DECLASSIFIED

REQUEST: Provide a breakdown of Type 1 and Type 2 circuits.

RESPONSE: TCG South Florida utilizes the following circuits:

Type I:	10,727
Type II:	12,306

Type 1 refers to TCG's own facilities; Type 2 refers to the use of BellSouth's facilities.

THIS RESPONSE CONTAINS PROPRIETARY AND CONFIDENTIAL INFORMATION

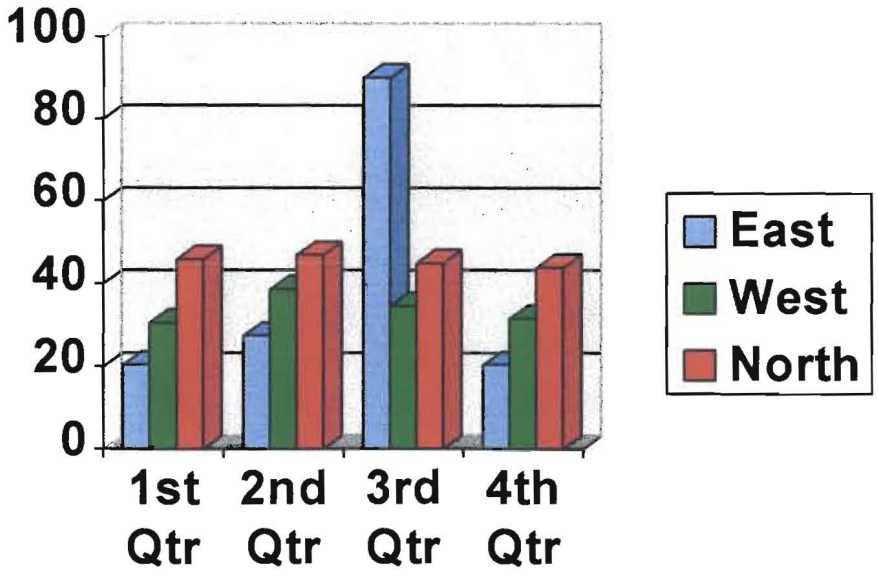
DOCUMENT NUMBER-DATE
08676 AUG 27 97
FPSC-RECORDS/REPORTING

REQUEST: Please provide an example of the BellSouth Account Team reports given to TCG South Florida.

