceptable quality local telephone service. A company which exactly meets all the minimum service measures will receive an overall rating of seventy-five points.

RULEMAKING AUTHORITY: 350.127(2), F.S.

LAW IMPLEMENTED: 364.01, 364.03, 364.035, 364.036, F.S.

SUMMARY OF THE ESTIMATE OF ECONOMIC IMPACT OF THIS RULE:

Costs to the agency and the local exchange companies will be

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minimal. Ratepayers could benefit if the rule gives the companies the incentive to concentrate on improving the quality of service in a particular area, especially if that area is assigned a heavier weight.

WRITTEN COMMENTS OR SUGGESTIONS ON THE PROPOSED RULE MAY BE SUBMITTED TO THE FPSC, DIVISION OF RECORDS AND REPORTING, WITHIN 21 DAYS OF THE DATE OF THIS NOTICE FOR INCLUSION IN THE RECORD OF THE PROCEEDING. IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE, A HEARING WILL BE HELD AT THE DATE AND PLACE SHOWN BELOW:

TIME AND DATE: 9:30 A.M., September 22, 1992

PLACE: Room 122, 101 East Gaines Street, Tallahassee, Florida.

THE PERSON TO BE CONTACTED REGARDING THIS RULE AND THE ECONOMIC IMPACT STATEMENT IS: Director of Appeals, Florida Public Service Commission, 101 East Gaines Street, Tallahassee, Florida 32399.

THE FULL TEXT OF THE RULE IS:

25-4.080 Weighted Measurement of Quality of Service.

In considering the adequacy of service provided by a local exchange telephone company, the Commission may utilize a weighted index system developed by the Public Utility Research Center. Under this weighting system, a company exactly meeting all FPSC standards on all criteria would receive an overall satisfactory rating of seventy-five (75) points. Using indices assigned to each criterion, adjustments to the base of seventy-five (75) would be made on all results that either exceed or fall below the

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standards. The criteria and indices are contained in the Weighted Index (Form CMU-41), which is incorporated by reference into this rule.

Companies shall be responsible for complying with each service standard, whether or not an overall score of seventy-five (75) or more is achieved when the weighted index is employed.

Specific Authority: 350.127(2), F.S.

Law Implemented: 364.01, 364.03, 364.035, 364.036, F.S.

History: New

NAME OF PERSON ORIGINATING PROPOSED RULE: Alan Taylor, Division of Communications

NAME OF SUPERVISOR OR PERSON(S) WHO APPROVED THE PROPOSED RULE: Florida Public Service Commission.

DATE PROPOSED RULE APPROVED: July 21, 1992

If any person decides to appeal any decision of the Commission with respect to any matter considered at the rulemaking hearing, if held, a record of the hearing is necessary. The appellant must ensure that a verbatim record, including testimony and evidence forming the basis of the appeal is made. The Commission usually makes a verbatim record of rulemaking hearings.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Division of Records and Reporting at (904) 488-8371 at least five calendar days prior to the hearing. If you are hearing or speech impaired, please

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contact the Florida Public Service Commission using the Florida  
Relay Service, which can be reached at: 1-800-955-8771 (TDD).

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CERTIFICATION OF  
PUBLIC SERVICE COMMISSION

FORM INCORPORATED BY REFERENCE IN RULE 25-4.080

Pursuant to Rule 1S-1.005, Florida Administrative Code, I hereby certify that the attached is a true and complete copy of Form PSC/CMU 41, which is incorporated by reference in Rule 25-4.080, Florida Administrative Code.

WEW

WEIGHTED INDEX					
TELEPHONE COMPANY		REPORT DATE:			
DATES STUDIED:					
CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
A. DIAL TONE DELAY					
DIAL TONE DEL +	95.0		1.1951		
DIAL TONE DEL -	95.0		8.9222		
B. CALL COMPLETIONS					
INTRA-OFFICE +	95.0		0.0644		
INTRA-OFFICE -	95.0		4.2162		
INTER-OFFICE +	95.0		0.0995		
INTER-OFFICE -	95.0		2.2139		
EAS +	95.0		0.0295		
EAS -	95.0		1.0456		
INTRA-LATA DDD +	95.0		0.1351		
INTRA-LATA DDD -	95.0		1.1554		
C. INCORRECTLY DIALED CALLS					
INCORRECTLY DIALED +	95.0		0.1096		
INCORRECTLY DIALED -	95.0		0.1096		
D. 911 SERVICE					
911 SERVICE -	100.0		3.0224		
E. TRANSMISSION					
DIAL TONE LEVEL -	100.0		0.0002		
CENTRAL OFFICE LOSS -	100.0		0.0002		
M.W. FREQUENCY -	100.0		0.0002		
CEN. OFF. NOISE METAL -	100.0		0.0002		
CEN. OFF. NOISE IMPLSE -	100.0		0.0002		
SUBSCRIBER LOOPS +	98.0		0.2929		
SUBSCRIBER LOOPS -	98.0		0.1465		
F. POWER AND GENERATORS					
POWER & GENERATORS -	100.0		0.0839		
G. TEST NUMBERS					
TEST NUMBERS -	100.0		0.0011		