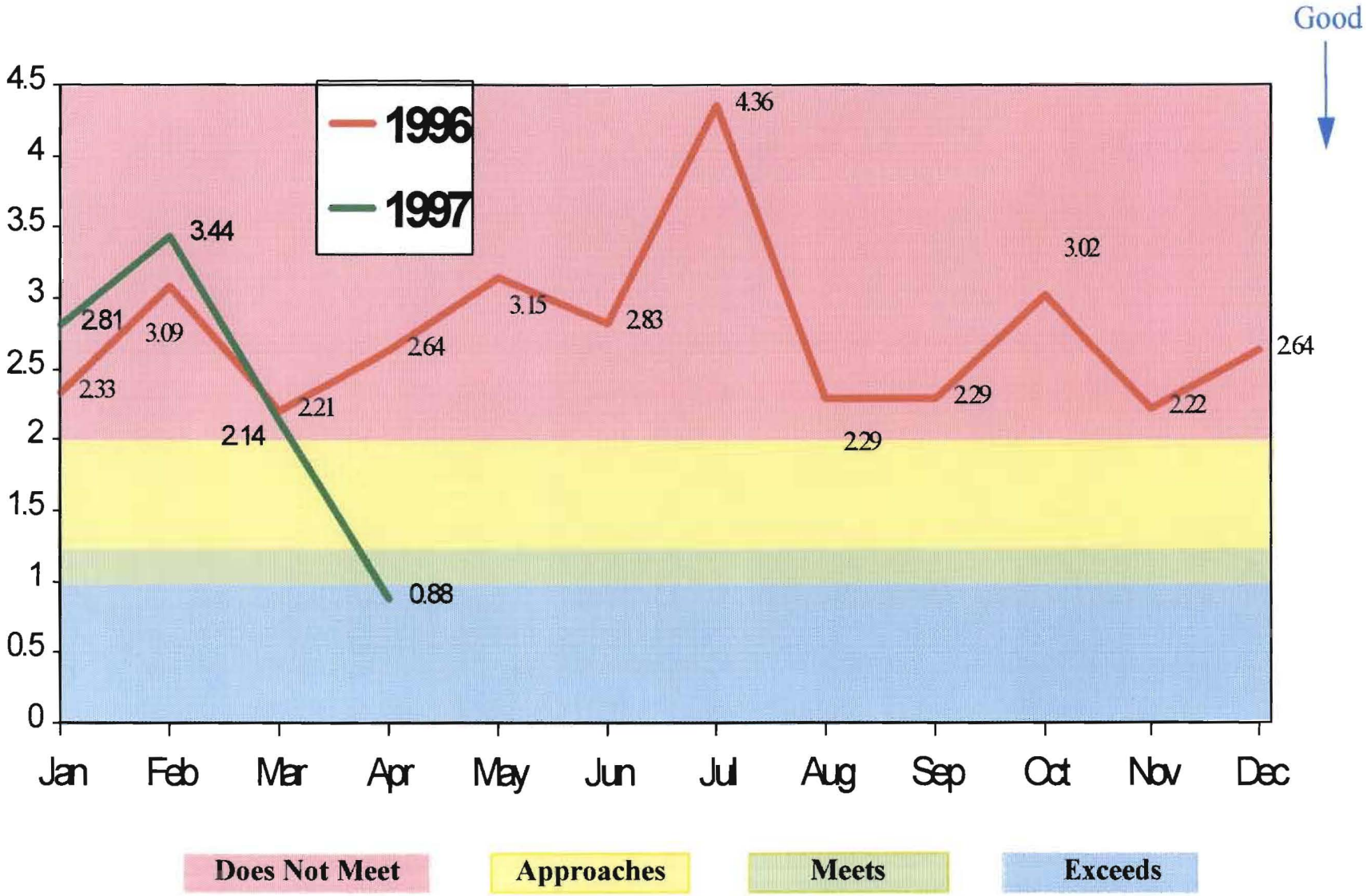
RESPONSE: The "Teleport Communications 1997 Maintenance Results" and the "Performance Monitoring" summary provided by BellSouth account teams to TCG South Florida are attached. These documents contain information that is confidential and proprietary.

TELEPORT COMMUNICATIONS

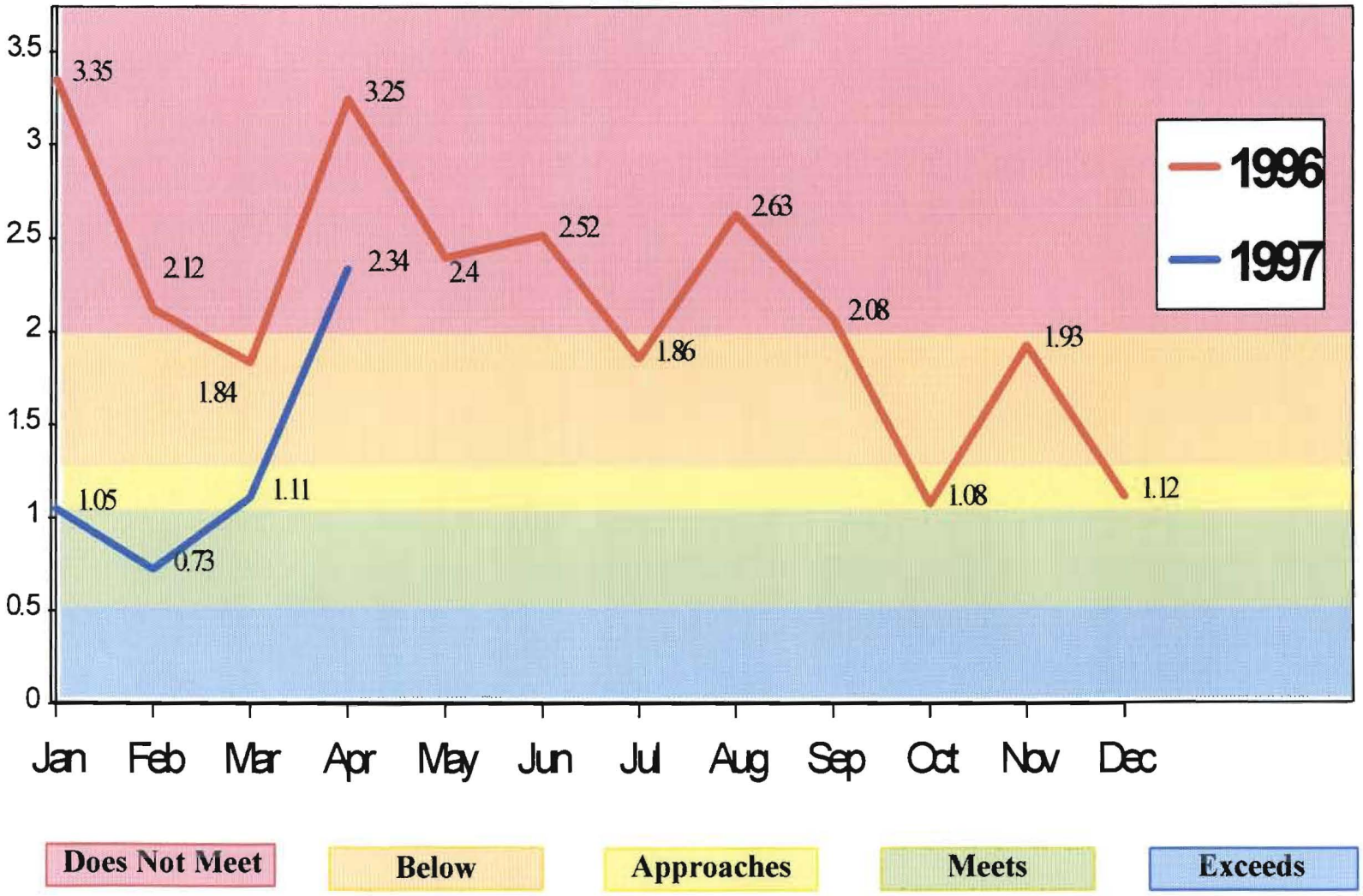
1997 MAINTENANCE RESULTS



Teleport Communications Average Duration

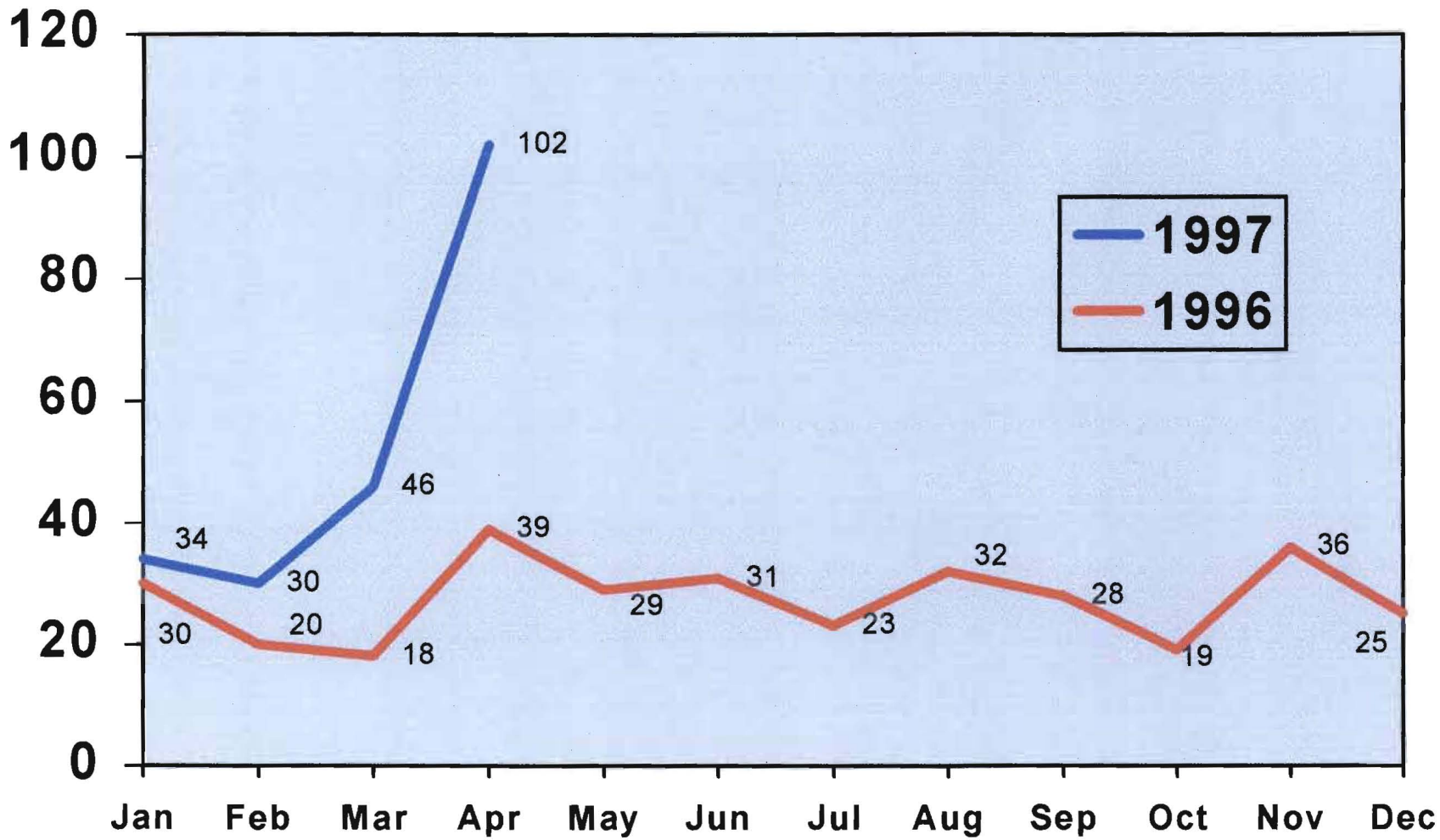


Teleport Communications Failure Frequency



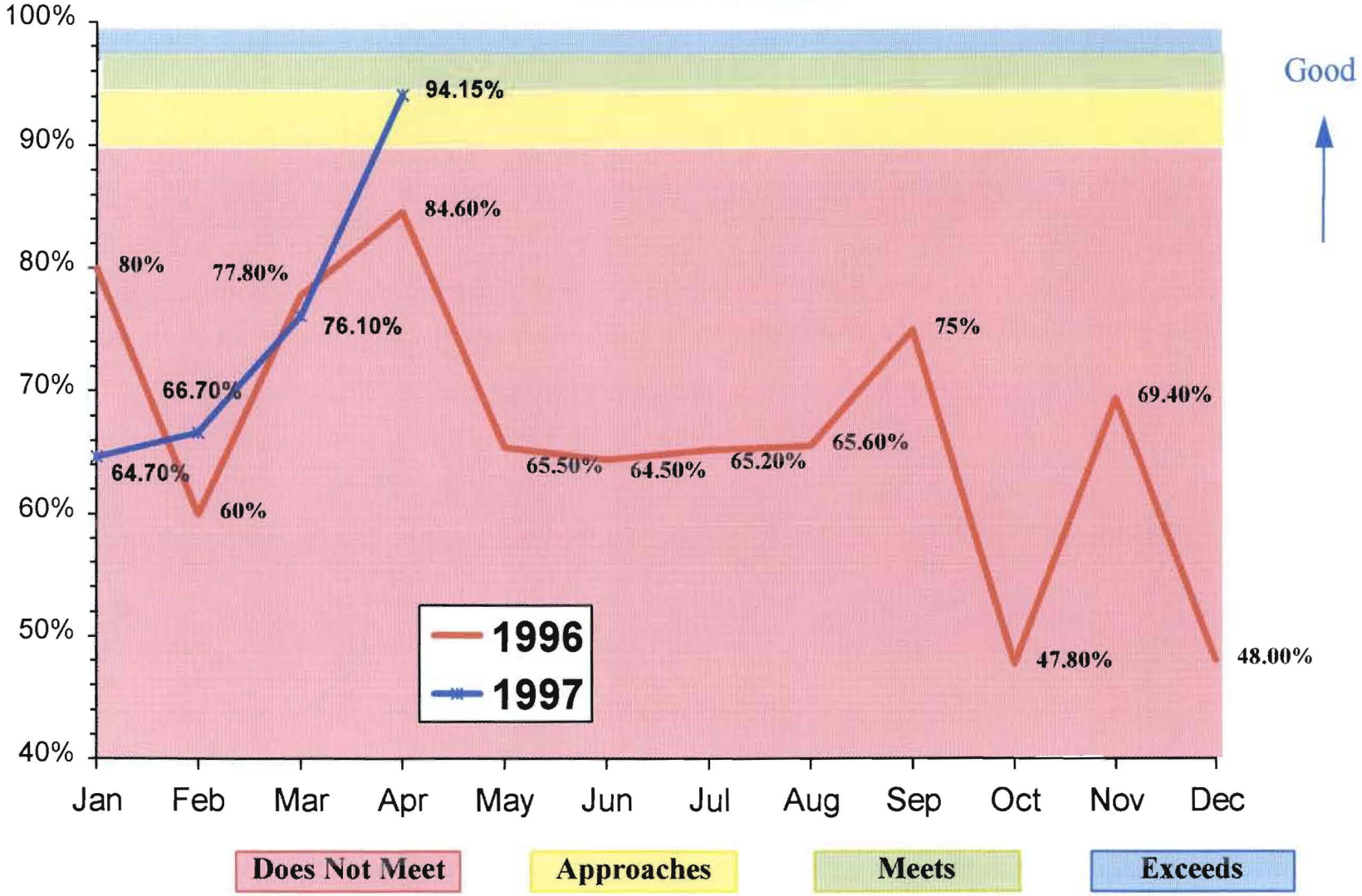
Good

Teleport Communications Trouble Ticket Volume

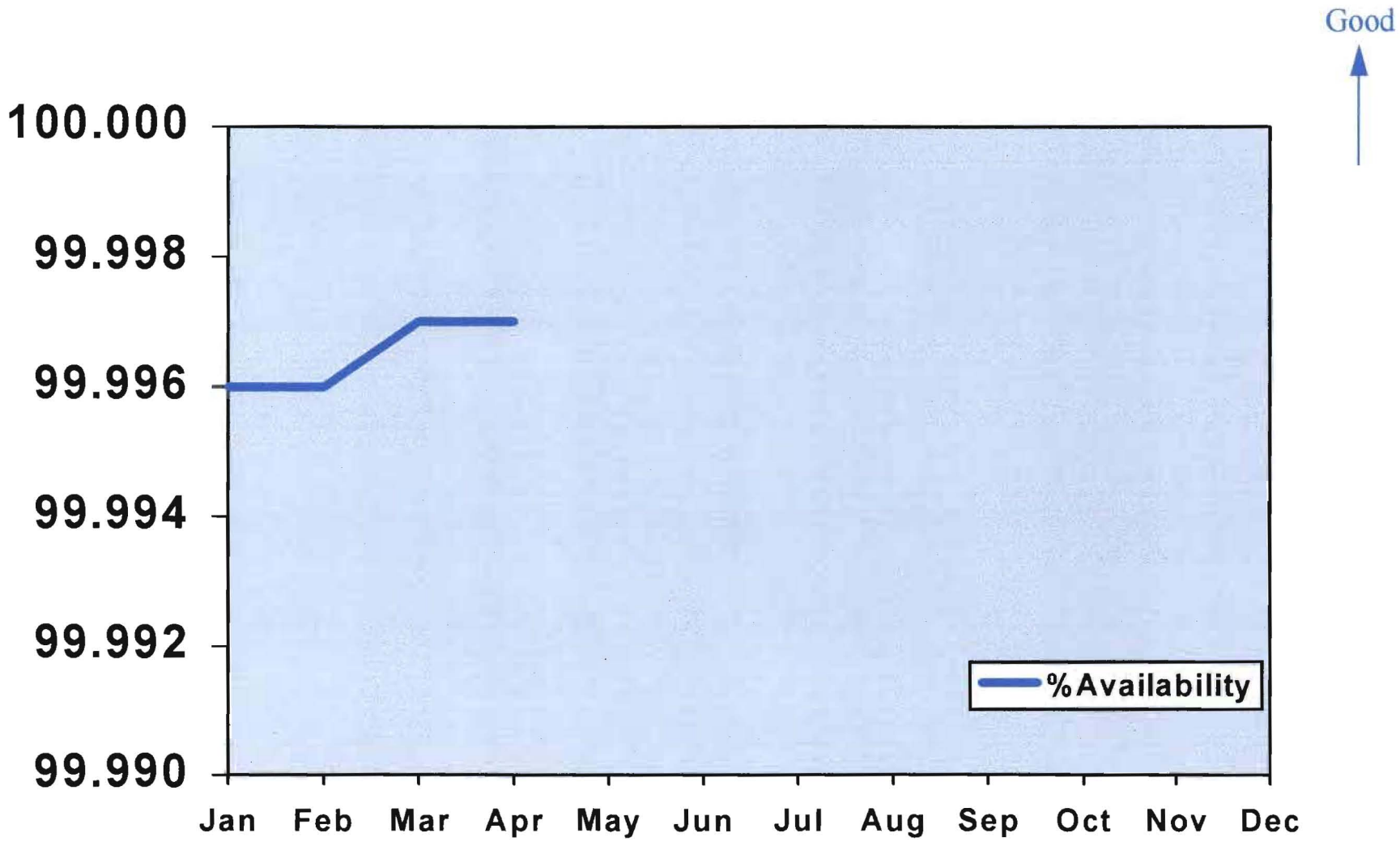


Teleport Communications 1997 Time to Restore

Percent < 3 Hours



Teleport Communications Percent Availability



PERFORMANCE MONITORING

WHAT DO WE DO ?

- We monitor DS1 circuits (non-channelized).

- Two PM Groups. (Atlanta ACAC and Birmingham ACAC)

- GENERAL CENTER - As of 5/31/97 we were pulling PM data on approximately 10,336 circuits.