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
<b>H. CENTRAL OFFICE</b>					
SCHEDULED ROUTINE PROG +	95.0		0.0511		
SCHEDULED ROUTINE PROG -	95.0		0.0511		
FRAME +	95.0		0.0576		
FRAME -	95.0		0.0576		
FACILITIES +	95.0		0.0796		
FACILITIES -	95.0		0.0796		
<b>I. ANSWER TIME</b>					
OPERATOR +	90.0		0.0545		
OPERATOR -	90.0		0.4012		
DIRECTORY ASSISTANCE +	90.0		0.0545		
DIRECTORY ASSISTANCE -	90.0		0.4012		
REPAIR SERVICE +	90.0		0.0469		
REPAIR SERVICE -	90.0		0.3696		
BUSINESS OFFICE +	80.0		0.0420		
BUSINESS OFFICE -	80.0		0.1351		
<b>J. ADEQUACY OF DIR. AND DIR. ASSISTANCE</b>					
DIRECTORY SERVICE -	100.0		0.0932		
NEW NUMBERS -	100.0		0.0420		
NUMBERS IN DIRECTORY +	99.0		0.2633		
NUMBERS IN DIRECTORY -	99.0		0.2633		
<b>K. ADEQUACY OF INTERCEPT SERVICES</b>					
CHANGED NUMBERS +	90.0		0.1351		
CHANGED NUMBERS -	90.0		0.2703		
DISCONNECTED SERVICE +	80.0		0.0513		
DISCONNECTED SERVICE -	80.0		0.2260		
VACATION DISCONNECTS +	80.0		0.0338		
VACATION DISCONNECTS -	80.0		0.0615		
VACANT NUMBERS +	80.0		0.0291		
VACANT NUMBERS -	80.0		0.2184		
DISCONNECTS NON-PAY -	100.0		0.1733		
<b>L. TOLL TIMING AND BILLING ACCURACY</b>					
INTRA-LATA BILL ACC. +	97.0		0.4506		
INTRA-LATA BILL ACC. -	97.0		1.5001		
DIR. ASSIST. BILL ACC. +	97.0		0.2518		
DIR. ASSIST. BILL ACC. -	97.0		0.1386		

CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
M. PUBLIC TELEPHONE SERVICE					
1 PAY PHONE/ EXCHANGE -	100.0		0.0007		
SERVICEABILITY -	100.0		0.0907		
HANDICAPPED ACCESS -	100.0		0.0118		
GLASS +	95.0		0.0058		
GLASS -	95.0		0.0058		
DOORS +	95.0		0.0053		
DOORS -	95.0		0.0053		
LEVEL +	95.0		0.0080		
LEVEL -	95.0		0.0065		
WIRING +	95.0		0.0063		
WIRING -	95.0		0.0148		
CLEANLINESS +	95.0		0.0005		
CLEANLINESS -	95.0		0.0380		
LIGHTS -	100.0		0.0235		
TELEPHONE NUMBERS -	100.0		0.0550		
NAME OR LOGO -	100.0		0.0008		
DIAL INSTRUCTIONS -	100.0		0.0907		
TRANSMISSION +	95.0		0.0280		
TRANSMISSION -	95.0		0.0280		
DIALING +	95.0		0.0008		
DIALING -	95.0		0.0065		
COIN RETURN AUTO -	100.0		0.0039		
COIN RETURN OPER +	95.0		0.0187		
COIN RETURN OPER -	95.0		0.0187		
OPERATOR ID COINS +	95.0		0.0002		
OPERATOR ID COINS -	95.0		0.0317		
ACCESS ALL LD CARRIERS -	100.0		0.0025		
RING BACK OPERATOR +	95.0		0.0002		
RING BACK OPERATOR -	95.0		0.0317		
COIN FREE ACCESS OPER -	100.0		0.0101		
COIN FREE ACCESS D.A.-	100.0		0.0044		
COIN FREE ACCESS 911 -	100.0		0.0098		
COIN FREE ACCESS R.S.-	100.0		0.0036		
COIN FREE ACCESS B.O.-	100.0		0.0029		
DIRECTORY -	100.0		0.0014		
DIRECTORY SECURITY +	95.0		0.0536		
DIRECTORY SECURITY -	95.0		0.0536		
ADDRESS/LOCATION -	100.0		0.1315		

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CRITERION	FPSC STANDARD	COMPANY RESULTS	WEIGHT FACTORS	DIFF	WEIGHT ADJUST
N. AVAILABILITY OF SERVICE					
3 DAY PRIMARY SERVICE +	90.0		0.0350		
3 DAY PRIMARY SERVICE -	90.0		0.2527		
PRIM. SERV. APPOINTMNT +	95.0		0.1371		
PRIM. SERV. APPOINTMNT -	95.0		0.8536		
O. REPAIR SERVICE					
RESTORED-SAME DAY +	80.0		0.0954		
RESTORED-SAME DAY -	80.0		0.1385		
RESTORED-24 HOUR +	95.0		0.3871		
RESTORED-24 HOUR -	95.0		1.4021		
REPAIR APPOINTMENTS +	95.0		0.1385		
REPAIR APPOINTMENTS -	95.0		0.2033		
REBATES OVER 24 HOURS -	100.0		0.0350		
SERVICE AFFECTING-72 HRS +	95.0		0.1385		
SERVICE AFFECTING-72HRS -	95.0		0.2033		
P. CUSTOMER COMPLAINTS					
COMPLAINTS/ 1000 LINES +	ST. AVE 0.42		0.3871		
COMPLAINTS/ 1000 LINES -	0.42		0.0000		
BASE SCORE IF ALL STANDARDS ARE MET EXACTLY			75.00		75.00
SUM OF ADJUSTMENTS					0.00
OVERALL WEIGHTED SCORE (BASE + SUM OF ADJUSTMENTS)					75.00