- TPM - As of 5/31/97 we were pulling PM data on 468 circuits.

HISTORY

- PM Groups were formed approximately 2 years ago.

- Circuit Base that we monitor has grown 41.5% since October 1996.

WHAT KIND OF PM DATA DO WE HAVE AVAILABLE ?

- 31 Days or more
- 1 Day
- Since Midnight the previous night.
- Current (15 minute increments)

HOW IS PERFORMANCE MEASURED ?

- Hekimian System (PMI Performance Monitoring Integrator)
- PMI polls network elements nightly
- Quality Index

$$QI = \frac{86400 - (ES + SES + UAS)}{86400 \text{ (total sec. per day)}} \times 100$$

ES = Errored Seconds
SES = Severely Errored Seconds
UAS = Unavailable Seconds

HOW CAN WE HELP ?

- **PROACTIVELY** - By monitoring circuits that are degrading on a daily basis we can potentially save a Customer Report (CR) from ever being opened. This is accomplished with assistance from the IC and their end user.

- **REACTIVELY** - PM Data can be pulled on DS1's that are reported to the Maintenance Groups in the ACAC.

FUTURE GOALS

- **CONTINUED GROWTH** - Increase circuit base that we now monitor (new and existing).

- **NETWORK RELIABILITY** - Provide the best and most reliable network for BellSouth Customers.

REQUEST: Please provide the number of unbundled local loops ordered by TCG South Florida; the number of loops provided by BellSouth and the number of loops provided by BellSouth to TCG South Florida that are operational.

RESPONSE: TCG South Florida utilizes the following BellSouth purchased/leased facilities:

Outgoing Tandem Trunks: 360
Meet-Point Billing (Two-Way) Trunks used for IXC Access: 216
Local Serving Office (Outgoing) Trunks: 72
Unbundled Loops in Service: 163

THIS RESPONSE CONTAINS CONFIDENTIAL AND PROPRIETARY INFORMATION

REQUEST: Please provide the names of resellers and STS providers that may be providing residential service over TCG South Florida's facilities.

RESPONSE: TCG South Florida is aware of at least one reseller, Optel, offering residential service over TCG's facilities.

THIS RESPONSE CONTAINS PROPRIETARY AND CONFIDENTIAL INFORMATION